

DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Consumer and Customer
Complaints_Weld

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG0JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER RUBICON UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	03/26/2018	CAIR Type	Regular	Status	Closed
Close Date	03/30/2018	Origin	Telephone	Reason	New problem
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	COLLIERVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	COLLIERVILLE	TN		USA	
Dealer	45602	Collierville Chrysler Dodge Jeep Ram	Dealer Phone	9018545337	
Dealer Address	393 S Byhalia Rd.				
	Collierville	TN	380179393	USA	
Dealer Zone	Southwest	Sales District		Service District	Q
Subject	Continuous Quality Insight				
Synopsis					
Customer Anomaly					
Contact Reason		Customer Anomaly			
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
03/26/2018 10:30 AM	Open
03/30/2018 09:03 PM	Closed
09/29/2018 01:15 PM	Closed

Initial Description

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
03/26/2018	CQI Survey Record Received - DATE : 03/26/2018 Survey Number : 14156901 Quality Survey ID Number: Survey Date : 03/24/2018 VIN Complete 17 : 1C4HJXFG0JW CQI Comments : I would like to know why the frame welds have holes in them. Is this a known issue?
03/28/2018	Agent reached out to customer and received VM. Agent left contact information for follow up. Next agent if the customer calls back please follow answer connect article 24359
03/29/2018	Agent reached out to customer and received VM. Agent left contact information for follow up. Next agent if the customer calls back please follow answer connect article 24359
03/30/2018	Agent reached out to customer and received VM. Agent emailed customer contact information for follow up. Next agent if the customer calls back please follow answer connect article 24359
03/30/2018	Status update provided via email to the following email address: m Hi My name is Tremaine, and I am following up on a survey that you recently completed regarding your 2018/Jeep Wrangler Rubicon Unlimited. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Jeep, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Jeep Customer Assistance at (877) 426-5337. Thank You, Tremaine End of Status Update

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER RUBICON UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	03/26/2018	CAIR Type	Regular	Status	Closed
Close Date	03/27/2018	Origin	Telephone	Reason	New problem
Mileage	100 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	NEW BRAUNFELS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	NEW BRAUNFELS	TX		USA	
Dealer	23863	Bluebonnet Motors Inc	Dealer Phone	8306068532	
Dealer Address	283 1h 35 E				
	New Braunfels	TX	781303740	USA	
Dealer Zone	Southwest	Sales District		Service District	J
Subject	porosity in welds				
Synopsis	Customer had inquiry on welds. Dealer reaches out to resource. Resources determine via pictures vehicle is within specifications. Customer is seeking legal action. Customer care cannot assist in legal matters. Customer is notified case is closed due to le				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/26/2018 03:31 PM	Open
03/27/2018 08:59 PM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

-Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
-Product,Frame,Unknown,Other,Default,Frame Inquiry,porosity in welds

Case Comments

Date	Comment
03/26/2018	forum username: rj1078 forum
03/26/2018	customer quote "I am having a 2" lift put on by a reputable shop in town. He called me to come down and look at some issues. Apparently every weld on my JL (frame and all) has really bad porosity and some don't even penetrate. He went down to the dealership where I got it and all the other JL's there seem to be fine. The welds look really bad and are on structural parts of the Jeep. Has anyone heard of QC issues like this in the JL? What do y'all think a good solution is? I don't want to always be worried driving my family down the highway."
03/26/2018	Writer follows up with Bill in service. SA Bill states that he took pictures and sent them onto to appropriate teams to be reviewed. SA Bill also advises that customer is talking with an attorney. Writer will reach out to resource to look into further.
03/26/2018	Waiting to hear back on pictures that were sent in.
03/27/2018	Writer gets update that vehicle is within spec. Service Manager has been updated and will be letting customer know. Writer lets customer know dealer will be providing updates soon.
03/27/2018	Customer follows up stating the attorney is asking for signed documentation stating that the welds are within specs. Writer lets customer know that since this crosses into the legal realm, as members of the customer care teams we are unable to assist - that customers legal representation will know who to contact and which channels to communicate through.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNL MITED RUBICON		
Open Date	04/14/2018	CAIR Type	Regular	Status	Closed
Close Date	04/16/2018	Origin	Roadside Assistance	Reason	New problem
Mileage	873 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	HEWITT	Caller Country	USA	Caller Postal Code	1
Customer					
Customer Address					
	HEWITT	NJ	1	USA	
Dealer	60441	Hudson Chrysler Jeep Dodge Ram		Dealer Phone	2013242107
Dealer Address	625 Route 440				
	Jersey City	NJ	073041089	USA	
Dealer Zone	Northeast	Sales District		Service District	S
Subject	Roadside Services - Vehicle Inoperable				
Synopsis	closed				
Customer Anomaly					
Contact Reason		Customer Anomaly			
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
04/14/2018 06 01 AM	Open
04/16/2018 07:27 PM	Closed
09/29/2018 04 54 PM	Closed

Initial Description

-Corporate,Roadside Services,Warranty,Vehicle Inoperable,Default,Roadside Services - Vehicle Inoperable,Roadside Services - Vehicle Inoperable

Case Comments

Date	Comment
04/14/2018	Roadside Assistance Contacted - DATE : 2018-04-14 Road Side File Created 04-14-18 FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: JERSEY CITY NJ USA NJ LOST STABILITY WHILE DRIVING. HE WILL PULL CAR OUT DEALER CODE : 60441 HUDSON CHRYSLER JEEP DODGE RAM
04/16/2018	Agent spoke with SA, weld that holds track bar cracked. SA currently working wi h FCA to resolve issue.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	04/16/2018	CAIR Type	Regular	Status	Closed
Close Date	05/01/2018	Origin	Telephone	Reason	New problem
Mileage	880 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	HEWITT	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	HEWITT	NJ	07421-2950	USA	
Dealer	26810	Nielsen Dodge Chrysler Jeep Ram		Dealer Phone	9735150800
Dealer Address	175 Route 10				
	East Hanover	NJ	07936	USA	
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Customer lost all steering while driving				
Synopsis	issue resolved.				
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/16/2018 11:29 PM	Open
05/01/2018 03:14 PM	Closed
09/29/2018 05:59 PM	Closed

Initial Description

0119000200-Product,Steering,Unknown,Defective,Default,Steering - Defective,Customer lost all steering while driving

Case Comments

Date	Comment
04/16/2018	Briefly summarize why the customer is contacting Chrysler: Customer contacted because he was driving down the highway and lost all steering. Briefly summarize what the customer is expecting: Customer is expecting assistance. Customer seeking assistance with: New vehicle lost all steering when driving. Customer expecting: Assistance with having vehicle repaired or replaced as well as rental or loaner. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [REDACTED] Earliest call time: anytime Latest call time: anytime Updates via text: Y [REDACTED] Updates via email: n Vehicle location: Dealer Date and Time of Appointment: presently there Confirmed appointment with: 60441 Customer in rental: Y/N Authorized by: Rental start date: [Date]
04/17/2018	customer reaches out on automotive forums "Well my JL is back in the service department. This time it's not good. Rewind to Friday night. Driving down the highway. Everything is great. I go to switch lanes, turn the wheel and to my surprise realize I've lost all steering control in the steering wheel. My vehicle starts to track on its own and I almost kill two other people on the road before I'm able to pull over on the shoulder. (Good thing I was in the middle lane...) I get a warning lamp of ESC (electronic stability control) malfunction. Call Jeep assist. Tow truck comes. Dealer calls me next day to tell me my track bar has been sheared off. At the weld. (Says it looks like a horrible manufacturer defect). 2018 RUBICON UNLIMITED 700 miles, brand new. WTF. Good thing I haven't gone off-road yet. Dealer calls me today and is still awaiting Chrysler's opinion on the matter. @JeepCares - Writer lets customer know that we see that his case has been escalated onto a specialist. Customer is looking to possible vehicle replacement to do severity of concern.
04/17/2018	called the dealership at 2013242030. the customer is working with Service Manager Peter. the SM Peter is unavailable. left a message with the receptionist.
04/17/2018	called the SM Peter at 2013242056. the SM was unavailable. left a message.
04/18/2018	Customer states that he has not heard from the dlr or from CM and is seeking an update. customer seeking: an update on the case from the CM. Agent advised the customer that she would contact the CM.
04/18/2018	Agent contacted the CM and the customer was transferred to the CM for further assistance. Update COIN.
04/18/2018	received a call from Jewel (LW641). made contact with Ross. advised the customer on the case notes. the customer wanted to know about buyback, advised the customer to speak with the selling dealership. advised the customer that once the CM has been able to speak with the SM about the case, the CM will advise about the case to the customer then.
04/18/2018	called the SM Peter at 2013242056. the SM Peter was unavailable. left a message.
04/19/2018	called the SM Peter at 2013242056. the SM is not in. left a message.
04/19/2018	SM from DLR#60441, Peter, requested to be transferred to CM. Agent transferred to EXT#87167.
04/19/2018	Customer States: is at dealership and wants to speak to CM Customer Seeking: CM Agent Advised: Agent contacted CM and warm transferred.
04/19/2018	SM Peter is calling in. the vehicle was brought in on 4/14/2018. the dealership does have an active STAR case, STAR was contacted on 4/17/2018. the SM advises that the customer is putting his issue on social media. the customer is going to need a rental for this week, the repair is a warrantable concern. advised the SM to get the rental covered under the service contract and warranty bulletin D-15-15 if the rental will not be covered under warranty. the SM can be reached at 2019125404.
04/19/2018	called the customer at [REDACTED] made contact with Ross. advised the customer on the case notes. branded.
04/19/2018	Customer called seeking to speak to their CM. Agent transferred customer to CMs VM.
04/21/2018	Vehicle is at the dealership - NIELSEN DODGE CHRYSLER JEEP RAM (26810) Update triggered by S76815L.
04/23/2018	called the SM Peter at 2019125404. the SM was unavailable. left a message.
04/24/2018	called the SM Peter at 2019125404. the SM was unavailable. left a message.

Date	Comment
04/25/2018	called the SM Peter at 2019125404. the SM was unavailable. left a message. called the dealership at 2013242030. the SM is not available. left a message. contact the AM.
04/27/2018	AM notes. Vehicle is now at Nielsen 26810. Please note Peter is the SM at 60441. I have submitted for a replacement due to the extent of the damage on a brand new vehicle. Stericycle is handling.
04/28/2018	Customer seeking to speak to CM for update. Customer stated that he's been calling the DLR with no response. Agent let customer aware that the CM was actively calling with no response either an to contact AM. Customer still want a call back .
04/30/2018	called the customer at [REDACTED] made contact with Ross. the vehicle is at the dealership the vehicle was purchased at. he customer advises that he is working with Sales Associate Bernadine. the dealership is working to get the customer out of this vehicle and into another vehicle. he customer is requesting that FCA cover some of the upcharge of he replacement vehicle. advised the customer that FCA does not assist wi h the sales of the vehicle. called the dealership at 9738842100. made contact with SaAs Bernadine. the dealership is buying back the vehicle and the customer is purchasing a new vehicle. the vehicle's repair was completed, FCA corporate resources came out and completed the repair.
05/01/2018	called the customer at [REDACTED] made contact with Ross. advised the customer on the case notes. the customer will not take the vehicle back and is waiting for more information about the new vehicle being built. advised he customer to call back into jeep with the VIN of the new vehicle and FCA could advise about the VOS. asked if the customer had any other questions, the customer declined. branded.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	04/18/2018	CAIR Type	Regular	Status	Closed
Close Date	05/08/2018	Origin	Chat	Reason	New problem
Mileage	1,794 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MILWAUKEE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MILWAUKEE	WI		USA	
Dealer	44771	Griffin's Hub Chrysler Jeep Dodge	Dealer Phone	4149354726	
Dealer Address	5700 S 27th St				
	Milwaukee	WI	532214129	USA	
Dealer Zone	Midwest	Sales District		Service District	I
Subject	states rust on all weld points of frame				
Synopsis	issue resolved.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/18/2018 04:50 PM	Open
05/08/2018 04:57 PM	Closed
09/29/2018 03:49 PM	Closed

Initial Description

0464230000-Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach
 0416000000-Corporate, Rental Vehicle, Default, Default, Rental Vehicle, seeking alternate transportation if needed
 0113008700-Product, Frame, Unknown, Rusty, Default, Frame - Rusty, states rust on all weld points of frame

Case Comments

Date	Comment
04/18/2018	Incident number: [redacted] Hi, my name is Steve. How may I help you? Steve: Hi [redacted] having an issue with my new JL Steve: For that concern I can get you over to a Jeep advisor, is that okay? [redacted] yes Steve: Will be one moment 'Steve' disconnected ('Transferred to Queue'). Hi, my name is Brittany. How may I help you? [redacted] having an issue with my new JL Brittany: I am very sorry to hear that, what is going on? [redacted] seems all the welds on the frame are starting to show rust and pitting [redacted] I have an appointment tomorrow at my local dealer to have them look at it Brittany: I can understand how that would be frustrating let me get you over to a jeep wave agent for further assistance on this issue. [redacted] thanks Hi, my name is Brenda. How may I help you? 'Brittany' disconnected ('Participant Left'). Brenda: Good morning [redacted] hi [redacted] having an issue with my new JL Brenda: I have reviewed the information above [redacted] gotcha Brenda: I do see that you indicate that you are having an issue with rust in the vehicle. Brenda: I do understand his would be frustrating for you Marcos. I can look into this further for you. [redacted] yes Brenda: May you please confirm the vin number for me [redacted] 1C4HJXEG8JW [redacted] Brenda: Thanks [redacted] thank you Brenda: May you also confirm your completed mailing address as well as your phone contact? [redacted] [redacted] Milwaukee WI [redacted] Brenda: Approximately how many miles are on your new vehicle [redacted] We certainly do not expect this of a new vehicle? [redacted] 17200 about [redacted] sorry Brenda: Thanks so much [redacted] 1720 Brenda: Have you contacted your dealership and had them take the vehicle in for a diagnosis? [redacted] still there? Brenda: Is your vehicle at the dealership? [redacted] no. I have an appointment tomorrow at 9am Brenda: Thanks Brenda: Are we having a connection issue? [redacted] all good Brenda: Perfect. Thanks [redacted] Brenda: I want to make you aware that it is our main priority to make sure these issues are addressed and resolved fully. I'd like to get some additional resources involved in your case. I understand why you may be feeling disappointed with our product. We want to do everything we can to make you happy with your vehicle. [redacted] much appreciated, thank you Brenda: Since you do have an appointment scheduled I am going to create a file to escalate to the highest level here [redacted] thanks. Brenda: I will create the file and send it to our Jeep Wave Case Management team for them to contact you back one day after the vehicle arrives at the dealership [redacted] s. Brenda: Which dealership is the going into tomorrow? [redacted] if there is a safety concern and I can't drive my new vehicle. will there be a free loaner? [redacted] this is my only vehicle [redacted] Griffin Hub Chrysler Jeep Dodge [redacted] in Milwaukee WI Brenda: You will receive a contact back from a case manager within one business day of the vehicle arriving at the dealership [redacted] and you can discuss any and all concerns with the case manager. You can absolutely ask the dealership service manager for alternate transportation as well if the vehicle is going to be kept overnight for any reason. Brenda: You will receive an email from the case manager as well with their name, phone and extension [redacted] thank you Brenda: I will provide to you the case number CAIR #: [redacted] Brenda: The service manager absolutely has the ability to be able to provide alternate transportation [redacted] great hopefully Jeep can get this resolved in some way. Brenda: You are also a member of the Jeep Wave program and if the vehicle needs to be kept for one day only there are provisions in the Jeep Wave Program to provide same day rental if the vehicle is not kept overnight on 04/18/2018 the visit tomorrow. Brenda: We will absolutely get a case manager working with you [redacted] Brenda: Is this the best email [redacted] m [redacted] yes Brenda: Are you available any time to phone contact? [redacted] yes. I work evenings. so anytime before 4pm Brenda: Perfect. Thanks. Brenda: Sorry for any inconvenience this is causing you [redacted] Brenda: Do you have any questions for me before I escalate the file of information that you would like to add? [redacted] don't think so. Brenda: Thank you so much for bringing this to our attention and you will be hearing back from your case manager [redacted] great Brenda: My pleasure to assist you today. Brenda: Have a great day. [redacted] thanks have a good day Brenda: Most welcome Brenda: www.jeep.com Thank you for contacting Jeep Wave Please chat with us again if you need further assistance. You can also look for updates on our website www.jeep.com Have a great day! [redacted] disconnected ('Concluded by Agent'). Customer seeking assistance with: Rust and pitting issue on all welds of frame Customer expecting: to have rust issue and pitting resolved on vehicle weld points. [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time:

Date	Comment
	Customer work nights and is available before 4pm Latest call time: 4 pm Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: Customer Date and Time of Appointment: April 19th, 9 am Confirmed appointment with : 51-44771 View dealer plan Dealer Name : GRIFFIN'S HUB CHRYSLER JEEP DODGE Dealer Phone : 414-325-3333 Customer in rental: inquired Authorized by: Rental start date: [Date]
04/18/2018	Reassign to 97D
04/19/2018	Vehicle is at the dealership - GRIFFIN'S HUB CHRYSLER JEEP DODGE (44771) Update triggered by S47816E
04/19/2018	Task response received from Dealer 44771
04/23/2018	Dealer Update: Updated By: S64849G Dealer Code: 44771 Date: 04/19/2018 11:12:34 AM Visit Date : 04/19/2018 Customer was in dealership today. Vehicle was inspected and compared to another 2018 Wrangler. Cust is concerned that the welds on the frame rail are pitted and have surface rust. We do not feel it will be an issue, but cust is worried it will cause premature wear on the parts. We feel someone more qualified should have a look at the vehicle to make final determination. I do have photos of his car
04/23/2018	called the dealership at 4143253333. made contact with Service Manager Pete. the customer was working with the Assistant Service Manager, he is not in today. the SM advises that the customer's complaint with the vehicle was diagnosed as a characteristic trait of the vehicle. the SM advises that the dealership can apply an undercoating but the trait may come back after time. called the customer at [REDACTED] made contact with Marcos. the customer states that he was not given a characteristic trait diagnosis. the customer claims that the dealership took pictures and is waiting on feedback on that. advised the customer that the CM will follow up once a better understanding of what was done at the dealership has been gathered. branded.
04/24/2018	called the dealership at 4143253333. the customer was working with ASM Mark. the ASM is unavailable. left a message.
04/24/2018	the ASM Mark is calling in. the customer was working with Service Advisor John. the customer was advised about that the complaint was a characteristic trait of the vehicle, the customer did not accept this. the Body Shop Manager Alison took pictures of the complaint to submit to Digital Imaging. made contact with SA John. the customer did see another vehicle with better welds on that vehicle so he is expecting to have better looking welds on his vehicle. made contact with BSM Alison. the pictures of the welds were taken. the pictures have not been submitted to DI yet.
04/25/2018	Task response received from Dealer 44771
04/26/2018	Dealer Update: Updated By: S30532P Dealer Code: 44771 Date: 04/25/2018 4:56:07 PM Left message for [REDACTED] 4/25. TA advisor coming out to inspect vehicle on Tuesday 5/1. Need to set appointment with customer for advisor to come out.
04/26/2018	called the customer at [REDACTED] the customer was unavailable. left a message.
04/26/2018	Status update provided via email to the following email address: [REDACTED] Hey [REDACTED] This is Steven with FCA Jeep Wave. I'm reaching out to you in regards to your case number: [REDACTED] It pertains to your 2018 JEEP WRANGLER SAHARA UNLIMITED SPORT UTILITY; last eight of the VIN is JW123834. This case was opened on the complaint of the welds on your vehicle. At this time, I am being advised that a Tech Advisor from our corporate resources will be at the GRIFFIN'S HUB CHRYSLER JEEP DODGE on Tuesday 5/1/2018. What we are requesting is that you go ahead and schedule an appointment with the dealership to get your vehicle's welds inspected. You can contact the dealership at 414-325-3333, to schedule that appointment. If you have any questions, you can reach out to me by responding to this email or by using my contact information at the bottom of this email. Thank you for your time! Steven Fiat Chrysler Automobiles Premium Care Specialist 844-533-7928 Extension 87167 End of Status Update
05/02/2018	called the dealership at 4143253333. made contact with SM Pete. the determination by the Tech Advisor is that the welds are at acceptable levels. called the customer at [REDACTED] the customer was unavailable. left a message.
05/03/2018	called the customer at [REDACTED] the customer was unavailable. left a message.
05/07/2018	called the customer at [REDACTED] the customer was unavailable. left a message.
05/08/2018	called the customer at [REDACTED] the customer was unavailable. left a message. closing the case.

Email(s)

Date	Subject	Hey [REDACTED]	This is Steven with FCA Jeep
10/01/2018		Hey [REDACTED]	
This is Steven with FCA Jeep Wave. I'm reaching out to you in regards to your case number: [REDACTED] It pertains to your 2018 JEEP WRANGLER SAHARA UNLIMITED SPORT UTILITY; last eight of the VIN is JW [REDACTED] This case was opened on the complaint of the welds on your vehicle. At this time, I am being advised that a Tech Advisor from our corporate resources will be at the GRIFFIN'S HUB CHRYSLER JEEP DODGE on Tuesday 5/1/2018. What we are requesting is that you go ahead and schedule an appointment with the dealership to get your vehicle's welds inspected. You can contact the dealership at 414-325-3333, to schedule that appointment. If you have any questions, you can reach out to me by responding to this email or by using my contact information at the bottom of this email. Thank you for your time! Steven Fiat Chrysler Automobiles Premium Care Specialist 844-533-7928 Extension 87167			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG7JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	04/25/2018	CAIR Type	Regular	Status	Closed
Close Date	04/25/2018	Origin	Telephone	Reason	New problem
Mileage	4,400 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CHESTERLAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CHESTERLAND	OH		USA	
Dealer	52664	Junction Auto Sales Inc	Dealer Phone	4402866161	
Dealer Address	12423 Mayfield				
	Chardon	OH	440249476	USA	
Dealer Zone	Great Lakes	Sales District		Service District	F
Subject	Customer was told to call about pitting on the welded parts				
Synopsis	told to call about his concerns. Customer just bought vehicle and noticed on the parts that are welded it is pitted and rusting. Agent advised to take it into dealership and would document concerns.				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/25/2018 03:50 PM	Open
04/25/2018 03:54 PM	Closed
09/29/2018 01:25 PM	Closed

Initial Description

0123038700-Product,Body / Trim / Paint Finish,Body Hardware,Rusted,Unknown,Body Hardware - Rusted,Customer was told to call about pitting on the welded parts

Case Comments

Date	Comment
04/25/2018	Briefly summarize why the customer is contacting Chrysler: Customer was told to call about his concerns. Customer just bought vehicle and noticed on the parts that are welded it is pitted and rusting. Briefly summarize what the customer is expecting: See above Agent advised to take it into dealership and would document concerns.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	05/04/2018	CAIR Type	Regular	Status	Closed
Close Date	05/24/2018	Origin	Letter	Reason	New problem
Mileage	873 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Top Management
Caller City	WEEHAWKEN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WEEHAWKEN	NJ		USA	
Dealer	60441	Hudson Chrysler Jeep Dodge Ram		Dealer Phone	2013242107
Dealer Address	625 Route 440				
	Jersey City	NJ	073041089	USA	
Dealer Zone	Northeast	Sales District		Service District	S
Subject	Steering Locked Up				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/04/2018 09:51 AM	Open
05/24/2018 01:33 PM	Closed
09/29/2018 05:59 PM	Closed

Initial Description

0333010103-Referral,Top Care,Executive Team,Executive,Pietro Gorlier,Top Care - Pietro Gorlier,Top Care - Pietro Gorlier
0119000000-Product,Steering,Unknown,Other,Default,Steering Inquiry,Steering Locked Up

Case Comments

Date	Comment
05/04/2018	POSTMARK DATE: 050318; DATE RECEIVED: 050418
05/04/2018	Top Care customer first contact was 05/04/18 at 09:00 by mam46
05/04/2018	Top Care follow-up contact was 05/04/18 at 09:00 by mam46
05/04/2018	5/4..... Writer spoke with owner who stated that about a month ago while driving his vehicle with his fiancé, on the highway at speeds of about 55mph, the steering wheel locked up. Owner said that he was able to get vehicle to the off ramp of the highway and as he was slowing down, the steering wheel seemed to engage once again. Owner had vehicle towed to the closest dealer - Hudson Chrysler and was told that he track bar sheered off the vehicle. Owner claims that an FCA welder came out to the dealer and re-welded the parts. Owner had concerns about the problem occurring on the other side and future rust concerns and called his salesperson (Bernadine at his selling dealer - Nielsen). Bernadine contacted the Area Manager and a replacement was offered. Customer does not want to drive his vehicle until his replacement vehicle arrives and has been paying for Uber rides and has requested a rental. Owner has a replacement vehicle order in the system - Von: but stated that there was a price increase of \$750.00 compared to what he paid. Writer apologized for the issues and advised owner that writer would work to get his replacement order fast framed at the plant and then shipped out. Writer offered to reimburse owner for (3) payments of approx. \$300 to make up for the \$750 price increase. Writer advised owner that he would call Bernadine at Nielsen and see if she can put owner into a rental that writer will pay for, until the replacement vehicle arrives and owner takes delivery. Writer left a message for Bernadine and requested a call back. Writer advised owner that writer has a call in to Bernadine and writer will follow up with owner after writer speaks with Bernadine. Owner appreciated the quick response and actions writer is taking.
05/04/2018	Writer received monthly payment information from owner, showing a monthly payment of: \$397.50. Writer to reimburse owner \$1,192.50 (3 payments) as promised and will open a new CAIR to process check. Writer spoke with Bernadine at the dealership and sent her an email as requested to authorize a rental for owner until his new Jeep arrives.
05/07/2018	5/7..... Writer noticed that owner's replacement vehicle (Vin: JW) has started to build and is currently in the paint process. Writer sent owner the following email update: ***** Good Morning Mr. I wanted to let you know that your Jeep Wrangler has started to build and is currently in the paint process - "F" status. Once it reaches KZ status, where it is released from the plant to the carrier, I will advise my contacts in our corporate logistics office, to prioritize it for shipping. I will continue to keep you updated along the way. Should you have any questions along the way, please let me know. We value you as a customer and thank you for your support of Fiat Chrysler Automobiles. *****
05/08/2018	5/8..... Writer sent owner the following email update after checking the status of his order: ***** Good Morning Mr. Your Jeep has been built and released to the carrier this morning. I've sent a note to my contacts in vehicle logistics, to prioritize it for shipping. Hopefully it won't be too much longer. I'll continue to keep an eye on it for you. Please let me know if you have any questions. Thank you Mike MacDonald Executive Referrals Manager Fiat Chrysler Automobiles CIMS 423-04-02 26001 Lawrence Avenue, Centerline MI 48015 Office: 586.274.8085 Mobile: 248.376.8340 Fax: 586.497.1294 Email: Mike.MacDonald@FCAGroup.com *****
05/10/2018	Writer received the following email from owner: ***** Hi Mike, Attached is a Uber receipt I'd like to be reimbursed for if possible. (\$52.14) It was the ride to pick up my loaner from Nielsen Chrysler. (Only one Uber receipt as the others weren't expensive enough to even matter). I had one other question. I wanted to add the premium Sunrider Soft Top to my order, but thinking I was going to have to pay the extra 750 I didn't. Is there any way to get that now? Best, ***** Writer sent owner the following email reply: ***** Hi Mr. Absolutely. I will process your reimbursement this afternoon and you should receive the check in the mail within 7-10 business days. Unfortunately, since your vehicle is already built and awaiting shipping, it's too late to make any equipment changes. I'm sorry that I had not known about the change request sooner, or I could have added the option on for you. Please let me know if you have any questions. Thank you Mike MacDonald Executive Referrals Manager Fiat Chrysler Automobiles CIMS 423-04-02

Date	Comment
	26001 Lawrence Avenue, Centerline MI 48015 Office: 586.274.8085 Mobile: 248.376.8340 Fax: 586.497.1294 Email: Mike.MacDonald@FCAGroup.com *****
05/10/2018	Writer will open a new CAIR to process \$52.14 reimbursement.
05/16/2018	5/16..... Writer sent owner the following email update: ***** Good Morning Mr. [REDACTED] I'm showing a current ETA of 5/22/18. Your Jeep is shipping by truck, so it could arrive sooner. As soon as I see that it has been delivered to the dealership, I will let you know. Please let me know if you have any additional questions. Thank you Mike MacDonald Executive Referrals Manager Fiat Chrysler Automobiles CIMS 423-04-02
05/16/2018	26001 Lawrence Avenue, Centerline MI 48015 Office: 586.274.8085 Mobile: 248.376.8340 Fax: 586.497.1294 Email: Mike.MacDonald@FCAGroup.com *****
05/22/2018	5/22..... Owner sent writer an email stating that dealer called him and advised him that his replacement vehicle arrived on 5/19, however he can't take delivery just yet, until his replacement paperwork is all completed and approved. Owner requesting to know how much longer the process will be. Writer will send an email to Michael Brookshire at Stericycle and request an update.
05/22/2018	Writer sent Michael Brookshire the following email and copied owner: ***** Good Morning Michael, Do you know how much longer we have to go with Mr. [REDACTED] replacement? His replacement vehicle arrived at the dealership on Saturday (5/19) and he was hoping to take delivery right away. Please let us know about much longer it will be. Thanks Mike MacDonald Executive Referrals Manager Fiat Chrysler Automobiles CIMS 423-04-02 26001 Lawrence Avenue, Centerline MI 48015 Office: 586.274.8085 Mobile: 248.376.8340 Fax: 586.497.1294 Email: Mike.MacDonald@FCAGroup.com *****
05/24/2018	5/24..... Owner sent writer and Michael Brookshire from Stericycle, the following email: ***** Hi gen lemen, I just wanted to reach out and thank you both for expediting my vehicle order and buy back procedure. I can't tell you how happy I was yesterday seeing my new vehicle. I really do appreciate your efforts. The new Wrangler Rubicon is one beautiful truck. Best, [REDACTED] ***** Writer sent owner the following email reply and closed CAIR: ***** Good Morning Mr. [REDACTED] I'm glad that everything was completed for you yesterday and you were able to take delivery. I believe that you will have a much better experience this time around. Should you ever have any questions/concerns with your Jeep or run into any problems with a dealership, please let me know. We value you as a customer and thank you for your support of Fiat Chrysler Automobiles. Enjoy your new Jeep! Mike MacDonald Executive Referrals Manager Fiat Chrysler Automobiles CIMS 423-04-02 26001 Lawrence Avenue, Centerline MI 48015 Office: 586.274.8085 Mobile: 248.376.8340 Fax: 586.497.1294 Email: Mike.MacDonald@FCAGroup.com *****

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG6JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	05/11/2018	CAIR Type	Regular	Status	Closed
Close Date	06/01/2018	Origin	Telephone	Reason	New problem
Mileage	100 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SUN CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SUN CITY	CA		USA	
Dealer	26893	Lake Elsinore Chrysler Dodge Jeep Ram	Dealer Phone	9512919700	
Dealer Address	31400 Auto Center Drive				
	Lake Elsinore	CA	925304529	USA	
Dealer Zone	California	Sales District		Service District	N
Subject	improper welds				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/11/2018 04 03 PM	Open
06/01/2018 11 01 AM	Closed
09/29/2018 01 06 PM	Closed

Initial Description

0336010003-Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,improper welds

Case Comments

Date	Comment
05/11/2018	forum username: prum: jlwranglerforums.com
05/11/2018	customer quote " I found were several welds on the passenger side forward of the differen ial. These welds have large areas of splatter, have porous indica ions, and signs of cold welds, mainly on he control arm bracket. Also there are signs of corrosion on over 80% of all frame welds. You can see where the paint has separated from the welds, and corrosion is highly visible. Since Hemet Jeep is 10 miles from my house, vice the 80 miles to West Covina, I took my Jeep to Hemet to have it looked at. The service advisor looked at the welds, and immediately identified they were inadequate welds. He set up and appointment a week later, and told me he would need the vehicle for a few days. I dropped off he vehicle the following Monday. After 4 days, I received a voice mail telling me they were not able to do anything with these welds, since their facility does not have the proper equipment. I could rather take the Jeep back to West Covina(where I bought it), take it to Lake Elsinore (who has a body shop), or call the District manager. I went to the dealership, and asked why I would need to do one of these things, instead of Hemet taking care of me. He said I misunderstood the voicemail. He would call and make an appointment for me at Lake Elsinore. When I drove down the street, I noticed he rear door panel was laying across he seat, so I went back and had to have them reassemble my door. The service advisor, along with he Service manager assured me this appointment would be made. 2 weeks later, I stopped at Lake Elsinore Jeep (4 May 2018), and asked if an appointment was made. he service advisor told me no, and that its best to come back on Monday so his manager could look at the welds. So this morning, I brought the vehicle in, and dropped it off. I was told hey would need to put it on the rack and inspect all the welds."
05/11/2018	Customer seeking assistance with: improper welds on frame Customer expecting: technical assistance (STAR) and assistance in communicating wi h dealer Agent advised will escalate to case manager. Follow up will occur wi hin 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime (works nights) Latest call time: anytime (works nights) Updates via text: N Updates via email: N Vehicle loca ion: Dealer Date and Time of Appointment: 5/07 currently s ill at dealer Confirmed appointment with: Dealer Customer in rental: N Authorized by: N/A Rental start date: [Date]
05/14/2018	left message for Alex GM, included my direct line and file number.
05/14/2018	Prior file indicated vehicle has been at dealer for 1 week now .Writer
05/14/2018	called owner also and left message. D.I. inspected and reviewed the photos. Spoke with owner who called back today. Customer advises he was told by dealer vehicle would be returned and vehicle is like in standard
05/14/2018	to other Wranglers. Customer stated he is not happy, though no welds have
05/14/2018	separated and there are no body or suspension noises or separations he wants
05/14/2018	the AM to look at this concern. Writer advised would attempt to involve
05/14/2018	the BC with the concern if necessary. Spoke with Supervisor KM35 who advised if DI.photos were entered we would send to Engineering for further
05/14/2018	involvement. Unable to view DI photos today. Left message for GM of DLR and asked owner to wait for my follow up. Provided owner my direct line.
05/14/2018	Customer did admit to taking his vehicle off-roading but has not modified the vehicle with lift or anything.
05/15/2018	Writer/MFY checking to see if there is an entry with DI on this VIN.
05/18/2018	Unable to view any DI Images for this vehicle. _
05/18/2018	Unable to see any DI data at this time.
05/18/2018	Unable to see any DI data at this time.
05/18/2018	Called dealership today to see if hey could manually send over the

Date	Comment
05/18/2018	photos taken of the customer's weld and paint concern. Unable to locate
05/18/2018	photos I called customer again today. vehicle was brought to 26893. _
05/18/2018	Checking DI photos at 26893 (if entered). Left message for Adviser Tony Rodriguez. Customer calledback advising that vehicle was inspected at 26893
05/18/2018	951 291 9721 Left message for Mr. Rodriguez (in service)
05/21/2018	I spoke wi h Tony Rodriguez today he advised he thought that the DI photos were submitted. Writer advised that unable to view photos with this vin and dealer code. Asked them to resubmit photos to the DI office and also email what photos are readily avail on this Wrangler.
05/22/2018	Asked Al Rodriguez SM for photos again today. No answer. left message wi h my direct line.
05/25/2018	5/25 Called owner again today and just explained yes we have spoken with he dealer 3 times but no photos are avail (in our DI database). Advised
05/25/2018	owner if he had the photos of the concerned areas of paint/ weld he could
05/25/2018	email them to me at mfy @ chrysler .com
05/30/2018	Unable to confirm any photos 5/30
05/30/2018	Status update provided via email to the following email address: [REDACTED] Dear [REDACTED] Thanks for your patience but your dealership has not submitted he photos to FCA US LLC for our typical review process. The images must be sent to our digital imaging office first. We are still waiting on this information from your dealership. If you would like to discuss other matters my phone number is [REDACTED] Sorry for any delay in response. Marvin, Jeep Customer Care End of Status Update
06/01/2018	Customer stated that Lake Elsinore Chrysler inspected and took photos. Writer requested service team to input them or email them to me. No such information has been made readily available after two weeks. Writer has advised owner of the above and explained hat if repairs were declined based on a similar or identical conditions found on other Wranglers then dealership could not perform repairs to a normal condition. Advised if he would like to email the photos he has of his Jeep he could but no further information has been provided from customer or dealership. Vehicle warranty remains active for any factory warranty defects if necessary.

Email(s)

Date	10/01/2018	Subject	Dear [REDACTED] Thanks for your patience but your deal
Dear [REDACTED] Thanks for your patience but your dealership has not submitted the photos to FCA US LLC for our typical review process. The images must be sent to our digital imaging office first. We are still wai ing on this information from your dealership. If you would like to discuss other matters my phone number is 586 274 8174. Sorry for any delay in response. Marvin, Jeep Customer Care			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG5JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	06/14/2018	CAIR Type	Regular	Status	Closed
Close Date	07/16/2018	Origin	Telephone	Reason	New problem
Mileage	2,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FARMERSBURG	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address	202 E HEAP ST				
	FARMERSBURG	IN			USA
Dealer	66405	Burger Chrysler-Jeep Inc	Dealer Phone	8122321331	
Dealer Address	2600 South Third Street				
	Terre Haute	IN	478023518	USA	
Dealer Zone	Midwest	Sales District		Service District	R
Subject	Customer states the frames under the vehicle are not safe.				
Synopsis	closing car				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/14/2018 07:39 PM	Open
06/25/2018 02:45 PM	Closed
06/30/2018 03:26 PM	Reopen
07/16/2018 02:36 PM	Closed
09/29/2018 03:22 PM	Closed

Initial Description

0123000200-Product,Body / Trim / Paint Finish,Unknown,Defective,Unknown,Body / Trim / Paint Finish - Defective,Customer states the frames under the vehicle are not safe.

Case Comments

Date	Comment
06/14/2018	Customer states there is holes on the parts of the frame that is welded. Customer states the welded parts should be the strongest part of the vehicle. Customer is worried that if his wife gets into a accident the vehicle will cause major injuries. Customer states he does not have a piece of mind while his wife is driving this vehicle. Customer is a welder and states he has seen times when frames snap due to the welded parts being put together terribly. Customer states the Dealership (66405) told him they would reach out to the jeep techs to look at the vehicle but it will take the Tech a month before they contact the dealership back. Customer seeks assistance from Jeep with the repairs. Customer seeking assistance with: [having his frames of vehicle repaired]. Customer expecting: [assistance from Jeep]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Mr. [REDACTED] Earliest call time: anytime Latest call time: anytime Updates via text: Y [REDACTED] 2] Updates via email: N [Email address] Vehicle location: [Customer] Date and Time of Appointment: [6/14/2018]. Confirmed appointment with: [Dealer Code-66405] Customer in rental: N Authorized by: Rental start date: [Date]
06/18/2018	s/w brian from dealer who stated to call and speak to sm tomorrow . sm is out sick
06/19/2018	Called dealer s/w SM who stated that he is working with AM to get field tech out to look at vehicle as measurements for the frames were sent to sm and customer will not be satisfied with this. Called customer no answer left vm
06/19/2018	Called customer and advised agent s/w dealership and dealership is stating that they are trying to get a tech come out and look at the vehicle , but doesn't seem to have an issue but will have tech look at it and see if anything can be done. closing car vehicle no diagnosis .
06/30/2018	Customer called back in and states that the Tech from Chrysler came out and inspected the vehicle. Per STAR case [REDACTED] TA Kern advised here recommendation would be to reweld the affected area. Customer states this is a brand new vehicle and he believes this is a manufacturing issue and if FCA does not buy the vehicle back he will contact a lawyer.
06/30/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
07/03/2018	Customer calling for an update. Expecting CM to make contact.
07/03/2018	Customer wants vehicle bought back.
07/03/2018	Customer is very upset and advised that he does not want vehicle to be reweld and is tired of getting the run around. Customer requested to speak to supervisor. Writer apologized and advised customer of the notes but stated he does not want vehicle to be reweld. Customer states he either wants the vehicle to be repaired or bought back. Writer advised customer a supervisor call back will be made within 1 business day.
07/03/2018	best call back number is [REDACTED]
07/03/2018	
07/03/2018	From: Santiago Nereida (FCA) Sent: Tuesday, July 3, 2018 4:16 PM To: Ro h Dan (FCA) Cc: Dejesus Jerry (FCA) Subject: Cair # [REDACTED] Vin# 1C4HJXDG5JW [REDACTED] Dealer: 66405 Burger Chrysler Good afternoon Dan, Customer called in as he is having issues with the frames under the vehicle and is stating he does not feel safe with his wife driving the vehicle. Dealership had opened up a STAR case in which a Chrysler technician has inspected the vehicle and recommended to reweld the affected area. Customer is refusing to have that done as he states it is not safe and feels it is unacceptable to have affected area reweld. Customer states that he either wants vehicle repaired, bought back and if nothing is done he will contact his attorney. I wanted to reach out to you and seeing your thoughts on this to see if there is anything we can do for the customer? Thank you in advance for your assistance, Nereida Fiat Chrysler Automobiles Specialist 844-533-7928 Ext. 81495

Date	Comment
07/05/2018	
07/09/2018	From: Roth Dan (FCA) Sent: Tuesday, July 3, 2018 8:59 PM To: Santiago Nereida (FCA) Subject: RE: Cair # [REDACTED] Vin# 1C4HJXDG5 JW [REDACTED] Mr. [REDACTED] Dealer : 66405 Burger Chrysler Just got off the phone with the SM, who has been staying in touch with the customer. My TA and I have been looking into this for a little bit. We are checking to see if the new frame will fix it. Thanks.
07/09/2018	CM attempted to call customer on Friday wi h no answer forgot to put in narrative
07/12/2018	Status update provided via email to the following email address [REDACTED] Good morning [REDACTED]
07/12/2018	I just wanted to follow up and see if your issue with the frame was addressed and if so are you sa isfied with the repair? I look forward in hearing from you soon. Thank you, Nereida End of Status Update
07/13/2018	*****Ou bound to customer***** Writer called customer to follow up on satisfac ion of repair but was sent to VM and left a message for a call back.

Email(s)

Date	10/01/2018	Subject	Good morning [REDACTED] I just wanted to follow u
Good morning [REDACTED] I just wanted to follow up and see if your issue with the frame was addressed and if so are you satisfied with the repair? I look forward in hearing from you soon. Thank you, Nereida			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG3JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	06/15/2018	CAIR Type	Regular	Status	Closed
Close Date	06/15/2018	Origin	Chat	Reason	New problem
Mileage	1,800 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	JACKSONVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	JACKSONVILLE	FL		USA	
Dealer	45148	Jacksonville Chrysler Jeep Dodge	Dealer Phone	9044935545	
Dealer Address	11101 Nursery Fields Drive				
	Jacksonville	FL	322563903	USA	
Dealer Zone	Southeast	Sales District		Service District	F
Subject	Body Hardware - Rusted				
Synopsis					
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/15/2018 12:58 AM	Open
06/15/2018 08:41 PM	Closed
09/29/2018 04:06 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123038700-Product,Body / Trim / Paint Finish,Body Hardware,Rusted,Unknown,Body Hardware - Rusted,Body Hardware - Rusted

Case Comments

Date	Comment
06/15/2018	180614-000870
06/15/2018	Hi, my name is Andrew. How may I help you?08:47:52 PM [00:00:02] Andrew says 08:48:03 PM [00:00:10] Hello how are you today? says:08:48:32 PM [00:00:39] Doing well how about yourself Andrew says:08:48:59 PM [00:01:06] That is great to hear! I am doing well thank you! says 08:50:09 PM [00:02:16] We have a jeep jl and he bottom of the frame is starting to rust in a spot and has a weld on the same part of the frame that has multiple holes in it. says:08:50:30 PM [00:02:37] Can I get this fixed? says:08:50:48 PM [00:02:55] I have pictures of how need them Andrew says:08:54:32 PM [00:06:39] I apologize sincerely to hear of his rust concern and I'd be happy to look into this for you. Andrew says:08:55:36 PM [00:07:44] Seeing as it's a brand new vehicle, this is something that'd likely be covered under the factory warranty. Have you brought it up with a jeep dealership just yet Michael? says 08:56:30 PM [00:08:37] Not yet, it has a recall as well, I could take it in for both says 08:56:45 PM [00:08:52] I just wanted to make sure they will address it Andrew says:09:02:18 PM [00:14:25] Yes, the recall fix appears to be a software update to the PCM so that'd be likely fixed really fast. What I'm going to do is document everything here in case this way we know what is happening with the vehicle. In the meantime the best suggestion I can make currently is to bring the concern up with a Jeep Dealership and have something scheduled so you can bring the Jeep into them when they can examine the rust concern. says:09:03:07 PM [00:15:15] Thank you for your help Andrew says 09:03:31 PM [00:15:39] You're very welcome says:09:04:04 PM [00:16:11] Have a great night is currently 'Absent'. Approximately 120 seconds until disconnect 09:05:53 PM [00:18:00] disconnected ('Participant Left').09:07:54 PM [00:20:01] is currently 'Disconnected'.09:07:54 PM [00:20:01]
06/15/2018	By-pass added.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG7JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	06/19/2018	CAIR Type	Regular	Status	Closed
Close Date	06/19/2018	Origin	Telephone	Reason	New problem
Mileage	1,772 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	WINDSOR	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WINDSOR	CO		USA	
Dealer	67899	Pres ige Chrysler Dodge Jeep Inc.	Dealer Phone	3036513000	
Dealer Address	200 Alpine Street				
	Longmont	CO	805016033	USA	
Dealer Zone	Denver	Sales District		Service District	D
Subject	Customer says welds are rus ing, poor and will fail				
Synopsis	Case for information				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/19/2018 05:09 PM	Open
06/19/2018 05:27 PM	Closed
09/29/2018 06:02 PM	Closed

Initial Description

0113100000-Product,Frame,Rail,Other,Default,Frame Rail - Inquiry, Customer says welds are rus ing, poor and will fail

Case Comments

Date	Comment
06/19/2018	TA narrative, dealer SMGr asked me for my opinion so I inspected vehicle this AM. Found no failed welds in front half of chassis. Normal splatter, silicates and slight porosity. All is as expected. Nothing abnormal found regarding welds.
06/19/2018	Customer is very hostile and states he has had 2 years of welding training and builds custom motor cycles.
06/19/2018	See notes, case for information only.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG6JW	Model Year	2018	Brand	JEEP
Body	JLJST4	Vehicle	JEEP WRANGLER RUBICON UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	07/06/2018	CAIR Type	Regular	Status	Closed
Close Date	08/10/2018	Origin	Telephone	Reason	New problem
Mileage	1,210 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CONWAY SPRINGS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CONWAY SPRINGS	KS		USA	
Dealer	60039	Town And Country C. G., Inc	Dealer Phone	7195396633	
Dealer Address	6250 East Highway 50				
	Salida	CO	812013264	USA	
Dealer Zone	Denver	Sales District		Service District	F
Subject	The front bracket track was never welded				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/06/2018 03:27 PM	Open
08/10/2018 07:41 PM	Closed
09/29/2018 04:47 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0459010000-Corporate,Reimbursement,Status Request,Default,Default,Reimbursement - Status Request,Trip interruption
0113100000-Product,Frame,Rail,Other,Default,Frame Rail - Inquiry,The front bracket track was never welded

Case Comments

Date	Comment
07/06/2018	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that their vehicle is currently at DLR 60039. Customer states that there is a part of the vehicle's front bracket that needs to be welded to the frame, and the DLR needs Chrysler's approval for this. Customer states that this may take up to 3 weeks. Briefly summarize what the customer is expecting: To have assistance. **DLR CONTACT** Agent spoke with SA David, who stated that the front track bracket had never gotten welded to the frame from the factory. David stated that they cannot weld anything to the frame without approval. David stated that the vehicle is not fit to drive at all. **AGENT ADVISED** Agent advised that rental for 3 days at \$35 a day has been approved for by TL CA659. Agent also advised that this case will be sent up to Jeep Wave Case Management. Customer seeking assistance with: [Front Bracket track needs to be welded to frame]. Customer expecting: [To have this resolved]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [Redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: N [Mobile number] Updates via email: N [Email address] Vehicle location: [Dealer] Date and Time of Appointment: [Insert Date and Time]. Currently at DLR and has been diagnosed. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: N (Rental has been approved for 3 days at \$35 a day.) Authorized by: Rental start date: [Date]
07/06/2018	Customer states that they are 600 mile from home, and there is a chance that they may not be able to find a rental (SA David stated that there are wildfires in the area)
07/06/2018	SM Bryan reached out to AM to inform of the situation and to request some additional assistance with a rental as there are limited vehicles available in the area. Also stated that customer is here on vacation to do trail riding and that the customer did not expect their brand new Wrangler to be broken so soon. As rentals are extremely limited and as customer and family have owned two other new Jeeps AM agreed to assist with a rental from a nearby Wrangler rental shop that the dealership has worked with before. AM agreed to assist with as short of a rental period as possible and asked that if available, the customer be given a much lower rental if one should become available. AM has added notes to the warranty system to cover special rental.
07/06/2018	TA is also involved with the case to help expedite the engineering/welding team
07/09/2018	*****Customer Email Address Updated***** Following email address is added for communication or survey with the customer [Redacted]
07/09/2018	***** Below Customer Contacted for Documentation Request ***** [Redacted] @ 14:55
07/09/2018	***** Below Customer Contacted for Documentation Request ***** [Redacted] @ 14:57
07/09/2018	*****You bound to customer***** Customer stated they just called him to let him know his Jeep is repaired. Customer is going to pick it up now. Writer is going to check back in a few days to check customer satisfaction with the repair. Customer is sending in a motel receipt for a day of trip interruption.
07/12/2018	***** Below Customer Contacted for Documentation Request ***** [Redacted] @ 11:08
07/12/2018	***** Below Customer Contacted for Documentation Request ***** [Redacted] @ 11:10
07/24/2018	Status update provided via email to the following email address [Redacted] For your receipt. Please call 866-932-3878 Ext. 86718 if you are having trouble submitting a document. Thank You. Doug End of Status Update
07/25/2018	***** Below Customer Contacted for Documentation Request ***** [Redacted] @ 12:54
07/31/2018	customer called in to get the name of cm for DLR
08/01/2018	***** Customer Document Received *****
08/06/2018	

Date	Comment
	What has the customer requested? Trip interruption reimbursement If this is a Recall or Extended Warranty, enter the campaign number. If his is for a previously made goodwill decision, what is hat CAIR #? Enter he Mileage at he ime of the repair. 1210 Enter the Date when he repairs were completed. 7/9 What is the total cost of the Parts to be reimbursed? N/A What is the total cost of the Labor to be reimbursed? N/A What is the total tax to be reimbursed? N/A What is the total amount being reimbursed? \$1034.24
08/06/2018	Reimbursing \$1034.24 per TL JD2066
08/06/2018	Status update provided via email to the following email address: [REDACTED] Hello this is Doug your case manager. I have been trying to reach you by phone but he voicemail box is full and I can not leave you a message. I am going to send a reimbursement check in the total of the \$1034.24 your requested. It will take approximately 30 days to receive the check. Please call 866-932-3878 Ext. 94062158 or reply back to this email to let me know you are aware this check is coming. I will process it as soon as I hear back. Thank You for choosing Jeep. Doug End of Status Update
08/07/2018	*****ou bound to customer***** Customer informed of check being issued.
08/07/2018	What has the customer requested? Trip interruption reimbursement If this is a Recall or Extended Warranty, enter the campaign number. If his is for a previously made goodwill decision, what is hat CAIR #? Enter he Mileage at he ime of the repair. 1210 Enter the Date when he repairs were completed. 7/9 What is the total cost of the Parts to be reimbursed? N/A What is the total cost of the Labor to be reimbursed? N/A What is the total tax to be reimbursed? N/A What is the total amount being reimbursed? \$1034.24 Reimbursing \$1034.24 per TL JD2066

Email(s)

Date	Subject	
10/01/2018		Hello this is Doug your case manager. I have been
Hello this is Doug your case manager. I have been trying to reach you by phone but the voicemail box is full and I can not leave you a message. I am going to send a reimbursement check in the total of the \$1034.24 your requested. It will take approximately 30 days to receive the check. Please call 866-932-3878 Ext. 94062158 or reply back to his email to let me know you are aware this check is coming. I will process it as soon as I hear back. Thank You for choosing Jeep. Doug		

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJST4	Vehicle	JEEP WRANGLER RUBICON UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	07/22/2018	CAIR Type	Regular	Status	Closed
Close Date	07/28/2018	Origin	Email	Reason	New problem
Mileage	1,400 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FOUR OAKS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	FOUR OAKS	NC	27524	USA	
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone			Sales District	Service District	
Subject	BAD WELDS				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/22/2018 08:09 PM	Unworked
07/25/2018 05:18 PM	Open
07/28/2018 11:21 AM	Closed
09/29/2018 01:03 PM	Closed

Initial Description

0464020000-Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis
0113000000-Product, Frame, Unknown, Other, Default, Frame Inquiry, BAD WELDS

Case Comments

Date	Comment
07/22/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** New JL Frame Weld Issues ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
07/25/2018	I just purchased my new 18 JL Wrangler Rubicon Unlimited about 4 weeks ago. This is my 7th CJ/ Wrangler purchase and I absolutely like the new JL platform. Unfortunately, while washing and detailing the Jeep, I noticed a few of the welds on the frame looked to be not uniform with the rest. Upon a closer look, a large amount of the welds on the entire frame are full of porosity with a large amount of weld spatter indicating improper weld settings and or lack of shielding gas during welding. If not full of porosity, others do not have proper fusion/ penetration and have overlap. There are some locations where the welds are so bad, you can tell it was missed by the robotic welder and done by hand from an inexperienced welder. I am not comfortable having my family in this vehicle because of this and I am blown away that this frame ever made it past quality control. I want a full refund of what I paid for the Jeep and I will consider purchasing a new JK platform because I am now scared of the JL Wranglers with their quality control. I traded a 2013 Rubicon on this purchase and couldn't have been happier with the quality of that Wrangler and only traded to upgrade to 4 doors and the new body style. I have numerous pics of the welds that I can email and I am a Welding instructor for a community college and also have a degree in welding technology, so I am very aware of welding defects and the effects they can have on structural parts and safety. I haven't brought this issue to the attention of my local dealer yet as I wanted to find out what course of action I need to take first. I am not looking for a repair on the frame because there are so many welds compromised, so the repair would have to consist of grinding many welds out and re-welding and I do not want that done on a 52k new vehicle. I have not shared this issue with anyone or discussed with my lawyer at this point; I want to give FCA the chance to make things right and I hope that will be the reality here. Thank you for your time and assistance. I look forward to hearing from someone soon. *****END OF CUSTOMER EMAIL*****
07/25/2018	Dear [REDACTED]
07/25/2018	Thank you for contacting Jeep Wave Premium Care. Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation. I will be certainly documenting everything here on file. Before we can really move on with any further assistance however we would need the dealerships input on the concern. They will be able to determine if there are any defects in the welds and from there they will move on to a resolution to the problem. I am showing the closest dealership to be; Deacon Jones Chrysler Dodge Jeep 1109 N Brighleaf Blvd Smithfield, NC 27577 (919) 934-2101 If you need assistance scheduling an appointment please do not hesitate to call the number below. I truly appreciate you taking the time to email in about this [REDACTED] Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to his email message or call 1-844-JEEP-WAVE (1-844-533-7928). Sincerely, Andrew Customer Service Representative Jeep Wave Premium Care *****END OF CAC RESPONSE*****

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG6JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	07/25/2018	CAIR Type	Regular	Status	Closed
Close Date	09/06/2018	Origin	Letter	Reason	New problem
Mileage	946 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Top Management		
Caller City	ROLESVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	ROLESVILLE	NC		USA	
Dealer	68808	Auto Park East	Dealer Phone	9193667000	
Dealer Address	5310 Rolesville Rd				
	Wendell	NC	275917958	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	excessive swaying when going over bumps				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2018 08:58 AM	Open
09/06/2018 12:55 PM	Closed
09/29/2018 06:56 PM	Closed

Initial Description

0333010115-Referral,Top Care,Executive Team,Executive,Michael Manley,Top Care - Michael Manley,Top Care - Michael Manley
0333010115-Referral,Top Care,Executive Team,Executive,Michael Manley,Top Care - Michael Manley,Top Care - Michael Manley
0119000900-Product,Steering,Unknown,Poor Handling,Default,Steering - Poor Handling,excessive swaying when going over bumps
0119000900-Product,Steering,Unknown,Poor Handling,Default,Steering - Poor Handling,excessive swaying when going over bumps

Case Comments

Date	Comment
07/25/2018	POSTMARK DATE: 072518; DATE RECEIVED: 072518
07/25/2018	Top Care customer first contact was 07/25/18 at 11:18 by rk42
07/25/2018	Top Care follow-up contact was 07/25/18 at 11:18 by rk42
07/25/2018	Writer spoke with Ryan SA at the Autowest Chrysler and vehicle was last in the shop on 7-17. They could not duplicate the customer's complaint of excessive over swaying of the vehicle when going over bumps. Also complaint that the steering wheel was off center. The steering wheel is centered. No repairs were done. They did review a tsb 08-092-18 and it seemed not to pertain to issue but he did receive a call from another agent that advised the tsb will address this concern. He called the customer last week and left message for him to schedule an appt. He has not heard back. For the 2nd issue with the rusting on the welds, the dealer took pictures. Mileage at that time was 946. * Spoke with customer and apologized for the concerns. Advised customer we would like to address both issues and that the tsb will address the steering issue per review with our technical group. Our STAR group and engineering will be involved for both concerns. Dealer has taken pictures of the weld that will be forwarded to engineering. We will need for him to schedule an appt. and will cover a rental during that time.
07/27/2018	7-27 Spoke with Ryan advised he vehicle will be dropped off on Monday 7-30. He will set up a rental for the customer.
07/27/2018	They will perform the tsb and setup a STAR case. Writer asked the location of the welding issues on the vehicle. He stated it is at the frame for the trac bar where it attaches to the vehicle. The front is more severe than the rear (small pin like indentations in the weld).
07/27/2018	Pictures to be submitted to STAR for further evaluation.
07/30/2018	7-30 Ryan advised vehicle is in the shop. Advised him to have the tech open a STAR case today regarding the welds. Let them know you have pictures.
07/31/2018	7-31 Ryan left message.
08/01/2018	8-1 Left message for Ryan.
08/02/2018	Spoke with Ryan and he was waiting on update from STAR and is asking if writer had heard anything. Writer will send for an update from STAR.
08/02/2018	8-2 STAR advised they are sending a repair crew from the supplier to the dealer to repair. No eta yet.
08/02/2018	8-2 Spoke with customer and advised of the next steps with the supplier coming out to dealer. There is no current eta of the timing but will keep in touch with updates.
08/06/2018	8-6 The Supplier is scheduled to come out to the dealer today per engineering. 8-6 Spoke with Jerry SA [REDACTED] taking over for Ryan who is out for a few days. Explained the supplier is scheduled to come out today. Advised we will keep the customer in a rental. Provided file number.
08/06/2018	He will follow up when they come in.
08/06/2018	8-6 Spoke with customer and advised writer is reviewing his request for replacement. Also we have the supplier coming out to review the vehicle as well.
08/07/2018	8-6 Jerry advised the supplier did not come in.
08/07/2018	8-7 Reviewed with Engineering and the supplier will be contacting the dealer today. 8-7 Spoke with Jerry and he did hear from the supplier and they plan to come out to the dealer tomorrow.
08/08/2018	8-8 Jerry advised the supplier ground down all the affected welds and then rewelded the affected areas. The area were spray painted to match. They have to put the wheels back on and complete putting vehicle back together for tomorrow.

Date	Comment
08/08/2018	States there were no issues structurally with the welds. The welds did have some pin holes in the weld.
08/09/2018	8-9 Spoke with customer to advise he supplier came out and reviewed what was performed. He stated the dealer did contact him as well. He will be picking up vehicle and will take a look at the work performed. He will also review with an expert welder he knows. He inquired if he keeps vehicle is there a warranty that can be provided. Writer can offer a lifetime warranty that will include coverage of the suspension components. He will take a look and then follow up with writer. If it turns out he is not satisfied then writer will offer vehicle replacement.
08/09/2018	8-9 Customer advised he has looked at the repaired welds and is not happy with the repairs. The tsb did not fix the steering wander issue and it is worse.
08/09/2018	There is 3 inches of play to the right and left with no response from the
08/09/2018	Writer will offer vehicle replacement which is MSRP to MSRP. A third
08/09/2018	wheels. Customer sent pictures of the welds before and after.
08/09/2018	party, Stericycle handles our replacements and will contact him directly to review the process. The process can take at least 30 days. Customer is
08/09/2018	interested in ordering another Jeep. Writer will contact Jerry to advise
08/09/2018	he is still having a steering issue. Vehicle will need to return to the dealer.
08/09/2018	8-9 Spoke with Jerry and advised customer is not happy with the welding
08/09/2018	repairs and that the steering issue is not resolved. Advised we are going to offer vehicle replacement. Writer asked for the Sales Manager name to advise of the replacement.
08/09/2018	Spoke with Luis Munoz Sales and advised of vehicle replacement. He stated he or Jeremy Adkinson also Sales Manager can be contacted. Advised customer is interested in ordering a vehicle. _
08/17/2018	Customer advised he has ordered a 2019 Jeep Rubicon VON [REDACTED]
09/06/2018	VIN JW [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG0JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	07/26/2018	CAIR Type	Regular	Status	Closed
Close Date	10/22/2018	Origin	Email	Reason	New problem
Mileage	3,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WASILLA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WASILLA	AK		USA	
Dealer	64793	Anchorage Chrysler Center Inc	Dealer Phone	9072761331	
Dealer Address	2601 East 5th Avenue				
	Anchorage	AK	995013039	USA	
Dealer Zone	West	Sales District		Service District	D
Subject	Frame Inquiry				
Synopsis	no contact				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/26/2018 11:20 AM	Unworked
07/27/2018 04:37 PM	Open
09/29/2018 05:21 PM	Open
10/22/2018 09:46 PM	Closed

Initial Description

0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Frame Inquiry
0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Frame Inquiry

Case Comments

Date	Comment
07/26/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** App Customer Support Request ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
07/27/2018	Hi I'm interested in finding who I speak to about bad welds on my frame. The re is alot of porosity in the welds and areas of slag. I took the vehicle to the dealer I purchased it from and was told that they all look like this and there is no hing they can do. Ive spoken with some welder friends who have told me I shouldnt have purchased the vehicle due to the quality of the welds and now I'm worried that the frame may separate where some of these welds have too much porosity. Any help would be appreciated as this is my first Jeep and I love it but dont want to put myself or my wife at risk driving it. VIN: 1C4HJXDG0JW Mileage: 3000 Servicing Dealer: Anchorage Chrysler Center Title: First Name: Middle Initial: Last Name: Address 1: 2: City: WASILLA State: AK Zip: Email: . *****END OF CUSTOMER EMAIL*****
07/27/2018	Dear , Thank you for contacting the FCA Customer Assistance Center. Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation. As you are experiencing a reoccurring and unresolved issue, I would like to escalate your case to a Level 2 Jeep Wave Case Manager. The Case Manager will work with you and the dealership directly as well as FCA engineers to ensure that your issue is resolved. However, to do so I will just need to know when you brought the vehicle into your dealership, who at the dealership you mainly worked with as I can only send a case forward if you've recently been at a dealership (within the last 14 days) after getting the vehicle diagnosed, if you have an appointment set up with the dealership or lastly if the vehicle is there. Please get back to me as soon as you can . 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 1-800-247-9753. Sincerely, Andrew Customer Service Representative FCA Customer Assistance Center For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&***** END OF CAC RESPONSE*****
07/27/2018	Comments: Thank you for the reply. I went to the dealership Friday, July 20th and I believe the service advisor who helped me was Robert. *****END OF CUSTOMER RESPONSE*****
07/27/2018	Dear , Thank you for your prompt response! I will be getting this case escalated forward to our level 2 Jeep Wave Case Managers. You shall be contacted back in 1 business day Timeo hy! 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 1-800-247-9753. Sincerely, Andrew Customer Service Representative FCA Customer Assistance Center For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&***** END OF CAC RESPONSE*****
07/27/2018	Agent advised will escalate to case manager. Follow up will occur wi hin 1 business day by COB customer time. Preferred phone number: Earliest call time: Latest call time: Updates via text: Y/ Updates via email: Y/ Vehicle location: [Customer] HOWEVER vehicle was at DLR 64793 within the last 14 days Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/30/2018	Cm contacted customer, no answer. Left VM.
08/01/2018	CM contacted customer who stated that he will take the vehicle for a second opinion next week.
08/02/2018	

Date	Comment
	Status update provided via email to the following email address: [REDACTED] Dear [REDACTED] A I am reaching out to you today to provide you with my new contact information that will be effective starting this Monday, August 6th. The phone number to reach me is still 844-533-7928, however my new extension will be 4060169. I will be reaching out to you on Monday, however if you need to speak with me before Monday, please feel free to reach me at my current extension 81483. A Thank you have a great day! Emily A End of Status Update
08/06/2018	CM contacted customer who stated to call him back Wednesday for an update.
08/08/2018	CM contacted customer, no answer. Left VM.
08/08/2018	Customer left VM stating he has an appointment on 8/20 at 9:30am.
08/14/2018	No new info
08/20/2018	No new updates
08/21/2018	CM contacted DLR who stated they have no record for the customer.
08/21/2018	CM contacted customer, no answer. Left VM.
08/22/2018	CM contacted customer, no answer. Left VM.
08/28/2018	CM contacted DLR and SA was unavailable.
08/28/2018	CM contacted DLR and SA was unavailable.
08/28/2018	Status update provided via email to the following email address: [REDACTED] I am trying to get in contact with the dealer to get a copy of the images they took. Once I see them inputted into the system, I will give you a call. Thanks, Emily End of Status Update
08/29/2018	CM contacted DLR, SA unavailable.
08/30/2018	Task To Dealer: Has digital imaging been taken? I do not see anything inputted into the system. Task Type: Digital Imaging
09/04/2018	Status update provided via email to the following email address: [REDACTED] I contacted the dealer and they are to submit photos today. I will keep you updated once I receive them. Thanks, Emily End of Status Update
09/06/2018	Task To Dealer: I'm still not showing any submissions in digital imaging. Task Type: Digital Imaging
09/10/2018	Status update provided via email to the following email address: [REDACTED] I spoke with the dealer and they stated they don't see any images. They are going to check with Rob tomorrow, otherwise we have to get you back in to take images. Thanks, Emily End of Status Update
09/11/2018	Status update provided via email to the following email address: [REDACTED] Hello, Just wanted to touch base with you and let you know I will be in training the next two days for our new system. I will be unavailable until after 4pm EST. If you need to reach me, please email me or leave a voice mail and I will return your call as soon as possible. Thank you, Emily End of Status Update
09/11/2018	CM contacted DLR and spoke with ROB who stated the WA is going to submit DL.
09/11/2018	Status update provided via email to the following email address: [REDACTED] I have contacted the warranty administrator who stated that she is to submit the photos this afternoon. Once I see them in the system, I will let you know. Thanks, Emily End of Status Update
09/12/2018	Status update provided via email to the following email address: [REDACTED] Hello, Just a quick reminder I will be unavailable most of today 9/12 and tomorrow 9/13 as I will be in training. Also, I am out of office on Friday's for my day off. I will try to update your case as soon as possible, but you may not hear from me until Monday. If you need anything from me urgently, Please feel free to email me back or leave me a voice-mail and I will get back to you as soon as possible. Thank you, Emily End of Status Update
09/13/2018	CM contacted DLR and spoke with WA who stated we should open a STAR case as this is more of an engineering concern. CM spoke with SA Rob who stated he would open a STAR case and to call him back for updates on Tuesday.
09/13/2018	Status update provided via email to the following email address: [REDACTED] I spoke with the dealer and they are going to open a case with our engineers to see what can be done. I was advised by Rob to call him back Tuesday for an update. I will let you know what he says. Thanks, Emily End of Status Update
09/18/2018	CM contacted DLR who stated they need the customer to stop by with vehicle.
09/18/2018	CM contacted customer, no answer. Left VM.
09/20/2018	CM contacted customer, no answer. Left VM.
09/25/2018	Status update provided via email to the following email address: [REDACTED] m [REDACTED] Have you had a chance to bring your vehicle to the dealer? They just need you to stop by. Thanks, Emily End of Status Update
09/25/2018	Begin Customer Message reviewed: Hello Emily I apologize for taking so long to reply, I started a new job in corrections and I'm not allowed to have my phone past the security checks. After first contacting you I had the appointment and pictures taken didn't make it to you. I will be getting time off after October 4th which I will use to bring the vehicle in to Anchorage and have the pictures taken. End of Reviewed Customer message
09/25/2018	Status update provided via email to the following email address: [REDACTED] That's wonderful. Congratulations again on such an awesome job. I will contact you after the 4th to see if you had a chance to bring it in. Thanks, Emily End of Status Update
10/01/2018	No new updates
10/04/2018	Status update provided via email to the following email address: [REDACTED] Hello, This is Emily, your case manager. Just wanting to give you a heads up that on Monday 10/8/18 we will be switching our entire system over. This is to ensure the security of all of our customers and to make things a little bit easier for everyone. Please bear with us during this process as you may have a harder time to get ahold of your case manager while we are in the process of the switch. During this time, you will NOT be able to send text messages, you will have to respond via email or by phone. Thank you for your understanding throughout this process. Emily End of Status Update
10/10/2018	

Email(s)

Date	Subject	Content
10/01/2018	[REDACTED] That's wonderful. Congratulations again	That's wonderful. Congratulations again on such an awesome job. I will contact you after the 4th to see if you had a chance to bring it in. Thanks, Emily
10/08/2018	2018 Wrangler [ref: 00Dj01qsDF_500f1krN3w ref]	Have you had a chance to bring the vehicle to the dealer at this time? Thanks, Emily ref_00Dj01qsDF_500f1krN3w:ref
10/11/2018	RE: 2018 Wrangler [ref: 00Dj01qsDF_500f1krN3w:ref]	Have you had a chance to get the vehicle in to the dealer?

Thanks,
Emily
ref_00Dj01qsDF_500f1krN3w:ref

Date	10/16/2018	Subject	RE: 2018 Wrangler [ref_00Dj01qsDF_500f1krN3w:ref]
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Have you had a chance to get the vehicle in to the dealer?

Thanks,
Emily
ref_00Dj01qsDF_500f1krN3w:ref

Date	10/20/2018	Subject	RE: 2018 Wrangler [ref_00Dj01qsDF_500f1krN3w:ref]
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No I have not had the opportunity and I dont know when I'll be able to. Being the bottom of the seniority at my new job I am the first to get mandatory overtime for when individuals call out. This has put my personal life on hold until I can get some time off to drive to Anchorage however I will notify you as soon as that happens.

Sent via the Samsung Galaxy S9+, an AT&T 4G LTE smartphone

----- Original message ----- From: Jeep Customer Care Date: 10/16/18 2:03 PM (GMT-09:00) To: [REDACTED] Subject: RE: 2018 Wrangler [ref_00Dj01qsDF_500f1krN3w:ref]

Have you had a chance to get the vehicle in to the dealer?

Thanks,
Emily
ref_00Dj01qsDF_500f1krN3w:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG0JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	08/01/2018	CAIR Type	Regular	Status	Closed
Close Date	08/01/2018	Origin	Telephone	Reason	New problem
Mileage	1,050 Miles	Market	USA	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CALIMESA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CALIMESA	CA		USA	
Dealer	24105	Jeep Chrysler Dodge Ram FIAT of Ontario		Dealer Phone	9093909898
Dealer Address	1202 Auto Center Dr				
	Ontario	CA	917612208	USA	
Dealer Zone	California	Sales District		Service District	M
Subject	track bar weild seperated				
Synopsis	rental inquiry				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2018 02:18 PM	Open
08/01/2018 02:31 PM	Closed
09/29/2018 03:54 PM	Closed

Initial Description

0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,track bar weild seperated

Case Comments

Date	Comment
08/01/2018	Loss steering, the steering wheel went side way. They had to go on vacation the next day, so the vehicle was driven but was still a little unresponsive. Dropped the vehicle off Monday, the DLR called Tuesday saying the track bar weld separated from the frame. They opened a star case for the vehicle, trying to re-weld or replace the entire frame on the vehicle. The customer bought the vehicle to off road and now feels unsafe in the vehicle with the frame braking. The customer may need a rental to get the vehicle repaired since the vehicle will need a while to be repaired. Customer wants to get a vehicle with a hitch on it. *** Agent advised *** Customer is a jeep wave member. Agent transferred customer to Jeep wave.
08/01/2018	Writer advised Jeep wave only offers first day rental. Customer stated he was going to DLR to inquire about loaner with a hitch.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXCG5JW	Model Year	2018	Brand	JEEP
Body	JLJS72	Vehicle	JEEP WRANGLER RUBICON		
Open Date	08/06/2018	CAIR Type	Regular	Status	Closed
Close Date	08/31/2018	Origin	Telephone	Reason	New problem
Mileage	568 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SCOTTS VALLEY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SCOTTS VALLEY	CA			USA
Dealer	08564	Normandin Chrysler Dodge Jeep Ram FIAT		Dealer Phone	4082669500
Dealer Address	900 Capitol Expressway Auto Mall				
	San Jose	CA	951361102	USA	
Dealer Zone	California	Sales District		Service District	F
Subject	Steering Wheel / Column Inquiry				
Synopsis	408-520-1484 cell				
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/06/2018 05:16 PM	Open
08/23/2018 11:23 AM	Closed
08/24/2018 08:27 PM	Reopen
08/27/2018 11:03 AM	Closed
08/28/2018 06:05 PM	Reopen
08/31/2018 11:16 AM	Closed
09/29/2018 04:33 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0336010003-Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
0421000000-Corporate,Technical Assistance,Default,Default,Default,Request for Technical Assistance,Request for Technical Assistance
0113100000-Product,Frame,Rail,Other,Default,Frame Rail - Inquiry,Welds rust
0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,Steering Wheel / Column Inquiry

Case Comments

Date	Comment
08/06/2018	Forum name: (jlwranglerforums) Customer reached out on the forum with the following message: I took delivery of my JL Rubicon on 8/1 (VIN 1C4HJXCG5JW). It was built in mid May. While looking underneath for the source of excessive steering backlash, I noticed quite a few really awful welds on the frame. I really thought this problem would have been taken care of by this time. Can you tell me if there is any update on this issue? I currently have an appointment scheduled at the dealer (Normandin in San Jose, CA) on 8/18 to look at the steering, a-pillar wind noise and a minor issue with the soft top. I'll ask them to inspect the frame as well. Can you make them aware of any bulletins that have been issued regarding these issues? Is there anything else I should do at this point regarding the frame? This one is really bothering me. I'm confident the other issues can be fixed pretty easily, but I'm not sure about the frame. Best Regards,
08/06/2018	Writer states: Hello. Thank you for reaching out to us. I am sorry to hear you're having such a hard time with your Wrangler. Would you happen to have a picture? Some customers are mistaking copper for rust so we've been sending them to an internal resource for further review. Ultimately, getting this looked at by the dealer is the best plan of action as they are best equipped to inspect the vehicle. I went ahead and created a case to formally document your inquiry. Please let me know if you have a photo I can send over. Jasmine Jeep Social Care Specialist
08/07/2018	Customer states: Jasmine, here are a couple of photos of welds I think are bad. I'm not much of a photographer, so I wasn't able to get very good pictures, but bead uniformity and penetration are poor in the areas in the photos. Regards,
08/07/2018	Writer states: Thanks, I'll go ahead and reach out just to get another opinion. As soon as I hear back, I'll circle back. Jasmine Jeep Social Care Specialist
08/10/2018	Writer sent customer a proactive message: Hi. My internal resource believes the color you are noticing in the welds could be from the silicon that is used in the weld wire. However, since you believe there is a concern with your welds I do recommend having this further inspected by the dealership. I'll go ahead and escalate for further handling. What is your contact information, earliest/latest time to connect with you and do you prefer updates via email or text? Jasmine Jeep Social Care Specialist
08/14/2018	Customer states: Jasmine, I agree the orange color is not rust. It looks like slag, which still isn't great because paint doesn't stick to it, it can fall off leaving exposed metal, and rust can form under it. However, this isn't my concern with the welds. The pics I sent were of areas with bad bead uniformity, bad penetration, and the weld bead off of the joint line (though that may not have been conveyed well with my poor photography skills). I don't think they are in super critical areas, and they have good access for repair. What I want to inspect better are the welds on the frame side where the track bars and suspension links attach. I feel these ARE critical and I couldn't. You can call anytime. Outside of normal work hours is best as I may not answer if I'm busy at work. Text updates are best if it's time critical. Email is fine if you need to send documents, etc.. Regards,
08/14/2018	Customer seeking assistance with: Customer is concerned about the welding in his frame. He also would like to get steering addressed. Customer expecting: Technical assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred

Date	Comment
	phone number [REDACTED] Earliest call time: anytime Latest call time: any ime Updates via text: Y Updates via email: Y Vehicle location: Customer Date and Time of Appointment: 8/18 Confirmed appointment with: customer
08/15/2018	will follow up with cust and dlr on/after this diagnosis is run
08/17/2018	Customer states: Jasmine, just a heads up, my dealer appointment is Saturday and I have not heard from a case specialist yet. Regards, [REDACTED]
08/17/2018	Writer states: Hi [REDACTED] Your Case has been assigned to a Case Specialist. He wrote in your case he will follow up during your service appointment. I will be sure note your outreach within the case for his review. Jasmine Jeep Social Care Specialist
08/20/2018	Customer states: Jasmine, just an update. I dropped my Jeep off earlier today at the dealership. I didn't hear anything from the case specialist. I provided the service adviser with detailed information on each of the issues I had, including applicable TSB and some engineering documents I had obtained. He wasn't interested in any of it and his descriptions of the issues for the tech had less info than I provided when I scheduled the appointment online. He didn't write down much of what I told him. I'll hold off judgment until I see how things work out. Regards, [REDACTED]
08/20/2018	Writer states: Thanks so much for keeping me updated. [REDACTED] I've added this in your case for review and will request your Case Specialist connect with you as soon as he can. Jasmine Jeep Social Care Specialist
08/21/2018	Requested update from STEVE ROGERS Service and Parts Director (SD). SD
08/21/2018	advised that on 8/18, RO # [REDACTED] Dealer resecured fuel filler neck tabs
08/21/2018	and this corrected loose fuel filler neck. Whistling noise at freeway speeds (found bo h side windows not properly seated in panels fixed). Customer stated that frontend weld and possible crack in frame. Excess
08/21/2018	***** Following Corporate Resource has been contacted ***** TAPS on 2018-08-21 @ 11:04
08/21/2018	Preferred phone number [REDACTED] (line rings busy)
08/21/2018	steering complaint could not be duplicated. Asked for STAR involvement.
08/21/2018	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
08/22/2018	Status update provided via email to the following email address [REDACTED] Thanks [REDACTED] Technical support at FCA is s ill reviewing your concerns as it relates to your 2018 Jeep Wrangler. We appreciate your patience, your dealer will fur her update you tomorrow on the status. Regards, Marvin Jeep Customer Support End of Status Update
08/22/2018	CAIR ESCALATION CLOSURE SEE STAR CASE# [REDACTED] FOR INFORMATION
08/23/2018	SM Steve called in and left message that the TA had gone out to the DLR to inspect the vehicle and has confirmed to release the vehicle. TS called DLR and LVM for Steve to let him know that if the TA has given the ok to release the vehicle then we can release the vehicle. TS closing case.
08/24/2018	Customer states: Jasmine, I just wrote a long email to Marvin, but the return address bounces and the reply URL in the email does not work: To reply to this email, please use the link below: http://chrysler.com/contactus/twowa...?dataKey=6scwdrLL+56wsc3wlryyy/qTsb HI8JKwEU= Here's what I tried to send to him: Marvin, I have still not heard anything from the dealer. I think aside from inspecting some of the frame welds where suspension components attach, he loose steering is he biggest issue. I'm pretty confident the dealer can handle the other minor issues. The tire pressure was too high when I bought the Jeep (about 45 psi). I aired down to 37 psi cold (door plate pressure) and this did make a noticable difference. I did a chalk test and aired down more to 35 psi cold. The chalk pattern suggests I could air down even more, but steering return to center is get ing slow, so I don't think I want to go lower. Wi h 35 psi the steering isn't to bad up to about 45-50 mph, but at freeway speed it doesn't feel too good. I found all of he play in the steering to be coming from the steering box. I didn't see any issues with the ball joints, drag link, etc.. The only thing related to alignment that looks adjustable is toe in (I didn't check this). I feel the lash in the steering box is the root cause of the poor steering. 1) Can he lash in the steering box just be adjusted? 2) Is there an issue with he aluminum steering box that requires such loose lash to keep it from binding at extreme temperature? 3) Does the hydro assist TSB apply to the 2-door, or was it simply to correct programming error on 4-door models? Please advise. Best Regards, [REDACTED]
08/24/2018	Writer states: Hello [REDACTED] I am very sorry to hear his. I see hat your Case Specialist tried to connect with you on 8/21 but the line was busy. I will reopen it and request that he connects with you to talk more about your most recent diagnosis by phone. Please look forward to hearing from him soon. Jasmine Jeep Social Care Specialist
08/24/2018	***Customer confirmed that the preferred number is his correct contact information. He is unsure of what happened during last service visit. Writer is unsure as well as the case only says the TA gave permission to release the vehicle. Customer would like to speak with Case Specialist over the phone about service visit**
08/27/2018	Status update provided via email to the following email address: [REDACTED] Thank you for sharing your concern as it relates to your 2018 Jeep Wrangler Rubicon. When technical service bulletins are issued often they are centered around specific factory build dates. If you have a steering concern please contact your Jeep dealership and they have agreed to, in turn contact our technical office at FCA to get any technical assistance and will fix any warranty defects. Please call me if you need any further assistance. Thanks Marvin, Jeep Customer Support, 586 274 8174 End of Status Update
08/27/2018	Customer states: Jasmine, I picked my Jeep up this evening, and I was pretty disappointed. The first hing I no iced were bird droppings on the hood and soft top. Most of my issues were not really addressed to my satisfaction, even the ones I thought shouldn't have been a problem. 1) The service adviser says he gas filler cap just needed to be re-installed as the lower clips were not engaged. I told him I pushed it in a couple of times and I could feel the clips kind of engage, but not solidly, and hat after driving and filling up it would come loose again. I guess time will tell if this is actually fixed. 2) The service adviser says the service manager and an FCA field inspector checked the frame welds on he suspension brackets and passed them. I'm not a welder by trade, but I do weld, and I would be embarrassed if these were my welds. I don't know what the safety margins or weld specifications are, so I'll have to take the FCA inspectors word on this. 3) The top still flaps in cross winds on the drivers side. The service adviser says that bo h rear windows were not installed properly in the top rails and this was the problem. I can't comment on this as I just bought the Jeep and never took he windows out. I did tell The service adviser hat I thought it was the cable in the soft top as the drivers side is looser han the passenger side. I never had an issue with the passenger side, and I can see air blowing the driver side up much more than the passenger side when on the freeway. 4) I still have a whistle coming from he drivers side A-pillar. I offered the service adviser an engineering document with info on what to check, and how some of he gaskets were not installed correctly, but he wasn't interested. He says the whistle was from the side windows not being installed correctly, but it really sounds like it's coming from the A-pillar to me. 5) No hing was done to address the loose steering. The service adviser says they test drove it and compared it to ano her JL, and it was the same, so it's normal. I don't think so. This isn't the first solid axle vehicle I have owned, and I checked things myself before dropping the Jeep off. I told The service adviser the steering box has excessive lash, even though the adjustment screw is on the factory marks. When I picked the Jeep up I got two sales guys to compare my Jeep to four others on he lot (one 2-door, three 4-door). With the engine off I had hem move the steering wheel back and forth until the felt resistance. The four Jeeps on the lot were tight, where as mine has no iceable play. They both agreed mine was much worse. There are o her 1000 posts on the one forum I go to about his issue in one hread alone. There are also a lot of steering complaints registered at NHTSA and it's the number one complaint Jeep Informant (on YouTube) hears, so it's not "a Jeep thing" and it's not normal. I can make a video showing the lash in he steering box if that would help. I would at least like to get he full story from FCA on this issue as they have not been very transparent about it. I'm not really sure where to go from here. I'm willing to give the same dealer another shot with Jason as service adviser. If not, I can go to he dealer 50 miles away that has a better rating. Please advise and tell my case specialist to keep he case open until he speaks wi h me. If he would provide some way to contact him, I would surely get a hold of him to discuss this. Best Regards, [REDACTED] P.S. I'm not
08/27/2018	just another customer complaining about a bunch of non-issues. I'm an electrical engineer by trade and have been working on cars since I was a child.
08/27/2018	Writer states: Hi [REDACTED] I understand your positions towards these concerns. I cannot give any feedback as I am not a trained technician. We rely on our dealerships for vehicle information. I do see Marvin sent you an email today. Free feel to connect wi h him directly. Jasmine Jeep Social Care Specialist
08/28/2018	*** I received this call from [REDACTED] He picked up his vehicle and he steering was never addressed. He said that there is significant play in the steering compared to other Jeeps at the Normindin dealership lot. He has an appointment for 19 Sept wi h SA- Jason H to have the steering addressed. Also he still has excessive with noise from the A pillar and the drivers side of the soft top doesn't fit correctly. He said that the dealer he wants to use; Freemont, can't see him until 10-17. He is willing to give Normindin another chance and doesn't feel unsafe at this time. I will follow up with SA- Jason H at Normindin on 9/17 regarding the 9/19 appointment and make sure they utilize all their options to fix the Jeep; once and for all.
08/28/2018	Status update provided via email to the following email address: [REDACTED] Hello, my name is Patrick and I have been assigned as your Case Manager. This email is confirma ion 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, 4 [REDACTED]. My office hours are from 12:30 pm to 8:00 PM (Eastern Time zone). My contact information is 844-533-7928

Date	Comment
	Ext. 4060121 If your preferred telephone number mentioned above isn't correct, please reply with the correction. Patrick Jeep Wave Customer Care Specialist 844-533-7928 Ext. 4060121 End of Status Update
08/29/2018	Begin Customer Message reviewed: Patrick, that phone number you have is my work number. It's better to call on my cell [REDACTED] in case I'm out of the office. Regards, [REDACTED] End of Reviewed Customer message
08/29/2018	Customer scheduled to return on 9/19 once the vehicle is at the dealership will have STAR involved. Also contacted Jason SA advised regardless of the
08/29/2018	build dates TSB should still be performed (08-092-18). service was advised regarding build dates, regardless to TA's assessment we still want
08/29/2018	the TSB for steering wander at highway speeds performed.
08/31/2018	Customer states: Jasmine, I don't know who "he" is. If you mean Marvin, no, he never answers his phone and hasn't returned my messages. I did call Jeep Wave and speak to Patrick. He seemed like he was on it, and is supposed to call me and the dealer 2 days before my next service appointment. Regards, [REDACTED]
09/04/2018	Customer states: Jasmine, I don't know what Marvin is talking about. I tried calling him ten times a day for several days. He does not answer his direct line, and he doesn't return messages. I'll continue working with Patrick. Regards, [REDACTED]

Email(s)

Date	10/01/2018	Subject	Patrick, that phone number you have is my work num
Patrick, that phone number you have is my work number. It's better to call on my cell [REDACTED] in case I'm out of the office.			
Regards,			
[REDACTED]			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG0JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	08/11/2018	CAIR Type	Regular	Status	Closed
Close Date	08/15/2018	Origin	Telephone	Reason	New problem
Mileage	7 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	WATERLOO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WATERLOO	IL		USA	
Dealer	41458	South County Dodge Chrysler Jeep	Dealer Phone	8884600812	
Dealer Address	7127 S Lindbergh Blvd				
	St. Louis	MO	631254305	USA	
Dealer Zone	Midwest	Sales District		Service District	N
Subject	Frame Inquiry				
Synopsis	Customer is going to take his vehicle into the Royal Gate Chrysler Dodge Jeep Ram, Inc. body shop to see if his vehicle needs to be re-welded.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/11/2018 05:29 PM	Open
08/15/2018 02:04 PM	Closed
09/29/2018 12:58 PM	Closed

Initial Description

0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Frame Inquiry

Case Comments

Date	Comment
08/11/2018	Customer stated that his vehicle is not welded together properly. Customer stated that he was reading articles about his vehicle and happened to come across a thread where a consumer had stated their Jeep Wrangler wasn't welded properly, customer stated that he decided to look at his and there are multiple spots where the vehicle isn't welded properly. Customer stated here are spots where it looks like it was welded twice, and then there are spots that aren't fully welded. Customer stated he took the vehicle to the Royal Gate Chrysler Dodge Jeep Ram of Columbia, IL, Inc. dealership (dealer code 60333) and they recommended that the customer take the vehicle to their other location with a body shop to have the vehicle re-welded. Customer is concerned about driving the vehicle and doesn't feel comfortable driving it even after repairs are done because he feels that there are improper welds that he cannot see inside of the vehicle. Agent advised the customer that agent would like to consult with TL on what step to take to assist the customer. Customer thanked, and agent will call the customer Monday afternoon to follow-up.
08/14/2018	Customer called and he is expecting a call back from CM as soon as possible.
08/14/2018	***Customer Call*** Customer would like a call back anytime after 5:45. Preferred number: [REDACTED]
08/15/2018	Agent inquired to TL and was advised to have the customer continue to work with the dealership and try to have his vehicle re-welded. Agent contacting customer at [REDACTED] and advised the customer that we would need to contact the body shop that dealer 60333 recommended to the customer. Customer is inquiring if the dealer will be able to provide a
08/15/2018	rental vehicle, and agent advised that we could inquire about rental. Agent is contacting the Royal Gate Chrysler Dodge Jeep Ram, Inc. dealership (dealer code 42824) to assist the customer with scheduling an appointment to have the vehicle re-welded, and look into getting a rental vehicle for the customer. Agent spoke with Jim from the Royal Gate body shop regarding having the vehicle re-welded, Jim recommended that the customer bring the vehicle anytime Monday through Friday between 7:30 am to 4:30 pm so they can put the vehicle on a lift and see if it actually needs to be re-welded. Customer will take the vehicle into the body shop to have the frame looked at, and will call FCA back if repairs actually need to be made and he needs to get a rental vehicle.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG7JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	08/13/2018	CAIR Type	Regular	Status	Closed
Close Date	08/24/2018	Origin	Letter	Reason	New problem
Mileage	1 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	KERNERSVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	KERNERSVILLE	NC		USA	
Dealer	67198	Tri-City Chrysler Jeep Dodge Inc	Dealer Phone	3366232186	
Dealer Address	833 S Van Buren Rd				
	Eden	NC	272885323	USA	
Dealer Zone	Southeast	Sales District		Service District	O
Subject	Frame Inquiry				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue Wi h Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/13/2018 10 03 AM	Open
08/13/2018 10 03 AM	Open
08/24/2018 02:43 PM	Closed
08/24/2018 02:43 PM	Closed
09/29/2018 12 58 PM	Closed
09/29/2018 12 58 PM	Closed
03/06/2019 02:12 AM	Open
03/06/2019 02:12 AM	Open

Initial Description

0333010115-Referral,Top Care,Executive Team,Executive,Michael Manley,Top Care - Michael Manley,Top Care - Michael Manley
0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Frame Inquiry

Case Comments

Date	Comment
08/13/2018	POSTMARK DATE: 081318; DATE RECEIVED: 081318
08/13/2018	Top Care customer first contact was 08/13/18 at 10:52 by SS11
08/13/2018	Top Care follow-up contact was 08/13/18 at 10:52 by SS11
08/13/2018	Writer left voice message for customer call back to review current vehicle concerns.
08/13/2018	Writer spoke with customer who advised recently while driving on the highway he track bar mount ended up shearing off from the frame on his vehicle. Customer advised his vehicle is currently at his home and customer advised will be contacting Roadside Assistance to have his vehicle towed to Dlr: 67198 tomorrow for diagnosis. Writer advised customer will Goodwill a rental vehicle for customer, customer advised he SM at Dlr: 67198 is Michael Thomas. Writer advised will contact SM Michael Thomas at Dlr: 67198 and will coordinate for customers vehicle to be inspected by a field engineer. Writer advised customer will follow-up once vehicle has arrived to Dlr: 67198.
08/14/2018	Customer contacted social team via jlwranglerforums.com on 8/12. Customer describes, "I was merging on to he highway, then engine bogged wouldn't accelerate for several seconds. The steering wheel tightened up and eventually loosened but the wheel is off center by 45 degrees or more. The "service electronic stability control" light came on and he brakes were vibrating like abs was engaged." Writer advised customer to continue working with CM
08/14/2018	Writer spoke with customer and Roadside Assistance, customers vehicle is currently in-transit to Dlr: 67198. Writer advised customer to email writer a copy of the additional tow charge for reimbursement via direct check. Writer spoke with SM Michael Thomas at Dlr: 67198 and advised of the above that customers vehicle is currently being towed to dealer and will arrive today. Writer also advised SM Michael Thomas at Dlr: 67198 that the supplier's repair technician is traveling to dealer to assist with vehicle repair. SM Michael Thomas advised an Enterprise RAC has been set up for the customer as well.
08/15/2018	Writer spoke with SA Dan at Dlr: 67198 who advised SM Michael Thomas does not come in until noon today. SA Dan at Dlr: 67198 advised vehicle repairs have been completed. Writer spoke wi h customer and advised of the above that the vehicle repairs have been completed. writer advised customer to stay in the rental vehicle until a final review of the vehicle repairs has been completed.
08/21/2018	Writer spoke with SM Michael Thomas at Dlr: 67198 who advised vehicle repairs are completed, tested and have been inspected and everything looks good. SM Michael Thomas at Dlr: 67198 advised vehicle is ready to be picked up. Writer advised SM Michael Thomas at Dlr: 67198 that writer will contact customer and advise of the above. Writer spoke with customer and advised of the above, customer advised can appreciate the repairs made but customer advised has three children and cannot afford another weld coming loose with the vehicle. Customer advised will pick up the vehicle from the dealer but customer advised would like a buyback Replacement of the vehicle due to the nature of the vehicle issue. Writer advised customer will review customers request for a Buyback Replacement and will follow-up wi h possible next steps.
08/24/2018	Writer spoke with customer and advised due to the nature of the vehicle weld issue and in the interest of customer satisfac ion that writer will authorize a Buyback Replacement for the customer. Customer advised is very happy wi h Buyback Replacement offer, writer advised customer will be contacted within the next 3-5 days by a member of our Buyback Team. Writer also advised customer as added Goodwill due to the inconvenience of the vehicle issue that

Date	Comment
	writer will add a Max Care MVP plan to the Replacement vehicle. Writer advised customer will be closing file but provided contact number for future reference if needed.
10/16/2018	Writer left return voice message for customer [REDACTED] for call back to review current vehicle concerns.
10/19/2018	Writer spoke with customer who advised is seeking possible assistance on possible MSRP difference. Writer advised customer once Buyback paperwork is completed if there is any MSRP difference that writer will review with Buyback Team for possible assistance.
02/01/2019	Writer spoke with Service Mgr. Michael Thomas at Tri-City Chrysler who advised an FCA approved engineer came out to inspect and repair the frame welds. Per dealer, the vehicle is repaired at this point.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG3JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	08/13/2018	CAIR Type	Regular	Status	Closed
Close Date	08/13/2018	Origin	Telephone	Reason	New problem
Mileage	1,252 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	MEDINA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MEDINA	OH		USA	
Dealer	45391	Medina Auto Mall	Dealer Phone	3307233291	
Dealer Address	3205 Medina Rd				
	Medina	OH	442569631	USA	
Dealer Zone	Great Lakes	Sales District		Service District	E
Subject	crack from where he windshield starts all the way to the middle.				
Synopsis	Customer was seeking assistance with windshield and frame bracket.				
Customer Anomaly	Glass				
	Windshield				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	53	Vehicle windshield issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/13/2018 12:37 PM	Open
08/13/2018 12:45 PM	Closed
09/29/2018 03:00 PM	Closed

Initial Description

0123301101-Product,Body / Trim / Paint Finish,Glass,Broken, Cracked,Windshield,Windshield - Broken, Cracked,crack from where the windshield starts all the way to the middle.

Case Comments

Date	Comment
08/13/2018	Customer called in stating that 2 days after purchase front windshield broke and continues to spread. Also, Under the vehicle there is holes in the frame. Customer was advised that the vehicle would need a DLR diagnosis. Customer was advised that the windshield could fall under the 12/12 according to AC #

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG0JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER RUBICON UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	08/19/2018	CAIR Type	Regular	Status	Closed
Close Date	08/30/2018	Origin	Chat	Reason	New problem
Mileage	3,683 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WELLINGTON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WELLINGTON	CO			USA
Dealer	42468	Cowboy Dodge Inc	Dealer Phone	3076345887	
Dealer Address	1121 East Lincoln Way				
	Cheyenne	WY	820014812	USA	
Dealer Zone	Denver	Sales District		Service District	B
Subject	Frame not welded well				
Synopsis	Customer has been provided with the next point of contact for his requested letter. CAIR closed.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/19/2018 10:42 PM	Open
08/30/2018 02:02 PM	Closed
09/29/2018 12:20 PM	Closed

Initial Description

-Corporate, Survey By-Pass, Email Referral, Default, Default, Email Referral, Email Referral
 -Product, Frame, Unknown, Other, Default, Frame Inquiry, Frame not welded well

Case Comments

Date	Comment
08/19/2018	Hi, my name is Amber with Jeep Customer Care, How may I help you today? Amber: Hello how are you today? Hi Amber, I've been better to be honest with you. I need to start a case on my Rubicon. The frame welds... well, they're not good. I know this isn't a new issue and I know FCA is aware of it. I wanted to start a case with you guys to get this taken care of and so the local dealership doesn't jerk me around. Their service department doesn't have a great reputation.
08/19/2018	Amber: Oh dear, I am very sorry to hear that. I would be happy to start a case for you on this. Thank you Amber. What info do you need from me? Amber: We want to make sure you are happy with your new Jeep and will have this looked for you. I can see you are a member of our Jeep Wave Program so this will be going directly to a Jeep Wave Case manager. Yes ma'am. I know the process for correcting this is VERY involved Amber: Perfect, thank you. I am not technically trained for the repairs but I would think that repairs on the frame are fairly taxing. But we will do whatever we can to make this as pain free as possible for you! Can I get the approximate mileage on your Jeep? 2500 miles. And thank you for that Amber: Thank you, and will it be FORT COLLINS DODGE CHRYSLER JEEP you are working with? I'd rather not if I can help it. As I said, they don't have a great reputation and have not treated many people very well. Is there any way I can take it to the one in Cheyenne, WY? I think it's called Cowboy Dodge? Amber: You certainly can! You do not have to return to your selling dealer if you would prefer not to! I will put COWBOY DODGE as the dealer but it is not set in stone, you can work with any dealer. Thank you! My dad had a Grand Cherokee and FC Dodge Chrysler didn't treat him right at all, so that you for letting me choose my dealership Amber: That is more than okay! We understand if you or someone you know has a bad experience with a dealer you can be hesitant to let them work on the vehicle so we don't want to make you go somewhere you do not want to! I do have all the information I need to escalate a case for you now. This is your case number. A Jeep Wave Case Manager will be contacting you tomorrow and they will take it from here! Thank you very much, I appreciate it. Amber: You're very welcome, Was there anything else I could look into for you today? No ma'am. You've been fantastic! Amber: Thank you, Alyssa! Have a wonderful evening! Amber: Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance or Jeep Customer Care at 1-877-426-5337. You can also look for updates on our website www.jeep.com. Have a great day! disconnected ('Concluded by End-user').
08/19/2018	Customer seeking assistance with: Frame not welded correctly Customer expecting: Vehicle repaired Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: Latest call time: Updates via text: Updates via email: Vehicle location: Customer
08/20/2018	Status update provided via email to the following email address: Hello To assist with your vehicle concern we require an appointment to be set with your preferred dealer so we can speak with them while they are looking at the vehicle. If you would like to set one yourself and let us know the dealer, date and time we can continue working on your case. We can also set one up on your behalf, if you would prefer this you can respond to this email with your preferred day of the week and we will forward your case for you. End of Status Update
08/20/2018	Begin Customer Message reviewed: Appointment is set for 8/28 and 8:45am at Cowboy Dodge in Cheyenne, WY End of Reviewed Customer message
08/20/2018	Status update provided via email to the following email address: Wonderful! Thank you very much, You will be contacted by your case manager shortly. End of Status Update
08/20/2018	Customer seeking assistance with: 86 08/19/2018 6:52:28 AK1502 Frame not welded correctly Customer expecting: Vehicle repaired Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: Latest call time:

Date	Comment
	Updates via text: Y [REDACTED] Updates via email: Y [REDACTED] Vehicle location: Customer Appointment is set for 8/28 and 8:45am at Cowboy Dodge in Cheyenne, WY
08/21/2018	Status update provided via email to the following email address: [REDACTED] Hello, my name is Jessica and I have been assigned as your Case Manager. This email is confirmation that your case, [REDACTED] was successfully escalated to me. I will be calling you at your preferred number: [REDACTED] My office days/hours are Monday through Thursday, from 9:30AM to 8:00PM Eastern Standard time. My phone number is 844-533-7928, Ext. 4060268. If your preferred telephone number mentioned above isn't correct, please reply with the correction. You can also reach me by responding to this email. I see that you have an appointment scheduled for the 28th, so I will be in touch with you on that date, so we can work with the dealer to have your vehicle repaired. End of Status Update
08/21/2018	Begin Customer Message reviewed: Hi Jessica, I have photos of the pin-hole weaknesses in the welds, as well as photos showing the rusting areas and some missing welds. I can forward those to you if you'd like. Also, it's VERY important that this vehicle is repaired due to the fact that it is used for business purposes. We routinely carry clients in it to remote locations, and should anything fail or be unsafe and an accident occurs, our personal business and livelihood are liable. I'm hoping FCA is taking this issue seriously considering the number of affected vehicles, and I trust the service department I'm visiting is aware of the commonality of these weld issues. Thank you for your time! End of Reviewed Customer message
08/21/2018	*****Customer Email Address Updated***** Customer has updated the email address from [REDACTED] to [REDACTED] for further communication or for surveys.
08/21/2018	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2018-08-21 @ 11:29
08/21/2018	Status update provided via email to the following email address: [REDACTED] I sent a link to your email for you to upload the pictures to. End of Status Update
08/21/2018	Begin Customer Message reviewed: File sizes are too big and there's no way to reduce them on my phone. Can I please have a direct email so I can get these to you? This portal is a bit annoying. End of Reviewed Customer message
08/21/2018	Status update provided via email to the following email address: [REDACTED] I do not have a direct email available to provide. It's okay though, the dealer will take photos and submit them at the appointment if needed. End of Status Update
08/27/2018	appointment scheduled for the 28th
08/28/2018	Task response received from Dealer 42468
08/30/2018	Begin Customer Message reviewed: Hi Jessica, Cowboy Dodge checked out the Jeep and they compared it with a new Jeep fresh off the truck and noticed the same pinholes and rust on the new one. According to them, this means the Jeep is safe and structurally sound. I have my reservations, but until more customers come forward, and failures are noted, I understand that FCA is unable to do anything about this issue. According to a few experts I spoke to about the welds, it seems like there isn't enough Shielding Gas Volume during the welding process to make sure the welds are done properly. I highly, highly suggest Jeep keeps a very close eye on these frames over the coming months/years. I am aware of one instance already where Track Bar welds failed on a new JL Wrangler while the customer was driving, and while it didn't result in a serious accident, there is absolutely some liability with Jeep about these welds should they fail. The dealership took photos at my request, and were unable to upload them to the case for some reason. I have my own photos to show the issues I opened the complaint about, and will retain those for my records. With that said, I am requesting a formal letter from FCA saying they are willing to stand by the quality of these welds. I own my own business, and often take clients in this vehicle. If something were to fail, the liability on my business is enormous, and could result in me completely losing my business should a customer come back and sue me. Hence why I am requesting a formal letter from FCA saying that you are confident in the integrity of these welds; I need to remove all potential liability off of my business. I'm sure you can understand that. As an owner, I will have my welds checked at every service appointment to ensure structural integrity is maintained. Should I see a deterioration in integrity or quality of the welds, I will reach out to you promptly. Thank you for your assistance with this, I appreciate it. End of Reviewed Customer message
08/30/2018	Dealer Update: Updated By: S70137Q Dealer Code: 42468 Date: 08/28/2018 11:55:40 AM Repair Order Number: [REDACTED] Customer Status: Satisfied Customer states that the frame welds were starting to rust. We had another wrangler that was just dropped off from transportation, lifted both vehicle side by side so that the customer could see that the other vehicle was the same. Surface rust is normal. Took pictures of both vehicles and the spots in question. Customer is concerned that this will be a problem in the future explained it will not be.
08/30/2018	Status update provided via email to the following email address: [REDACTED] Good Morning, I do understand your concerns. This is something that will need to be requested in writing and mailed to: FCA US LLC P.O. Box 21-8004 Auburn Hills, MI 48321-8004 End of Status Update

Email(s)

Date	Subject
10/01/2018	Good Morning, I do understand your concerns. This is something that will need to be requested in writing and mailed to: FCA US LLC P.O. Box 21-8004 Auburn Hills, MI 48321-8004

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG6JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	08/22/2018	CAIR Type	Regular	Status	Closed
Close Date	02/07/2019	Origin	Telephone	Reason	New problem
Mileage	1,275 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	COLORADO SPRINGS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	COLORADO SPRINGS	CO		USA	
Dealer	60506	Medved Chrysler Dodge Jeep Ram	Dealer Phone	7207337147	
Dealer Address	1520 S Wilcox St				
	Cas le Rock	CO	801041922	USA	
Dealer Zone	Denver	Sales District		Service District	E
Subject	Frame Inquiry				
Synopsis	MVP Issued				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2018 04:39 PM	Open
09/29/2018 05:48 PM	Open
02/07/2019 09:49 PM	Closed

Initial Description

0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Frame Inquiry

Case Comments

Date	Comment
08/22/2018	AM opening CAIR to document concern and conversation with customer. Vehicle had track bar bracket break off frame from improper weld.
08/22/2018	Engineer flew out to DLR 60506 and repaired the frame. AM had conversation with customer who is concerned with a frame repair on a brand new vehicle. AM also consulted with CR/WAM in Denver BC and was advised to offer customer accessories/service contract or the option of replacing the vehicle at no costs to the customer. AM spoke to Mrs. [REDACTED] on 08/22/18 and explained the repairs as well as the options. Customer was in Europe and returning on 08/24/18. Customer stated they will consult with me upon their return and will give me their decision. In the meantime the customer will pick up the repaired vehicle. AM also informed customer they will email before and after pictures of the repair. Decision to send pictures was discussed with CR/WAM
12/02/2018	AM had several conversations with customer. Customer has elected to keep 74 F 10/15/2018 1:07:32 JJJ48 vehicle and AM will provide a 7 year/unlimited miles Max Care contract code WM7UNL2N CT785 added contract, contract number [REDACTED] 74 G 10/15/2018 3:16:53 CT785 Synopsis MVP contract added, no further action needed.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG7JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	08/28/2018	CAIR Type	Regular	Status	Closed
Close Date	08/30/2018	Origin	Telephone	Reason	New problem
Mileage	666 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	BUENA PARK	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BUENA PARK	CA		USA	
Dealer	26887	Premier Chrysler Dodge Jeep Ram of Buena Park	Dealer Phone	7145285337	
Dealer Address	7301 Artesia Blvd.				
	Buena Park	CA	906211803	USA	
Dealer Zone	California	Sales District		Service District	L
Subject	Body / Trim / Paint Finish - Inquiry				
Synopsis					
Customer Anomaly	Body Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2018 02:46 PM	Open
08/30/2018 07:19 PM	Closed
09/29/2018 12:54 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Body / Trim / Paint Finish - Inquiry

Case Comments

Date	Comment
08/28/2018	Brief Description: RUST. Comments: Dear Jeep Wave Team: I would like to present the following findings on my 2017 JLUS: 1/ Poor/DANGEROUS welding: There are several weldments underneath the vehicle with the following problems: Missing weld, lack of penetration, undercut, excessive weld spattering and rust (anywhere and everywhere that was welded) 2/ Loose fuses: In main fuse box (on the passenger side close to the fire wall in the engine compartment), majority of the fuses are not pushed down all the way. I ended up push them down Just push them down firmly to get them fully seated! Based on my 18 years of experience working in the automotive industry, I do not think the vehicle should ever left the factory in these horrendous condition. I wonder what happen to Mopar Standard Operating Procedures, In-process Inspection and Final Inspection and buy off? 3/ On the same tokens, most of the nuts and bolts (which I can access) are not torqued to spec (as per my NIST fully traceable torque wrench). Regards, [REDACTED] VIN: Mileage: Servicing Dealer: Title: First Name: [REDACTED] Middle Initial: Last Name: [REDACTED] Address 1: [REDACTED] Address 2: City: BUENA PARK State: CA Zip: [REDACTED] Email: [REDACTED] Work Phone: [REDACTED] END OF CUSTOMER EMAIL *****
08/28/2018	Dear [REDACTED] Thank you for contacting Jeep Wave Premium Care. Thank you for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation. We would certainly like to look into his concern for you further, however additional information is required. In order to provide you with further assistance we will require your vehicle's correct Vehicle Identification Number (VIN). Please also provide the name of the dealership you have been in contact with (if you have been in touch with one) and the current mileage of the vehicle. The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver's side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle. It is also on your vehicle registration and insurance certificate. Once you have provided us with this information, we'll be more than happy to assist you further. 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 1-844-JEEP-WAVE (1-844-533-7928). Sincerely, Andrew Customer Service Representative Jeep Wave Premium Care For any future communications related to his email, please refer to the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: [REDACTED] REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&Dear Thank you for contacting the FCA Customer Assistance 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 1-800-247-9753. Sincerely, Andrew Lloyd Customer Service Representative FCA Customer Assistance Center For any future communications related to his email, please refer to the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: [REDACTED] REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&*****END OF CAC RESPONSE*****
08/28/2018	*****DISREGARD LINES 73-89*****
08/28/2018	Dear Andrew: Thanks for your reply and for the detailed information. Below are the information you have requested: VIN: 1C4HJXE67JW Mileage (on 08-22-2018) 1473 miles Regards, [REDACTED] *****END OF CUSTOMER RESPONSE*****
08/28/2018	Dear [REDACTED] Thank you for your prompt response with your vehicle's information. I had a moment to look into this further for you. What I may suggest is bringing the vehicle into any local or preferred Jeep Dealership for a diagnosis. They will have all the proper tools and equipment to determine any defects. For something like this Benjamin, they will likely take images of the affected areas and submit them into our Digital Imaging Team who will then actually determine what sort of defects and what can be done to resolve the concerns. 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 1-800-247-9753. Sincerely, Andrew Customer Service Representative FCA Customer Assistance Center For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: [REDACTED] REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&*****END OF CAC RESPONSE*****

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXD9JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	08/28/2018	CAIR Type	Regular	Status	Closed
Close Date	09/13/2018	Origin	Telephone	Reason	New problem
Mileage	2,728 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CAMP HILL	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CAMP HILL	PA		USA	
Dealer	60414	Freedom Chrysler Dodge Jeep Ram of Harrisburg	Dealer Phone	7175454726	
Dealer Address	6060 Allentown Blvd				
	Harrisburg	PA	171122601	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	F
Subject	frame moves by an inch and a half				
Synopsis	CM has made 5 contact attempts. Case will now be closed for no response				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2018 08 02 PM	Open
09/13/2018 01 04 PM	Closed
09/29/2018 03 55 PM	Closed

Initial Description

-Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach
-Product, Frame, Unknown, Other, Default, Frame Inquiry, frame moves by an inch and a half

Case Comments

Date	Comment
08/28/2018	Briefly summarize why the customer is contacting Chrysler: customer looking for rental vehicle has star case vehicle has defect weld Briefly summarize what the customer is expecting: customer expecting rental while vehicle is at DLR
08/28/2018	agent informed customer that agent will try and get ahold of jeep wave CM to assist further
08/28/2018	*****Customer Email Address Updated***** Following email address is added for communication or survey with the customer
08/28/2018	Customer states he was having issues with his steering. CM called dealer and spoke to SM. SM states the frame is not connected as it should be and STAR is sending a welding team out from Detroit to inspect it. CM entered DM notes to cover a rental
09/04/2018	Email sent to SM for update
09/04/2018	Email from SM: The vehicle is completed and will be cleaned, test driven and returned to customer today. Thank you
09/04/2018	Status update provided via email to the following email address: Good Morning, I have spoken to the service manager at the dealership, and was advised your vehicle should be ready for pickup today. They will call you when they have it ready. End of Status Update
09/06/2018	CM called customer left VM
09/06/2018	Task response received from Dealer 60414
09/10/2018	Dealer Update: Updated By: S65465I Dealer Code: 60414 Date: 09/06/2018 1:08:10 PM Jessica...could you please call me about this vehicle 717-307-8208 thank you Art
09/10/2018	CM called dealer and left VM for Art
09/10/2018	35043046: CAC US authorizes disassemble and diagnosis 1.5 hours \$149.57, removing steering gear and reassembling after weld 3.1 hours \$309.32, alignment \$119.74 total amount CAC US authorizing \$578.73
09/10/2018	Status update provided via email to the following email address: Good Morning, I just wanted to verify that you have picked up your vehicle and all the issues have been resolved? End of Status Update
09/10/2018	TA came out and inspected vehicle. Track bar was not connected to frame. FAC sent out a welding team to make the repairs. Vehicle has been picked up.
09/10/2018	CM is offering a SC MAX CARE 100,000 miles. Customer will call back once the vehicle has 12,000 miles so the SC can be added. This has been approved by TL JD2066.
09/10/2018	Status update provided via email to the following email address: I would like to offer you a service contract for your vehicle that will extend your basic warranty from 36,000 miles to 100,000 miles. Is that something you would be interested in? It can't be added until the vehicle has 12,000 miles on it, so I would have to notate it on the case and you would need to call back when the vehicle has reached 12,000 miles so we can add it. End of Status Update
09/11/2018	CM called customer. Unable to leave VM
09/11/2018	Customer was contacted by CM on 9/4, 9/6, 9/10 and 9/11. With no response each time
09/11/2018	Status update provided via email to the following email address: et Good Morning, Can you please call me at 844-533-7928, Ext. 4060268. End of Status Update
09/13/2018	CM is offering a SC MAX CARE 100,000 miles. Customer will call back once the vehicle has 12,000 miles so the SC can be added. This has been approved by TL JD2066

Date	Comment
09/13/2018	CM has made 5 contact attempts. Case will now be closed for no response

Email(s)

Date		Subject	
10/01/2018		Good Morning, Can you please call me	
Good Morning, Can you please call me at 844-533-7928, Ext. 4060268.			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	08/29/2018	CAIR Type	Regular	Status	Closed
Close Date	10/10/2018	Origin	Letter	Reason	New problem
Mileage	1,200 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	DULUTH	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	DULUTH	MN			USA
Dealer	44351	Dulu h Dodge Inc	Dealer Phone	2187203524	
Dealer Address	4755 Miller Trunk Hwy				
	Hermantown	MN	558113918	USA	
Dealer Zone	Denver	Sales District		Service District	P
Subject	Seat popping/airbag cover coming off/frame porosity/ paint defect				
Synopsis	Vehicle is being repaired under mfg warranty today.				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/29/2018 08:49 PM	Open
09/17/2018 03:18 PM	Closed
09/24/2018 03:20 PM	Reopen
09/24/2018 05:14 PM	Closed
09/27/2018 07:22 PM	Reopen
09/29/2018 02:41 PM	Closed
10/01/2018 03:29 PM	Closed
10/04/2018 03:50 PM	Reopen
10/04/2018 05:37 PM	Closed
10/05/2018 03:53 PM	Reopen
10/06/2018 08:45 AM	Open
10/10/2018 03:30 PM	Closed

Initial Description

-Dealer,Loaner Vehicle,Unknown,Declined to Provide,Default,Declined to Provide Loaner Vehicle,Declined to Provide Loaner Vehicle
 -Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
 -Product,Frame,Unknown,Rusty,Default,Frame - Rusty,Frame - Rusty
 -Product,Body / Trim / Paint Finish,Seat Tracks / Frames,Other,Unknown,Seat Tracks / Frames Inquiry,Seat popping/airbag cover coming off/frame porosity/
 paint defect

Case Comments

Date	Comment
08/29/2018	Forum name: (jlranglerforums) Customer wrote: Anyone else get ing a popping noise from the drivers seat? Seems like it is coming from the seat back but unsure. Hey @JeepCares is this a known problem? Every time I put pressure against the seat back it pops. This is on a 2018 JLUR. @JeepCares side note: I have an appointment at my local dealer but have have horrible experiences there before. I purposely drove over 600 miles round trip to buy this JL so I wouldn't have to go to the dealer in my town. Not excited about dropping it off there. I also have a few more issues I'd like taken care of at the same time. Please message me.
08/29/2018	Writer wrote: Hi , I saw that you reached out to us about a popping sound in your seat. I am more than happy to help you out with his. I would like to get a case started for you so a Case Specialist can work with your deal to help look for potential solutions to your concerns. May I please have your VIN, current mileage and the name of the dealer your Jeep will be brought to? You also mentioned you had more concerns, can you elaborate on those as well? Thank you, Lydia Jeep Social Care Specialist
08/29/2018	Customer wrote: 1C4HJXFG2JW Estimated 1200 miles. (My wife has the Jeep this evening) I can update with actual later. Duluth Dodge in Duluth, Minnesota. Appointment is set for September 11th. 1) Seat is popping anytime I move in it. I only weigh about 210 lbs. so I wouldn't think it was because of that. 2) Passenger side airbag cover corner is coming up. Looks as if someone grabbed he lower corner towards the door and pulled out on it, but no one has. 3) Some of he frame welds have porosity. I don't believe anyone that works at the dealership is qualified to inspect these. (I am a Aerospace Quality Engineer, FAA DMIR(designated manufacturing inspection representative), and former Aerospace Quality Inspector) I am a subject matter expert when it comes to machining, metal fabrication, and welding. About 40% of the welds on the frame would not pass inspection. Besides he porosity there is an absurd amount of weld spatter on the frame. The spatter indicates the robots were welding to fast which also means that the penetration of he weld to the base metal is going to be poor or non-existent. This is a major safty issue. 4) I have found a weird paint defect about the license plate and below the drivers rear taillight hat looks like a piece of hair or debris stuck in the clear coat. 5) The rear hatch has started to rattle.
08/29/2018	Writer wrote: Hi , Thank you for providing his informa ion to me. I have documented these concerns and am ready to have it escalated to a Case Specialist. I just need a little bit more information from you before I send it over. Please provide this information at your earliest convenience: Preferred phone number: Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Thank you, Lydia Jeep Social Care Specialist

Date	Comment
08/30/2018	Customer wrote: Customer seeking assistance with: [Seat popping/airbag cover coming off/frame porosity/ paint defect/rear hatch rattle]. Customer expecting [technical assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [REDACTED] Earliest call time: 8 AM Latest call time: 8 PM Updates via text: Y [REDACTED] Updates via email: Y [REDACTED] Vehicle location: [Customer] Date and Time of Appointment: [9/11/18]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: N
08/30/2018	**Customer expecting to be contacted within the next 1-2 business days**
08/31/2018	Writer will follow up with the customer and see if we can get an area manager involved. Writer to also contact E. Jensen to further assist with possible on-site inspection.
08/31/2018	Status update provided via email to the following email address: [REDACTED] Dear [REDACTED] We appreciate your 2018 Jeep Wrangler sale and look forward to addressing any unresolved warranty defects. In order to better assist you, we will require a dealership inspection first. Do you need assistance to schedule an appointment? If so, please contact me at 586 274 8174 and we can get you set up right away. Regards, Marvin, Jeep Customer Support End of Status Update
08/31/2018	Begin Customer Message reviewed: I already have an appointment scheduled for September 11th End of Reviewed Customer message
08/31/2018	Status update provided via email to the following email address: [REDACTED] m Thank you [REDACTED] We will be involved to assist the dealership with technical support on 9/11 if necessary. End of Status Update
09/04/2018	BC responded: If we need Ross and/or I to inspect, the customer should be instructed to drop off 9/11 by 1PM, and pick up 9/12 sometime after noon. Duluth Dodge has my authorization to put the customer in a rental/loaner overnight. Please advise.
09/04/2018	Status update provided via email to the following email address: [REDACTED] m Dear [REDACTED] Great, please keep the Sept 11, 2018 appointment, I have made a special arrangement to have a field rep also inspect your 2018 Jeep Wrangler on 9/11. Could you also please make sure you drop it off before 1PM? To add, if you require a rental vehicle we will have one available for you at no cost. Please confirm the time also? Thanks, Marvin, Jeep Customer Support End of Status Update
09/04/2018	Begin Customer Message reviewed: Thank you. I will drop the Jeep off on the 10th and leave it all day on the 11th. I do not need a rental car this time. Thank you. End of Reviewed Customer message
09/04/2018	Status update provided via email to the following email address: [REDACTED] The inspection will take place 9/11 p.m. thru 9/12 a.m. Plan on keeping it there those two days please. OK? End of Status Update
09/04/2018	Begin Customer Message reviewed: Ok. End of Reviewed Customer message
09/10/2018	Begin Customer Message reviewed: I am dropping the Jeep off this afternoon at the dealership. Would it still be possible to get a loaner car? End of Reviewed Customer message
09/10/2018	Status update provided via email to the following email address: [REDACTED] Yes, sure just tell the dealer in advance to your visit and have them call me if there are any troubles in getting one. I asked them to reserve a rental for you last week. [REDACTED] End of Status Update
09/10/2018	Begin Customer Message reviewed: THANK YOU! End of Reviewed Customer message
09/10/2018	Message was left for John Benoit (SM). Writer asked that rental be provided to the customer upon their visit. Writer advised that vehicle would be there at least 2-3 days while either AM or Tech Advisor inspects the vehicle. Thanked dealer for their support and asked for a call back if there was any question
09/11/2018	9/11. Attempt to get ahold of Mr. Benoit SM. Left message
09/11/2018	9/11 Confirmed drop off this morning. John B waiting on BC and TA support.
09/13/2018	9/13 Joann Hammerlund (WAM and CR) or SM will call back and advise
09/13/2018	of rest of work order. Field to update the CAIR findings involving frame welds.
09/13/2018	T/A inspected the frame welds on the vehicle at the dealership with the Area Manager. The quality of the welds was consistent with other Wrangler welds T/A inspected, with the overall weld quality actually better than other Wranglers T/A inspected. While a majority of the welds were typical, a few showed "pinholes" in the weldment, which while not optimum, should not affect the overall strength of the union of the components, or safety of the vehicle. T/A finds no justification for repair / return / repurchase
09/13/2018	Joann called back advise there is nothing on back order. Air bag cover is ETA 9-17. Seat Frame has a shipper number assigned and is not on back order. Dealer will keep owner in rental until repair done. RO# [REDACTED]
09/13/2018	Vehicle will be repaired under mfg warranty. Paint blemish is being fixed at dealer also under warranty.
09/13/2018	POSTMARK DATE: 091318; DATE RECEIVED: 091318
09/17/2018	9/17 Vehicle repairs are being completed today, left message for John B. SM who is completing repair today. Advised owner to let us know if anymore help is necessary. Closing CAIR for now.
09/20/2018	Customer contacted writer on forums and stated that he would like to bring the Jeep into a different dealer to get seat and air bag cover replaced.
09/20/2018	Writer provided a link to find a new dealer in his area. Writer is waiting to hear back from customer when appointment is set at new dealer.
09/21/2018	Customer stated that they will go to Superior Chrysler Center in Superior Wisconsin. Customer would like seat frame and airbag cover ordered and then he will make an appointment once the parts arrive.
09/21/2018	**Writer is requesting that CM contact customer about this decision**
09/24/2018	Writer called Jo (in service) and customer. Butch (service advisor) was contacted and is to set up another appointment at Duluth if owner needs any further assistance. Dealer can provide rental and will be repairing under factory warranty any further concerns.
09/27/2018	Customer stated: No emails or calls from anyone.
09/27/2018	Customer would like to continue the repairs at a different dealer, specifically Superior Chrysler Center in Superior Wisconsin. Customer stated that they will make an appointment once the parts are ordered.
09/27/2018	Customer seeking contact from CM
09/28/2018	Status update provided via email to the following email address: [REDACTED] Dear [REDACTED] Thank you again for emailing us. Your FCA warranty can be utilized at any Jeep dealership in the U.S. For additional information on your Jeep warranty coverage, please review your warranty booklet which can be found in the glove box of your vehicle. Also, for a list of dealerships in your area, please visit our website at Jeep.com and enter your zip code to conduct a dealer search. End of Status Update
09/28/2018	*****
09/28/2018	Begin Customer Message reviewed: I know that. I want you to call superior Chrysler and have them order the parts necessary to fix my seat and the parts to fix the air bag cover. I am not bringing the vehicle into the dealer again for a week and then bringing it back again for another week. Just get the parts to the dealer and I will setup an appointment. End of Reviewed Customer message
09/28/2018	Writer informed customer that they will need another inspection done by Superior in order to have the parts ordered. Writer also informed customer that Duluth will provide a loaner vehicle and will repair these concerns under factory warranty if customer chooses to keep working with Duluth.
09/28/2018	Briefly summarize why the customer is contacting Chrysler: dealership contacted us in regards to customer concern regard rental or loaner Briefly summarize what the customer is expecting: Dealership Superior Chrysler Dodge Gave us a call in regards to customer frequently insisting that they are to give him a loaner. Customer is aware that dealership is aware that he needs a loaner but at the time even if they offered they do not have loaners available. Customer also has no service contract therefore is not covered for rental. Customer has Jeep Wave which only covers one day only. Anything outside of that he would have to pay out of pocket and contact us for possible reimbursement. Submit documentation of rental for days of contract. Then case would be filed per FCA.
09/28/2018	Begin Customer Message reviewed: I'm not going back to Duluth Dodge. they are not professional and I don't trust them to do a quality job on my vehicle. I have stated that multiple times now. I drove over to Superior Chrysler and informed them of what is going on. They don't have a loaner for me to use unless you talk to them. You need to call Superior Chrysler Service desk and speak with them so an appointment can be setup. I just want the damn dash and seat fixed in this \$53,000 turd. End of Reviewed Customer message
09/28/2018	Status update provided via email to the following email address: [REDACTED] I will contact Superior right away. We will need them to inspect your Jeep out first and then we can proceed to review any further authorization(s). Thank you again, Marvin, Jeep Customer Support End of Status Update

Date	Comment
09/28/2018	9/28 Spoke with Advisor Ed. Ed stated he inspected dash and will repair
09/28/2018	under warranty. Ed stated that the trim piece for dash pad near air bag appeared scratched underneath it (perhaps when installed). Writer advised Ed to order replacement parts for the customer repair. Writer advised should be billed to warranty first but if DI doesn't approve let me know
09/28/2018	direct line was provided. Writer will approve rental use if needed once
09/28/2018	parts arrive on 10-4-2018. Owner is scheduled for 10/4 to return to
09/28/2018	Dlr: 60362. Confirmed appointment set for customer today.
09/28/2018	Kenny SD called back advised will take a check refund from FCA for rental use. Writer approving on date owner returns as goodwill. Advised Kenny was
09/28/2018	happy for dealer helping us, dlr informs FCA of rental shortages due to influx of water damage and their bodyshop used up many if not all their
09/28/2018	Dlr loaner cars. SD advised would go through Enterprise and set up and P.O. so that FCA can assist with the Dlr rental payment during time the
09/28/2018	warranty repairs are performed.
10/01/2018	Begin Customer Message reviewed: I talked to the service department at Superior Chrysler today and they said I would have to get a rental car? If I go set it up they will request I give them a credit card...etc. How is this working? Marvin, I don't have time to setup a rental car and try to figure the logistics for Superior Chrysler to pay for it and get over there with only having one vehicle right now. I am going to have to cancel my appointment over there. This Jeep is turning into a giant pain in the ass. Basically I am being forced to go back to Duluth Dodge, which does not make me happy. End of Reviewed Customer message
10/01/2018	Status update provided via email to the following email [REDACTED] Kenny at Superior Dodge was already contacted and he said he can arrange a rental for you. Let me know if you need anything more. Thanks End of Status Update
10/01/2018	Begin Customer Message reviewed: Well that isn't what they told me. They told me I would have to arrange it myself. I don't have time to deal with his nonsense and work right now. This will have to wait until November. End of Reviewed Customer message
10/01/2018	SD Kenny was advised today he would reach out again to the customer to
10/01/2018	further address a rental for owner again. Writer advised owner that FCA
10/01/2018	would absorb charges of rental for warranty repairs. Will close case for now as owner doesn't have time until NOV for addressing.
10/01/2018	Advised owner to utilize professional language in email response.
10/01/2018	Left another message should owner change his mind on returning to dealer sooner.
10/04/2018	Customer has made appointment with Duluth Dodge for 10/9-10/10 to have seat and dash panel fixed.
10/09/2018	10/9 Writer/Mfy contacted the FCA dealer (Duluth Chrysler Dodge). Will further arrange tech support once vehicle is in the dealer. Left message for advisor (s) & SM with my direct line.
10/10/2018	10/10 Rec'd voice mail from dealer. Called back dlr left message for Butch Postell (ASM) at DLR. They have started RO [REDACTED] and have special ordered the new seat frame part. Butch Postell a [REDACTED] @ 44351. Air bag panel warped, order new panel. Paint work declined by customer. Customer was provided a rental.

Email(s)

Date	10/01/2018	Subject	THANK YOU!
THANK YOU!			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG0JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	08/30/2018	CAIR Type	Regular	Status	Closed
Close Date	09/12/2018	Origin	Email	Reason	New problem
Mileage	7,548 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CUSHING	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CUSHING	MN		USA	
Dealer	68871	Brand Motors	Dealer Phone	3206322908	
Dealer Address	14873 113th St				
	Little Falls	MN	563456378	USA	
Dealer Zone	Denver	Sales District		Service District	P
Subject	Customer states he is unhappy with the welds on the vehicle				
Synopsis	Customer concerned about the quality of the welds in his Jeep. Per dealership they are fine.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2018 03:24 PM	Unworked
08/30/2018 05:21 PM	Open
09/12/2018 10:33 PM	Closed
09/29/2018 04:13 PM	Closed

Initial Description

012300000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry, Customer states he is unhappy with the welds on the vehicle

Case Comments

Date	Comment
08/30/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Frame issues ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/30/2018	My 2018 Jeep Wrangler JL frame has pretty poor welds in many areas. There is pitting, slag,, and questionable penetration. In the areas of slag, he paint is gone which will lead to premature rusting. The pitting and welds with questionable penetration mostly concern me where the track bar brackets and control arm brackets are welded on. I looked at a new Jeep on a dealer lot and noted that the welds around the track bar bracket were wider and looked like they had penetrated far better. Mine has a build date of 3-18. Thanks. *****END OF CUSTOMER EMAIL*****
08/30/2018	Dear [REDACTED] Thank you for contacting Jeep Wave Premium Care. Thank you for taking the time to reach out to us here at Jeep Wave. I apologize to hear your dissatisfaction with the welds. I can certainly understand your concern with this issue leading to further problems. I'd like to thank you for taking the time to reach out to us and allow us the opportunity to address this further with you. Let's look into this further. I understand that you have called here today to make us aware of the issue you have discussed with your vehicle. I also understand you are seeking to diagnose the issues you are experiencing. There are always so many variables that it is not practical to diagnose your vehicle over the phone and I want to make sure that we identify the issues accurately for you. I would request you visit your local Jeep dealership as we would need to see the vehicle in order to understand the issues that are occurring. Can I assist you in booking an appointment with your preferred dealership? We are in service of the people who drive us. 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 1-844-JEEP-WAVE (1-844-533-7928). Sincerely, Ashlea Customer Service Representative Jeep Wave Premium Care *****END OF CAC RESPONSE*****
08/31/2018	Hi. Thank you for the response. I have already visited my dealer regarding this. They took pictures and gave them to the district rep. He just stated that he wasn't aware of any problems in this area but that I could start a Star case if I wanted. The dealer just said that weld integrity is hard to assess visually. *****END OF CUSTOMER EMAIL*****
08/31/2018	Dear [REDACTED] Thank you for your response. I am happy to hear the dealership was able to assist with a diagnosis of this concern. I apologize to hear the rep advised you he was not aware of a problem and that the dealership stated this is a difficult problem to address visually. If you would like I can get some additional resources involved in your case to assist with starting a STAR case. I can certainly understand your concern and we want to do everything we can to be sure we are resolving this problem. Please let me know how you would like to proceed moving forward. We are in service of the people who drive us. 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 1-844-JEEP-WAVE (1-844-533-7928). Sincerely, Ashlea Customer Service Representative Jeep Wave Premium Care *****END OF CAC RESPONSE*****
08/31/2018	Hello, Yes, please help me to get a Star case started. I just want some assurance that the weld integrity is sufficient and that premature weld rust isn't going to plague my Jeep. Thank you [REDACTED] *****END OF CUSTOMER EMAIL*****
08/31/2018	Dear [REDACTED] Thank you for your response. I would be more than happy to assist with getting that process started. I will escalate your case to a level 2 specialist to address this further with you. They will be in the best position to help. I will have a member of this team reach out to you within 1 business day to address this further. We are in service of the people who drive us. 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 1-844-JEEP-WAVE (1-844-533-7928). Sincerely, Ashlea Customer Service Representative Jeep Wave Premium Care *****END OF CAC RESPONSE*****
08/31/2018	Customer seeking assistance with: Vehicle weld issue Customer expecting: Resolution. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [REDACTED] Earliest call time: Latest call time: anytime Updates via text: N Updates via email: Y [REDACTED] Vehicle location: DLR Date and Time of Appointment: [Insert Date and Time]. 68871 Confirmed appointment with: [Dealer and Dealer Contact] 68871 Customer in rental: N Authorized by: Rental start date: [Date] n/a
09/04/2018	

Date	Comment
	Status update provided via email to the following email address: [REDACTED] Hello, my name is Patrick 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]. My office hours are from 12:30 pm to 8:00 PM (Eastern Time zone). My contact information is 844-533-7928 Ext. 4060121 If your preferred telephone number mentioned above isn't correct, please reply with the correction. Patrick Jeep Wave Customer Care Specialist 844-533-7928 Ext. 4060121 End of Status Update
09/04/2018	*** I called [REDACTED] at [REDACTED] and he is concerned because he knows that early production unit of this vehicle had problems with the welds and he feels that his welds look "sloppy". The dealership sent pictures to DI and they were told to open a STAR case but they told the customer they don't do frame work. They didn't tell the customer where he should take the vehicle. I advised that I needed to review the pictures and instructions that were given. The customer says there is an inspection mark on the welds in questions and I advised that it may be inspected and there is nothing to do. I will follow up 9/10.
09/07/2018	*** DLR Call*** I spoke with SA- Dave. HE said that the customer came in talking about STAR cases but they didn't see a need to create one. They examined the welds and they are fine.
09/07/2018	*** I called [REDACTED] a [REDACTED] and left a VM that everything is fine and asking him to call if he has additional concerns.
09/07/2018	Status update provided via email to the following email address: [REDACTED] Hello Mr. [REDACTED] I have spoken with the dealership and there is nothing to be concerned with regarding the welds on your Jeep. They follow all procedures and confirmed their findings with their field rep. If you have any additional questions, please let me know. -Patrick JeepWAVE customer care 844-533-7928 End of Status Update
09/08/2018	Begin Customer Message reviewed: Ok. Thank you for the follow-up. Interesting that they said that since they were very unsure in their response to me. He even stated that, while there was no cracking, they had no way of knowing the quality/strength of the welds. Furthermore, the rep only looked at photos and offered little more assurance (At least as it was relayed to me by the dealer). And it was their suggestion that I start a Star Case if I wanted more that led me to do so. So that's why I followed up with you. I wasn't unhappy with my dealer's response. I simply wanted more than the uncertain reply that they offered. Both the dealer and the rep said that they had never even heard of this issue before. End of Reviewed Customer message

Email(s)

Date	10/01/2018	Subject	Ok. Thank you for the follow-up. Interesting that
	Ok. Thank you for the follow-up. Interesting that they said that since they were very unsure in their response to me. He even stated that, while there was no cracking, they had no way of knowing the quality/strength of the welds. Furthermore, the rep only looked at photos and offered little more assurance (At least as it was relayed to me by the dealer). And it was their suggestion that I start a Star Case if I wanted more that led me to do so. So that's why I followed up with you. I wasn't unhappy with my dealer's response. I simply wanted more than the uncertain reply that they offered. Both the dealer and the rep said that they had never even heard of this issue before.		

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	09/12/2018	CAIR Type	Regular	Status	Closed
Close Date	09/12/2018	Origin	Telephone	Reason	New problem
Mileage	3,089 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FISHKILL	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	FISHKILL	NY		USA	
Dealer	64431	Ruge's C/D/J	Dealer Phone	8458761057	
Dealer Address	6882 Route 9				
	Rhinebeck	NY	125722130	USA	
Dealer Zone	Northeast	Sales District		Service District	G
Subject	Broken Tie Rods/Drag Link				
Synopsis	replacement template submitted 9/12/18. ppf				
Customer Anomaly	Steering / Suspension				
	Springs				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	88	Steering/Suspension springs issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/12/2018 09:43 PM	Open
09/12/2018 09:51 PM	Closed
09/29/2018 03:55 PM	Closed

Initial Description

-Corporate,Trade Assistance/ Certificate,Default,Default,Default,Request for Trade Assistance / Certificate,Weld for track bar broke and lost control
 -Product,Suspension,Tie Rods / Drag Link,Broken,Unknown,Broken Tie Rods/Drag Link,Broken Tie Rods/Drag Link

Case Comments

Date	Comment
09/12/2018	Customer lost control around a curve. Found the weld for the track bar bracket broke and was not a complete weld the length of the bracket, As a result, the customer almost lost control of the steering. Customer does not feel comfortable having it re welded. Agreed to replace the vehicle with another. ppf
09/17/2018	CRM approves vehicle replacement

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG9JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	09/19/2018	CAIR Type	Regular	Status	Closed
Close Date	11/20/2018	Origin	Telephone	Reason	New problem
Mileage	1,300 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	SACRAMENTO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SACRAMENTO	CA		USA	
Dealer	26929	Sacramento Chrysler Dodge Jeep Ram	Dealer Phone	9162298901	
Dealer Address	3610 Fulton Avenue				
	Sacramento	CA	958211852	USA	
Dealer Zone	California	Sales District		Service District	H
Subject	Weld broken on Frame of Jeep				
Synopsis	Customer failed to follow up				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/19/2018 08:55 PM	Open
09/29/2018 02:48 PM	Open
11/20/2018 07:52 PM	Closed

Initial Description

-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
 -Product,Frame,Unknown,Other,Default,Frame Inquiry,Weld broken on Frame of Jeep

Case Comments

Date	Comment
09/19/2018	CUSTOMER contacted FCA-CAC regarding problem with Welds on vehicle Frame. Customer brought in vehicle to DLR (SACRAMENTO CHRYSLER DODGE JEEP RAM (71-26929)) to repair the electronic steering stabilizer, and while being repaired Technician noticed that one of the Welds to the Frame is broken and notified Customer. DLR informed Customer that Welding team has been called in to investigate/fix broken weld; however, no date/time provided. Customer Vehicle has been in the shop for repair at DLR(71-26929) since 13SEP18, and Customer is driving a Loaner. Customer purchased vehicle 12AUG18 from MOMENTUM CHRYSLER DODGE JEEP RAM (71-60576) CUSTOMER very concerned about integrity on that and any other Frame Welds of vehicle, and does not want drive the vehicle. Customer wants to trade out of vehicle. AGENT contacted SACRAMENTO CHRYSLER DODGE JEEP RAM (71-26929) Dealership to get vehicle diagnosis, and spoke with Service Receptionist who informed me that the SA(Miguel) and the SM(Hope) are busy with Customers and placed Agent on hold, after roughly 15 minutes of holding Agent was put into Voicemail of SM, and Agent left message. AGENT informed Customer that Case will be escalated to Specialist, and he will be contacted in 1-2 Business Days
09/20/2018	***** 91L Review ***** Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/21/2018	Called customer and was unable to LVM.
09/24/2018	Called customer in regards to his case. LVM requesting call back.
09/25/2018	Called customer in regards to his case. LVM requesting call back.
09/27/2018	Called customer on his cell phone number that his wife provided and explained the review process along with possible resolutions. Customer stated that his vehicle is in for service right now and that he was told that the weld on the swing arm broke. I advised that I would be speaking with the dealer and contacting him back next week.
10/02/2018	Called dealer and was not able to reach Miguel in service.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG8JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER RUBICON UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	09/25/2018	CAIR Type	Regular	Status	Closed
Close Date	10/16/2018	Origin	Telephone	Reason	New problem
Mileage	1,100 Miles	Market	USA	Language	English
Contact Email	m	Contact Phone		Contact Mobile	
Caller Address			Source	Customer	
Caller City	DORAL	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	DORAL	FL		USA	
Dealer	67962	Planet Dodge Chrysler Jeep		Dealer Phone	3054708000
Dealer Address	9975 N W 12th Street				
	Miami	FL	331722762	USA	
Dealer Zone	Southeast	Sales District		Service District	A
Subject	Track bar off frame				
Synopsis	no response from customer				
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	89	Steering/Suspension arms issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/25/2018 01:24 PM	Open
09/30/2018 10:17 PM	Open
10/16/2018 02:00 PM	Closed

Initial Description

-Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
 -Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
 -Product,Suspension,Unknown,Other,Front,Front Suspension Inquiry,Track bar off frame
 -Product,Suspension,Unknown,Other,Front,Front Suspension Inquiry,Track bar off frame

Case Comments

Date	Comment
09/25/2018	Forum name: Cabal09 (jlwranglerforums.com) Customer wrote: 1,100 miles and no issues until this morning when I was getting off of the Palmetto Expressway in Miami and my steering wheel went right and I kept going straight. Luckily I limped it to the closest Jeep dealer and they were shocked to say the least. The track bar was off the frame and when you turned the steering wheel the whole front end bucked up and down like a low rider. They said they would call me on Monday but they also said they had to make sure I didn't hit anything and I just laughed at them and I said right, any excuse to get out of fixing it. Sigh, hopefully they can fix it and not make me go through hoops.
09/25/2018	Writer requested VIN
09/25/2018	*****Customer Email Address Updated***** Customer has updated the email address from [REDACTED] to [REDACTED] for further communication or for surveys.
09/25/2018	Customer stated that a tech from FCA came down to see his vehicle, took a picture and left. Customer has many questions. Customer would like to speak with someone from FCA
09/25/2018	**Writer requested standard paragraph information**
09/26/2018	Customer seeking assistance with: [Broken sway bar/track mount]. Customer expecting: [technical assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [REDACTED] between the hours of 0800 to 1600 Eastern Time or [REDACTED] after hours. Earliest call time: 8 am Latest call time: anytime Updates via text: Y [REDACTED] Updates via email: Y [REDACTED] m] Vehicle location: [Dealer-Planet DCJ] Date and Time of Appointment: [9/15/18]. Confirmed appointment with: [Planet Dodge Chrysler Jeep] Customer in rental: Y Authorized by: Dealer Rental start date: [9/24/2018]
09/26/2018	CUSTOMER CONTACT 09/26- Writer dialed customer at [REDACTED], spoke to customer. Customer states vehicle is at dealer. Customer states was driving on the freeway and the sway bar separated and looked like it wasn't welded properly. Writer apologized for concern. Customer states the vehicle has been at the dealership since the 15th. Customer states he is in a minivan rental but has not been provided any updates. Customer states will need a different rental if to be extended repair. Customer also states he is looking for peace of mind long term that this will not re-occur. Writer advised will check on that as well. Writer advised will make an inquiry with dealer. Customer states the night time cell is [REDACTED] Provided contact#, hours of operation. Thanked customer. Ended call.
09/26/2018	Email to SM CC AM
09/27/2018	DEALER CONTACT 09/27- Writer dialed dealer 786-336-1652, left message for Aaron. Provided contact#, hours of operation. Thanked customer. Ended call.
09/28/2018	Email to SM
09/28/2018	Email to STAR agent and AM
09/28/2018	Per STAR- welding team to be onsite at dealer on 10-1-2018
10/02/2018	CUSTOMER CONTACT 10/2- Writer dialed customer at [REDACTED], left message. Provided contact#, hours of operation. Thanked customer. Ended call.
10/02/2018	Incoming call from customer. Writer advised of welding team at dealership. Customer states after welding is done, wants inspection to make sure no other components were damaged. Writer advised vehicle will be inspected properly as per the warranty. Customer states was looking for a service contract

Date	Comment
	goodwill once repairs are finished for peace of mind reliability in the product. Writer advised will discuss his option once all repairs are verified. Writer thanked customer. Ended call.
10/04/2018	Email to SM Joe.
10/05/2018	CUSTOMER CONTACT 10/5- Writer dialed customer at [REDACTED] left message. Provided contact#, hours of operation. Thanked customer. Ended call.
10/09/2018	DEALER CONTACT 10/9- Writer dialed dealer, left message for SM Joe.

Email(s)

Date	Subject
10/12/2018	2018 Jeep Wrangler [ref: 00Dj01qsDF_500f1kwqYH:ref]
Hello [REDACTED], This is Franc with FCA Corporate in Detroit. I just wanted to reach out and follow up on your Wrangler. I left a voicemail last week at your work line, but today I was unable to leave a voicemail, as the mailbox was full. I just wanted to recap how everything went when you picked up your Jeep, and make sure everything is fully satisfactory. When you have a moment, you can reach me at my direct number below. Thanks Again. Franc Corporate Specialist FCA/CHRYSLER/DODGE/JEEP/RAM/FIAT/ALFA-ROMEO Phone: 586-274-8172 Hours: Monday-Friday 7:30AM-4:15 PM Eastern ref: 00Dj01qsDF_500f1kwqYH:ref	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEGXJW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	09/28/2018	CAIR Type	Regular	Status	Closed
Close Date	10/09/2018	Origin	Telephone	Reason	New problem
Mileage	2,984 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	NORTH ATTLEBORO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	NORTH ATTLEBORO	MA			USA
Dealer	26853	First Chrysler Dodge Jeep Ram	Dealer Phone	5083168400	
Dealer Address	280 E. Washington Street				
	North Attleboro	MA	027602313	USA	
Dealer Zone	Northeast	Sales District		Service District	A
Subject	Steering gone out due to welds				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/28/2018 03:04 PM	Open
09/30/2018 10:21 PM	Open
10/01/2018 01:41 PM	Closed
10/09/2018 08:44 AM	Closed

Initial Description

-Product,Steering,Unknown,Defective,Default,Steering - Defective,Steering gone out due to welds

Case Comments

Date	Comment
09/28/2018	Customer calling because he states a weld was missing causing another weld to fail; and in result he steering has gone out. Customer took vehicle to DLR 26853 yesterday 9/27/2018. Customer was inquiring about buyback/lemon law because the vehicle was unsafe to drive. Agent called the dealership and they stated they have contacted STAR to open a STAR case for the customer and awaiting response to see what can be done for the vehicle; DLR did verify the vehicle is unsafe to drive; DLR put customer in a rental vehicle. Agent informed customer that in the state of MA the vehicle requires 3 repair attempts OR out of service for 15 business days; advised customer to continue working with the dealership and STAR and if the car is out of service for more than 15 business days to give us a call back for escalation to a specialist.
09/30/2018	*****TOP CARE: EXECUTIVE REFERRAL***** 9/30..... Executive Referrals Now Handling. Please Close CAIR.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEGXJW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	09/30/2018	CAIR Type	Regular	Status	Closed
Close Date	10/06/2018	Origin	Letter	Reason	New problem
Mileage	2,984 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Top Management		
Caller City	NORTH ATTLEBORO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	NORTH ATTLEBORO	MA		USA	
Dealer	26853	First Chrysler Dodge Jeep Ram	Dealer Phone	5083168400	
Dealer Address	280 E. Washington Street				
	North Attleboro	MA	027602313	USA	
Dealer Zone	Northeast	Sales District		Service District	A
Subject	Sheet Metal Inquiry				
Synopsis					
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/30/2018 01:27 PM	Open
09/30/2018 10:11 PM	Open
10/04/2018 06:36 PM	Closed
10/06/2018 08:44 AM	Closed

Initial Description

0333010115-Referral,Top Care,Executive Team,Executive,Michael Manley,Top Care - Michael Manley,Top Care - Michael Manley
0123850000-Product,Body / Trim / Paint Finish,Sheet Metal,Other,Unknown,Sheet Metal Inquiry,Sheet Metal Inquiry

Case Comments

Date	Comment
09/30/2018	Top Care customer first contact was 09/30/18 at 09:00 by mam46
09/30/2018	Top Care follow-up contact was 09/30/18 at 09:00 by mam46
09/30/2018	9/30..... Owner sent CEO an email along with pictures of weld issues on his new Jeep Wrangler. Writer sent owner the following email: ***** Good Morning Mr. [REDACTED] Mr. Manley received your email and forwarded it on to me for review. We truly apologize for the problem you're having with your new Jeep Wrangler and I would like to look into this further. I will contact the dealership tomorrow to get some additional information and then follow up with you to discuss our next steps. Should you have any additional questions in the meantime, please let me know. We value you as a customer and Thank You for your support of Fiat Chrysler and the Jeep brand. Mike MacDonald Executive Referrals Manager
09/30/2018	Fiat Chrysler Automobiles Office: 586.274.8085 Mobile: 248.376.8340 Fax: 586.497.1294 Email: Mike.MacDonald@FCAGroup.com *****
09/30/2018	***** Writer will follow up with Jim Love (Quality) after speaking with the dealership before reaching out to owner, to discuss next steps. *****
10/01/2018	POSTMARK DATE: 093018; DATE RECEIVED: 100118
10/01/2018	10/1..... Writer left a message for David Ferguson (SM) requesting a call back with an update.
10/01/2018	Writer attempted to call owner but had to leave a message and advised owner that writer would follow back up with him after speaking with David. Writer advised corporate quality/engineering where the vehicle was located.
10/02/2018	10/2..... Writer spoke with owner who stated that he does not care who from FCA is going out to the dealership to inspect his vehicle, he will not drive it nor put his family in it. Writer agreed to a buyback and advised owner that writer would follow up with him later this week once writer finds out who from Central Chrysler can assist with the buyback. Writer left a message for Tim Strong (Sales Manager) at Central Chrysler and requested a call back to find out if he can assist with the buyback.
10/03/2018	10/3..... Writer left another message for Tim Strong (new car sales manager - ext 1234) but had to leave another message requesting a call back.
10/03/2018	Writer spoke with Chip who said that he will find out who can assist with the buyback and will call writer back with the info.
10/04/2018	10/4..... Writer called selling dealer and spoke with Tim Strong. Tim said that Justin Appt could assist with the buyback. Writer called owner and advised that buyback template would be submitted today. Owner said he would consider a replacement instead so writer advised owner that writer would have Michael Brookshire look into both options. Writer agreed to waive a \$3,000 MSRP difference and would add an MVP plan on to new vehicle purchase.
10/04/2018	Writer submitted buyback template and will close CAIR.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXFG9JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/06/2018	CAIR Type	Regular	Status	Closed
Close Date	12/20/2018	Origin	Letter	Reason	New problem
Mileage	2,500 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CANYON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CANYON		TX		USA
Dealer	43906	Texas Dodge Chrysler Jeep Ram		Dealer Phone	8007664425
Dealer Address	7800 I-40 West				
	Amarillo		TX	791061819	USA
Dealer Zone	Southwest	Sales District		Service District	K
Subject	Top Care - Michael Manley				
Synopsis	No problem found				
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
10/04/2018 10:08 AM	Open
10/06/2018 08:45 AM	Open
12/20/2018 04:12 PM	Closed

Initial Description

0333010115-Referral,Top Care,Executive Team,Execu ive,Michael Manley,Top Care - Michael Manley,Top Care - Michael Manley

Case Comments

Date	Comment
10/04/2018	POSTMARK DATE: 100418; DATE RECEIVED: 100418
10/04/2018	*****TOP CARE: EXECUTIVE REFERRAL*****
10/04/2018	Top Care customer first contact was 10/04/18 at 11:59 by MLS45
10/04/2018	Top Care follow-up contact was 10/04/18 at 11:59 by MLS45
10/04/2018	
10/04/2018	Owner's email to Michael Manley was forwarded to Executive Referral for handling. Owner said he purchased the vehicle in July 2018 and shortly thereafter, realized several of the frame welds exhibited excessive porosity and misaligned weld joints. Owner said he has taken the vehicle into the dealership three times for the frame welds and excessive play/dead-spot in the steering, with no resolution. Owner said he vehicle was brought to another dealership where he showed pictures and provided a STAR bulletin to the Service Writer. Owner said he was advised by the Service Writer to take the vehicle home and they would reach out to FCA for a resolution. Owner said as of yesterday, he has not heard anything from the dealership. Owner said he is asking for help with getting this situation resolved.
10/04/2018	
10/04/2018	Writer called owner and left a v/m message acknowledging receipt email. Writer left name and number for call back.
10/04/2018	
10/04/2018	Owner called writer back and said his vehicle is experiencing a problem with the frame welds. Owner said the previous to times the vehicle was brought to dealer 45006 where they could not help him. Owner said the vehicle was recently brought to dealer 43906 where he supplied the dealer with the STAR case and pictures of his frame weld. Owner said the dealership advised him they reached out to FCA and are currently waiting to hear back. Owner said he dealership has not been updated by FCA. Writer advised she will reach out to the dealership for information and will follow up with him by COB tomorrow. Owner agreed.
10/05/2018	
10/05/2018	10:05:18 - Writer called owner and left a v/m message advising writer is still investigating the concern for him and writer will follow up with him again, early next week. Writer provided name and number.
10/16/2018	10:16:18 - Writer reviewed with Kerry Murawski. Kerry said with his being a frame weld issue, the dealership should inspect the vehicle and reach out to STAR. STAR would then determine if someone from the supplier would go to the dealership and attempt a repair on the frame weld. Kerry checked the VIN and determine there is no open STAR case on this issue.
10/16/2018	10:16:18 - Writer called dealership 43906 and spoke with Celeste in Service. Writer asked Celeste if she is a Service Writer, Celeste said she wears many hats in the dealership. Celeste said the Uconnect system was flashed and the customer picked the vehicle up. Writer explained she is calling about the frame weld issue and this is why writer needs to speak with the Service Manager. Celeste said the SM is currently in a meeting. Writer asked to be transferred to his v/m. Writer left a detailed v/m message for SM, Jason Ward, regarding process for frame welds and where the dealer is in the process. Writer left name and number for call back.
10/16/2018	10:16:18 - Writer called owner and apologized for the delay in reaching back out to him. Writer advised owner there is a process for handling his issue. Writer advised she has reached out to the dealership to verify where the dealership is in the process and how writer can help to expedite a resolution. Writer advised a v/m message was left for Service manager, Jason Ward. Writer advised she will follow up with the dealership and owner tomorrow. Owner agreed.
10/19/2018	10:19:19 - Writer called dealership and spoke with Celeste in Service. Celeste said Service Manager, Jason Ward is not available as he is currently in a meeting. Writer asked to be transferred to his v/m. Writer left a detailed v/m message and regarding customer's concern and asked Jason to call writer back. Writer left name and number for call back.

Date	Comment
10/19/2018	10.19.18 - Writer sent email to Area Manager and CRM for assistance with a resolution in this case.
10/19/2018	10.19.18 - Area Manager sent email advising he will reach out to the Service Manager and will update writer.
10/19/2018	10.19.18 - Writer sent email to owner advising his concerns are still being investigated. Writer advised another unsuccessful attempt ed was made to reach the service manager this morning. Writer also advised the Area Manager has been engaged to assist in expediting information and a resolution to the issue. Writer advised owner, she will update him when more information is available.
10/19/2018	10.19.18 - Area Manager, Albino Estrella, called writer back and said he spoke with the Service Manager and Service Writer, Chris. Albino said he was informed by the dealer, the customer previously came into the dealership with the complaint about the frame welds, pictures, and a STAR Bulletin. Albino said the vehicle was inspected and the customer was informed the frame welds are within specification and nothing was found wrong. The customer was not happy with the diagnosis and requested that the dealership inspect it again. The dealership offered to inspect the vehicle again, however, he would have to leave the vehicle at the dealership. The customer declined leaving the vehicle and refused to pay for rental. Albino said he will coordinate to have a T/A inspect the vehicle. Albino said he will call writer back with the T/A's earliest availability.
10/19/2018	10.19.18 - Albino called writer back and said the T/A is on vacation until next week. Albino said he will get T/A's availability next week and will reach out to writer again.
10/19/2018	10.19.18 - Writer sent email to owner with update.
10/23/2018	10.23.18 - Writer was cc'd on email from Area Manager, Albino Estrella, to T/A, Matt Witters, inquiring about T/A's earliest availability to inspect the vehicle. Writer waiting on response.
10/26/2018	10.26.18 - Writer received email update from Area Manager: "Mayone, I spoke to TA today, he will be in Auburn hills next week and has prior commitments the first part of November but can inspect vehicle week of Nov 12 except for the holiday Monday. Please let us know when would be a good day for the customer to drop off vehicle. I will have dealer arrange for rental. Thanks, Albino"
10/26/2018	10.26.18 - Writer sent email to owner advising of T/A's earliest availability. Writer asked owner to advise owner which day works best for him to have the vehicle inspected.
10/29/2018	10.29.18 - Writer received email from Area Manager, "Mayone, tech advisor is set. I will work with dealer to handle rental. Customer can pick up rental early morning or the night before. Just let me know what would work best for him. Thanks, Albino"
10/29/2018	10.29.18 - Writer called owner and inquired if he will be dropping the vehicle off the night before the appointment or the morning of the appointment. Owner said he will wait around to see how long the diagnostics will take and thanked writer for the follow up.
10/29/2018	10.29.18 - Writer advised AM of customer's request. Writer asked AM to please have a vehicle secured for the customer on the morning of, in the event he changes his mind. Area Manager agreed.
11/14/2018	NOTE: Owners appointment is scheduled for November 15, 2018. On November 1, 2018, Area Manager, Albino Estrella, advised: "spoke with the service manager, he will have a rental around available for the customer. Keep in mind the TA will be driving out of town so there is not an exact time the vehicle will be ready. Thanks!"
11/14/2018	11.14.18 - Owner sent email to writer: "Mayone, I just wanted to confirm that we are still scheduled for this Thursday and what time I should be there to speak with the technical advisor. I hope you had a great long weekend"
11/14/2018	11.14.18 - Writer sent email to owner: "Good afternoon Mr. [REDACTED] Your appointment is still scheduled for tomorrow, November 15, 2018 at Texas Dodge. Please drop the vehicle off when the service department opens. Unfortunately, I am unable to provide you with a precise time as to when the Technical Advisor will arrive at the dealership and I am also unable to determine how long it will take for him to diagnose the vehicle. To avoid any further inconveniences, we have secured a rental vehicle for you to use until the diagnostics is complete. I will follow up with you once the diagnosis is complete. Thank you. Have a nice day! Mayone"
11/19/2018	11.19.18 - Owner sent email to writer asking if writer has received an update on his vehicle. Writer left v/m message for AM and also sent email for updates. Writer sent email to owner advising she will reach out again tomorrow for updates and will contact him by Wednesday, November 21, 2018.
11/26/2018	11.26.18 - Writer sent another email asking for an update on the diagnosis held on November 15th. Writer sent another email to T/A and Area Manager for information to share with the customer.
11/26/2018	11.26.18 - Writer called T/A and left a v/m message. T/A's greeting said he will be on vacation the week of November 26 and will be checking to messages as time permits.
11/26/2018	11.26.18 - Writer called dealership and spoke with service Writer, Chris. Chris said Service Manager, Jason, was the person who spoke with the T/A about the vehicle. Chris said he will make the Service Manager aware and will have him call writer back.
11/26/2018	11.26.18 - Owner sent email to owner: "Good afternoon Mr. [REDACTED] Thank you! I hope you had a wonderful Thanksgiving as well. I apologize for the delay in getting an update for you from the diagnosis held on November 15 h. I have not heard back from the Service Manager yet and the Technical Advisor is on vacation this week. I am still working to get some information for you. I will update you once the information is available, it should not be long. Thank you for your patience. Regards, Mayone"
12/03/2018	12.03.18 - Writer called dealership and left v/m message for Service Manager, Jason, inquiring about an update from the T/A's assessment of the vehicle. Writer also sent email to Area Manager and T/A, requesting an update from the assessment on November 15, 2018.
12/10/2018	12.10.18 - Writer sent email to CRM asking for an update from the T/A's assessment of the vehicle on November 15, 2018.
12/13/2018	12.13.18 - Writer sent follow up email to CRM, asking if he has received information from the T/A about the vehicle.
12/17/2018	12.17.18 - Writer sent email to CRM for update.
12/18/2018	12.18.18 - T/A, Matt Witters, called writer and said the vehicle was inspected for an hour and a 1/2. Matt said the welds look great and no repairs will be performed for his issue.
12/18/2018	12.18.18 - Writer sent an email to owner advising of FCA's position. No repairs will be performed as the T/A advised he welds are in great condition.
12/20/2018	12.20.18 - Owner sent email to writer asking a copy of the final report and to speak with the Technical Advisor. Writer replied to owner's email advising the final report he is requesting can only be obtained from his servicing dealership. Writer also advised the request to speak with the T/A can only be made through the dealership, however, there are no guarantees or commitments that his request be honored as the T/A is a resource for the dealers. Writer closing file.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXDG5JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/05/2018	CAIR Type	Regular	Status	Closed
Close Date	11/08/2018	Origin	Telephone	Reason	New problem
Mileage	6,600 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	YUBA CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	YUBA CITY	CA		USA	
Dealer	45338	John L. Sullivan Chrysler Dodge Jeep Ram		Dealer Phone	5307426406
Dealer Address	950 Harter Parkway				
	Yuba City	CA	959939457	USA	
Dealer Zone	California	Sales District		Service District	H
Subject	2018 JL TRACK BAR WELD			Recall	UA5
Synopsis	no anomaly found in the weld				
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
10/05/2018 04:16 PM	Open
10/06/2018 08:27 AM	Open
11/08/2018 05:38 PM	Closed

Initial Description

-Recall, Recall - Do Not Select, Recall - Do Not Select, Fulfillment Request, Default, Fulfillment Request, 2018 JL TRACK BAR WELD-Please refer to Case Comments

Case Comments

Date	Comment
10/05/2018	Customer called for fulfillment of recall UA5 2018 JL TRACK BAR WELD. Parts are not available. customer is concerned about the safety of driving this vehicle. Customer would like a rental until the vehicle is fixed. Agent informed to transfer customer to Jeep Wave for assistance with his concerns.
10/05/2018	Agent transfers to Jeep Wave and re-assigns to 97D Jeep Wave.
10/17/2018	Customer called and stated that he started his case on 10/05/2018. The customer doesn't want to have to pay for a rental vehicle out of his pocket. CM was on the phone assisting the customer so I transferred the customer to CM's VM. He doesn't want to have to take legal actions as well.
10/17/2018	specialist called customer at [REDACTED] and informed customer that the vehicle needs to be inspected by the DLR and then a STAR case needs to be opened
10/18/2018	specialist received voicemail from customer that he never received email with the case number and the information pertaining to the recall UA5
10/18/2018	specialist resent emails and called customer left voicemail
10/18/2018	specialist called customer on alternate number customer stated that he has an appt scheduled for Oct. 24 at 11AM at John L Sullivan DC 45338
10/24/2018	Vehicle has arrived at dealership John L. Sullivan Chrysler Dodge Jeep Ram and attended by dealer employee
10/24/2018	customer left voicemail that he had appt. today at 11AM and that he has dropped the vehicle off
10/26/2018	specialist called DLR spoke to Joyce in Service left message for SA Ashley
10/26/2018	specialist called customer left voicemail
11/02/2018	specialist called DLR left voicemail for SA Ashley
11/02/2018	specialist called customer left voicemail
11/02/2018	specialist received call back from DLR spoke to SA Ashley who stated that the customer has already picked up the vehicle
11/06/2018	specialist called customer left voicemail
11/08/2018	specialist called customer customer stated that the DLR didn't do any repair work and that all they did was check the VIN#/serial# on the frame and then stated that the this frame is outside the required parameters for the recall UA5 customer stated that the weld doesn't go all the way to the bracket that it ends prematurely and that he will buy an after market part himself and have it installed to insure the safety of the weld customer expressed frustration that there is nothing else that he can do specialist sympathized but stated that we have to follow what the DLR says and that this time the case will be closed since there are no further issues

Email(s)

Date	Subject
10/17/2018	2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM:ref]
Mr. [REDACTED] You r new case# is [REDACTED] ref:_00Dj01qsDF_500f1kxqOM:ref	
10/17/2018	RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM ref]

Mr. [REDACTED]
My name is Christie and I am your case manager with Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesday & Thursday 8-6:30PM EST and Wednesday and Friday 9+:30-8PM EST.

----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 10/17/2018 1:04 PM

Subject: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM ref]

Mr. [REDACTED]
You r new case# is [REDACTED]
ref:_00Dj01qsDF_500f1kxqOM:ref

Date	10/17/2018	Subject	RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM ref]
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Mr. [REDACTED]
I need you to schedule an appt. for recall UA5 to have the vehicle inspected. once you have set up the appt. I need you to call me with the time and date of hat appt. So hat I can open a STAR case wi h the DLR to find out if you qualify for a long term rental.

----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 10/17/2018 1:06 PM

To: [REDACTED]
Subject: RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM:ref]

Mr. [REDACTED]
My name is Christie and I am your case manager with Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesday & Thursday 8-6:30PM EST and Wednesday and Friday 9+:30-8PM EST.

----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 10/17/2018 1:04 PM

To: [REDACTED]
Subject: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM ref]

Mr. [REDACTED]
You r new case# is [REDACTED]
ref:_00Dj01qsDF_500f1kxqOM:ref

Date	10/18/2018	Subject	RE 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM ref]
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Mr. [REDACTED]
I need you to schedule an appt. for recall UA5 to have the vehicle inspected. once you have set up the appt. I need you to call me with the time and date of hat appt. So hat I can open a STAR case wi h the DLR to find out if you qualify for a long term rental.

----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 10/17/2018 1:27 PM

To: [REDACTED]
Subject: RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM:ref]

Mr. [REDACTED]
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----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 10/17/2018 1:06 PM

To: [REDACTED] m
Subject: RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM:ref]

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My name is Christie and I am your case manager with Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesday & Thursday 8-6:30PM EST and Wednesday and Friday 9+:30-8PM EST.

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Sent: 10/17/2018 1:04 PM

To: [REDACTED]
Subject: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM ref]

Mr. [REDACTED]
You r new case# is [REDACTED]
ref:_00Dj01qsDF_500f1kxqOM:ref

Date	10/18/2018	Subject	2018 JL TRACK BAR WELD [ref:_00Dj01qsDF_500f1kxqOM:ref]
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Your case# [REDACTED]

----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 10/18/2018 3:37 PM

To: [REDACTED]

Subject: RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF._500f1kxqOM ref]

Mr. [REDACTED]

I need you to schedule an appt. for recall UA5 to have the vehicle inspected. once you have set up the appt. I need you to call me with the time and date of that appt. So that I can open a STAR case with the DLR to find out if you qualify for a long term rental.

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Sent: 10/17/2018 1:27 PM

To: [REDACTED]

Subject: RE: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF._500f1kxqOM:ref]

Mr. [REDACTED]

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----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

Sent: 10/17/2018 1:04 PM

To: [REDACTED]

Subject: 2018 JL TRACK BAR WELD [ref:_00Dj01qsDF._500f1kxqOM ref]

Mr. [REDACTED]

You r new case# is [REDACTED]
ref:_00Dj01qsDF._500f1kxqOM:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFGXJW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/06/2018	CAIR Type	Regular	Status	New
Close Date		Origin	Email	Reason	New problem
Mileage	9,500 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	NAPERVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	NAPERVILLE	IL		USA	
Dealer		Dealer Phone			
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	No Subject				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
10/09/2018 08:38 AM	New

Initial Description

No description. Please refer to Case Comments

Case Comments

Date	Comment
10/06/2018	***** EMAIL BRIEF DESCRIPTION CONTENT *****
10/06/2018	Track bar weld recall. ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email(s)

Date	10/09/2018	Subject	Chrysler Group LLC Customer Assistance-Jeep-1C4HJXFGXJW
Recall Information - Jeep Brand Site Brief Description: Track bar weld recall. Comments: It does not appear that my vehicle is impacted by the recent recall on the track bar related to the inferior weld during vehicle manufacture. However, I have inspected the weld joints and can confirm that indeed the welds are very much incomplete; several of which have holes in them where light passes through. Please advise VIN: 1C4HJXFGXJW Mileage: 9500 Servicing Dealer: Title: First Name: Middle Initial: Last Name: Address 1: Ln Address 2: City: Naperville State: IL Zip: Email: Home Phone:			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG9JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNLIMITED SPORT UTILITY 4-DOOR		
Open Date	10/07/2018	CAIR Type	Regular	Status	Suspended
Close Date		Origin	Brand Site	Reason	
Mileage	2,500 Miles	Market	USA	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Northport	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	NORTHPORT	NY		USA	
Dealer			Dealer Phone		
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Request for Notify When Parts are available			Recall	UA5
Synopsis					
Customer Anomaly					
Contact Reason	C80	Recall Parts Backorder/Not Available	Customer Anomaly		
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Part not available				

Case Status History

Create Date	Status
10/07/2018 03 01 PM	Suspended

Initial Description

Additionally there is rust coming from welds and white corrosion patterns with weld splatter and pits

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/08/2018	CAIR Type	Regular	Status	Closed
Close Date	11/28/2018	Origin	Chat	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	N/A			Source	Customer
Caller City	N/A	Caller Country	USA	Caller Postal Code	00000000000
Customer					
Customer Address					
	NA	AA			USA
Dealer	26241	Hendrick Chrysler Jeep FIAT		Dealer Phone	9104254200
Dealer Address	543 N McPherson Church Rd				
	Fayetteville	NC	283034409	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	Customer Assistance				
Synopsis	referred to warranty litigation				
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	89	Steering/Suspension arms issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/08/2018 03:24 PM	New
10/18/2018 04:13 PM	Open
11/02/2018 06:35 PM	Closed
11/23/2018 02:08 PM	Open
11/28/2018 03:23 PM	Closed

Initial Description

Chat Started: Monday, October 08, 2018, 11:24:24 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (3m 1s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (9m 33s) Visitor: Hi Emily. I'm sure you all are being overrun with all of the weld issues on the current JL's, and I apologize in advance for being another one of those annoying customers who have come to complain. I have spoken with Jeep Cares, and even went to a local dealership, and still haven't gotten any help with my issue. I have numerous, numerous pictures I can provide of my welds, and they are not taken from the internet or faked or whatever everyone else seems to be having issues with regarding validity. I am extremely concerned with my safety, and my daughters safety with this vehicle. I am a single mom her, and she is 3, so I can't risk me losing my life and leaving her alone, and I definitely can't risk her life as well. My welds are very porous, some are extremely thin and will fail very soon, others aren't even connecting the parts to the frame/body at all in places. I really need a resolution to this, as my very serious safety concern isn't being taken seriously which I am assuming is due to everyone else having the same concern as well. I will be taking the legal route as my next step if this cannot be resolved because our lives are very important to me. (9m 41s) Emily: I apologize what you are going through with the Jeep I would be happy to look into this with you. May I please have you confirm the name and address on the Jeep please. I would need to have the vehicle identification number as well please. (10m 44s) Visitor: [REDACTED] Eastover NC [REDACTED] 1C4HJXEG8JW [REDACTED] (11m 8s) Emily: Thank you, it will be one moment while I look over the details, (11m 12s) Emily: Do you currently have the Jeep? (11m 20s) Visitor: Yes. (12m 42s) Emily: Thank you, it will be one moment while I connect you with Jeep Wave agent on the matter to have this looked into for you. Chat Transferred From Emily To Brenda (18m 35s) Brenda: Hi, my name is Brenda with FCA Customer Care, How may I help you? (19m 11s) Visitor: Hi Brenda! I'm sure you all are being overrun with all of the weld issues on the current JL's, and I apologize in advance for being another one of those annoying customers who have come to complain. I have spoken with Jeep Cares, and even went to a local dealership, and still haven't gotten any help with my issue. I have numerous, numerous pictures I can provide of my welds, and they are not taken from the internet or faked or whatever everyone else seems to be having issues with regarding validity. I am extremely concerned with my safety, and my daughters safety with this vehicle. I am a single mother, and she is 3, so I can't risk me losing my life and leaving her alone, and I definitely can't risk her life as well. My welds are very porous, some are extremely thin and will fail very soon, others aren't even connecting the parts to the frame/body at all in places. I really need a resolution to this, as my very serious safety concern isn't being taken seriously which I am assuming is due to everyone else having the same concern as well. I will be taking the legal route as my next step if this cannot be resolved because our lives are very important to me. (19m 21s) Brenda: Hello. How are today (19m 46s) Brenda: May you allow me some time to review (20m 17s) Visitor: Yes (21m 5s) Brenda: I can understand that it would be very frustrating for you to be having issues with your vehicle (21m 14s) Brenda: May you verify the last eight of your VIN for me (21m 31s) Visitor: [REDACTED] (22m 53s) Brenda: Thanks so much (23m 39s) Brenda: You are stating that you are concerned with the welds in the vehicle? (24m 42s) Brenda: You stated that you have contacted Jeep Cares here at customer service previously? (25m 31s) Brenda: You stated that you have contacted customer service previously in regard to your vehicle concern? (26m 23s) Visitor: Yes, very. I have numerous pictures of these, and it has been examined by a Certified Welder with over 30 years experience who would be willing to present a report in Arbitration. Yes I have contacted Customer Service, and went to a local dealership as well. (28m 46s) Brenda: When is the last time that your vehicle was at your dealership for a diagnosis (29m 25s) Brenda: Did you have a scheduled appointment (30m 47s) Brenda: have you scheduled an appointment to have the recall completed (31m 49s) Visitor: October 6th, 2018. I called them and advised them that I had a very serious safety concern regarding my welds, and they had me come in at that time. They looked up the recall on the Trackbar Weld, and seemed to only take that into consideration because that was the only thing that FCA has issued regarding welds. The Trackbar weld isn't my only concern. My concern is the multiple, multiple welds that have signs of failure which compromises mine, and my child's safety. (32m 39s) Visitor: They said there is nothing they can do as far as the recall because there is no remedy for that. The recall isn't my only concern. This is about every weld. (33m 1s) Brenda: If you are having other issues with the welds in your vehicle then your would need to set up an appointment for diagnosis of your other concerns. If you set up an appointment to have a full diagnosis done for you other issues in regard to welds we can escalate a file to our case management team here. The vehicle would need to be at a dealership [REDACTED] to escalate the file. (34m 58s) Brenda: They would need to inspect the vehicle. This has to be done at a dealership. I will place information on file that a diagnosis is required. (35m 51s) Visitor: Okay, that's completely fine. However the technician told me they do not have certified weld inspectors there at the dealership who could properly xray and or check for penetration, etc. They are only able to "eyeball" the areas which isn't an acceptable method to diagnose anything related to the internal integrity, or external integrity of the welds. (36m 17s) Brenda: Any inspections for warranty issues or concerns have to be done at an authorized dealership (37m 25s) Visitor: Okay. I will be glad to go back and have this done again, and go through the steps. Can I please have the file number so that it may be escalated after I get the vehicle to the dealership? (37m 50s) Brenda: I will place information on file diagnosis required. Please get back to us with the scheduled appointment time. This is the case number [REDACTED] (38m 13s) Brenda: I apologize for any inconvenience. (38m 59s) Visitor: Thank you. (39m 2s) Brenda: Once we have the appointment time a file will be sent to a case

management team for a case manger to contact you one business day after the vehicle arrives at the dealership to work with you and your dealership (39m 8s) Brenda: You are very welcome (39m 12s) Brenda: Have good day (39m 32s) Brenda: www.jeep.com Thank you for contacting Jeep Wave Please chat with us again if you need further assistance. You can also look for updates on our website www.jeep.com Have a great day!

Case Comments

Date	Comment
10/18/2018	Customer chatted in seeking assistance with her case, please see CAIR [REDACTED] She has been to the dealership and there was mention of images being sent to us. She can be reached by phone at [REDACTED] and email to [REDACTED]
10/23/2018	Called the customer no answer, left a message for a return call at extension 4060166.
10/24/2018	Called the customer no answer, left a message for a return call at extension 4060166.
10/30/2018	Vehicle has arrived at dealership Hendrick Chry-Jeep and attended by dealer employee
11/02/2018	**Dealer Outbound** CM reached out to dealership about diagnosis on vehicle SM is currently working with customer SM unavailable SM contact john.faulkner@hendrickauto.com
11/23/2018	STATE LEMON LAW / Magnusson-Moss Act Letter received from Norris Law Firm PLLC, dated 11/14/18 Attorney: J. Matthew Norris Phone: 984-221-8124 Email: matt@lemonlawnc.com Concern: Suspension welds Reassigned to Business Center for review and handling.
11/27/2018	SEBC RECEIVED.
11/28/2018	this matter has already been addressed by top care and the area technical adviser, see case # [REDACTED] it was determined no repair required.....closing case and forwarding the attorney letter to warranty litigation to process as an ERP claim.....photos attached to the STAR case as well as in the SEBC, TECH, G-drive folder for later use if necessary

Live Chats

Date	
10/08/2018	Chat Started: Monday, October 08, 2018, 11:24:24 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (3m 1s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (9m 33s) Visitor: Hi Emily. I'm sure you all are being overrun with all of the weld issues on the current JL's, and I apologize in advance for being another one of those annoying customers who have come to complain. I have spoken with Jeep Cares, and even went to a local dealership, and still haven't gotten any help with my issue. I have numerous, numerous pictures I can provide of my welds, and they are not taken from the internet or faked or whatever everyone else seems to be having issues with regarding validity. I am extremely concerned with my safety, and my daughters safety with this vehicle. I am a single mother, and she is 3, so I can't risk me losing my life and leaving her alone, and I definitely can't risk her life as well. 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Date	
	I will place information on file that a diagnosis is required. (35m 51s) Visitor: Okay, that's completely fine. However he technician told me they do not have certified weld inspectors there at the dealership who could properly xray and or check for penetration, etc. They are only able to "eyeball" the areas which isn't an acceptable method to diagnose anything related to the internal integrity, or external integrity of the welds. (36m 17s) Brenda: Any inspections for warranty issues or concerns have to done at an authorized dealership (37m 25s) Visitor: Okay. I will be glad to go back and have this done again, and go through the steps. Can I please have the file number so that it may be escalated after I get the vehicle to the dealership? (37m 50s) Brenda: I will place information on file diagnosis required. Please get back to us with the scheduled appointment time. This is the case number [REDACTED] (38m 13s) Brenda: I apologize for any inconvenience. (38m 59s) Visitor: Thank you. (39m 2s) Brenda: Once we have the appointment time a file will be sent to a case management team for a case manger to contact you one business day after the vehicle arrives at the dealership to work wi h you and your dealership (39m 8s) Brenda: You are very welcome (39m 12s) Brenda: Have good day (39m 32s) Brenda: www.jeep.com Thank you for contacting Jeep Wave Please chat with us again if you need further assistance. You can also look for updates on our website www.jeep.com Have a great day!
	Date
10/08/2018	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFN2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/08/2018	CAIR Type	Regular	Status	Closed
Close Date	11/13/2018	Origin	Telephone	Reason	
Mileage	560 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ARVADA	CO			USA
Dealer	24237	Autonation Chrysler Jeep West	Dealer Phone	3032780101	
Dealer Address	16300 W Colfax Ave				
	Golden	CO	804013855	USA	
Dealer Zone	Denver	Sales District		Service District	D
Subject	Front Track Bar Weld				
Synopsis	Dealer inspected welds and determined them to be structurally sound.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/08/2018 03:37 PM	Open
11/02/2018 03:03 PM	Suspended
11/12/2018 05:01 AM	Open
11/13/2018 05:43 PM	Closed

Initial Description

The customer is having concerning issues about the vehicle the customer notice that his front track bar weld is defective like rusted not to mention the is brand new only had it for a little over month old. Went to get service until October 30, 2018 at Autonation CDJR and he doesn't want to drive the vehicle looking for some rental assistance

Case Comments

Date	Comment
10/09/2018	Customer reached out on Social Media via Facebook regarding his case. See Social Post. Advised customer we can see he has reached out to customer care and should be contacted in 1-2 business days.
10/13/2018	Customer called back in today stating that he has yet to be contacted by a CM. Advisor re-escalated the case to the Specialist Queue and advised the customer that he should be contacted on Monday by a CM.
10/15/2018	Please send to Premium Queue for all Jeep Wave escalations.
10/17/2018	Outbound to Customer Customer states his vehicle has recall UA5. This is for improper weld on track bar on front of vehicle. Customer states that this issue can cause the front axle to shift and the steering to lock up. Customer states he can see the welds are pretty bad, are inconsistent and with holes and premature rusting. Customer states on his vehicle it is not just the track bar but the whole front end. Customer is trying to get this taken care of with the dealership however the dealer is stating that they cannot get customer until recall notice is out. Agent advised there is an inspection process for the welds and that dealer will need to inspect the other welds that customer notes are defective looking. Agent advised he will contact the dealership and speak with SM to see about the next step.
10/18/2018	Outbound to Dealer Left VM with service
10/29/2018	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4060153
10/29/2018	In SM's VM prompt it states to dial 3033844515 for service.
10/30/2018	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4060153
10/31/2018	Customer has appointment on 11-10-18 to inspect vehicle
11/12/2018	Outbound to Dealership Agent was connected with drive manager Matt Matt stated that the SA customer worked with is not here today as he works Tuesday through Saturday. However Matt looked at detailed report on customer's vehicle and advised that he came in on 11/10 on Saturday and pictures were taken and emailed to the warranty administrator. Matt stated it is advised that an answer on whether the vehicle needs to be re-welded can take 24 hours so they hope to have an answer by tomorrow and which time they will contact the customer. Agent inquired into customer complaining of other welds on the vehicle having issues. Matt does note that the customer brought up rusting and spotty welds across suspension for which courtesy inspection was done.

Email(s)

Date	10/30/2018	Subject	Case Acknowledgement [ref: 00Dj01qsDF_500f1ky6gH:ref]
Dear Mr. [REDACTED]			
This is Benjamin with Jeep Wave. I apologize I have not gotten back to you sooner on your 2018 Wrangler and the UA5 recall. I unfortunately have had trouble getting a hold of a service manager with the AutoNation in order to discuss the recall. I also have been wanting to discuss with a service manager the issues with welds that you have described across the whole front end of your vehicle. At this point though there should be no reason why his recall cannot be addressed by AutoNation. The dealership simply needs to do an inspection of your vehicle to start. I would like to see about scheduling you in for service for the recall and the other welds on your vehicle. If you could reply letting me know good days and times of the week to schedule you in for service then I will go ahead and get an appointment set up. You can also reach me at my number and extension which you can find below.			

Thank You,

Benjamin
Jeep Wave Customer Care
844-533-7928 ext. 4060153

The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
ref:_00Dj01qsDF_.500f1ky6gH:ref

Date	10/31/2018	Subject	Re: Case Acknowledgement [ref:_00Dj01qsDF_.500f1ky6gH:ref]
------	------------	---------	--

Hi Benjamin,

Just got off the phone with Hayden service writer at AutoNation Jeep Chrysler West. I'm scheduled for Saturday November 10th @ 9:30am the have my Wrangler inspected.

Thanks!

On Tue, Oct 30, 2018, 1:27 PM US Customer Care [image: Header]

> Dear Mr. [REDACTED]

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> ref:_00Dj01qsDF_.500f1ky6gH:ref

Date	11/02/2018	Subject	Re: Case Acknowledgement [ref:_00Dj01qsDF_.500f1ky6gH:ref]
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Hello Mr. [REDACTED]

Thank you for letting me know of your scheduled appointment on Nov. 10th. I will be following up with the dealership and yourself on the findings of the inspection after your appointment. Please let me know if you need anything in the meantime.

Thank You,

Benjamin
Jeep Wave Customer Care
844-533-7928 ext. 4060153

----- Original Message -----

From: [REDACTED]

Sent: 10/31/2018 2:25 PM

To: uscustercare@fcagroup.com

Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_.500f1ky6gH:ref]

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Thanks!

[REDACTED]

Sent from my iPad Air 2

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> To: uscusercontent@fcagroup.com
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Date	11/12/2018	Subject	Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1ky6gH:ref]
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Hello Mr. [REDACTED]

I have spoken with the dealership and do see that they have done their inspection and have submitted pictures for review. At this point we are just waiting on a response as to whether re-welding is required or not. The dealership has advised me they hope to have a response on this by tomorrow. I will stay in touch with the dealership to let you know what the results are. Please let me know if you have any questions.

Thank you

Benjamin
Jeep Wave Customer Care
844-533-7928 ext. 4060153

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From: [REDACTED]
Sent: 11/10/2018 3:12 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1ky6gH:ref]

Good morning Benjamin,

I had the Jeep inspected this morning at AutoNation Jeep Chrysler West. Pictures were taken and uploaded to Jeep. So I presume you upon reading this will have access to the dealership's findings.

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The service manager from AutoNation Jeep Chrysler West contacted me today and advised me that Jeep had made the determination after reviewing the pictures of the welds that the track bar weld was structurally sound. Also the service manager assured me that my other concerns as the welds on the upper control bracket were within the norms of what he has observed on other Wranglers and there was no cause for worry. So that being said, the issues have been addressed and I will continue to enjoy my new Jeep. Thanks for the follow up throughout the processes. I think it's fair to say that this issue has been resolved and the case can be closed.

Sent from my iPad Air 2

> On Nov 12, 2018, at 10:02 AM, US Customer Care wrote:

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Date	11/13/2018	Subject	Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1ky6gH:ref]
Hello Mr. [REDACTED]			
Thank you for the update. I understand from your email that the inspection has led to the determination that the welds on your Jeep are structurally sound. I will go ahead and move to close the case provided, as you mentioned, that this resolves your concerns. If there is anything else that comes up in the future please do not hesitate to reach out to us at Jeep Wave.			
Thank you,			
Benjamin			
Jeep Wave Customer Care			
844-533-7928 ext. 4060153			
----- Original Message -----			
From: [REDACTED]			
Sent: 11/12/2018 10:56 PM			
To: uscustomercare@fcagroup.com			
Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1ky6gH:ref]			
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New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXFG7JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/08/2018	CAIR Type	Regular	Status	Closed
Close Date	11/05/2018	Origin	Telephone	Reason	
Mileage	4,800 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SPOKANE	WA		USA	
Dealer	45671	Lithia Chrysler Dodge Jeep Ram FIAT of Spokane		Dealer Phone	5093217315
Dealer Address	10701 N. Newport Highway				
	Spokane	WA	992181642	USA	
Dealer Zone	West	Sales District		Service District	G
Subject	Body has weld holes				
Synopsis					
Customer Anomaly	Body Bumper				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	108	Bumper Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/08/2018 09:20 PM	Open
11/05/2018 10:39 PM	Closed

Initial Description

Customer state that he body weld has holes on the vehicle. The DLR customer can not do anything about it without Chrysler saying anything about it. Customer is seeking assistance for the body of he vehicle.
There's weld all over the vehicle.

Case Comments

Date	Comment
10/08/2018	Customer has an appointment on the 10/16 to get the vehicle seen ,
10/09/2018	***Outbound to Customer*** LVM to customer.
10/09/2018	Customer called in stating he thinks a recall is effect ing his vehicle with the weld spots. He stated he was informed by a friend about the JL models having this issue and he looked at it himself and saw that there were pin holes on the track bar and messed up welds on the bumper. He took it to an IRF where a friend of his works and they stated it looked pretty rough and thought it would be part of the recall. Customer stated he is taking his vehicle in on 10/16 for an oil change and that he is going to see if they can look at it as well. CM advised we will contact DLR while vehicle is there and see what they say about it. CM also advised customer to take photos of the areas he was able to see that he has concerns about to show DLR.
10/16/2018	Customer brought vehicle in and they are going to submit photos.
10/16/2018	Customer states that the DLR looked at it and the result was that "It is normal, so they are not going to DI it" SA Linda 195305 Customer confirmed it was not one of the track bar recall components. Agent contacted DLR 45671 Agent spoke wi h SA Linda Customer brought the car in for an oil change, was told that it needed to be looked at, Linda went to SM, a tech looked at it and after the SM and tech looked at it, it was deemed normal and not an issue as Jeeps tend to look hat way, so it is safe and OAD. Linda states that the SM and the Sales manager are showing he customer vehicles in the showroom and on the lot to prove to customer that it is he same on other vehicles. Agent hanked Linda for the effort in everything they were doing and disconnected call.
10/16/2018	new car sales manager stated there is nothing more they can do. he told customer to call chrysler and request an inspector. agent advised i was under the impression the dealership can make that request
10/17/2018	Customer called in. Customer wanted to explain hat the SM at Lithia told him that they are not trained on this repair and as such, they would need a TA to have vehicle properly looked at. Customer would like to continue using services at Lithia DLR 45671.
10/18/2018	CM spoke to customer and advised if vehicle is confirmed OAD, CAC is unable to further assist. Customer stated that he was on his way to he DLR now because AM was coming to look at it. He stated he will call back once he is finished there and asked if vehicle is OAD what else can be done. CM advised that arbitration is the only other op ion and customer stated he heard information on going hrough hat route so he is glad that we are transparent with him.
10/18/2018	Customer stated that Service AM stated he understands concerns and found another area effected. Cst provided AM wi h photos and they are going to review with weld specialist. CM advised we will follow up on Monday to see if CAC assistance is needed or if everything is set up to get completed.
10/22/2018	CM reached out to Customer and was informed he has not heard from AM as of yet but is going to reach out to them for update. CM advised we will follow up end of week. Customer thanked agent and disconnected.
10/29/2018	Customer called in stating he was told by Linda at DLR that hey are going to submit photos with STAR. CM advised we do not see STAR ticket as of yet. Customer stated he is in military and will be moving soon so he is trying to get everything taken care of before relocating. CM advised to reach out to DLR to see if STAR was opened on heir end and to have DLR contact in for any fur her assistance.
11/05/2018	CM reached out to customer to see if anything has changed. Customer stated that he spoke to Linda who lost email but found it during conversation. Stated they are emailing to STAR team. CM advised since CAC is unable to fur her assist right now, we are going to close he case but if anything changes to reach out to us again.

Email(s)

Date	Subject
10/09/2018	2018 Jeep Wrangler Rubicon Unlimited [ref: 00Dj01qsDF_ 500f1kyAdF:ref]

Good afternoon [REDACTED]

My name is Nichole, 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 [REDACTED]

The Jeep Wave telephone number is: 844-533-7928

My direct extension for leaving a Voice Mail is: 4060365

FCA Case Managements hours are: 8:00 am - 8:00 pm EST, Monday through Friday

My work hours are: 8:00 am - 6:30 pm EST, though I am out of the office on Wednesdays.

Please don't hesitate to make contact with me if you have any questions or concerns.

Thank you for your patience and co-operation!

Kind regards,

Nichole | Jeep Wave Specialist
Phone: 844-533-7928 Ext. 4060365
ref:_00Dj01qsDF_500f1kyAdF:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG6JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/09/2018	CAIR Type	Regular	Status	Closed
Close Date	11/05/2018	Origin	Brand Site	Reason	
Mileage	3,529 Miles	Market	USA	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	ROUND ROCK	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ROUND ROCK	TX		USA	
Dealer	45027	Safford Chrysler Dodge Jeep Ram FIAT of Fredericksburg		Dealer Phone	5408987200
Dealer Address	5202 Jefferson Davis Hwy				
	Fredericksburg	VA	224082606	USA	
Dealer Zone	Mid Atlan ic	Sales District		Service District	P
Subject	Frame Welds=accident waiting to happen				
Synopsis	Customer unresponsive no diagnosis on vehicle				
Customer Anomaly					
Contact Reason	C1	Accessory Incompa ible With Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Accessories - Accessories - Accessory delivered not conforming				

Case Status History

Create Date	Status
10/09/2018 05:51 PM	New
10/18/2018 04:13 PM	Open
11/05/2018 10:12 PM	Closed

Initial Description

My vehicle is under the recall notice, so I took a look at it. The welds all over the frame have holes in them, are extremely messy, and have rust spots forming (only purchased a month and a half ago)! The track bar weld also has a giant "X" marked on it from the factory! I've always dreamed of owning a Wrangler, but now I'm concerned about my families safety. I'm tired of people telling me that here's no replacement part yet, I understand that. My concern is that no one is helping me get into a safe Wrangler! Can you make his right, and put me in a safe Wrangler?

Case Comments

Date	Comment
10/23/2018	Called the customer no answer, left a message for a return call at extension 4060166.
10/24/2018	He hasn't went in to the dealership as of now. He states that he was informed by the dealership that they don't have parts available.
10/24/2018	He will call and setup an appointment. He wants a bigger vehicle as well.
10/24/2018	The customer's called back and his new appointment will be on Tuesday 10/30/2018 and he will drop his vehicle off at 3:30pm that day. He also needs a premium rental vehicle as well.
11/05/2018	CM contacted customer with phone number on file and no answer Customer is unresponsive and vehicle not at dealership

Email(s)

Date	11/01/2018	Subject	Jeep Customer Care [ref:_00Dj01qsDF._500f1kyKjf.ref]
Good Evening Mr. [REDACTED]			
My name is Syndia and I am a Jeep Wave Specialist. This email is to advise you that your case [REDACTED] was successfully escalated to me. My work hours are Monday-Friday 1130am-8pm EST. Once I have reviewed all of the case information I will be in contact with you at [REDACTED], if that number has changed please respond directly to this email with the update. I understand based on the previous notations that the vehicle was brought into the dealership 10/30. I will reach out to the dealership and then be in contact with you once I have more information. Should you need to reach out to me please contact 844-533-7928 ext 4060157 or respond directly to this email. Thank you for being part of the Jeep Family and I am looking forward to assisting you.			
Respectfully, Syndia Jeep Wave Premium Specialist ref:_00Dj01qsDF._500f1kyKjf.ref			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG5JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/10/2018	CAIR Type	Regular	Status	Closed
Close Date	10/25/2018	Origin	Telephone	Reason	
Mileage	1 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Top Management
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BRADENTON	FL		USA	
Dealer	42431	Dayton Andrews Dodge Chrysler Jeep Ram		Dealer Phone	7273210500
Dealer Address	2301 - 34 h Street North				
	St Petersburg	FL	337133613	USA	
Dealer Zone	Sou east	Sales District		Service District	C
Subject	Weld Concern On New Jeep Wrangler				
Synopsis	No problem found. Vehicle is within specifications.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2018 10:37 AM	Open
10/17/2018 06:37 PM	Suspended
10/22/2018 04 01 AM	Open
10/25/2018 05:18 PM	Closed

Initial Description

Weld Concern On New Jeep Wrangler

Case Comments

Date	Comment
10/10/2018	10.10.18 - Owner's email to Michael Manley was forwarded to Executive Referral for handling. Owner said the vehicle was purchased on 5/1/18 and she recently detected weld wire coming out of a weld in one spot, thin welds, weld splatter, and possibly missing weld. Owner said it appears the driver's side is much worse than the passenger side. Owner said she no longer feels safe in the vehicle. Owner said they have an appointment scheduled with dealership 42431 for October 15, 2018 at 8:00am.
10/10/2018	10.10.18 - Writer called owner and left a v/m message acknowledging receipt of email. Writer left name and number for call back.
10/10/2018	10.10.18 - Writer reached out to Eric Willson, STAR, and discussed the owner's concern. Owner said this does not appear to be an issue associated with the upcoming recall. Eric said there have been customers complaining about "ugly welds". Eric said here is STAR Online information () for this issue. Eric said the information gives the dealership examples of what is allowed and what is not good.
10/16/2018	10.16.18 - Writer called dealership and left detailed v/m message for Cynthia in Service. Writer provided customer's name, VIN, and writer's phone number or call back.
10/16/2018	10.16.18 - Writer called owner and acknowledged receipt of email. Writer verified appointment date, Monday, Oct. 15 h and inquired if the vehicle is still at the dealership. Owner said she had an appointment scheduled for Oct. 15, however, she received a call from Service director, Ron, who cancelled the appointment and advised the customer, there is noting the dealership would be able to do to help her with that issue. Owner said she is upset because she felt they could have looked at the issue. Writer advised owner she will investigate and get back with her by tomorrow. Owner agreed.
10/16/2018	10.16.18 - Cynthia from dealer 42431 called writer back and advised the vehicle is currently not at the dealership and the appointment was cancelled by Service Director, Ron, who currently is not available.
10/16/2018	10.16.18 - Writer called CRM, Jose Garcia, and explained owner's concern with the vehicle and the dealership's refusal to inspect the welding issue. CRM asked writer to send email to him and cc Area Manager, Dean Witholz. Writer agreed.
10/16/2018	10.16.18 - Writer sent email as requested.
10/17/2018	10.17.18 - Writer received email from CRM: "I just spoke to Dean, the dealer will be calling the customer. They thought this was related to the recall."
10/17/2018	10.17.18 - Writer called owner and inquired if she was contacted by the dealership yesterday. Owner said Service Director, Ron, called her and invited her to bring the vehicle in on Monday, October 22, 2018. Owner said she will bring the vehicle in at 8:00am.
10/25/2018	10.25.18 - Writer called owner and inquired about the dealer visit and the vehicle. Owner said the vehicle was brought to the dealership on October 22, 2018 and met with the Service Manager and the Bodyshop Manager. Owner said she was told everything is okay as the vehicle is within specifications. Owner said no repairs were attempted and she has the vehicle in her possession. Owner said she would like to have this information document. Writer advised her concern have been noted.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/11/2018	CAIR Type	Regular	Status	Closed
Close Date	11/23/2018	Origin	Telephone	Reason	
Mileage	8,600 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BLUE RIDGE	GA		USA	
Dealer	43680	Dothan Chrysler Dodge Jeep Ram FIAT		Dealer Phone	3347940606
Dealer Address	4074 Ross Clark Cir				
	Dothan	AL	363035724	USA	
Dealer Zone	Sou heast	Sales District		Service District	G
Subject	Vehicle Welding				
Synopsis	Duplicate Case for this Vehicle				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/11/2018 09:16 PM	Open
11/23/2018 10 53 PM	Closed

Initial Description

Trackbar Welding coming Apart

Case Comments

Date	Comment
10/11/2018	Customer called and spoke with CM Patrick to ask about the welds on his Jeep. He said that his track bar has separated and there are other welds that seems to have broken. I advised him to have a dealership look at it to determine how to proceed. He said taht he will take it in on Monday and I said I will let his CM know.
10/23/2018	Agent called Dothan CDJR and service is open 7:30 a.m.t o 5:30 p.m.
10/23/2018	Agent sent email to Matt A. to find out if he has more information on he upcoming recall UA05 noting that this vehicle has several areas that need to be welded. Agent inquired as to the standard for a buyback.
10/24/2018	customer called in inquiring on how to contact his CM whom he has been trying to reach for a couple weeks
10/26/2018	Customer calling in for CM CM was out for he day sent a contact request.
11/20/2018	Customer called in seeking an update on the case as he has not heard anything back at this time. Customer stated he SM at the dealership where the vehicle is also sit ing is waiting for further information. Agent advised customer everything would be documented and a callback request has been documented. Customer thanked agent and call ended. Customer can be reach a
11/20/2018	Customer called in for an update Specialist is coming to inspect he frame Vehicle has been out of service for more han 30 days Agent advised customer our calls are documented Customer can be reach at

Email(s)

Date	10/11/2018	Subject	Vehicle Welding [ref: 00Dj01qsDF_500f1kyr7N:ref]
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Dear

I received the message from my fellow Case Specialist. I understand hat you will be taking the vehicle to the Dealer. Please let me know if you need anything in the meantime or if you will need rental assistance.

I apologize for the delay with getting back to you regarding the windshield. We just rolled out a new software program on Monday which required training for everyone. I am significant ly backlogged.

One of our Jeep Representa ives has found hat Gorilla Glass has not yet made a windshield for your model. The Brand Rep was reaching out to Gorilla Glass to see if it would possible to manufacture. I will need to speak with him to get the status. He has been out of the office because his wife just had a baby.

I hope that you were not seriously impacted by the hurricane.

I hope to speak wi h you next week.

Sincerely,
Lisa
Jeep Wave Premium Case
Case Specialist
844-533-7928 x. 406-0550
ref_00Dj01qsDF_500f1kyr7N:ref

Date	10/11/2018	Subject	Re: Vehicle Welding [ref:_00Dj01qsDF_.500f1kyr7N:ref]
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Get Outlook for Android

From: Jeep Customer Care
Sent: Thursday, October 11, 2018 4:30:10 PM
To: [REDACTED]
Subject: Vehicle Welding [ref:_00Dj01qsDF_.500f1kyr7N ref]

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ref:_00Dj01qsDF_.500f1kyr7N:ref

Date	10/15/2018	Subject	Re: Vehicle Welding [ref:_00Dj01qsDF_.500f1kyr7N:ref]
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ref:_00Dj01qsDF_500f1kyr7N:ref

Date	10/18/2018	Subject	Re: Vehicle Welding [ref:_00Dj01qsDF_500f1kyr7N:ref]
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Thank you,

Lisa
Jeep Wave

-----Original Message-----

From: [REDACTED]
Sent: 10/15/2018 12:35 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: Vehicle Welding [ref:_00Dj01qsDF_500f1kyr7N ref]

Hey Lisa,

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ref:_00Dj01qsDF_500f1kyr7N:ref

Date	10/18/2018	Subject	Re: Vehicle Welding [ref:_00Dj01qsDF_500f1kyr7N:ref]
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ref:_00Dj01qsDF._500f1kyr7N:ref

Date	10/19/2018	Subject	Re: Vehicle Welding [ref:_00Dj01qsDF._500f1kyr7N:ref]
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Lisa,

I have been online and looked at the repair welds. I am not sure I am ok with this repair. It looks even worse and people have experienced failures after repair. I ride my family in this jeep all the time. I ask the dealer if he would drive across a metal bridge with these welds? He said no. So I am supposed to drive a jeep that has welds that you don't trust? Either way I am putting myself at risk regardless if it was a bridge or a car! As you can see I have bought many FCA vehicles. I don't want a pieced together vehicle. If I have to take the legal route I will. I'd rather handle this without doing that.

Get Outlook for Android

From: Jeep Customer Care
Sent: Thursday, October 18, 2018 7:12:48 PM
To: [REDACTED]
Cc: jeepcustomercare@fcagroup.com
Subject: Re: Vehicle Welding [ref:_00Dj01qsDF._500f1kyr7N ref]

Dear [REDACTED]

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Date	10/22/2018	Subject	Re: Vehicle Welding [ref:_00Dj01qsDF._500f1kyr7N:ref]
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Trade assistance?

Get Outlook for Android

From: [REDACTED]
Sent: Thursday, October 18, 2018 8:23:04 PM
To: Jeep Customer Care
Subject: Re: Vehicle Welding [ref:_00Dj01qsDF._500f1kyr7N ref]

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ref:_00Dj01qsDF._500f1kyr7N:ref[<http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=018f100000ZSeAk>]

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFGXJW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/11/2018	CAIR Type	Regular	Status	Closed
Close Date	10/15/2018	Origin	Email	Reason	
Mileage	9,600 Miles	Market	USA	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	NAPERVILLE	IL		USA	
Dealer	45445	Wickstrom Chrysler Jeep Dodge		Dealer Phone	8473818850
Dealer Address	660 W Northwest Hwy				
	Barrington	IL	600102730	USA	
Dealer Zone	Midwest	Sales District		Service District	A
Subject	Customer states weak welds				
Synopsis	customer states welds not done properly. Diagnosis needed				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/11/2018 10:28 PM	Open
10/15/2018 12:43 PM	Closed

Initial Description

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Track bar weld recall.

Comments:

It does not appear that my vehicle is impacted by the recent recall on the track bar related to the inferior weld during vehicle manufacture. However, I have inspected the weld joints and can confirm that indeed the welds are very much incomplete, several of which have holes in them where light passes through. Please advise

VIN:

1C4HJXFGXJW

Mileage:

9500

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Naperville

State:

IL

Zip:

Email:

Home Phone:

Case Comments

Date	Comment
10/12/2018	The customer contacted in as he states that he feels the welds in the vehicle are not secure. Agent informed the customer that he would need to set an appointment with his dealership for a diagnosis.

Email(s)

Date	10/12/2018	Subject	Re: customer seeking assist with compliance for California. [ref:_00Dj01qsDF._500f1kyroS ref]
Dear [REDACTED]			
Thank you for contacting the Jeep Wave Customer Care.			
I can certainly understand that it would be frustrating for you if you feel that the welds in your vehicle are not secure. Your factory warranty does cover any defects in product from factory build. This would need to be at the determination of a diagnosis/inspection of a qualified technician at your dealership. We do rely on our dealerships for diagnosis of our vehicles. Please do set up an appointment with your dealership to have a diagnosis completed. Thank you for bringing this to our attention.			
Your email will be documented under your vin number for you at this time that the vehicles will be diagnosed at your dealership.			
Have a good weekend.			
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 1-877-1-AM-JEEP (1-877-426-5337).			
Sincerely,			
Brenda			
Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.			
Ram Care customer support at 866-932-3878.			
Jeep Wave Premium Care Team at 844-533-7928.			
Alfa Romeo Premium Care Team at 844-253-2872.			
SRT Premium Care Team at 855-778-8326.			
ref:_00Dj01qsDF._500f1kyroS:ref			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG2JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/15/2018	CAIR Type	Regular	Status	Closed
Close Date	11/13/2018	Origin	Telephone	Reason	
Mileage	2,800 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SPRINGDALE	AR		USA	
Dealer	43665	Lewis Chrysler Dodge Jeep Ram	Dealer Phone	4795826232	
Dealer Address	3311 North College Avenue				
	Fayetteville	AR	727033816	USA	
Dealer Zone	Sou hwest	Sales District		Service District	M
Subject	customer is stating his vehicle is a lemon				
Synopsis	Referred to Resolution				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
10/15/2018 07:39 PM	Open
11/13/2018 04:18 PM	Closed

Initial Description

customer called and requested to begin the buy back of his vehicle.

Case Comments

Date	Comment
10/15/2018	customer called and stated that his vehicle is at the DLR now. the vehicle has welds that hold the vehicle together. the DLR wanted to replace the whole frame on the vehicle. the customer is seeking a buy back for the vehicle. Agent called DLR 43665 and was unable to reach anyone.
10/16/2018	Forum name: (wranglerforums) Customer reached out on the forum with an update on his situation. He states he has contacted Customer Care to start the buy back process. Please see his message below for more context "Ok so here is my update so far. I got in touch with a CWI and sent him some pictures of some of the bad welds and he told me that the welds were definitely not up to industry standards and that in his opinion the frame should have been scrapped and not put into production. He is going to get with me next week so he can do a full inspection on my jeep and write up a report on it. I took it to the dealer today and the service manager told me that the way he would fix it would be to replace the frame. At that point I told him I wanted a buy back from Chrysler because any frame repair/replace would destroy the resale of my jeep. So he gave me the number for FMC Chrysler corporate so I could start the buy back process. So I did that and after being hung up on 4 times after giving my vin # I got a representative to complete the request and I now have a case number and will be waiting on a call from FMC to move on to the next stage of the buy back process. The engineer at NHTSA is also keeping up to date with all of this and following it closely s ill. The dealer also gave me a loaner and is holding my jeep. That's all I have so far. Thanks," WRITER WILL REDIRECT BACK TO CASE SPECIALIST TO AVOID CONFUSION
10/16/2018	Agent contacted DLR# 43665 and spoke with SM Trey who stated the customer complained of a ticking noise that they could not duplicate. Also SM stated that the vehicle has a poor welding job But it doesn't appear to be an safety issue. SM stated that he will open a STAR CASE and work with them regarding this concern. SM also mentioned that the customer has oversized aftermarket tires on vehicle.
10/16/2018	Reviewed warranty history at customers request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to 91L/96Q.
10/18/2018	specialist called DLR at 479-442-7552 spoke to SM Trey who stated that the customer is coming in today at 5PM and that they are going to put the vehicle on a lift and go over the areas of concern that the customer has and submit to DI and open a STAR case
10/18/2018	SM Trey stated that the customer has an independent weld inspector look at the vehicle and declare that the welding is unsafe SM Trey looked at the weld on other vehicles on the lot and based on the pictures of the customers vehicle that he was shown he does not believe there is anything wrong with the structural integrity and that this is not a safety concern
10/18/2018	specialist called customer customer stated that the welding all over the frame there is poor welds and that some of the welds are missing customer stated that he had a welding inspector look at the vehicle and that the high end of the track bar has questionable welds customer states that there are holes in the welds (cold weld) where the weld isn't penetrating the metal specialist stated that when the customer meets with the DLR they will pull the vehicle on a lift and submit pictures to DI to open a STAR
10/18/2018	customer stated that SM Trey was really nice and has been kind and courteous
10/23/2018	specialist called DLR spoke to SA Shelby in service who stated that the pictures have been submitted and that they are waiting to hear back from the higher ups (AM) specialist called customer left voicemail
10/25/2018	specialist called DLR still no update from DI - customer advised to stay in loaner until they determine what to do
10/25/2018	specialist called customer left voicemail
10/31/2018	specialist called DLR spoke to SM Tre who stated that they are waiting to get an update from STAR they haven't heard anything since October 24 specialist is working with Tech Pod Keith to get a response from the STAR team for the DLR STAR case#
10/31/2018	specialist called customer and explained that we are waiting to hear back from STAR and that we are working with our Tech team to engage STAR
10/31/2018	SM Tre's contact info. 479-799-8768
11/02/2018	specialist called DLR spoke to Tre who stated that he finally received an update from STAR and that the weld team will be coming out in about 2 weeks not sure if that is 2 weeks from when the STAR case was opened Oct. 23 or from today

Date	Comment
11/02/2018	specialist called customer left voicemail stating that the weld team will be coming out to inspect the vehicle
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-10-31 00:00:00. Customer Verbatim : \Buy back of my jeep. I already have a case opened up on it and its number is [REDACTED] You can contact me if you wish. I have already been in contact with Corporate on this though. My phone number is [REDACTED]
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-10-31 00:00:00. Customer Verbatim : \Buy back of my jeep. I already have a case opened up on it and its number is [REDACTED] You can contact me if you wish. I have already been in contact with Corporate on this though. My phone number is [REDACTED]
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-10-31 00:00:00. Customer Verbatim : \Buy back of my jeep. I already have a case opened up on it and its number is [REDACTED] You can contact me if you wish. I have already been in contact with Corporate on this though. My phone number is [REDACTED]
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-10-31 00:00:00. Customer Verbatim : \Buy back of my jeep. I already have a case opened up on it and its number is [REDACTED] You can contact me if you wish. I have already been in contact with Corporate on this though. My phone number is [REDACTED]
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-10-31 00:00:00. Customer Verbatim : \Buy back of my jeep. I already have a case opened up on it and its number is [REDACTED] You can contact me if you wish. I have already been in contact with Corporate on this though. My phone number is [REDACTED]
11/07/2018	specialist called customer left voicemail
11/09/2018	specialist called DLR spoke to SA Shelby who stated that the customer was offered a vehicle buyback
11/09/2018	specialist called customer left voicemail

Email(s)

Date	10/18/2018	Subject	[ref:_00Dj01qsDF_500f1kzRY6:ref]
Mr. [REDACTED] My name is Christie and I am your case manager from Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesdays and Thursdays 8-6:30PM EST and Wednesdays & Fridays 9:30-8PM EST. Please provide me with the photos of the areas of concern regarding the weld on your vehicle. ref:_00Dj01qsDF_500f1kzRY6 ref			

Date	10/19/2018	Subject	Re: [ref:_00Dj01qsDF_500f1kzRY6:ref]
Sent from Yahoo Mail on Android On Thu, Oct 18, 2018 at 4:46 PM, Jeep Customer Care wrote: Mr. [REDACTED] My name is Christie and I am your case manager from Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesdays and Thursdays 8-6:30PM EST and Wednesdays & Fridays 9:30-8PM EST. Please provide me with the photos of the areas of concern regarding the weld on your vehicle. ref:_00Dj01qsDF_500f1kzRY6 ref			

Date	10/19/2018	Subject	Re: [ref:_00Dj01qsDF_500f1kzRY6:ref]
I am having a lot of trouble sending these pictures. Do you have a link that I can use to send large files to you. I have a feeling all of my pictures are dropping out. Sent from Yahoo Mail on Android On Thu, Oct 18, 2018 at 4:46 PM, Jeep Customer Care wrote: Mr. [REDACTED] My name is Christie and I am your case manager from Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesdays and Thursdays 8-6:30PM EST and Wednesdays & Fridays 9:30-8PM EST. Please provide me with the photos of the areas of concern regarding the weld on your vehicle. ref:_00Dj01qsDF_500f1kzRY6 ref			

Date	10/19/2018	Subject	Re: [ref:_00Dj01qsDF_500f1kzRY6:ref]
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Date	10/19/2018	Subject	Re: [ref:_00Dj01qsDF_500f1kzRY6:ref]
Sent from Yahoo Mail on Android On Thu, Oct 18, 2018 at 4:46 PM, Jeep Customer Care wrote: Mr. [REDACTED] My name is Christie and I am your case manager from Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesdays and Thursdays 8-6:30PM EST and Wednesdays & Fridays 9:30-8PM EST. Please provide me with the photos of the areas of concern regarding the weld on your vehicle.			

ref_00Dj01qsDF_500f1kzRY6 ref

Date	10/19/2018	Subject	Re: [ref_00Dj01qsDF_500f1kzRY6:ref]
Sorry for all the separate messages. My email is not wanting to send big files and a few are dropping out. Hope you get in all of them. I might have to try and use my work email to send them but I will have to get that approved. Do you have a link you can send me so I can send large files to you? I don't think most of these are even getting through to you. Sent from Yahoo Mail on Android On Thu, Oct 18, 2018 at 4:46 PM, Jeep Customer Care wrote: Mr. [REDACTED] My name is Christie and I am your case manager from Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesdays and Thursdays 8-6:30PM EST and Wednesdays & Fridays 9:30-8PM EST. Please provide me with the photos of the areas of concern regarding the weld on your vehicle. ref_00Dj01qsDF_500f1kzRY6 ref			

Date	10/19/2018	Subject	[ref_00Dj01qsDF_500f1kzRY6:ref]
This is the driver's side lower control arm mount with a bad weld and a bad frame seam weld. Sent from Yahoo Mail on Android			

Date	10/19/2018	Subject	[ref_00Dj01qsDF_500f1kzRY6:ref]
This is my front driver's side spring bucket that has a weld that follows the bracket and has very little welding material and is not tied into the frame. Sent from Yahoo Mail on Android			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Control front with 1.25 inch of weld missing.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
This is a weld on top of my frame on the passenger side just before the rear tire.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
This is a rear cross member with a weld that is not even tied into the other section of the cross member. It is this way down the entire length of that section. The weld appears to just follow one side of the cross member section tracing the lower section and not even touching the upper section of the beam.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
This is a control arm bracket with a cold weld on it that has not penetrated the frame to tie it in.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
This is another control arm weld shot.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Rear lower control arm that is not tied into the frame and has very little weld material.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Another rear lower control arm bracket that is not tied into the frame and has very little welding material on it.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Spring bucket weld that is not tied in.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Another shot of the rear control arm bracket that is not tied into the frame. The rear control arm brackets were pointed out by my CWI.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Rear Track bar bracket with a bad repair weld that appears to be done at the factory.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Bad rear track bar weld repair that appears to have been done at the factory.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Rear lower control arm bracket that is not tied into the frame and has very little weld material.			

Date	10/19/2018	Subject	ref_00Dj01qsDF_500f1kzRY6:ref
Rear track bar weld that is not tied into the frame and has porosity in the weld.			

Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Rear spring bucket with a cold weld that did not penetrate into the frame.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
The other rear spring bucket with a cold weld joint that did not penetrate the frame.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
I cannot remember the name of the bracket on this one but it does have a part number visible on it.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Rear sway bar bracket with a porous weld with a frame seam weld next to it with porosity visible as well.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Other side of the rear spring bucket with a weld that is not fully tied in.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
I believe that this was a body mount weld that was bad and beginning to corrode.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Shock tower mount with a weld that was not tied in.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Cross member bucket gusset with porous welds.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Porous frame seam weld with corrosion starting.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Better picture of rear control arm bracket that is not tied into the frame and has very little weld material present.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Seam missed.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Frame seam weld that was missed. Weld is following one side of the frame and not tied into the other side of the frame.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Another weld with corrosion setting in.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Lower front control arm bracket with about an inch of weld missing on top.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Control arm weld that is porous and a frame seam weld that is not tied in next to it.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Another shot of a cold weld joint on a control arm. I think this is the same one I sent before but not sure. Sorry if it is a duplicate.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Control arm weld that has some porosity and appears to be only partially tied in.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Front frame section seam weld with porosity and a piece of welding wire sticking out of it.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Control arm bracket with a weld that is not tied in.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Another angle on the control arm weld with the bad seam weld on the frame next to it.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Bad frame seam weld.			
Date	10/19/2018	Subject	ref:_00Dj01qsDF._500f1kzRY6:ref
Porous frame seam weld at rear cross bar			

Date	10/19/2018	Subject	ref:_00Dj01qsDF_.500f1kzRY6:ref
Better picture of rear cross member gusset with porous welds			

Date	10/19/2018	Subject	ref:_00Dj01qsDF_.500f1kzRY6:ref
Gap in frame seam weld			

Date	10/19/2018	Subject	ref:_00Dj01qsDF_.500f1kzRY6:ref
Bad front bumper bracket weld.			

Date	10/19/2018	Subject	ref:_00Dj01qsDF_.500f1kzRY6:ref
Front track bar weld off seem			

Date	10/19/2018	Subject	ref:_00Dj01qsDF_.500f1kzRY6:ref
Corrosion Setting in on this weld			

Date	10/19/2018	Subject	ref:_00Dj01qsDF_.500f1kzRY6:ref
Christie, I think i got most of the pictures to you. I did not send them all to you because I had to send them one at a time but I think I got most of them. Sorry for all he spam. Bobby			

Date	10/24/2018	Subject	Re: [ref:_00Dj01qsDF_.500f1kzRY6:ref]
Good evening Christie, I forgot to ask. Did you get the pictures that sent you? I wasnt sure if it was my pictures you got or he dealers in the voice mail you left. I know the dealer took pictures but I'm worried that they did not cover he frame like I did. Since the bad welds are all over the frame. Thanks for all your help. [REDACTED] Sent from Yahoo Mail on Android On Thu, Oct 18, 2018 at 4:46 PM, Jeep Customer Care wrote: Mr. [REDACTED] My name is Christie and I am your case manager from Jeep Customer Care. My phone number is 844-533-7928 ext. 4060154. I work Tuesdays and Thursdays 8-6:30PM EST and Wednesdays & Fridays 9:30-8PM EST. Please provide me with the photos of the areas of concern regarding the weld on your vehicle. ref:_00Dj01qsDF_.500f1kzRY6 ref			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG5JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/16/2018	CAIR Type	Regular	Status	Closed
Close Date	01/28/2019	Origin	Telephone	Reason	
Mileage	3,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	DENISON	TX			USA
Dealer	26908	Bonham Chrysler Dodge Jeep Ram		Dealer Phone	9035835394
Dealer Address	2122 N Center St				
	Bonham	TX	754182628	USA	
Dealer Zone	Southwest	Sales District		Service District	B
Subject	Vehicle is shaking				
Synopsis	no response from customer				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/16/2018 01:24 AM	Open
01/28/2019 05:44 PM	Closed

Initial Description

Customer called because vehicle is shaking violently and she doesn't feel safe driving it.

Case Comments

Date	Comment
10/16/2018	-Customer called because vehicle is shaking violently while driving on the highway and she is experiencing other issues that have still not been resolved by the DLR -Customer doesn't feel safe driving the vehicle and would like to know what steps she can take regarding the vehicle -Vehicle was last serviced at DLR for issues 9/24/18 - 10/2/18 -Customer currently has possession of vehicle: DENISON TX USA Customer Email: -Customer Number:
10/17/2018	Customer wanting to speak to CM Agent advised CM is currently not available but internal message would be sent Customer awaiting CM callback
10/17/2018	CUSTOMER WANTS TO BE CONTACTED AT NOT THE NUMBER CONTACTED BEFOREHAND
10/18/2018	CM called customer who stated vehicle is violently shaking, welds are bad and the top is damaged. Customer stated Bonham was supposed to fix the issues but never did. CM did advise of the number to roadside and that it will be towed into the dealership closest to her home. customer will call roadside have the vehicle towed in and call CM with the appointment date and time
10/18/2018	Customer called back and advised the Jeep is at the dealership and being diagnosed. Customer stated they didn't have any loaners so CM advised we will reimburse up to 40.00 a day for rental
10/18/2018	IB from Mrs. Davidson, writer warm transferred to CM
10/19/2018	CM called dealership and left a message for SA Samantha to callback
10/23/2018	CM called dealership and left a 2nd message for SA Samantha to callback
10/25/2018	CM called dealership and spoke to SM Dylan who stated they didn't find an issue with the weld and the top is just dirty. SM stated the customer is bringing the vehicle in today and he will call CM with an update
10/26/2018	Customer called in and stated she was at the dealership yesterday and pointed out the issues to SM Dylan. Customer was only able to get a vehicle at 43.00 a day and CM advised that is fine we will still do reimbursement. customer also sent pictures to SA Samantha of the welds and the large hole in the main frame. CM will follow up with SM Dylan Monday and get back to customer.
10/30/2018	CM called dealership and left a message for SM Dylan to callback
11/01/2018	Customer called in to get an update on Jeep CM advised waiting for CB from dealer and will advise tomorrow when more information is obtained
11/01/2018	CM called dealership and spoke to Parts manager who texted SM Dylan for an update and was advised pictures sent over to STAR for next steps. CM left contact information for SM to call when he gets a chance
11/12/2018	CM called dealership and left a message for SM Dylan to callback
11/12/2018	Customer called in and advised she doesn't agree with STAR and the dealer is advising her to take the Jeep back to where she bought it. CM advised a phone call has been put out to the SM and we need to wait for him to call back for further information. Customer was also told that STAR has stated the welds are within FCA standards and that decision can't be overrode.
11/13/2018	customer called in advising of a STAR Publication that is the same issue that she is having with her Jeep. STAR- \$ which was posted on 10-31, CM advised will call the dealership and see if they checked this part
11/13/2018	CM spoke to SM Dylan who advised they did check that publication and the shaft is good the rest of the car checked out fine customer is to take jeep into Bonham for the other work
11/16/2018	Customer called in and CM advised of the information provided by SM Dylan. Customer is going to pick her jeep up and take it back over to Bonham. Customer advised customer if she can get the jeep in within the next day or two to keep the rental but if not to return the rental and then she can get another one once her car is at the dealer
11/19/2018	Vehicle has arrived at dealership Bonham Chrysler Dodge Jeep Ram and attended by dealer employee

Date	Comment
11/19/2018	CM called dealership and left a message for SA Kyle to callback
11/19/2018	Customer called in and advised that she looked at the part from the STAR publication and the part# is 150 which means the part should be changed out. PER STAR: Discussion: If the customer complains of a shimmy after hitting an irregularity in the road surface such as an expansion joint, pothole, bump ect inspect the steering dampers date code. If the digits of the code are 257 or less-replace the damper. If the damper is dated 257 and higher continue diagnostics.
11/21/2018	Customer called in looking to extend her rental and her 30 days and see if she can get paid for the first 30 days
11/21/2018	CM called dealership and left a message for callback for SA Kyle
11/26/2018	CM called dealership and spoke to SA Kyle who advised the Jeep is back at the body shop for the paint issues and once it gets back from there they are going to deal with the steering dampener and take pictures of the Welds to send to STAR. CM will follow up with Dealer on Friday
11/26/2018	CM called customer and advised of the information below and that we will send an email to reimburse for the time she has been in the rental so far and the rest once the car is repaired. CM will be following up with the dealership on Friday and then get back with the customer.
12/03/2018	CM called dealership and spoke to SA Kyle who advised the Jeep is still at the body shop. CM will check back in on Wednesday
12/07/2018	customer called to get update on reimbursement agent advised that the reimbursement is still pending but not approved yet customer is seeking a callback from CM
12/10/2018	CM called dealership and spoke to SA Kyle who advised he was out on Friday but will get an update and call CM back
12/11/2018	CM called dealership to speak to Kyle was advised he will be back in about 15-20 Minutes
12/12/2018	CM called dealership and left a message for SA Kyle to callback
12/17/2018	CM called dealership and spoke to SA Kyle who advised the Jeep is back at their dealership and the SM was sending pictures of the WELDS up to STAR and the rest of the repairs should be finished by Thursday. CM will check back with SA Kyle then
12/20/2018	Customer called to get an update on her Jeep. CM advised of the email sent and the last update from the dealership. Customer stated that SM Joey advised on Friday that they are going to have to order a grill and a new top. CM will call dealership and speak to SM for further information
12/20/2018	CM called dealership and was left on hold for 10 minutes will try back later
12/20/2018	CM called dealership and left a message for SM Joey to callback
12/28/2018	Sent message to AM to get an update
12/28/2018	waiting for information from area manager
01/02/2019	T5727C0 has escalated case to external system with name ES-4656. Case was escalated successfully.
01/02/2019	CM called dealership and spoke to SA Kyle who advised that they fixed the top, speaker is repaired, no word yet on the welds, ordered a dampener for the steering issue but part is on back order. CM asked for part information and was provided the following Part#68251580AD and Order# [REDACTED] Sent to parts for expediting
01/02/2019	wtg for back ordered part
01/03/2019	Part: 68251580AD Order: \$49411 OMC: 76716480 Per PE Team: "Order has been upgraded to VOR and is scheduled to fill with material in process; ETA week 1/7/19."
01/04/2019	waiting for back ordered part
01/08/2019	Per Message Center: Material intransit to MOPAR with ETA of 1/11 ETA to dealer: Week of 1/14
01/08/2019	Will check back on 1/11
01/16/2019	As of 1/16, order invoiced from PDC ETA to dealer: 2-3 business days
01/17/2019	Order delivered to dealer on DDS truck 1/16 Contact dealer parts to confirm arrival and follow up on repairs.
01/19/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
02/28/2019	Customer calling in due to the email that she had received she advised that she thought the email was sent but it wasn't and now the case is closed. Customer advised that the dealership said that they sent in images of the welds on the vehicle back in September / 2018. I could not find any information in digital imaging. I reached out to the dealer talked to Joey he advised that he does have the pictures he was not the person that sent them but he will find out where they were sent and reach out to the customer, once the customer gets his information she will give a call back and go from there

Email(s)

Date	11/26/2018	Subject	reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]
Good Afternoon, Per our conversation if you could click reply to this email and attach a copy of your rental receipt so that we can reimburse. Also add your correct mailing address so that we can send the check out. Thank you so much. Cecylia Jeep Customer Care ref:_00Dj01qsDF_500f1kzULs:ref			

Date	11/26/2018	Subject	Re: reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]
Cecylia, My current mailing address is: [REDACTED] Denison TX, [REDACTED] I've attached the receipt from Enterprise for charges from 10/18/18 thru 11/21/18 Regards [REDACTED] Sent from Yahoo Mail on Android On Mon, Nov 26, 2018 at 2:05 PM, US Customer Care wrote: Good Afternoon, Per our conversation if you could click reply to this email and attach a copy of your rental receipt so that we can reimburse. Also add your correct mailing address so that we can send the check out. Thank you so much. Cecylia Jeep Customer Care ref:_00Dj01qsDF_500f1kzULs:ref			

Date	11/27/2018	Subject	Re: reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]
Good Morning, I sent over the check for reimbursement I will let you know when it is sent. Original Message From: [REDACTED] Sent: 11/26/2018 6:46 PM			

To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

Cecylia,
My current mailing address is:
[REDACTED] Haven Circle Denison TX, [REDACTED]

I've attached he receipt from Enterprise for charges from 10/18/18 thru 11/21/18
Regards [REDACTED]

Sent from Yahoo Mail on Android

On Mon, Nov 26, 2018 at 2 05 PM, US Customer Care wrote: Good Afternoon,
Per our conversa ion if you could click reply to this email and attach a copy of your rental receipt so that we can reimburse. Also add your correct mailing address so
hat we can send the check out. Thank you so much.

Cecylia Jeep Customer Care

ref:_00Dj01qsDF_500f1kzULs:ref

Date	12/03/2018	Subject	Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]
------	------------	---------	--

Good Morning,
Just wanted to send a quick update and let you know he Jeep is still at the body shop and hey should have an ETA this week on how much longer its going to be. I am
going to check back in wi h them on Wednesday and will send you and update.

----- Original Message -----

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/27/2018 8:44 AM
To: [REDACTED]
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

Good Morning,
I sent over the check for reimbursement I will let you know when it is sent.

----- Original Message -----

From: [REDACTED]
Sent: 11/26/2018 6:46 PM
To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

Cecylia,
My current mailing address is:
[REDACTED] Haven Circle Denison TX, [REDACTED]

I've attached he receipt from Enterprise for charges from 10/18/18 thru 11/21/18
Regards [REDACTED]

Sent from Yahoo Mail on Android

On Mon, Nov 26, 2018 at 2 05 PM, US Customer Care wrote: Good Afternoon,
Per our conversa ion if you could click reply to this email and attach a copy of your rental receipt so that we can reimburse. Also add your correct mailing address so
hat we can send the check out. Thank you so much.

Cecylia Jeep Customer Care

ref:_00Dj01qsDF_500f1kzULs:ref

Date	12/10/2018	Subject	Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]
------	------------	---------	--

Good Morning,
I will be checking back in with Kyle at the dealership today. Your check was sent out on he 30th of November so please allow time for it to arrive. I will check back in
with an update as soon as one is provided.

----- Original Message -----

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/3/2018 9:42 AM
To: [REDACTED]
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

Good Morning,
Just wanted to send a quick update and let you know he Jeep is still at the body shop and hey should have an ETA this week on how much longer its going to be. I am
going to check back in wi h them on Wednesday and will send you and update.

----- Original Message -----

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/27/2018 8:44 AM
To: [REDACTED]
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

Good Morning,
I sent over the check for reimbursement I will let you know when it is sent.

----- Original Message -----

From: [REDACTED]

Sent: 11/26/2018 6:46 PM
To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Cecylia,
My current mailing address is:
[REDACTED] Haven Circle Denison TX, [REDACTED]

I've attached he receipt from Enterprise for charges from 10/18/18 thru 11/21/18
Regards [REDACTED]

Sent from Yahoo Mail on Android

On Mon, Nov 26, 2018 at 2 05 PM, US Customer Care wrote: Good Afternoon,
Per our conversa ion if you could click reply to this email and attach a copy of your rental receipt so that we can reimburse. Also add your correct mailing address so
hat we can send the check out. Thank you so much.

Cecylia Jeep Customer Care
ref:_00Dj01qsDF._500f1kzULs:ref

Date	12/17/2018	Subject	Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]
------	------------	---------	---

Good Afternoon,
Just wanted to update you and let you know the repairs should be done by Thursday. I will follow up with he dealership and get back with you on Thursday.

----- Original Message -----
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/10/2018 10:23 AM
To: [REDACTED]
Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Good Morning,
I will be checking back in with Kyle at the dealership today. Your check was sent out on he 30th of November so please allow time for it to arrive. I will check back in
with an update as soon as one is provided.

----- Original Message -----
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/3/2018 9:42 AM
To: [REDACTED]
Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Good Morning,
Just wanted to send a quick update and let you know he Jeep is still at the body shop and hey should have an ETA this week on how much longer its going to be. I am
going to check back in wi h them on Wednesday and will send you and update.

----- Original Message -----
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/27/2018 8:44 AM
To: [REDACTED]
Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Good Morning,
I sent over the check for reimbursement I will let you know when it is sent.

----- Original Message -----
From: [REDACTED]
Sent: 11/26/2018 6:46 PM
To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Cecylia,
My current mailing address is:
[REDACTED] Haven Circle Denison TX, [REDACTED]

I've attached he receipt from Enterprise for charges from 10/18/18 thru 11/21/18
Regards [REDACTED]

Sent from Yahoo Mail on Android

On Mon, Nov 26, 2018 at 2 05 PM, US Customer Care wrote: Good Afternoon,
Per our conversa ion if you could click reply to this email and attach a copy of your rental receipt so that we can reimburse. Also add your correct mailing address so
hat we can send the check out. Thank you so much.

Cecylia Jeep Customer Care
ref:_00Dj01qsDF._500f1kzULs:ref

Date	12/21/2018	Subject	Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]
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Here is the latest bill from Enterprise that I need to be reimbursed for please.

[REDACTED]
Sent from Yahoo Mail on Android

----- Forwarded Message ----- From: "Customerservice@enterprise.com" To: [REDACTED] Cc: Sent: Thu, Dec 20, 2018 at 1:13 PM Subject: ENTERPRISE RENTAL AGREEMENT [REDACTED] TD, [REDACTED] TH, [REDACTED] DIV, [REDACTED] A, [REDACTED] INPUT, [REDACTED] SELECT {font-family:Verdana, Arial, Helvetica, sans-serif;font-size:10px} EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041 |

RENTAL AGREEMENT | REF# |

RENTER |

DATE & TIME OUT |

11/21/2018 01:56 PM |

DATE & TIME IN |

12/20/2018 01:10 PM |

BILLING CYCLE |

24-HOUR |

VEH #1 2018 NISN ALTI 4DSV |

VIN# 1N4AL3AP9JC [REDACTED] |

LIC# [REDACTED] |

MILES DRIVEN | 2317 |

SUMMARY OF CHARGES |

Charge Description | Date | Quantity | Per | Rate | Total |

TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |

REFUELING CHARGE | 11/21 - 12/20 | | | | \$0.00 |

Subtotal: | | \$750.00 |

Taxes & Surcharges |

TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | | | 10% | \$80.65 |

VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |

Total Charges: | | \$887.20 |

Bill-To / Deposits |

DEPOSITS | | | | (\$887.20) |

Total Amount Due | \$0.00 |

PAYMENT INFORMATION |

AMOUNT PAID | TYPE | CREDIT CARD NUMBER |

\$887.20 | Mastercard | [REDACTED] |

Date	12/27/2018	Subject	Re: reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]
------	------------	---------	--

Good Morning,

I need you to attach a picture of the receipt.

----- Original Message -----

From: [REDACTED]

Sent: 12/20/2018 8:55 PM

To: uscustomer@fcagroup.com

Subject: Re: reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]

Here is the latest bill from Enterprise that I need to be reimbursed for please.

Sent from Yahoo Mail on Android

----- Forwarded Message ----- From: "Customerservice@enterprise.com" To: [REDACTED] Cc: Sent: Thu, Dec 20, 2018 at 1:13 PM Subject: ENTERPRISE RENTAL AGREEMENT 449YFS [REDACTED] TD, [REDACTED] TH, [REDACTED] DIV, [REDACTED] A, [REDACTED] INPUT, [REDACTED] SELECT {font-family:Verdana, Arial, Helvetica, sans-serif;font-size:10px} EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041 |

RENTAL AGREEMENT | REF# |

[REDACTED] | 449YFS |

RENTER |

DATE & TIME OUT |

11/21/2018 01:56 PM |

DATE & TIME IN |

12/20/2018 01:10 PM |

BILLING CYCLE |
24-HOUR |
|
VEH #1 2018 NISN ALTI 4DSV |
VIN# 1N4AL3AP9J [REDACTED] |
LIC# [REDACTED] |
MILES DRIVEN | 2317 | |
|
|
SUMMARY OF CHARGES |
|
Charge Description | Date | Quantity | Per | Rate | Total |
TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |
|
REFUELING CHARGE | 11/21 - 12/20 | || | \$0.00 |
|
Subtotal: | | \$750.00 |
|
Taxes & Surcharges |
TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | || 10% | \$80.65 |
VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |
|
Total Charges: | | \$887.20 |
|
Bill-To / Deposits |
|
DEPOSITS | | | | (\$887.20) |
|
|
Total Amount Due | \$0.00 |
|
PAYMENT INFORMATION |
AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
\$887.20 | Mastercard [REDACTED] |
|
|

Date	12/27/2018	Subject	Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]
------	------------	---------	--

I have attached a PDF of the receipt below.

Sent from Yahoo Mail on Android

On Thu, Dec 27, 2018 at 7:41 AM, US Customer Care wrote: Good Morning,
I need you to attach a picture of the receipt.

----- Original Message -----

From: [REDACTED]
Sent: 12/20/2018 8:55 PM
To: uscustomer@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

Here is the latest bill from Enterprise that I need to be reimbursed for please.

Sent from Yahoo Mail on Android

----- Forwarded Message ----- From: "Customerservice@enterprise.com" To: [REDACTED] Cc: Sent: Thu, Dec 20, 2018 at 1:13 PM Subject: ENTERPRISE RENTAL AGREEMENT 449YFS [REDACTED] TD, [REDACTED] TH, [REDACTED] DIV, [REDACTED] A, [REDACTED] INPUT, [REDACTED] SELECT (font-family: Verdana, Arial, Helvetica, sans-serif; font-size: 10px) [REDACTED] EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041 |

RENTAL AGREEMENT | REF# |

RENTER |

DATE & TIME OUT |
11/21/2018 01:56 PM |
DATE & TIME IN |
12/20/2018 01:10 PM |

BILLING CYCLE |
24-HOUR |

VEH #1 2018 NISN ALTI 4DSV |
VIN# 1N4AL3AP9J [REDACTED] |
LIC# [REDACTED] |
MILES DRIVEN | 2317 | |

SUMMARY OF CHARGES |

Charge Description | Date | Quantity | Per | Rate | Total |

TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |
REFUELING CHARGE | 11/21 - 12/20 | || | \$0.00 |
Subtotal: | | \$750.00 |
Taxes & Surcharges |
TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | || | 10% | \$80.65 |
VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |
Total Charges: | | \$887.20 |
Bill-To / Deposits |
DEPOSITS | | | | (\$887.20) |
Total Amount Due | \$0.00 |
PAYMENT INFORMATION |
AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
\$887.20 | Mastercard [REDACTED] |

*****Security Check*****

Dear Colleague,
as a preventive security measure, the attachments have been checked for potentially malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, visit your ICT support intranet page.
Kind Regards,
ICT End User Services Team

Date	12/28/2018	Subject	Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]
------	------------	---------	--

Good Morning,
I have sent the check over for approval. Did you pick the Jeep up yet? I left a message for the SM but have not heard back

----- Original Message -----
From: [REDACTED]
Sent: 12/27/2018 2:43 PM
To: uscustomer@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

I have attached a PDF of the receipt below.

Sent from Yahoo Mail on Android

On Thu, Dec 27, 2018 at 7:41 AM, US Customer Care wrote: Good Morning,
I need you to attach a picture of the receipt.

----- Original Message -----
From: [REDACTED]
Sent: 12/20/2018 8:55 PM
To: uscustomer@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

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Sent from Yahoo Mail on Android

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RENTAL AGREEMENT | REF# |
[REDACTED]
RENTER |
[REDACTED]
DATE & TIME OUT |
11/21/2018 01:56 PM |
DATE & TIME IN |
12/20/2018 01:10 PM |
BILLING CYCLE |
24-HOUR |
VEH #1 2018 NISN ALTI 4DSV |
VIN# 1N4AL3AP9J [REDACTED]

LIC# [REDACTED]
MILES DRIVEN | 2317 |
|
|
SUMMARY OF CHARGES |
|
Charge Description | Date | Quantity | Per | Rate | Total |
TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |
|
REFUELING CHARGE | 11/21 - 12/20 | ||| \$0.00 |
|
Subtotal: | | \$750.00 |
|
Taxes & Surcharges |
TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | || 10% | \$80.65 |
VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |
|
Total Charges: | | \$887.20 |
|
Bill-To / Deposits |
DEPOSITS | | | | (\$887.20) |
|
|
Total Amount Due | \$0.00 |
|
PAYMENT INFORMATION |
AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
\$887.20 | Mastercard | [REDACTED] |
|
|

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Kind Regards,
ICT End User Services Team

Date	12/28/2018	Subject	Re: reimbursement [ref: 00Dj01qsDF._500f1kzULs:ref]
------	------------	---------	---

No, I haven't picked up my Jeep. I haven't heard from the dealership that it's ready.

Sent from Yahoo Mail on Android

On Fri, Dec 28, 2018 at 8:14 AM, US Customer Care wrote: Good Morning,
I have sent the check over for approval. Did you pick the Jeep up yet? I left a message for the SM but have not heard back

----- Original Message -----

From: [REDACTED]
Sent: 12/27/2018 2:43 PM
To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref: 00Dj01qsDF._500f1kzULs:ref]

I have attached a PDF of the receipt below.

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On Thu, Dec 27, 2018 at 7:41 AM, US Customer Care wrote: Good Morning,
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----- Original Message -----

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To: uscustomercare@fcagroup.com
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Sent from Yahoo Mail on Android

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[REDACTED] EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041 |
|

RENTAL AGREEMENT | REF# |
[REDACTED]
RENTER |

DATE & TIME OUT |
11/21/2018 01:56 PM |
DATE & TIME IN |
12/20/2018 01:10 PM |
BILLING CYCLE |
24-HOUR |
VEH #1 2018 NISN ALTI 4DSV |
VIN# 1N4AL3AP9J0 [REDACTED]
LIC# [REDACTED]
MILES DRIVEN | 2317 |

SUMMARY OF CHARGES |
Charge Description | Date | Quantity | Per | Rate | Total |
TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |
REFUELING CHARGE | 11/21 - 12/20 | || | \$0.00 |
Subtotal: | | \$750.00 |
Taxes & Surcharges |
TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | || 10% | \$80.65 |
VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |
Total Charges: | | \$887.20 |
Bill-To / Deposits |
DEPOSITS | | | | (\$887.20) |
Total Amount Due | \$0.00 |
PAYMENT INFORMATION |
AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
\$887.20 | Mastercard | [REDACTED] |

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Kind Regards,
ICT End User Services Team

Date	12/28/2018	Subject	Re: reimbursement [ref: 00Dj01qsDF._500f1kzULs:ref]
------	------------	---------	---

Thanks for your response, I have sent an email message over to the Area Manager to get an update and I will be back in touch with you when I have an answer.

-----Original Message-----

From: [REDACTED]
Sent: 12/28/2018 1:02 PM
To: uscustomer@fcagroup.com
Subject: Re: reimbursement [ref: 00Dj01qsDF._500f1kzULs:ref]

No, I haven't picked up my Jeep. I haven't heard from the dealership that it's ready.

Sent from Yahoo Mail on Android

On Fri, Dec 28, 2018 at 8:14 AM, US Customer Care wrote: Good Morning,
I have sent the check over for approval. Did you pick the Jeep up yet? I left a message for the SM but have not heard back

-----Original Message-----

From: [REDACTED]
Sent: 12/27/2018 2:43 PM
To: uscustomer@fcagroup.com
Subject: Re: reimbursement [ref: 00Dj01qsDF._500f1kzULs:ref]

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-----Original Message-----

From: [REDACTED]
Sent: 12/20/2018 8:55 PM
To: uscustomer@fcagroup.com
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Here is the latest bill from Enterprise that I need to be reimbursed for please.

Sent from Yahoo Mail on Android

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[REDACTED] SELECT (font-family:Verdana, Arial, Helvetica, sans-serif;font-size:10px)
[REDACTED] EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041 |

| RENTAL AGREEMENT | REF# |

| RENTER |

| DATE & TIME OUT |

| 11/21/2018 01:56 PM |

| DATE & TIME IN |

| 12/20/2018 01:10 PM |

| BILLING CYCLE |

| 24-HOUR |

| VEH #1 2018 NISN ALTI 4DSV |

| VIN# 1N4AL3AP9JC [REDACTED] |

| LIC# [REDACTED] |

| MILES DRIVEN | 2317 | |

| SUMMARY OF CHARGES |

| Charge Description | Date | Quantity | Per | Rate | Total |

| TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |

| REFUELING CHARGE | 11/21 - 12/20 | || | \$0.00 |

| Subtotal: | | \$750.00 |

| Taxes & Surcharges |

| TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | || | 10% | \$80.65 |

| VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |

| Total Charges: | | \$887.20 |

| Bill-To / Deposits |

| DEPOSITS | | | | (\$887.20) |

| Total Amount Due | \$0.00 |

| PAYMENT INFORMATION |

| AMOUNT PAID | TYPE | CREDIT CARD NUMBER |

| \$887.20 | Mastercard [REDACTED] |

*****Security Check*****

Dear Colleague,

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Kind Regards,

ICT End User Services Team

Date	12/28/2018	Subject	Re: reimbursement [ref: 00Dj01qsDF._500f1kzULs:ref]
------	------------	---------	---

Thank you.

Sent from Yahoo Mail on Android

On Fri, Dec 28, 2018 at 12:29 PM, US Customer Care wrote:

Thanks for your response, I have sent an email message over to the Area Manager to get an update and I will be back in touch with you when I have an answer.

----- Original Message -----

From: [REDACTED]
Sent: 12/28/2018 1:02 PM
To: uscustomer@fcagroup.com

Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

No, I haven't picked up my Jeep. I haven't heard from the dealership hat it's ready.

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From: [REDACTED]
Sent: 12/27/2018 2:43 PM
To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]

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On Thu, Dec 27, 2018 at 7:41 AM, US Customer Care wrote: Good Morning,
I need you to attach a picture of the receipt.

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Here is the latest bill from Enterprise that I need to be reimbursed for please.

Sent from Yahoo Mail on Android

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[REDACTED] SELECT {font-family:Verdana, Arial, Helvetica, sans-serif;font-size:10px }
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| RENTAL AGREEMENT | REF# |

| RENTER |

| DATE & TIME OUT |
| 11/21/2018 01:56 PM |
| DATE & TIME IN |
| 12/20/2018 01:10 PM |

| BILLING CYCLE |
| 24-HOUR |

| VEH #1 2018 NISN ALTI 4DSV |
| VIN# 1N4AL3AP9JC [REDACTED] |
| LIC# [REDACTED] |
| MILES DRIVEN | 2317 |

| SUMMARY OF CHARGES |

| Charge Description | Date | Quantity | Per | Rate | Total |
| TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |

| REFUELING CHARGE | 11/21 - 12/20 | ||| \$0.00 |

| Subtotal: | | \$750.00 |

| Taxes & Surcharges |
| TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | || 10% | \$80.65 |
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| Bill-To / Deposits |

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| AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
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ICT End User Services Team

Date	01/02/2019	Subject	Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]
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Good Afternoon [REDACTED]

First off hope you had a Happy New Year. I spoke to Kyle over at the dealership who advised that the top has been fixed and so has the speaker. They however don't have an update on the welds as of yet but they did order a dampener for the steering issue and I have sent it to my parts expediting team so that we can get it to the dealer as soon as possible since it is on a national backorder. As soon as I have another update as to when the part will be in I will be back in touch with you.

Thanks,

Cecilia

----- Original Message -----

From: [REDACTED]

Sent: 12/28/2018 1:57 PM

To: uscustomer@fcagroup.com

Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Thank you.

Sent from Yahoo Mail on Android

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RENTAL AGREEMENT | REF# |

RENTER |

DATE & TIME OUT |

11/21/2018 01:56 PM |

DATE & TIME IN |

12/20/2018 01:10 PM |

BILLING CYCLE |
 24-HOUR |
 VEH #1 2018 NISN ALTI 4DSV |
 VIN# 1N4AL3AP9J0 [REDACTED] |
 LIC# [REDACTED] |
 MILES DRIVEN | 2317 |
 SUMMARY OF CHARGES |
 Charge Description | Date | Quantity | Per | Rate | Total |
 TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |
 REFUELING CHARGE | 11/21 - 12/20 | | | | \$0.00 |
 Subtotal: | | \$750.00 |
 Taxes & Surcharges |
 TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | | | 10% | \$80.65 |
 VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |
 Total Charges: | | \$887.20 |
 Bill-To / Deposits |
 DEPOSITS | | | | (\$887.20) |
 Total Amount Due | \$0.00 |
 PAYMENT INFORMATION |
 AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
 \$887.20 | Mastercard | [REDACTED] |

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 ICT End User Services Team

Date	01/16/2019	Subject	Re: reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]
------	------------	---------	--

Good Afternoon,
 Just wanted to send you an update and let you know that the part should be at the dealership by Monday. So we should be able to get your car back to you soon. Thank you for your patience.

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]

Sent: 1/2/2019 1:22 PM

To: [REDACTED]

Subject: Re: reimbursement [ref: 00Dj01qsDF_500f1kzULs:ref]

Good Afternoon [REDACTED]

First off hope you had a Happy New Year. I spoke to Kyle over at the dealership who advised that the top has been fixed and so has the speaker. They however don't have an update on the welds as of yet but they did order a dampener for the steering issue and I have sent it to my parts expediting team so that we can get it to the dealer as soon as possible since it is on a national backorder. As soon as I have another update as to when the part will be in I will be back in touch with you.

Thanks,
 CeCylia

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From: [REDACTED]

Sent: 12/28/2018 1:57 PM

To: uscustomecare@fcagroup.com

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Thank you.

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RENTAL AGREEMENT | REF# |

RENTER |

DATE & TIME OUT |
11/21/2018 01:56 PM |
DATE & TIME IN |
12/20/2018 01:10 PM |

BILLING CYCLE |
24-HOUR |

VEH #1 2018 NISN ALTI 4DSV |
VIN# 1N4AL3AP9JC [REDACTED] |
LIC# [REDACTED] |
MILES DRIVEN | 2317 |

SUMMARY OF CHARGES |

Charge Description | Date | Quantity | Per | Rate | Total |
TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |

REFUELING CHARGE | 11/21 - 12/20 | | | \$0.00 |

Subtotal: | | \$750.00 |

Taxes & Surcharges |
TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | | | 10% | \$80.65 |
VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |

Total Charges: | | \$887.20 |

Bill-To / Deposits |

DEPOSITS | | | | (\$887.20) |

Total Amount Due | \$0.00 |

PAYMENT INFORMATION |
AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
\$887.20 | Mastercard [REDACTED] |

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Date	01/16/2019	Subject	Re: reimbursement [ref:_00Dj01qsDF_500f1kzULs:ref]
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I picked up my Jeep on Jan. 4th, the paint on the rear door is still not right, and they are still waiting on info about the welds. I talked to the service manager yesterday and let him know about the paint again.

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RENTAL AGREEMENT | REF# |

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DATE & TIME OUT |

11/21/2018 01:56 PM |

DATE & TIME IN |

12/20/2018 01:10 PM |

BILLING CYCLE |

24-HOUR |

VEH #1 2018 NISN ALTI 4DSV |

VIN# 1N4AL3AP9JC [REDACTED] |

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MILES DRIVEN | 2317 |

SUMMARY OF CHARGES |

Charge Description | Date | Quantity | Per | Rate | Total |

TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |

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Subtotal: || \$750.00 |

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Total Charges: || \$887.20 |

Bill-To / Deposits |

DEPOSITS | || | (\$887.20) |

Total Amount Due | \$0.00 |

PAYMENT INFORMATION |

AMOUNT PAID | TYPE | CREDIT CARD NUMBER |

\$887.20 | Mastercard | [REDACTED] |

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Date	01/16/2019	Subject	Re: reimbursement [ref: 00Dj01qsDF_ 500f1kzULs:ref]
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----- Original Message -----

From: [REDACTED]

Sent: 1/16/2019 12:59 PM

To: uscustomercare@fcagroup.com
Subject: Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]

Cecylia,

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| |

| RENTAL AGREEMENT | REF# |

| [REDACTED] | 449YFS |

RENTER |
 [REDACTED]
 DATE & TIME OUT |
 11/21/2018 01:56 PM |
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 BILLING CYCLE |
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SUMMARY OF CHARGES |

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	11/21 - 12/20	1	MONTH	\$750.00	\$750.00
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Subtotal:				\$750.00	
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DEPOSITS				(\$887.20)	
Total Amount Due				\$0.00	

PAYMENT INFORMATION |
 AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
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| EAN HOLDINGS, LLC, 4119 TEXOMA PARKWAY, SHERMAN, TX 750901965 (903) 870-0041 |

| RENTAL AGREEMENT | REF# |

| RENTER |

| DATE & TIME OUT |

| 11/21/2018 01:56 PM |

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| RENTAL AGREEMENT | REF# |

| RENTER |

| DATE & TIME OUT |

| 11/21/2018 01:56 PM |

| DATE & TIME IN |

| 12/20/2018 01:10 PM |

| BILLING CYCLE |

| 24-HOUR |

| VEH #1 2018 NISN ALTI 4DSV |

| VIN# 1N4AL3AP9JC [REDACTED] |

| LIC# [REDACTED] |

| MILES DRIVEN | 2317 |

| SUMMARY OF CHARGES |

| Charge Description | Date | Quantity | Per | Rate | Total |

| TIME & DISTANCE | 11/21 - 12/20 | 1 | MONTH | \$750.00 | \$750.00 |

| REFUELING CHARGE | 11/21 - 12/20 | | | \$0.00 |

| Subtotal: | | \$750.00 |

| Taxes & Surcharges |

| TX MOTOR VEHICLE RENTAL TAX | 11/21 - 12/20 | | | 10% | \$80.65 |

| VLF REC | 11/21 - 12/20 | 29 | DAY | \$1.95 | \$56.55 |

| Total Charges: | | \$887.20 |

| Bill-To / Deposits |

| DEPOSITS | | | | (\$887.20) |

| Total Amount Due | \$0.00 |

| PAYMENT INFORMATION |

| AMOUNT PAID | TYPE | CREDIT CARD NUMBER |

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Date	01/31/2019	Subject	Regarding your Case [REDACTED]	/A propos de votre dossier [REDACTED]	Referente a su caso [REDACTED]
------	------------	---------	--------------------------------	---------------------------------------	--------------------------------

Dear [REDACTED]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [REDACTED] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

Madame, Monsieur [REDACTED]
Nous vous remercions d'avoir communiqué avec le service à la clientèle de FCA.
Selon nos renseignements, le dossier [REDACTED] a été clos.
Si vous avez besoin d'aide supplémentaire, n'hésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de FCA

Estimado cliente,
Le agradecemos que haya contactado a FCA.
Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho gusto lo atendemos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de FCA

Date	01/31/2019	Subject	Re: reimbursement [ref:_00Dj01qsDF._500f1kzULs:ref]
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Hi,
I have an appointment on Thursday January 31st at 9:00am to have the steering damper replaced. Joey said they will look at the paint at that time and will figure out what to do.

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DEPOSITS | | | | (\$887.20) |
Total Amount Due | \$0.00 |
PAYMENT INFORMATION |
AMOUNT PAID | TYPE | CREDIT CARD NUMBER |
\$887.20 | Mastercard | ██████████ |

*****Security Check*****

Dear Colleague,
as a preventive security measure, the attachments have been checked for potentially malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, visit your ICT support intranet page.
Kind Regards,
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New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXCG5JW	Model Year	2018	Brand	JEEP
Body	JLJS72	Vehicle	JEEP WRANGLER RUBICON		
Open Date	10/17/2018	CAIR Type	Regular	Status	Closed
Close Date	10/22/2018	Origin	Brand Site	Reason	
Mileage	523 Miles	Market	USA	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Madeira Beach	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	MADEIRA BEACH	FL		USA	
Dealer	42298	Gainesville Chrysler Dodge Jeep	Dealer Phone	3523724343	
Dealer Address	3000 North Main Street				
	Gainesville	FL	326093001	USA	
Dealer Zone	Sou heast	Sales District		Service District	U
Subject	Recall and extremely poor quality (potentially unsafe) workmanship				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/17/2018 12:28 PM	New
10/22/2018 12:48 PM	Closed

Initial Description

I spoke with the dealers service department yesterday. I have an appointment on November 6th. I would like an e-mail address to be able to send pictures of what I see. That are truly deal breakers.

Email(s)

Date	10/17/2018	Subject	Recall and extremely poor quality (potentially unsafe) workmanship [ref:_00Dj01qsDF:_500f1kzrRe:ref]		
Dear					
Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation. I had a moment to check into this and it appears that you may be referring to the Track Bar Recall but it also sounds like you may be referring to something else you have found on the vehicle as well. I can see that you have a case escalated forward to the team who will be getting in touch with you once the official fix is released to the dealerships for the recall. It's good to hear you have an appointment with the dealership on Nov 6th. I can definitely update our records that your vehicle will be going into the dealership. Regrettably I do not have any contact information nor direct email I can provide to accept such pictures, however the dealership may be able to help you with that on their end. Thank you for contacting Jeep Wave! Please email us again if you need further assistance, or contact Jeep Wave Customer Care at 1-844-JEEPWAVE (1-844-533-7928) Have a great day! Andrew, Jeep Wave Premium Care ref:_00Dj01qsDF:_500f1kzrRe:ref					

Date	10/17/2018	Subject	Re: Recall and extremely poor quality (potentially unsafe) workmanship [ref:_00Dj01qsDF:_500f1kzrRe:ref]		
-Andrew					
Yes the track bar. But as I crawled under the vehicle to identify the issue. The additional problems were readily apparent. As the welds look like a two year old attempted them. Paint flaking off the welds, porous welds, rust has already started, the frame was not prepped and properly painted either. For a new vehicle that now has about 500 miles on it. I will not accept what I see as acceptable! Where is the quality control? So very sorry you're not up with current technology... I am in the process of sending pictures to the dealer, researching the Lemon Law if it comes to that and sending pictures with a complaint to NHTSA. The pictures are disturbing to say the least. Best regards Very, very, very unhappy jeep owner at present.					

Sent from my iPhone. [REDACTED]

> On Oct 17, 2018, at 9:15 AM, Jeep Customer Care wrote:

>

> Dear [REDACTED]

>

> Thank you very much for your email. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation.

>

> I had a moment to check into this [REDACTED] and it appears that you may be referring to the Track Bar Recall but it also sounds like you may be referring to something else you have found on the vehicle as well. I can see that you have a case escalated forward to the team who will be getting in touch with you once the official fix is released to the dealerships for the recall.

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>

> Thank you for contacting Jeep Wave! Please email us again if you need further assistance, or contact Jeep Wave Customer Care at 1-844-JEEPWAVE (1-844-533-7928) Have a great day!

>

> Andrew,

>

> Jeep Wave Premium Care

>

>

>

> ref:_00Dj01qsDF._500f1kzrRe:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG3JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/19/2018	CAIR Type	Regular	Status	Closed
Close Date	01/09/2019	Origin	Telephone	Reason	
Mileage	5,300 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	YULEE	FL			USA
Dealer	44721	Bennett Chry-Plym-Dodge-Jeep LLC		Dealer Phone	9127297100
Dealer Address	1491 Hwy 40 E				
	Kingsland	GA	315486507	USA	
Dealer Zone	Southeast	Sales District		Service District	F
Subject	Lemon Law/Buyback				
Synopsis	Final Resolu ion Customer failed to follow up - Repair Process				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
10/19/2018 06:35 PM	Open
01/09/2019 09 58 PM	Closed

Initial Description

Customer seeking to file Lemon Law.

Case Comments

Date	Comment
10/19/2018	Customer states the Frame welds have been framed and welded improperly. Frame is experiencing rust and some parts of the frame are not even connected properly/ welded correctly to spec. Customer took the vehicle to a dealership for further review. Dealership stated that there is nothing that can be resolved about this issue. Customer states that he took the vehicle in on 10/06/18 Customer received a call back from the dealership. Dealership advised customer to file Lemon Law. on Monday 10/15/2018 and pictures were forwarded to a rep. Agent advised customer that there is no open case in regards to this issue and advised customer about setting up a case with dispute resolution for further assistance. Bennett Chry-Plym-Dodge-Jeep LLC Customer Phone Number [REDACTED] 0 Customer email: [REDACTED] Call back anytime.
10/22/2018	***** 91L/96Q Review ***** Reviewed warranty history at customers request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to 91L/96Q. Assigned CAIR to CM.
10/22/2018	Review Next steps in Case activity.
10/22/2018	*****LLQ OUTBOUND DLR CONTACT***** BENNETT CHRY-PLYM-DODGE-JEEP [912 729-71002] SA Doug advised they informed the customer to contact FCA about the welds. SA Doug stated he is not an expert on welds but in his opinion they are normal. The customer believes his vehicle should fall under the recall but it does not. SA Doug stated a filed tech would have to look at the welds and determine if they are acceptable no DLR can make that call. *****END OF UPDATE *****
10/24/2018	Called customer and was unsuccessful will attempt to contact again.
10/25/2018	Customer called in because he stated that he hasn't received a call back from his CM. I informed him that his CM did try to reach out to him yesterday but was unsuccessful. Phone number that was previously on file was the incorrect one. I did update it to the current one which is [REDACTED] Customer also wanted CM to know that he did send in an email for his CM to take a look at.
10/25/2018	Spoke with the SM Doug and he stated the customer has complaint in which he feels the welds under the vehicle is not done correctly ultimately resulting with the vehicle to fall apart. He stated he advised the customer that his vehicle concerns did not fall under the bulletin. He stated the Tech Rep advised that the AM should look into the vehicle.
10/30/2018	Customer calling in seeking an update on the case. Customers number is [REDACTED]
10/31/2018	Spoke with the SM Doug and he stated he spoke with Jim Berry and stated he advise that customer needs to file for Lemon Law due to they are unable to assist with the welding of the vehicle. he stated the customer vehicle has rust spots on the welds but stated there is no danger to the vehicle. I advised I will contact the customer and advise.
11/02/2018	Called customer and left a vm for a return call at ext. 4060107
11/05/2018	Case was advised to be escalated to Lemon Law due to dealer request.
11/05/2018	Called customer and left vm for return call.
11/06/2018	Spoke with customer and advised that per the dealer they are unable to make a determination regarding the vehicles welding due to they aren't certified in welding. I advised the SM Doug stated there will be no repair attempts due to they aren't certified to make any repairs. Customer stated he wants out of the vehicle due to there is no fix of the vehicle and stated they will have to take the whole top of the vehicle off in order to repair. Customer stated the dealer advised they can look into some trade assistance and stated they had a tech rep come out name Jim Berry and he advised customer should seek lemon Law. I advised the case do not merit case management but I can escalate the case up if needed.
11/12/2018	***** 91L Review ***** Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
11/13/2018	Customer is wanting to speak with new CM in I2R dept.
11/13/2018	*** Dana with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at 214-583-2123. Thank you. ***

Date	Comment
11/13/2018	Called dealership 912-729-7100, 44721; spoke to SM Doug, the recall came out on the JL frame recall and states that his welds are not proper and he has come up with a story about why he has poor weld quality and he has an issue with the weld quality of this vehicle. Called his TA Jim and they stated that the he can come in anytime he wants to and he needs the vehicle for at least a day and we need to know what day, so we can make sure we have a rental set up for him or just bring it and leave it. Called customer [REDACTED] placed initial call to customer. I explained that this case has been escalated to me for special handling and I am calling to find out what is going on. I provided my hours and a number for questions via email. He discovered here is improper welds and spots and they did not prep it at all either, and the welds are not meeting FCA standards. He states he does not feel like it would not pass. He also states that the radio in the Jeep does not always work, and the frequency constantly cuts out. He wants it touched and he will be making an appointment. Called dealership 912-729-7100, 44721; spoke to SM Doug to let him know that the customer understands that he needs to drop off his vehicle and that he needs to leave it there and needs to call the dealership about a rental, so it is available and I told him that the shop foreman or dealership tech would look at his concerns to relay the issues to the TECHs we are escalating it to, he was very honors and adamant about being there and part of this process and I conveyed to him time and time again that he could not be and that the person that he dropped his vehicle off would make sure this was taken care of, follow up 11/16.
11/19/2018	Vehicle has arrived at dealership Bennett Chry-Plym-Dodge-Jeep LLC and attended by dealer employee Douglas Roberts
12/04/2018	pls contact customer [REDACTED] customer wants case details, inquires
12/08/2018	Vehicle has arrived at dealership Bennett Chry-Plym-Dodge-Jeep LLC and attended by dealer employee
12/12/2018	Called dealership 912-729-7100, 44721; spoke to SA Sadie (SA Josh) and she stated that his vehicle is also in [REDACTED] name and I updated RO information. sauter lines. Called customer [REDACTED] let him know that I was calling to give him an update and let them know that his window just came in and the customer stated that it was the second window, that the first one was the wrong one. I told him that his SA stated that he had not been able to call yet today and I thought I would just let him know while I was giving him an update, follow up 12/19.
12/26/2018	Called dealership 912-729-7100, 44721; spoke to SA Kelia and the window came in for the customer mid December and that is when the RO should of been closed, but they did not close it until today, when I advised them to please close it if the vehicle is not there and we have the customer's part available and he is aware that we do, and she confirmed that he was aware that the part was there. There is also another issue regarding RO# [REDACTED], and that DI is not accepting the pictures that they currently have on hand and the customer needs to return before they can come to any conclusions. Called customer [REDACTED] LVM, stating that he needs to come in to have additional pictures taken by DI in order for them to come to a conclusion and that his window for the rear of the vehicle is in too, both types of window are there, one is tinted and one is not. I requested that if he needed any additional information and/or assistance to please contact me directly (case closed), follow up 1/4.
12/28/2018	Vehicle has arrived at dealership Bennett Chry-Plym-Dodge-Jeep LLC and attended by dealer employee

Email(s)

Date	10/19/2018	Subject	Case Acknowledgement [ref: 00Dj01qsDF_ 500f1iWJ2b:ref]
Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. You may reply to this email with pictures of the vehicle frame for further review. Your case number is [REDACTED] Thank you [REDACTED] Fiat Chrysler Automobiles Customer Care Specialist The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email. ref_00Dj01qsDF_ 500f1iWJ2b:ref			

Date	10/21/2018	Subject	Re: Case Acknowledgement [ref: 00Dj01qsDF_ 500f1iWJ2b:ref]
These are the exact pictures that were sent to Doug Roberts at Bennett Chrysler Jeep Dodge on October 6, 2018. This even more upsetting because I had the vehicle over at the dealership and he couldn't see this. When I came home I was able to send him the photographs and the bulletin I found. He said he forwarded them to his rep and that they could not fix the issue. I look forward to hearing from you. [REDACTED] On Fri, Oct 19, 2018 at 2:51 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote: > [image: Header] > > Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. > > You may reply to this email with pictures of the vehicle frame for further review. > Your case number is [REDACTED] > > > Thank you > [REDACTED] > Fiat Chrysler Automobiles Customer Care Specialist > > [image: Footer] > The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. > The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.			

>
>
> ref:_00Dj01qsDF._500f1iWJ2b:ref

Date	10/22/2018	Subject	Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1iWJ2b:ref]
------	------------	---------	--

Attached is the sheet from the Bennett dealership that they finally faxed me after numerous requests.

On Fri, Oct 19, 2018 at 2:51 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> [image: Header]

>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.

>
> You may reply to this email with pictures of the vehicle frame for further
> review.

> Your case number is [REDACTED]

>

>

>

> Thank you

> Robert

> Fiat Chrysler Automobiles Customer Care Specialist

>

> [image: Footer]

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Kind Regards,

ICT End User Services Team

Date	10/24/2018	Subject	Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1iWJ2b:ref]
------	------------	---------	--

sorry sent wrong sheet before

On Fri, Oct 19, 2018 at 2:51 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

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> Thank you

> Robert

> Fiat Chrysler Automobiles Customer Care Specialist

>

> [image: Footer]

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Kind Regards,

ICT End User Services Team

Date	11/06/2018	Subject	Case [REDACTED] [ref:_00Dj01qsDF_500f1iWJ2b ref]
------	------------	---------	--

Hello Mr. [REDACTED]
Per our recent conversation you stated you have documents to support thr claim wi h the vehicle not meeting FCA Specs for the welding of the vehicle. Please attach he documents to this email and once they are received and looked into your case manager will contact you in this matter.
Thank You,

----- Original Message -----
From: [REDACTED] gmail.com]
Sent: 10/24/2018 6:59 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1iWJ2b:ref]

sorry sent wrong sheet before

On Fri, Oct 19, 2018 at 2:51 PM Jeep Customer Care < jeepcustomercare@fcagroup.com> wrote:

> [image: Header]
> .
> Thank you for allowing Chrysler Customer Care an opportunity to address
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> .
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Kind Regards,
ICT End User Services Team

Date	11/06/2018	Subject	Re: Case [REDACTED] [ref:_00Dj01qsDF_500f1iWJ2b ref]
------	------------	---------	--

Here are the photographs that the dealer sent to his rep.

R. [REDACTED]

Virus-free.
www.avg.com

<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On Tue, Nov 6, 2018 at 2:14 PM US Customer Care wrote:

> Hello Mr. [REDACTED]
> Per our recent conversation you stated you have documents to support thr
> claim wi h the vehicle not meeting FCA Specs for the welding of the
> vehicle. Please attach the documents to this email and once they are
> received and looked into your case manager will contact you in this matter.
> Thank You,
> .
> .
> .
> ----- Original Message -----
> From: [REDACTED] gmail.com]
> Sent: 10/24/2018 6:59 PM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1iWJ2b:ref]
> .
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> ICT End User Services Team
>
>
>

Date	11/13/2018	Subject	CAIR # [REDACTED] (VIN #JW134966) [ref_00Dj01qsDF_500f1iWJ2b:ref]
------	------------	---------	---

Hello,

I am with the Chrysler resolution team.
My contact information is:
Phone number is 214-583-2123
My hours of business 8:00 am to 4:00 pm Central Time.
Monday through Friday.
If you have any questions please feel free to contact me.

Thank You,

Dana

----- Original Message -----

From: [REDACTED] gmail.com]
Sent: 11/6/2018 6:14 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [REDACTED] [ref_00Dj01qsDF_500f1iWJ2b:ref]

Here are the photographs that the dealer sent to his rep.

R. [REDACTED]

Virus-free.
www.avg.com

<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On Tue, Nov 6, 2018 at 2:14 PM US Customer Care wrote:

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> Thank You,
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> Sent: 10/24/2018 6:59 PM
> To: jeepcustomercare@fcagroup.com

> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1iWJ2b:ref]
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> ICT End User Services Team
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New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG2JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/20/2018	CAIR Type	Regular	Status	Closed
Close Date	11/05/2018	Origin	Email	Reason	
Mileage	7,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Overland Park	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	OVERLAND PARK	KS			USA
Dealer	45290	Olathe Dodge Chrysler Jeep Ram	Dealer Phone	9137803700	
Dealer Address	15500 W 117th St				
	Olathe	KS	660621048	USA	
Dealer Zone	Denver	Sales District		Service District	H
Subject	The frame welds are faulty and unsafe				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/20/2018 06 04 AM	Open
11/05/2018 03 01 PM	Closed

Initial Description

1C4HJWEG2JW

The frame welds are faulty with numerous inclusions and porosity. I took it to my local dealership and they refused to do anything.

Case Comments

Date	Comment
10/24/2018	Agent advised will escalate to case manager for technical assistance, customer has concern with vehicle that dlr will not repair, customer may need a technical assistance case. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: 8am Latest call time: 8pm Updates via email: Vehicle location: Customer Date and Time of Appointment: Oct 13th Confirmed appointment with: Olathe Dodge Customer in rental: N Rental start date: [Date]
10/24/2018	In-Service Date: 4/9/2018 Original Owner: Yes Mileage: 7,000 Vehicle purchase loyalty: 1 Chrysler vehicles Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other:
10/25/2018	CM spoke to DLR and was informed vehicle was brought in on recall concern. Recall not associated to vin. Chrysler tech was able to do a physical inspection and advised welds are fine and do not need to be part of recall.
10/25/2018	CM left voicemail to customer to relay message that after inspection by Chrysler tech, no recall associated regarding welds and no issues were shown when compared to other vehicles on the lot. No further assistance.
10/25/2018	customer called in and cm informed that only option is second opinion since dlr stated that vehicle is OAD and welds are fine. Customer is very disappointed but stated he will look for second opinion.
11/05/2018	***outbound to customer*** Unable to leave voicemail to customer. CM seeking to see if new apt scheduled for second opinion.

Email(s)

Date	Subject	FCA Contact Center Case #	The frame welds are faulty and unsafe [ref: 00Dj01qsDF_500f1iWPeQ:ref]
10/20/2018			Hello Thank you for contacting Jeep Customer Care. I am sorry to hear about your concerns with your brand new Jeep. What dealership did you bring the vehicle to? Was your vehicle displaying any symptoms prior to bringing it in? I would like to assist you, I just need some more information regarding the concern. Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (877) 426-5337. Thank you again for your email. Have a great day. Best wishes, Jennifer Jeep Customer Care ref: 00Dj01qsDF_500f1iWPeQ:ref

Date	Subject	Re: FCA Contact Center Case #	The frame welds are faulty and unsafe [ref: 00Dj01qsDF_500f1iWPeQ:ref]
10/20/2018			Jennifer, thank you for contacting me.

No, there were no symptoms. I read online about the numerous problems and the recall affecting the new JLs and crawled underneath to take a look.

After my own observations and having a welding inspector look at the

vehicle I decided to take it in to the dealership we bought it from, Ola he Dodge Jeep and Chrysler.

I was not satisfied with the result they gave me. I know the welds are unacceptable and unsafe. They are already beginning to rust, have numerous places with inclusions, porosity, undercut, and faulty welds. We have owned the vehicle since May, it only has 7300 miles, and has never been off road.

This is totally unacceptable that Jeep would produce an unsafe vehicle. I am pursuing every avenue I have to get this remedied up to and including legal action if Jeep does not stand by its product. I have been in contact with the NHTSA and provided the inspector information and pictures. I will attach a photo of one of the faulty welds, there are many on the vehicle.

On Sat, Oct 20, 2018 at 2:07 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

>
>
> Hello [REDACTED]
>
> Thank you for contacting Jeep Customer Care.
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> I am sorry to hear about your concerns with your brand new Jeep.
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> What dealership did you bring the vehicle to? Was your vehicle displaying
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> Best wishes,
> Jennifer
> Jeep Customer Care
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> ref:_00Dj01qsDF_.500f1iWPeQ:ref

Date: 10/23/2018 Subject: FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref:_00Dj01qsDF_.500f1iWPeQ:ref]

Hello [REDACTED]

Thank you for your response.

I would like to send you off to our Case Management team to see what we can do about finding a repair for this issue. In order for me to do this, we need for the vehicle to have been diagnosed recently... When did you take the vehicle into the dealership? Or do you have any appointments coming up to have it looked at?

Please let me know the information above, as well I would like to thank you for bringing this to our attention, it will be documented in Jeep's systems. If this is a common concern with our new Jeeps and it did become a recall or extended warranty you would be made aware as well.

However, since the vehicle is still under warranty if I can get this up to a case manager for technical assistance so we can find an appropriate repair that would be the best scenario. So please let me know when the vehicle was looked at if it was less than 14 days ago, if not do you have another appointment another time?

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (877) 426-5337.

Thank you again for your email [REDACTED] Have a great day.

Best wishes,

Jennifer

Jeep Customer Care

Original Message

From: [REDACTED]

Sent: 10/20/2018 11:03 AM

To: uscustomercare@fcagroup.com

Subject: Re: FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref:_00Dj01qsDF_.500f1iWPeQ:ref]

Jennifer, thank you for contacting me.

No, there were no symptoms. I read online about the numerous problems and the recall affecting the new JLs and crawled underneath to take a look.

After my own observations and having a welding inspector look at the vehicle I decided to take it in to the dealership we bought it from, Ola he Dodge Jeep and Chrysler.

I was not satisfied with the result they gave me. I know the welds are unacceptable and unsafe. They are already beginning to rust, have numerous places with inclusions, porosity, undercut, and faulty welds. We have owned

he vehicle since May, it only has 7300 miles, and has never been off road.

This is totally unacceptable that Jeep would produce an unsafe vehicle. I am pursuing every avenue I have to get this remedied up to and including legal action if Jeep does not stand by its product. I have been in contact with the NHTSA and provided the inspector information and pictures. I will attach a photo of one of the faulty welds, there are many on the vehicle.

On Sat, Oct 20, 2018 at 2:07 AM US Customer Care <uscustomer@fcagroup.com> wrote:

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> Best wishes,
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Date	10/23/2018	Subject	FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref:_00Dj01qsDF._500f1iWPpQ:ref]
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Thank you again for your email [REDACTED] Have a great day.

Best wishes,
Jennifer
Jeep Customer Care

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From: [REDACTED]
Sent: 10/20/2018 11:03 AM
To: uscustomer@fcagroup.com
Subject: Re: FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref:_00Dj01qsDF._500f1iWPpQ:ref]

Jennifer, thank you for contacting me.

No, there were no symptoms. I read online about the numerous problems and the recall affecting the new JL's and crawled underneath to take a look. After my own observations and having a welding inspector look at the vehicle I decided to take it in to the dealership we bought it from, Ola the Dodge Jeep and Chrysler.

I was not satisfied with the result they gave me. I know the welds are unacceptable and unsafe. They are already beginning to rust, have numerous places with inclusions, porosity, undercut, and faulty welds. We have owned the vehicle since May, it only has 7300 miles, and has never been off road.

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> Hello

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> Jennifer

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Date	10/23/2018	Subject	Re: FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref: 00Dj01qsDF. 500f1iWPeQ:ref]
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> Hello [REDACTED]

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> Jennifer

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> From: [REDACTED]

> Sent: 10/20/2018 11:03 AM

> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case # [REDACTED] The frame welds are
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Date	10/24/2018	Subject	FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref: _00Dj01qsDF._500f1iWPeQ:ref]
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Hello [REDACTED]
Thanks for your quick reply, I have all the information needed now to pass this case on to a case manager.

You should be expecting a call from a case manager at the number provided [REDACTED] within 1-2 business days.
In the mean time, I would recommend making a second appointment with the dealership so your case manager can assist you.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (877) 426-5337.
Thank you again for your email [REDACTED] Have a great day.
Best wishes,
Jennifer
Jeep Customer Care

----- Original Message -----

From: [REDACTED]
Sent: 10/23/2018 2:42 PM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref: _00Dj01qsDF._500f1iWPeQ:ref]

Jennifer, thank you again for following up on this. We had it looked at by
Olathe Dodge, Jeep on October 9th, they inspected it and returned it
October 13th.
[REDACTED]

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Date 10/24/2018 Subject FCA Contact Center Case # [REDACTED] The frame welds are faulty and unsafe [ref:_00Dj01qsDF._500f1iWPeQ ref]

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[REDACTED]
On Mon, Oct 22, 2018 at 10:37 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

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> Hello [REDACTED]
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> Thank you for your response.
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> To: uscustomercare@fcagroup.com
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New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG6JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNL MITED RUBICON		
Open Date	10/23/2018	CAIR Type	Top Care	Status	Closed
Close Date	10/30/2018	Origin	Telephone	Reason	
Mileage	1,430 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Top Management
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ROLESVILLE	NC		USA	
Dealer	68808	Auto Park East	Dealer Phone	9193667000	
Dealer Address	5310 Rolesville Rd				
	Wendell	NC	275917958	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	steering wander				
Synopsis	close				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/23/2018 02:51 PM	Open
10/30/2018 12:51 AM	Closed

Initial Description

Newly ordered vehicle has steering wander and other cosmetic issues

Case Comments

Date	Comment
10/23/2018	10-22 Customer stated the new vehicle came in () 18 Jeep Wrangler Rubicon. The vehicle was first delayed at the rail yard. Writer found out that battery had to be replaced as it was dead. Customer has test driven and made the following observations. the steering was worse than the current Wrangler. It was a lot more floating or wandering involved to stay in lane, kind of like sliding on ice and a constant correcting left and right to stay in lane. There was about 3 or more inches of left/right steering wheel turning that is simply a "dead zone" as well, with literally no response from the steering left or right. Not a lot of porosity was found but the slag in the welds is still quite evident (which is acceptable to a degree in these types of JL frames/welding) and some of the weld beads were still overlapping or misaligned. The track bar bracket weld was much better. The black panel hat has the A/C and other gauges is popped out on the right side and looks to have been taken out for some reason, i.e. something wasn't plugged in correctly behind it, some hinge broke and it was popped out to troubleshoot, etc. I don't know if the clip(s) are broken for that gauge panel. The center of that panel also has a scratch on it, likely from prying the panel out. The front fender is scratched. Its not deep gouges in it but it is scratched in 3-4 places on the top of the fender. Writer sent email to customer to advise the steering wander will be reviewed with Engineering. Spoke with Jerry Hazzie, SM and he stated he technician did test drive and thought it was operating normally. There will be some play in the steering wheel which is normal. He will test drive vehicle himself and call back. There are scratches in the front fender wheel and the fender wheel will have to be replaced. The 1/16th in scratch on the dash which you can barely see. He did have to pop out the right side but the scratch is not from prying the dash open. Left message for customer to call.
10/23/2018	Customer advised the technician did not verify anything abnormal. The SM will be test driving vehicle as well to verify if there is an issue. Advised customer the other issue with front fender can be replaced and he has a warranty for coverage of the battery if there are any other issues with the battery. Advised his opinion will be either to take delivery of the vehicle or do the repurchase instead. Per Stericycle, it will take about 3 weeks to process the repurchase. He will wait to see what the SM says. Jerry SM stated he test drove vehicle on back roads and black top road that was uneven. He felt some moving around but this is normal for the Jeep and did not verify anything abnormal. The TA Tony Fife is coming to the dealer tomorrow to test drive vehicle and has advised the dealer.
10/24/2018	10-24 Tony Fife Field Tech test drove the vehicle with the shop foreman George Demrost and did verify the steering seemed loose, and not like a JK like is expected. He had the alignment checked and the toe was out and he had the toe set into the upper limit but within the spec. He then test drove the vehicle again and the steering operating normal and the shop foreman then drove and feels the customer will accept this.
10/24/2018	10-24 Contacted customer and advised of the latest update per the Field Tech for the toe adjustment. He will follow up with the dealer and test drive and will let writer know if he will proceed with the replacement.
10/30/2018	10-25 Customer stated he test drove vehicle and it is much better and will accept the vehicle. He will bring vehicle back for the fender replacement when the part comes in. Writer to follow up with the dealer on the order for the fender.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG5JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/23/2018	CAIR Type	Regular	Status	Closed
Close Date	11/15/2018	Origin	Telephone	Reason	
Mileage	1,800 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FOUNTAIN HILLS	AZ		USA	
Dealer	67858	Moore Chrysler-Jeep Inc	Dealer Phone	6239727199	
Dealer Address	8600 W Bell Rd				
	Peoria	AZ	853823708	USA	
Dealer Zone	West	Sales District		Service District	M
Subject	Porous Welding				
Synopsis	Agent called and left voicemail #3 for status update as to customer's intentions in getting his vehicle down to DLR for diagnoses. Agent closing case.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/23/2018 05:28 PM	Open
11/15/2018 08:49 PM	Closed

Initial Description

looked under vehicle and found multiple wholes in frame

Case Comments

Date	Comment
10/23/2018	customer contacted dealer for wholes in the frame customer refers to them as poor dealer advised customer to call us they don't handle that unless its the track bar
10/23/2018	Monday-Friday 8-5 Arizona Time Secondary email: d
10/23/2018	email was sent customer to attach photos
11/05/2018	JL is no longer part of the new model launch program, please handle it at the BC specialist level.
11/06/2018	Agent reached out to customer for initial contact. Agent informed customer he was in the initial stages of investigation with SA Kyle 623-518-0572 at DLR Moore and will contact him back on 11/8
11/06/2018	Agent reached out and left voicemail for SA Kyle. Agent will follow up 11/8.
11/08/2018	Agent reached out to SA Kyle who stated the vehicle has no recalls related to the frame welding issues. Agent then contacted customer and reviewed the pictures and emails he had sent in as well as his concerns about the porous welding he is concerned about. Agent instructed customer to get the vehicle down to DLR for official diagnoses and Agent will proceed from there.
11/13/2018	Agent reached out to follow up with customer to see if he has had a chance to get his vehicle in for diagnoses. Agent left detailed voicemail and is awaiting a call back.
11/14/2018	Agent reached out to follow up with customer to see if he has had a chance to get his vehicle in for diagnoses. Agent left detailed voicemail #2 and is awaiting a call back.
11/15/2018	Agent called and left voicemail #3 for status update as to customer's intentions in getting his vehicle down to DLR for diagnoses. Agent closing case.
12/06/2018	Mr Cole called back stating there has been no resolution to his frame welding issue. Agent stated he will follow up with SA Kyle and call him back 12/7.
12/06/2018	Agent reached out to customer and left voicemail stating he spoke with SA Kyle and he needs to set up a diagnostic appointment with the body shop. Agent is willing to cover any diagnostic fees or rental expenses while his is being performed. Agent to follow up 12/10
12/07/2018	Agent reached out and left customer another voicemail. Agent to follow up 12/10
12/10/2018	Agent reached out and spoke to SA Kyle who stated his SM Dustin is handling his issue. Agent sent email to SA Kyle with contact information. Agent waiting to hear back from SA Kyle. Agent to follow up with customer 12/11
12/13/2018	Agent spoke to SA Shawn who stated he will contact STAR to have a TA out to inspect frame issues. Agent to follow up with customer 12/13
12/13/2018	Agent called and left customer a voicemail updating him on the STAR and TA involvement. Agent awaiting a call back
12/20/2018	Agent called and left another voicemail for SM Dustin requesting a call back with an update. Agent awaiting a call back
01/03/2019	Agent called and left another voicemail for SM Dustin requesting a call back with an update. Agent awaiting a call back
01/10/2019	Agent called and left voicemail #3 for SM Dustin requesting a call back with an update. Agent awaiting a call back
01/10/2019	Agent spoke to SA Aaron and he stated the vehicle was inspected by a TA from STAR and no abnormality was found with the frame. Agent closing case

Email(s)

Date	Subject
10/23/2018	Porous Welding [ref: _00Dj01qsDF_500fiWvZZ:ref]

Please attach photos to support your claim,
Regards,
Dajah
Jeep Customer Care
ref:_00Dj01qsDF_500f1iWvZZ:ref

Date 10/23/2018 Subject RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref] Case # [REDACTED] PICS 1

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More pics to come

From: US Customer Care [mailto:uscustomer@fcagroup.com]
Sent: Tuesday, October 23, 2018 10:32 AM
To: [REDACTED] [PX TELEPH]
Subject: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref]

Please attach photos to support your claim,
Regards,
Dajah
Jeep Customer Care[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=018f100000XtQmH]
ref:_00Dj01qsDF_500f1iWvZZ:ref

Date 10/23/2018 Subject RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref] Case # [REDACTED] PICS 3

From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 1:58 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref] Case # [REDACTED] PICS 2

From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 1:56 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref] Case # [REDACTED] PICS 1

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Date 10/23/2018 Subject RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref] Case # [REDACTED] PICS 4

From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 1:59 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF_500f1iWvZZ:ref] Case # [REDACTED] PICS 3

From: [REDACTED] [PX TELEPH]
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To: 'US Customer Care'

Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ ref] Case # [REDACTED] PICS 2

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ref:_00Dj01qsDF._500f1iWvZZ:ref

Date	10/23/2018	Subject	RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ:ref] Case # [REDACTED] PICS 5
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I believe this is the track bar

From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 2:00 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ ref] Case # [REDACTED] PICS 4

From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 1:59 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ ref] Case # [REDACTED] PICS 3

From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 1:58 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ ref] Case # [REDACTED] PICS 2

From: [REDACTED] [PX TELEPH]
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ref:_00Dj01qsDF._500f1iWvZZ:ref

Date	10/23/2018	Subject	RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ:ref] Case #5	PICS 2
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From: [REDACTED] [PX TELEPH]
Sent: Tuesday, October 23, 2018 1:56 PM
To: 'US Customer Care'
Subject: RE: [EXTERNAL] Porous Welding [ref:_00Dj01qsDF._500f1iWvZZ:ref] Case # [REDACTED] PICS 1

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ref:_00Dj01qsDF._500f1iWvZZ:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/24/2018	CAIR Type	Regular	Status	Closed
Close Date	10/26/2018	Origin	Chat	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	PLANT CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	PLANT CITY	FL		USA	
Dealer	60348	Ferman Chrysler Jeep Dodge Ram At Cypress Creek		Dealer Phone	8139292450
Dealer Address	24314 S.R. 54				
	Lutz	FL	33559	USA	
Dealer Zone	Southeast	Sales District		Service District	C
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue Wi h Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/24/2018 08:35 PM	New
10/24/2018 09 03 PM	Open
10/26/2018 03:44 PM	Closed

Initial Description

Chat Started: Wednesday, October 24, 2018, 16:35:05 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Heather (1m 25s) Heather: Hi, my name is Heather with FCA Customer Care, How may I help you? (2m 53s) Visitor: Hello, I have concerns about the quality of the frame welds on my JL, many have porosity and some are already rusting and the jeep is only 6 months old (3m 20s) Heather: I am sorry to hear the issue you are having I would like to look into this for you however, at this time you have reached the Mopar Owner Connect department for the owner website page. Do you mind holding while I get the proper department to assist you further? (3m 30s) Visitor: No (4m 4s) Heather: Thank you for using Mopar Owner Connect web chat, please hold for the transfer. (6m 7s) Visitor: Hello Chat Transferred From Heather To Cheryl (8m 34s) Cheryl: Hi, my name is Cheryl with FCA Customer Care, How may I help you? (9m 14s) Cheryl: Hello [REDACTED] How are you this afternoon? (9m 25s) Visitor: Hello, I am concerned about the quality of the frame welds on my JL. Many have porosity and some are already rusting (9m 35s) Visitor: The jeep is only 6 months old (12m 29s) Cheryl: I can certainly understand your concern with the frame welds have porosity and some already rusting, on your 2018 JEEP WRANGLER UNLIMITED. Thank you for reaching out to us here at Jeep Customer Care in regards to your 2018 Jeep Wrangler. As one of our valued Jeep Wave customers, we provide a dedicated Premium team to assist with any questions or concerns you may have. If it is alright with you, I would like to transfer you over to our Premium Care team now, this will only take a moment. May I please proceed with the transfer? (12m 47s) Visitor: Sure. Chat Transferred From Cheryl To Brenda (14m 25s) Brenda: Hi, my name is Brenda with FCA Customer Care, How may I help you? (14m 40s) Visitor: Hi Brenda (15m 37s) Visitor: I have concerns about the frame welds on my JL. Many have porosity and look to be poor quality. Some have already begun to rust and the jeep is only 6 months old (16m 42s) Brenda: Hello [REDACTED] (16m 59s) Brenda: I can understand that if you are concerned about welds in your vehicle it would be frustrating for you. (17m 20s) Brenda: I have checked into any recall information on your vehicle and there are no recalls related to this (18m 6s) Visitor: Ok, there may not be a recall but that doesn't change the concerns I have (19m 34s) Brenda: You would need to bring your vehicle to the dealership for a diagnosis if you are concerned to have a technician look at the vehicle. The dealership would make a determination on whether or not they needed to submit digital imaging to Chrysler once the vehicle has been inspected, diagnosed. I can place information on file for you at this time that a diagnosis is required. There is one recall on the vehicle that can be completed as well U62 18MY JL CAN BUS (21m 7s) Brenda: Hello (21m 19s) Visitor: It was just at a dealer and the technician stated that the welds are poor quality (21m 39s) Visitor: But they basically said there is nothing they can do about it (22m 43s) Brenda: The dealership would need to be the one to diagnose and submit pictures to Chrysler if necessary. We are not able to diagnose the vehicle over chat and do not have technicians available here. You can speak to the service manager in the dealership to seek digital imaging if necessary and then Chrysler would review and make a decision on his (23m 7s) Visitor: Ok, thank you (23m 30s) Brenda: I can place the information on file under case number [REDACTED] (23m 47s) Brenda: Did you have a scheduled appointment (24m 2s) Brenda: Did you set an appointment for an inspection or just go in? (24m 47s) Visitor: I set an appointment for a number of concerns including the recall (24m 53s) Brenda: Was the recall completed? (25m 10s) Visitor: Yes (25m 50s) Brenda: Please speak to the service manager about your concern and see if they are able to submit any digital imaging due to your concern. I will place diagnosis required in the case number that I provided to you. (26m 20s) Visitor: Ok, thank you (26m 32s) Brenda: May you confirm his information as well (26m 33s) Brenda: [REDACTED]
[REDACTED], PLANT CITY, FL [REDACTED] UNITED STATES Last Upd: 09/24/2018 Phone No [REDACTED]

Case Comments

Date	Comment
10/24/2018	Customer has concerns over welds in the vehicle and feels diagnosis is needed to assist. Agent informed customer to set appointment and speak to service manager in regard to digital imaging. Seeking survey bypass - diagnosis needed.

Live Chats

Date	
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Date	
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Date	
10/24/2018	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXDG8JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/25/2018	CAIR Type	Regular	Status	Closed
Close Date	11/09/2018	Origin	Brand Site	Reason	assistance
Mileage	344 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Fort Worth	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FORT WORTH	TX		USA	
Dealer	41798	Autonation Chrysler Dodge Jeep Ram North Richland Hills		Dealer Phone	8172767737
Dealer Address	7740 NE Loop 820				
	North Richland Hills	TX	761808303	USA	
Dealer Zone	Southwest	Sales District		Service District	C
Subject	Quality & Safety with porosity frame welds, dealership not helpful				
Synopsis	Customer called in seeking buyback for welds. AM opened a new case and submitted to buyback based in diagnosis.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2018 04:51 PM	New
10/25/2018 07:17 PM	Suspended
10/26/2018 07:50 PM	Open
10/30/2018 06:46 PM	Suspended
11/08/2018 05:01 AM	Open
11/09/2018 12:50 AM	Closed

Initial Description

I recently purchased a 2018 JLU Sport S from AutoNation CDJR North Richland Hills Texas on 9/22/2018. Mr. Calvin Neal, AutoNation Sales Director, no longer returns my calls or emails in regards to my concern and request for a replacement. I just understand there is a recall for the front track weld however my concerns are the pinhole welds along both sides of my frame that show the pinholes are too close and are not with in FCA specs to pass quality assurance. After talking with 3, local Certified Welding Inspectors yesterday, that the pinholes are mostly acceptable except the ones where the pinholes are too close to each other this causing the integrity of the weld. Going over the frame it is the pinholes in the weld that are my concern. You can see them in the attached photo to the right. I think these pinholes are too close. This weld I fear is not a sound weld and a Licensed CWI would not be ok with passing this. I believe I have enough data to present to you with this complaint. I am requesting a replacement jeep with better welds because I fear for me and my families safety. I also fear the value of the jeep later on will be devalued as anyone inspecting it would think the frame has lost integrity. Can you replace this Jeep Wrangler with one with better welds?

This is what the inspector is telling me: The welding gas comes pre-mixed from the supplier. From the welds I have seen, it seems like the main cause of porosity was too high of a travel speed. You can tell from the shape of the bead. Too high of travel speed and the puddle starts to cool before all of the zinc is vaporized (it vaporizes at lower temperature than the steel melts). The escaping zinc vapor causes the pin holes in the cooling puddle.

FCA states-

Gas Metal Arc Welding (GMAW) or MIG Applications

Sheet metal repairs where STRSW is not available or practical, and truck frame repairs.

The most common usage of GMAW on uncoated or galvanized steel will utilize a 75% Argon - 25% CO2 shielding gas mix, and AWS specification ER70S6 wire.

When welding galvanized material, Flux Core

Arc Welding (FCAW) using AWS specification E71T-GS wire should be used to avoid weld porosity from the zinc in the galvanizing. -FCA Collision Repair Manual.

FCA states- that the slag must be removed prior to finishing. -FCA Jeep JL Body Repair Manual.

Case Comments

Date	Comment
10/25/2018	**** BEGIN INBOUND CUSTOMER EMAIL **** Subject Quality & Safety with porosity frame welds, dealership not helpful Description I recently purchased a 2018 JLU Sport S from AutoNation CDJR North Richland Hills Texas on 9/22/2018. Mr. Calvin Neal, AutoNation Sales Director, no longer returns my calls or emails in regards to my concern and request for a replacement. I just understand there is a recall for the front track weld however my concerns are the pinhole welds along both sides of my frame that show the pinholes are too close and are not with in FCA specs to pass quality assurance. After talking with 3, local Certified Welding Inspectors yesterday, that the pinholes are mostly acceptable except the ones where the pinholes are too close to each other this causing the integrity of the weld. Going over the frame it is the pinholes in the weld that are my concern. You can see them in the attached photo to the right. I think these pinholes are too close. This weld I fear is not a sound weld and a Licensed CWI would not be ok with passing this. I believe I have enough data to present to you with this complaint. I am requesting a replacement jeep with better welds because I fear for me and my families safety. I also fear the value of the jeep later on will be devalued as anyone inspecting it would think the frame has lost integrity. Can you replace this Jeep Wrangler with one with better welds? This is what the inspector is telling me: The welding gas comes pre-mixed from the supplier. From the welds I have seen, it seems like the main cause of porosity was too high of a travel speed. You can tell from the shape of the bead. Too high of travel speed and the puddle starts to cool before all of the zinc is vaporized (it vaporizes at lower temperature than the steel melts). The escaping zinc vapor causes the pin holes in the cooling puddle. FCA states- Gas Metal Arc Welding (GMAW) or MIG Applications Sheet metal repairs where STRSW is not available or practical, and truck frame repairs. The

Date	Comment
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11/07/2018	Customer has participated in CQI survey. Survey Date :2018-11-03 00:00:00. Customer Verbatim : \Please provide the 2018 jeep wrangler JLU frame weld specifications on what is good and what is a bad weld.
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11/07/2018	Customer has participated in CQI survey. Survey Date :2018-11-03 00:00:00. Customer Verbatim : \Please provide the 2018 jeep wrangler JLU frame weld specifications on what is good and what is a bad weld.
11/08/2018	waiting on update from the diagnosis
11/09/2018	CM reached out to customer to advise buyback process has begun and he will be contacted within 2 business days. CM advised case will be closed

Email(s)

Date	10/25/2018	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Assistance Center. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add customerassist@chrysler.com to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Customer Service Representatives: Jeep Brand: 877-426-5337 FCA Brand: 800-247-9753 For any future communication related to this email, please refer to reference number [REDACTED] To view the FCA Privacy Policy, visit http://www.chrysler.com/universal/privacy.html.			

Date	10/25/2018	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors. Jeep Brand: 877-426-5337 FCA Brand : 800-247-9753 For any future communication related to this email, please refer to reference number [REDACTED] Sincerely, The Jeep Brand To view the Jeep Privacy Policy, visit https://www.chrysler.com/crossbrand_us/privacy			

Date	10/25/2018	Subject	Quality issues with new Jeep. [ref:_00Dj01qsDF_-500f1iXK9O:ref]
Dear [REDACTED] Thank you for contacting the Jeep Customer Assistance Center. I have had a moment to review your request. We are very sorry to hear of your dissatisfaction with quality of your new Jeep. I would like to escalate your request to the Case management team for further assistance here. To that end it is my hope to have you confirm some required information for the escalation process. Please confirm: Best return contact phone #: Earliest time to call: Latest time to call: Are you ok with case updates via email? Y/N (alternate email) Vehicles current location: (Customer/Dealer/Other) Name of the Dealership: Appointment Date: (please confirm if you have made an appointment at your selling dealer to have this addressed.) Name of the service/sales rep working with the customer: Do you require a rental vehicle? 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 1-877-4-AM-JEEP (1-877-426-5337). Sincerely,			

James

Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

Ram Care customer support at 866-932-3878.
Jeep Wave Premium Care Team at 844-533-7928.
Alfa Romeo Premium Care Team at 844-253-2872.
SRT Premium Care Team at 855-778-8326.
ref:_00Dj01qsDF._500f1iXK9O:ref

Date	10/25/2018	Subject	Re: Quality issues with new Jeep. [ref:_00Dj01qsDF._500f1iXK9O ref]
------	------------	---------	---

Hi [REDACTED]

The answers to your questions are in red.

Regards,

[REDACTED]

> On Oct 25, 2018, at 14:17, US Customer Care wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> I have had a moment to review your request. We are very sorry to hear of your dissatisfaction with quality of your new Jeep. I would like to escalate your request to the Case management team for further assistance here. To that end it is my hope to have you confirm some required information for the escalation process.

>

> Please confirm:

> Best return contact phone #: [REDACTED] mobile

> Earliest time to call: 9:00am

> Latest time to call: 6:00pm

> Are you ok with case updates via email? Y/N (alternate email) Yes, Alternate email is: [REDACTED]@att.net

> Vehicles current location: (Customer/Dealer/Other) Customer

> Name of the Dealership: AutoNation CDJR North Richland Hills Texas, Fort Worth

> Appointment Date: (please confirm if you have made an appointment at your selling dealer to have this addressed.) First appointment was Oct. 15th, The second Appointment will be Nov. 8th @10a with the FCA local district manager and Field Advisory. However I am hesitant to go by myself because of the experience I've had thus far. It has been much distressing and anything to make the process smoother would be nice. Can you facilitate this FCA local district manager meeting and Field Advisory meeting at a different dealership?

> Name of the service/sales rep working with the customer: Paul Solomon is the General Manager and Calvin Neal is the sales manager

> Do you require a rental vehicle? Yes, I feel my new jeep wrangler is unsafe to drive

>

> 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 1-877-4AM-JEEP (1-877-426-5337).

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> ref:_00Dj01qsDF._500f1iXK9O:ref

Date	10/25/2018	Subject	Re: Quality issues with new Jeep. [ref:_00Dj01qsDF._500f1iXK9O ref]
------	------------	---------	---

> On Oct 25, 2018, at 17:34, [REDACTED] wrote:

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> Hi [REDACTED]

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> The answers to your questions are in red.

>

> Regards,

>

> [REDACTED]

>

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>> Latest time to call: 6:00pm

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>

Date	10/29/2018	Subject	Jeep Customer Care [ref:_00Dj01qsDF_500f1iXK9O:ref]
------	------------	---------	---

Good Morning Mr. [REDACTED]

My name is Syndia and I am a Jeep Wave Specialist. This email is to advise you that your case [REDACTED] was successfully escalated to me. My work hours are Monday-Friday 1130am-8pm EST. Reviewing the previous case notes I do see that you have an appointment on Nov. 8th. Is this correct? The contact phone number I have on file for you is [REDACTED] if that number has changed please respond direc ly to this email with the update. Should you need to reach out to me please contact 844-533-7928 ext 4060157 or respond directly to his email. Thank you for being part of the Jeep Family and I am looking forward to assisting you.

Respectfully,

Syndia
Jeep Wave Premium Specialist
ref:_00Dj01qsDF_500f1iXK9O:ref

Date 10/29/2018 **Subject** Re: Jeep Customer Care [ref:_00Dj01qsDF_500f1iXK9O:ref]

Hi Syndia,

Thank you for your email. Yes I have an appointment set up again with AutoNation CDJR North Richland Hills Texas on November 8th at 10:30a for what I am told a Chrysler representative and the FCA Regional Customer Service Representative to re-inspect the frame welds on my new 2018 Jeep Wrangler JKU. The welds I feel are unsafe. I am not currently driving it. I've only owned it for 4 weeks. I am requesting a replacement Jeep Wrangler with better welds.

My phone number is [REDACTED]

Regards,
[REDACTED]

>

> On Oct 29, 2018, at 11:39, Jeep Customer Care wrote:

>

> Good Morning Mr. [REDACTED]

>

> My name is Syndia and I am a Jeep Wave Specialist. This email is to advise you that your case [REDACTED] was successfully escalated to me. My work hours are Monday-Friday 1130am-8pm EST. Reviewing the previous case notes I do see that you have an appointment on Nov. 8th. Is this correct? The contact phone number I have on file for you is [REDACTED] if that number has changed please respond directly to this email with the update. Should you need to reach out to me please contact 844-533-7928 ext 4060157 or respond directly to his email. Thank you for being part of the Jeep Family and I am looking forward to assisting you.

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> Jeep Wave Premium Specialist

>

> ref:_00Dj01qsDF_500f1iXK9O:ref

Date 10/30/2018 **Subject** Re: Jeep Customer Care [ref:_00Dj01qsDF_500f1iXK9O:ref]

Good Afternoon [REDACTED]

Ok perfect the appointment with the engineers is definitely the first step. I apologize you are having this issue with your vehicle. I am going to keep your case open and reach back out to the dealer and also you on 11/8 about the diagnosis and what is going to be done to further assist you in this situation. I appreciate your patience and thank you for being part of the Jeep family.

Thanks in advance,

Syndia

Jeep Wave Premium Specialist

----- Original Message -----

From: [REDACTED] [REDACTED]@gmail.com]

Sent: 10/29/2018 6:25 PM

To: jeepcustomercare@fcagroup.com

Subject: Re: Jeep Customer Care [ref:_00Dj01qsDF_500f1iXK9O:ref]

Hi Syndia,

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My phone number is [REDACTED]

Regards,
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> Syndia

> Jeep Wave Premium Specialist

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> ref:_00Dj01qsDF_500f1iXK9O:ref

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXDG8JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/26/2018	CAIR Type	Top Care	Status	Closed
Close Date	11/19/2018	Origin	Telephone	Reason	
Mileage	500 Miles	Market	USA	Language	English
Contact Email	gmail.com	Contact Phone		Contact Mobile	
Caller Address				Source	Top Management
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FORT WORTH	TX		USA	
Dealer	41798	Autonation Chrysler Dodge Jeep Ram North Richland Hills		Dealer Phone	8172767737
Dealer Address	7740 NE Loop 820				
	North Richland Hills	TX	761808303	USA	
Dealer Zone	Southwest	Sales District		Service District	C
Subject	Frame Weld Concern				
Synopsis	T/A and AM authorized a Replacement.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/26/2018 09:29 AM	Open
11/19/2018 04:09 PM	Closed

Initial Description

Frame Weld Concern

Case Comments

Date	Comment
10/26/2018	10 26.18 - Owner's email to Michael Manley was forwarded to Executive Referral for handling. Owner said the Sales Director at the dealership no longer returns his calls or email regarding the pinholes in the welds. Owner said he feels the pinholes are too close and fears it is not a sound weld.
10/26/2018	10 26.18 - Writer called owner and left a v/m message acknowledging receipt of email. Writer invited owner to call back and left name and number.
10/26/2018	10 26.18 - Owner called writer back and said he is concerned about the welds. Owner said the dealership inspected the welds and compared the vehicle to a like vehicle and determined everything is within factory specifications. Owner said he is not satisfied with the diagnosis and not happy that he was not able to select the vehicle to be compared with his vehicle. Owner said he requested to have the FCA specifications, the dealer pre-delivery inspection report, and the body shop inspection report in writing. Owner said the dealership has only provided him with a repair order advising the vehicle is within specification. Owner said an appointment is scheduled for the T/A to inspect the vehicle on November 8, 2018 at 10:30 am. Writer advised owner she will reach out to the dealership for information and will reach back out to him on Monday, October 29, 2018. Writer advised it would be best for the T/A to inspect the vehicle as this appointment is already scheduled. Writer also advised she will inquire about the repairs, however, they may be proprietary (except for diagnostic information).
10/29/2018	10 29.17 - Writer made several attempts to call the dealership, unfortunately, writer's calls were not answered by the service department.
10/29/2018	10 29.187 - Writer called CRM and left a detailed v/m message inquiring if the information the owner is requesting is proprietary information or available to the owner and if so, who would provide the information. Writer sent follow up email to CRM.
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-11-03 00:00:00. Customer Verbatim : \Please provide the 2018 jeep wrangler JLU frame weld specifications on what is good and what is a bad weld.
11/07/2018	Customer has participated in CQI survey. Survey Date :2018-11-03 00:00:00. Customer Verbatim : \Please provide the 2018 jeep wrangler JLU frame weld specifications on what is good and what is a bad weld.
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11/07/2018	Customer has participated in CQI survey. Survey Date :2018-11-03 00:00:00. Customer Verbatim : \Please provide the 2018 jeep wrangler JLU frame weld specifications on what is good and what is a bad weld.
11/09/2018	11 09.18 - Writer called owner and left a v/m message inquiring about the vehicle. Writer left name and number for call back.
11/16/2018	11.16.18 - Writer called dealership and spoke with Service Writer, Will. Will requested customer's name and VIN and said the only people involved in his case were the T/A and the General manager. Writer was told she would be transferred to Sales and asked for the GM. Writer was transferred to a recording and was not able to speak with anyone. Writer called Business Center and spoke with Charles Owens. Charles requested customer's information and she would try to get an update for writer.
11/19/2018	CRM sent email to writer advising the vehicle was inspected. CRM advised the T/A and AM agreed to replace the vehicle, and the template was sent to Stericycle.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG3JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/29/2018	CAIR Type	Regular	Status	Closed
Close Date	11/15/2018	Origin	Telephone	Reason	
Mileage	4,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	MEDINA	OH			USA
Dealer	45391	Medina Auto Mall	Dealer Phone	3307233291	
Dealer Address	3205 Medina Rd				
	Medina	OH	442569631	USA	
Dealer Zone	Great Lakes	Sales District		Service District	E
Subject	Vehicle concerns				
Synopsis	customer trading in vehicle not happy with results				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/29/2018 03:42 PM	Open
11/15/2018 11:36 PM	Closed

Initial Description

Several concerns

Case Comments

Date	Comment
10/30/2018	Customer states there is a hole in welding of paint. DLR told customer that they would not work on vehicle due to the structure welding. Vehicle has death wobble and cruises to the right, back up camera does not work intermittently, customer went to another dealer and was told that he cannot look at vehicle until 2 weeks from now. Fred martin doesn't have any appointments til next week. Customer does not want to wait so long due to her not feeling safe in her vehicle. Agent informed customer that we are unable to push her appointment ahead of others that are already set so she will have to take the nearest appointment date that the DLR has so that we can get a diagnosis and further assist.
10/30/2018	Called [redacted] stating that she was just on the phone and was disconnected and she is has had to call in about 4 times now with several issues she has had with this Jeep. Just took to another DLR because of issues with Prior DLR, refused to service vehicle and declined loaner as well. Took to Bedford today, because its not driving properly death wobble and veers to the right, radio and back up camera not working, auto start stop not working, holes inside the welding. Was declined service stating to customer because here is an open case with FCA the customer needs to go to original DLR. Last time was at Medina was yesterday and the service person she spoke to would not look at the vehicle. Agent informed customer of the UA5 recall related to the track bar weld. Customer is stating that this is unacceptable for a brand new vehicle needing a new frame and at this point she is considering trading in this thing in this is not what she paid for. Agent offered to arrange a service appt with selling DLR- Medina to inspect vehicle and go from there.
10/30/2018	Agent connected with SM RON - who stated that he doesn't know why they would refuse service and that he will have to meet with his writers to find out more information and is asking for us to call him back thereafter. Ron stated he does not have a direct line and to just call in the DLR directly to speak with him. Agent updated customer and informed her that this case will be escalated for a specialist and she should hear back within 1 business day.
10/30/2018	Customer expecting a call back within 1 business day from 10/30/18 Best phone number for Mrs. [redacted] - [redacted]
10/31/2018	DM spoke with Ron Rubino at 45391. Owner visited 41943 and was rude so they suggested owner return to selling dealer. 45391 will now contact owner and arrange inspection.
11/01/2018	Agent called DLR 45391 and left VM for SM Ron to give us a call back
11/01/2018	Agent spoke with customer and introduced myself as the new CM. Customer is extremely upset, frustrated with their new vehicle. States they have had so many issues with vehicle since the beginning. Vehicle was purchased 6/25/2018. Owner states the following issues: Vehicle pulls to the right, vehicle wobbles and slips, Auto start and stop does not work, Radio skips and stops song and restarts song all day, back up camera screen turns blue, when opening driver side door the other doors do not open they have to be manually opened but most distressing part is the holes in the welding and welding not looking normal. Customer states that dealer is saying that welding is normal but customer does not agree and is taking vehicle to another specialist for second opinion before their appointment on 11/6/2018 with DLR 45391. Customer tired of service departments excuses and wants to be able to enjoy her vehicle without any issues. Customer does not feel safe or happy with vehicle. Customer is going to try one more time to see if Chrysler can fix issues. If issues not fixed customer wants to be either put into another vehicle (Rubicon) or file for lemon law. Customer wants a comparable vehicle for rental when they drop vehicle off on 11/6 at 8am
11/01/2018	Called DLR 45391 again and left voice mail to SA Scott to return phone call
11/02/2018	Customer calling for call from CM. Customer states there are more issues with the vehicle and he is very [redacted].
11/02/2018	Customer called stating that the most problem he has with DLR 45391 is the rudeness and disrespect to his wife. Feels Also the vehicle has so many safety issues with the vehicle they are sure that nothing will be done to fix vehicle. Customer also states that now the Auto Park features are not working. At this point customer is thinking of arbitration and asked for information. Agent advised keeping appointment leaving vehicle at dealership to try and fix issues and that all issues, repairs or non repairs are documented with dealership. Customer is going to call back next week and let us know what they are going to do.
11/02/2018	Customer sent a message to Social Media Facebook stating that she wants to add another concern to her case and will go to arbitration if concerns are not resolved by tomorrow...please see social posts. Writer informed Customer to contact CM directly for any updates or requests with concern but Customer says she is tired of contacting and would like to leave an update. Writer informed Customer that concerns will be updated and CM will be notified.

Date	Comment
11/05/2018	Ron Robino from the DLR called in stating that he customer is bring in her vehicle tomorrow (Tuesday Nov. 6th).
11/05/2018	Customer contacted to add vehicle concerns. Customer states when they went to drive she put vehicle in run and it actually didn't run. Customer continued to try to turn off and entire screen flickered. Customer feels there is something seriously wrong and feels this is not safe to drive.
11/05/2018	car left customer stranded on Friday night. customer refuses to drive Jeep to work and is having someone drive her to work.
11/05/2018	Called DLR was told that SM Ron is not in, was transferred to VM for SA Scott. Left detailed messaged about all the issues the vehicle has and also about a comparable vehicle rental for customer for tomorrow when customer drops off vehicle. left message for SA Scott to call us back
11/05/2018	called dealer again and left voice mail for SA Scott again
11/05/2018	SA Scott returned my phone call left voice message hat they are aware of all the problems with vehicle and that customer needs a bigger coparable vehicle for rental. Customer leaving out of town on Nov 19th and doesn't want to leave with rental wants to know when vehicle will be done. Told customer we cannot answer that but two weeks should be sufficient for dealer to try to diagnose vehicle.
11/05/2018	SA Scott # 330-723-3291 ext 6506
11/06/2018	Customer requesting callback from CM as soon as possible.
11/07/2018	Called SA Scott for update LVM , customer called yesterday will call customer back after update
11/07/2018	CM spoke with Customer and they state hat the back up camera has been replaced but they still cannot figure out the issues with the suspension, welding or non start. Customer was also told that rental was for only for one day and they took the customer's credit card information. CM called DLR again for he third time to speak with either SA Scoot or SA Chad but had to leave VM
11/07/2018	Chad with Medina Auto Mall called in with an update for the CM. Advisor transferred the call to the CM and released the line.
11/07/2018	SA Chad called stated the following: pictures were taken and sent to the weld team it can take 24-48 hrs for answer. camera is being replaced, auto park, start stop and door lock issue was that customer took off doors and when doors were replaced the doors were not replaced properly and he he connecting pin was bent, technician fixed issue and is working fine. SA states that Mr. Moore inquired about replacing he pin but technician stated that is wasn't necessary customer just has to be careful when taking off and putting on door. The radio issue and the vehicle non start issue will be looked at by star at the sugges ion of CM. Dealer wanted to give vehicle back to customer today and CM suggested keeping vehicle longer and really talking to star on these last two issues. CM also mentioned to SA to make sure rental is approved with enterprise for the next 7 days in their system, SA stated he corrected the issue in their system. SA Chad is calling customer and giving them an update, CM will call customer tomorrow as well.
11/07/2018	CM also asked SA Chad to look into estimate on replacing door pin connector as well.
11/08/2018	CM updated customer on conversa ion with SA Chad yesterday and how we suggested for star to be involved to figure out issue with radio, non start and welding.
11/09/2018	star ticket was opened for customer by DLR 45391 on 11/8
11/12/2018	CM called Chad for update on vehicle, states that he field engine and track bar support team stated that the welds are good and no issues. Also states that tech is still working with star for the radio and the stalling. CM to call customer tomorrow for update. Possibly extend rental on 11/13
11/13/2018	CM called customer to update them on the conversa ion CM had with SA Chad at dealership. CM stated to customer hat they are still working with star to try to figure out issue with he Radio and the one time stalling and shutting off of vehicle. Customer extremely upset and unhappy, not happy that she has a mini van rental, states she does not like to drive a mom van she prefers luxury vehicles doesn't want to deal with customer care or the dealership and their service department any longer. Also doesn't want the service department keep the vehicle 2-3 weeks while trying to figure out issue, feels they should of already figured it out. CM stated that the decision is theirs weather or not they want to keep trying to fix the vehicle with service departmemt and star technicians or take vehicle home un-repaired. Customer states they are going to talk to spouse and let us know. Customer does not want vehicle any longer.
11/15/2018	CM extended rental for customer called DLR 45391 spoke to Chad, stated hat star wanted dealer to duplicate issue but technicians were not able to. SA called customer yesterday 11/14 updated them on issue and star and told customer hat if hey could not duplicate issue by tomorrow the customer could pick up vehicle on 11/15. SA stated that customer showed up that same afternoon and picked up the vehicle and stated that she traded vehicle in and that the issues with vehicle is not her problem any longer.
11/15/2018	CM called customer to confirm that hey picked up vehicle from dealer and returned rental. Customer confirmed that they did pick up vehicle and hat they are trading vehicle in and do not want to deal with another Chrysler vehicle . CM informed customer that at this time since here is nothing else we can do for them we are going to close this case. Customer agreed and hung up the phone.

Email(s)

Date	11/02/2018	Subject	Vehicle concerns [ref:_00Dj01qsDF-_500f1iXv0z:ref]
Dear Mr. [REDACTED]			
As per hour conversation attached please see the information for arbitra ion as requested. Please let me know if there is anything else I can do to help in this matter. If you have any other questions or concerns, please contact me at your earliest convenience. My number is 844-536-7928 and refer to your case # [REDACTED]			
Customer can file a claim with NCDS via:			
NCDS site			
eFile or			
Download claim form to fax or mail			
Phone (800) 777-8119 ext. 118 (Case Administrator for FCA US)			
Once that is done they will explain next steps.			
Sincerely, Melissa Jeep Wave Customer Care Specialist ref:_00Dj01qsDF-_500f1iXv0z:ref			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/30/2018	CAIR Type	Regular	Status	Closed
Close Date	10/30/2018	Origin	Telephone	Reason	
Mileage	1,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	CHANTILLY	VA			USA
Dealer	60136	Fair Oaks Chrysler Jeep Dodge	Dealer Phone	7039619900	
Dealer Address	4170 Auto Park Circle				
	Chantilly	VA	201511225	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	Welding issue with brackets				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/30/2018 04:31 PM	Open
10/30/2018 04:34 PM	Closed

Initial Description

Customer stating his vehicle has numerous issues with the welding on his control arm brackets.

Case Comments

Date	Comment
10/30/2018	Customer contacted stating he has some concerns with the control arm brackets on his vehicle. Customer states after a self examination he has discovered that the welding on several brackets on the vehicle is very sloppy and uneven to the point where they've even missed where it actually needed to be welded together. Customer inquiring about further steps with the issue. Agent advised his local Jeep dealer can look at the vehicle and diagnosis and discuss the issue and fix with him.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXFG5JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	10/31/2018	CAIR Type	Regular	Status	Closed
Close Date	11/07/2018	Origin	Brand Site	Reason	assistance
Mileage	900 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Kennesaw	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	DALLAS	GA	30157	USA	
Dealer	68128	James O'Neal Chrysler Dodge Jeep Ram		Dealer Phone	7705371737
Dealer Address	1634 Highway 27 North				
	Bremen	GA	301103418	USA	
Dealer Zone	Southeast	Sales District		Service District	I
Subject	Email: Your Jeep Wrangler JL Vehicle Quality Feedback				
Synopsis	No Response or no required action from customer				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
10/31/2018 05:05 PM	Open
10/31/2018 05:36 PM	Open
10/31/2018 05:37 PM	Suspended
11/07/2018 05:36 PM	Closed

Initial Description

Received his email, but every time I try to click to the next screen, his error message keeps coming up: "OnClick_Next exception: Access to the path 'C:\inetpub\wwwroot\Chrysler\UploadImages\Chrysler' is denied."

I've tried different computers, devices, and internet browsers, but this error keeps coming up, whether I submit photos or not. Would like to submit feedback, for I do have some issues I'd like to get on record.

Case Comments

Date	Comment
10/31/2018	**** BEGIN INBOUND CUSTOMER EMAIL **** Subject Email: Your Jeep Wrangler JL Vehicle Quality Feedback Description Received this email, but every time I try to click to the next screen, this error message keeps coming up: "OnClick_Next exception: Access to the path 'C:\inetpub\wwwroot\Chrysler\UploadImages\Chrysler' is denied." I've tried different computers, devices, and internet browsers, but this error keeps coming up, whether I submit photos or not. Would like to submit feedback, for I do have some issues I'd like to get on record.

Email(s)

Date	Subject
10/31/2018	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.	
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.	
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.	
Jeep Brand: 877-426-5337	
FCA Brand : 800-247-9753	
For any future communication related to his email, please refer to reference number	
Sincerely,	
The Jeep Brand	
To view the Jeep Privacy Policy, visit	
https://www.chrysler.com/crossbrand_us/privacy	

Date	Subject
10/31/2018	Customer feed back [ref: _00Dj01qsDF_ 500f1iYioe ref]

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I have had a moment to review your contact. We are very sorry you are getting this error. I would be happy to record your issues on the file for the vehicle and assist in getting those issues resolved for you.

Please feel free to reply to this email with your comments and attach any required documentation you may have and I will do what I can to assist you.

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,

James

Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

Ram Care customer support at 866-932-3878.
Jeep Wave Premium Care Team at 844-533-7928.
Alfa Romeo Premium Care Team at 844-253-2872.
SRT Premium Care Team at 855-778-8326.
ref:_00Dj01qsDF._500f1iYioe:ref

Date	11/19/2018	Subject	Regarding your Case [REDACTED]
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Dear [REDACTED]

Thank you for contacting Jeep Customer Care.

Our records indicate that case number [REDACTED] is closed.

If you require further assistance please contact us at Jeep Customer Care and we would be happy to assist.

Thank you and have a great day.

Jeep Customer Care

Date	11/19/2018	Subject	Re: Customer feed back [ref:_00Dj01qsDF._500f1iYioe:ref]
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Thanks, James. Here are some things I noticed thus far:

- Rear passenger seat belt makes a loud buzzing noise when retracting (no matter how far it's pulled out).
- Black hardtop roof appears to be discolored on top.
- Roll cage / overhead frame has bubbles in the paint.
- Welds throughout the vehicle's frame appear very poor, with pits and rust appearing.
- Some black, sticky and stringy substance is on the back windshield and getting all over the interior every time I open the hatch window.
- Audio system randomly shuts off and locks up.
 - Regular issues with U-Connect, too.
- Overhead speakers sound like they're blown and REALLY rattle -- even with the bass turned down.
- Auto-start/stop makes a loud rattle and "clank" when shut ing off.

I think those are the majority of the issues...

[REDACTED]

On Wed, Oct 31, 2018 at 1:35 PM US Customer Care <uscustomer@fcagroup.com> wrote:

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> I have had a moment to review your contact. We are very sorry you are getting this error. I would be happy to record your issues on the file for the vehicle and assist in getting those issues resolved for you.

>

> Please feel free to reply to this email with your comments and attach any required documentation you may have and I will do what I can to assist you.

>

> 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,

>

> James

>

> Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

>

> Ram Care customer support at 866-932-3878.

> Jeep Wave Premium Care Team at 844-533-7928.
> Alfa Romeo Premium Care Team at 844-253-2872.
> SRT Premium Care Team at 855-778-8326.
>
>
> ref:_00Dj01qsDF._500f1iYioe ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDGXJW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	11/17/2018	CAIR Type	Regular	Status	Closed
Close Date	11/22/2018	Origin	Brand Site	Reason	recall
Mileage	701 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	St Petersburg	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SAINT PETERSBURG	FL		USA	
Dealer	60338	Airport Chrysler Dodge Jeep	Dealer Phone	4075416202	
Dealer Address	5751 Eagle Vail Dr				
	Orlando	FL	328221529	USA	
Dealer Zone	Southeast	Sales District		Service District	E
Subject	Frame Welds				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/17/2018 06:10 PM	New
11/19/2018 03:13 PM	Open
11/22/2018 01:56 AM	Closed

Initial Description

I recently purchased a new wrangler (oct 13 2018 currently 701 miles) and am beginning to notice all the welds are losing their paint and rusting due to what appears to be porosity/splatter and slag. Upon researching I notice this appears to be a significant issue. As such, does Jeep intend to remedy this issue, recoat welds or anything to this nature? Any insight or direction is greatly appreciated.

Regards,

(Pictures available upon request)

Case Comments

Date	Comment
11/19/2018	**** BEGIN INBOUND CUSTOMER EMAIL **** Subject Frame Welds Description I recently purchased a new wrangler (oct 13 2018 currently 701 miles) and am beginning to notice all the welds are losing their paint and rusting due to what appears to be porosity/splatter and slag. Upon researching I notice this appears to be a significant issue. As such, does Jeep intend to remedy this issue, recoat welds or anything to this nature? Any insight or direction is greatly appreciated. Regards, (Pictures available upon request)

Email(s)

Date	11/17/2018	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.			
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.			
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.			
Jeep Brand: 877-426-5337			
FCA Brand : 800-247-9753			
For any future communication related to this email, please refer to reference number			
Sincerely,			
The Jeep Brand			
To view the Jeep Privacy Policy, visit			

https://www.chrysler.com/crossbrand_us/privacy

Date	11/19/2018	Subject	Issue with your vehicle welds [ref:_00Dj01qsDF._500f1mLcXu:ref]
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Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I have had a moment to review your concern. We were very sorry to learn of the issues with your welds. I can confirm there is a recall listed for track bar welds that were deemed to have possible issues. It would appear that your vehicle is not one of those vehicles affected however. If you feel this is an issue or a defect from the manufacturer we do in fact have a process for this. You would need to take the vehicle into your preferred dealer to diagnose the issue. They will take images and submit them to the digital imaging team who will confirm defect and assist with repairs once the defect is confirmed.

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 1-877-1-AM-JEEP (1-877-426-5337).

Sincerely,

James

Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

Ram Care customer support at 866-932-3878.
Jeep Wave Premium Care Team at 844-533-7928.
Alfa Romeo Premium Care Team at 844-253-2872.
SRT Premium Care Team at 855-778-8326.
ref:_00Dj01qsDF._500f1mLcXu ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG1JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	11/18/2018	CAIR Type	Regular	Status	New
Close Date		Origin	Brand Site	Reason	assistance
Mileage	12,500 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Swansea	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SWANSEA	MA			USA
Dealer		Dealer Phone			
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Bad welds on my 2018 Jeep Wrangler jl				
Synopsis					
Customer Anomaly					
Contact Reason		Customer Anomaly			
Reason Code	----				

Case Status History

Create Date	Status
11/18/2018 08:11 PM	New

Initial Description

I am a 10 year mechanic and I have been under my new wrangler and the welds are already starting to rust and have slag and porosity in all of the welds, its always garaged and never seen snow, I am not happy with it and want to know what can be done about this.

Email(s)

Date	11/18/2018	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
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Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG5JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	11/19/2018	CAIR Type	Regular	Status	Closed
Close Date	12/04/2018	Origin	Brand Site	Reason	assistance
Mileage	1,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Kennesaw	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	DALLAS	GA		USA	
Dealer	68128	James O'Neal Chrysler Dodge Jeep Ram		Dealer Phone	7705371737
Dealer Address	1634 Highway 27 North				
	Bremen	GA	301103418	USA	
Dealer Zone	Southeast	Sales District		Service District	I
Subject	Follow up on case				
Synopsis	diagnosis required.				
Customer Anomaly	Body				
	Convertible Top				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	6	Convertible Top Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/19/2018 07:17 PM	New
11/20/2018 01:07 PM	Open
12/04/2018 04:55 PM	Closed

Initial Description

Here are some things I noticed thus far:

- 1) Rear passenger seat belt makes a loud buzzing noise when retracting (no matter how far it's pulled out).
- 2) Black hardtop roof appears to be discolored on top.
- 3) Roll cage / overhead frame has bubbles in the paint.
- 4) Welds throughout the vehicle's frame appear very poor, with pits and rust appearing.
- 5) Some black, sticky and stringy substance is on the back windshield and getting all over the interior every time I open the hatch window.
- 6) Audio system randomly shuts off and locks up.
- 7) Regular issues with U-Connect, too.
- 8) Overhead speakers sound like they're blown and REALLY rattle – even with the bass turned down.
- 9) Auto-start/stop makes a loud rattle and "clank" when shutting off.

Those are the majority of the issues off the top of my head.

Case Comments

Date	Comment
11/20/2018	**** BEGIN INBOUND CUSTOMER EMAIL **** Subject Follow up on case Description Here are some things I noticed thus far: 1) Rear passenger seat belt makes a loud buzzing noise when retracting (no matter how far it's pulled out). 2) Black hardtop roof appears to be discolored on top. 3) Roll cage / overhead frame has bubbles in the paint. 4) Welds throughout the vehicle's frame appear very poor, with pits and rust appearing. 5) Some black, sticky and stringy substance is on the back windshield and getting all over the interior every time I open the hatch window. 6) Audio system randomly shuts off and locks up. 7) Regular issues with U-Connect, too. 8) Overhead speakers sound like they're blown and REALLY rattle – even with the bass turned down. 9) Auto-start/stop makes a loud rattle and "clank" when shutting off. Those are the majority of the issues off the top of my head.

Email(s)

Date	Subject
11/19/2018	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.	
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.	
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.	
Jeep Brand: 877-426-5337	
FCA Brand : 800-247-9753	
For any future communication related to this email, please refer to reference number	
Sincerely,	
The Jeep Brand	

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	11/20/2018	Subject	Various vehicle issues [ref: _00Dj01qsDF_500f1mLsnU:ref]
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Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I have reviewed the list of issues you are experiencing. We were very sorry to learn this was such an extensive list. Has your preferred dealer had the chance to diagnose these problems for you as yet? If not did you require help in getting the diagnostic appointment set up?

If so please reply back with your preferred dealerships name and your best dates to bring the vehicle in for the diagnostic after Nov 26 2018 and we will contact them for you and attempt to book you in for the requested time frames.

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,

James

Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

Ram Care customer support at 866-932-3878.
Jeep Wave Premium Care Team at 844-533-7928.
Alfa Romeo Premium Care Team at 844-253-2872.
SRT Premium Care Team at 855-778-8326.
ref: _00Dj01qsDF_500f1mLsnU:ref

Date	11/30/2018	Subject	Re: Various vehicle issues [ref: _00Dj01qsDF_500f1mLsnU ref]
------	------------	---------	--

Thanks for the follow-up, James. My preferred dealer has not contacted me, but that'd be Paulding Chrysler Dodge Jeep Ram in Dallas, GA.

[REDACTED]

On Tue, Nov 20, 2018 at 8:12 AM US Customer Care <uscustomer@fcagroup.com> wrote:

> Dear [REDACTED]

> Thank you for contacting the Jeep Customer Assistance Center.

> I have reviewed the list of issues you are experiencing. We were very sorry to learn this was such an extensive list. Has your preferred dealer had the chance to diagnose these problems for you as yet? If not did you require help in getting the diagnostic appointment set up?

> If so please reply back with your preferred dealerships name and your best dates to bring the vehicle in for the diagnostic after Nov 26 2018 and we will contact them for you and attempt to book you in for the requested time frames.

> 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,

> James

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> Alfa Romeo Premium Care Team at 844-253-2872.
> SRT Premium Care Team at 855-778-8326.

> ref: _00Dj01qsDF_500f1mLsnU:ref

Date	12/10/2018	Subject	Regarding your Case [REDACTED]
------	------------	---------	--------------------------------

Dear [REDACTED]

Thank you for contacting Jeep Customer Care.

Our records indicate that case number [REDACTED] is closed.

If you require further assistance please contact us at Jeep Customer Care and we would be happy to assist.

Thank you and have a great day.

Jeep Customer Care

Date 12/10/2018 **Subject** [Re: Various vehicle issues [ref: _00Dj01qsDF_500f1mLsnU ref]

Were you able to arrange anything with the dealer?

[REDACTED]

On Fri, Nov 30, 2018 at 8:17 AM [REDACTED] wrote:

> Thanks for the follow-up, James. My preferred dealer has not contacted me,
> but that'd be Paulding Chrysler Dodge Jeep Ram in Dallas, GA.

>

>

>

>

>

> On Tue, Nov 20, 2018 at 8:12 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:

>

>> Dear [REDACTED]

>>

>> Thank you for contacting the Jeep Customer Assistance Center.

>>

>> I have reviewed the list of issues you are experiencing. We were very
>> sorry to learn this was such an extensive list. Has your preferred dealer
>> had the chance to diagnose these problems for you as yet? If not did you
>> require help in getting the diagnostic appointment set up?

>>

>> If so please reply back with your preferred dealerships name and your
>> best dates to bring the vehicle in for the diagnostic after Nov 26 2018 and
>> we will contact them for you and attempt to book you in for the requested
>> time frames.

>>

>> 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,

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>> James

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>> Jeep Wave Premium Care Team at 844-533-7928.

>> Alfa Romeo Premium Care Team at 844-253-2872.

>> SRT Premium Care Team at 855-778-8326.

>>

>>

>> ref: _00Dj01qsDF_500f1mLsnU ref

>

>

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG7JW	Model Year	2018	Brand	JEEP
Body	JLJST4	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	11/26/2018	CAIR Type	Regular	Status	Closed
Close Date	02/13/2019	Origin	Telephone	Reason	
Mileage	8,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SPOKANE	WA		USA	
Dealer	45671	Lithia Chrysler Dodge Jeep Ram FIAT of Spokane	Dealer Phone	5093217315	
Dealer Address	10701 N. Newport Highway				
	Spokane	WA	992181642	USA	
Dealer Zone	West	Sales District		Service District	G
Subject	Vehicle Case Study				
Synopsis	Per AM vehicle is OAD				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/26/2018 08:59 PM	Open
02/13/2019 03:47 PM	Closed

Initial Description

Case Study for Welds

Case Comments

Date	Comment
11/26/2018	Customer called in stating that he had a previous case that had been worked on with a CM and the AM had agreed to start a Case Test with his vehicle and the welds on the Jeep that have holes in them. Customer states that he has been trying to reach SA Linda and she will not return his calls. Agent called DLR and requested to speak with SM and was advised that at this time, there is no SM. Agent was transferred to GM Randy Price's Voicemail and Agent left a message. Agent will send an email to AM Kody.
11/28/2018	Agent left a message for CM Robert as advised by AM Kody. AM stated that he had been told by CM that there was a STAR case open and the DLR was working to resolve the issue; however, the customer has the vehicle. Agent called customer and left message requesting an update and to verify if the customer has heard from SM Robert.
11/30/2018	Customer left message that he heard from the DLR that the Case was opened although no time was set for the customer to bring the vehicle back in for service on the welds. Customer inquired if the vehicle was safe. Agent called SA Linda and discussed a rental vehicle. Agent advised will authorize 14 days rental while waiting for the determination of STAR on the welds. Agent called customer and advised to pick up rental with Linda.
12/06/2018	Agent called customer and left a message for customer to call. Agent called DLR and spoke with SA Linda and then went to Voicemail. Agent called DLR back and left message for SA to email Agent.
12/14/2018	Agent called DLR and spoke with SA Linda regarding the weld repair on this vehicle. SA advised that STAR case closed the case and SA emailed AM Kody that the STAR team closed the case. STAR # - was reopened by DLR. STAR states that the rust stains can be brushed and painted for customer satisfaction. SA will advise what the AM states to do regarding the vehicle.
12/18/2018	T6329LP has escalated case to external system with name ES-4135. Case was escalated successfully.
12/18/2018	Agent received a request for SA Linda for Agent to open a STAR case. Agent reviewed the information with Tech Pod and TL. Agent called DLR and spoke with SM Randy who spoke with SA and was advised that Agent would need to submit the request to open the case. Agent sent snap shot of the error message when attempting to open a STAR case through Dealer Connect. Agent sent the snap shot to SA and SM for review.
12/19/2018	Agent called SA Linda who advised that the STAR team sent the DLR a different STAR case to get the specs for the welds on the vehicle. SA explained that STAR is advising DLR to get the specs from STAR case # . Agent sent the request to Tech Pod for assistance.
12/19/2018	Agent called customer to provide an update regarding the STAR request for specs. Agent advised will be out next week and will be following up beginning of January. Customer noted that he will be leaving for 3 weeks on 1/7. Agent advised that if the vehicle has not been completed by then, Customer will have to make arrangements with DLR to return the rental and hopefully the vehicle will be complete when he returns.
12/19/2018	Agent called SA Linda and walked her through Service Library and pulling up the STAR case she had requested.
01/03/2019	Agent received an email from SA Linda noting that the vehicle was taken to the Body Shop and SA has been advised that there are several welds in the rear of the vehicle that are not able to be repaired and do not meet FCA specs. Agent sent email to AM with SA advising and requesting direction.
01/04/2019	Customer called in looking for case update.
01/09/2019	Agent called customer and reviewed the situation with the welds. Agent discussed replacement and MSRP difference if AM decides to go that route instead of replacing the entire frame.
01/09/2019	Agent left message for SA Linda requesting an update.
01/09/2019	Customer called in to speak with his CM and would like a call back ASAP.
01/09/2019	Agent called customer who was concerned about the monthly payments for a vehicle that he doesn't have. Agent advised that loan payment(s) will be reimbursed at the end after it is determined how long the vehicle will be down. Agent sent email advising customer to attach the loan document for the case.
01/17/2019	Agent sent email to AM/SA requesting an update on the case.

Date	Comment
01/23/2019	The customer called in to see if Lisa was in today and if she was if he could speak with her. Advisor informed the customer that Lisa was not in yet and that we could send a message for a call back.
01/24/2019	Customer calling back in to speak to CS Lisa, he wants an update, and states he has not been able to reach the dealer either. CS is currently logged off. Customer seeking someone higher to speak to about case.
01/25/2019	Customer states he would like to speak to CM supervisor because he has not been able to reach his CM nor has he gotten a call back. Agent advised that a chatter would be sent to the CM supervisor for a call back as soon as possible.
01/28/2019	Agent received several voicemails from SA Linda. Agent called SA Linda and left message.
01/28/2019	Agent received several voicemails from SA Linda. Agent called SA who states that the STAR team is requesting photos of the frame and she did not know how to send them. Agent advised that the Tech would have to submit them and if he did not know how, she will need to speak with SM or AM to assist. Agent called customer who states he is concerned that the vehicle needs a new frame noting that the depreciation in value would be significant. Agent sent email to AM requesting direction since the vehicle has been down for over 30 days.
01/29/2019	Email received from AM Kody: Dealer is opening a STAR case with pictures of the welds and supposed missing welds. We will need an inspector to come out and see if there is an issue with the welds. The Frame does not need to be replaced. Welds can be repaired, body shop just was not willing to do so. It has still not been determined if there is actually even an issue with the welds.
01/29/2019	Email sent to SA Linda requesting update on the Weld Inspection.
02/01/2019	Customer is seeking an update please. Customer phone: [REDACTED] Agent sent a message to case manager named Lisa.
02/01/2019	Customer called in stating that the AM stated that everything looks good. Customer stated that it does not and had to drop off the loaner. Customer is very upset about his hole mater. Customer seeking to get a call on Monday.
02/01/2019	AM inspected the vehicle and reviewed STAR Case [REDACTED] and found all welds to be within Specification. Also submitted pictures to STAR and to tech advisor for review and found all welds that we looked at to be good. Customer has been advised to take their vehicle and drop off loaner.
02/04/2019	Customer called in stating that the AM looked at the welds and state that they are fine; however, the customer has a letter from the Body Shop stating that there are welds that are not even attached. Agent advised customer that once the AM has made a determination, there is nothing else that can be done. Agent spoke with TL and Agent will research the information found from the Body Shop. Agent sent email to SA Linda.
02/06/2019	Customer called in to find out if the loan document had been received. Agent advised that no information was in the case. Customer did not reply to the email. Agent provided customer with gmail to be able to send the document since he was not at his desktop. Document received and uploaded to case. Agent submitted two months loan reimbursement.
02/13/2019	Agent called customer to advise that the check was issued on 2/6 and that this case would be close; however, if the customer has any further issues to please call back.
03/02/2019	Customer called for status of check .. advised to allow more time
03/18/2019	Received request for stop payment as customer did not receive the check. I will email request to Accounts Payable and advise L. Pletincks when the check can be reissued.
03/21/2019	Received confirmation of stop payment. I will advise L. Pletincks the check can be reissued.

Email(s)

Date	Subject
01/09/2019	Loan Documents [ref: 00Dj01qsDF_500f1mysUf:ref]
Dear [REDACTED] As we discussed, please reply to this email and attach a loan document with the lender name and amount of the monthly payment. When we come to some sort of resolution, I will submit for loan reimbursement for the time the vehicle was down. Have a great day! Lisa Jeep Wave ref: 00Dj01qsDF_500f1mysUf:ref	

Date	Subject
01/31/2019	Re: Loan Documents [ref: 00Dj01qsDF_500f1mysUf:ref]
There is no documents attached. Unless its just because Im on my phone. Sent from my iPhone > On Jan 9, 2019, at 1:05 PM, US Customer Care wrote: > > Dear [REDACTED] > > As we discussed, please reply to this email and attach a loan document with the lender name and amount of the monthly payment. When we come to some sort of resolution, I will submit for loan reimbursement for the time the vehicle was down. > > Have a great day! > > Lisa > Jeep Wave > > ref: 00Dj01qsDF_500f1mysUf:ref	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDN7JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	11/26/2018	CAIR Type	Regular	Status	Closed
Close Date	11/27/2018	Origin	Chat	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BREMERTON	WA		USA	
Dealer	26536	West Hills Chrysler Jeep Dodge	Dealer Phone	3603774418	
Dealer Address	900 W Hills Blvd				
	Bremerton	WA	983126300	USA	
Dealer Zone	West	Sales District		Service District	B
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/26/2018 09:59 PM	New
11/26/2018 10:13 PM	Open
11/27/2018 01:03 AM	Closed

Initial Description

Chat Started: Monday, November 26, 2018, 16:59:02 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Alexander (10m 39s) Alexander: Hi, my name is Alexander with FCA Customer Care, How may I help you? (10m 59s) Alexander: Hello how are you today? (13m 10s) Visitor: hello, thank you for working with me here. Just curious about something I found on my new Jeep. I see that there are no recalls on it. But, I found some dramatically incomplete welds on it. Also found some strange random drilled holes in the front suspension members. Assist or advise please. (14m 10s) Alexander: Oh that is something we want to be sure is safe. You came to the right place, lets get a plan together here (14m 20s) Alexander: Can I start with the last eight digits of the VIN please (14m 30s) Visitor: OK, vin 1C4HJXDN7JW (14m 45s) Alexander: Thank you and can I confirm your mailing address please (15m 1s) Visitor: Bremerton Wa. (15m 26s) Alexander: Thank you again, ok well the first thing we are going to do is get his looked at by a dealer (16m 31s) Visitor: OK, I've been to the dealer that I bought it from but, only asked if there was a recall. They confirmed 'no'. Later I found the weld problem and drilled holes. (16m 46s) Alexander: Well we definitely want the dealer to see the issue (16m 53s) Alexander: Do you have a dealer that you like to work with? (18m 5s) Visitor: Yes, West Hills/Hasselwood Jeep, Bremerton Wa. (19m 32s) Alexander: Ok great, I would be glad to call you and then transfer you over to the dealer to set a time to bring the vehicle in, or you can call them directly yourself if you prefer (20m 19s) Visitor: I'll call them directly, if that is the way to progress his along. Need to work with my wife on 'when' to bring it in anyway. (21m 26s) Alexander: Absolutely, we need someone to look at the vehicle, that would be a dealer without doubt (21m 44s) Visitor: OK, I will take care of that myself. (21m 56s) Alexander: Sounds like we have a plan! Was there anything else I could assist with today? (22m 53s) Visitor: Thank you, bye. I got it from here.

Live Chats

Date	
11/26/2018	Chat Started: Monday, November 26, 2018, 16:59:02 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Alexander (10m 39s) Alexander: Hi, my name is Alexander with FCA Customer Care, How may I help you? (10m 59s) Alexander: Hello how are you today? (13m 10s) Visitor: hello, thank you for working with me here. Just curious about something I found on my new Jeep. I see that there are no recalls on it. But, I found some dramatically incomplete welds on it. Also found some strange random drilled holes in the front suspension members. Assist or advise please. (14m 10s) Alexander: Oh that is something we want to be sure is safe. You came to the right place, lets get a plan together here (14m 20s) Alexander: Can I start with the last eight digits of the VIN please (14m 30s) Visitor: OK, vin 1C4HJXDN7JW (14m 45s) Alexander: Thank you and can I confirm your mailing address please (15m 1s) Visitor: Bremerton Wa. (15m 26s) Alexander: Thank you again, ok well the first thing we are going to do is get his looked at by a dealer (16m 31s) Visitor: OK, I've been to the dealer that I bought it from but, only asked if there was a recall. They confirmed 'no'. Later I found the weld problem and drilled holes. (16m 46s) Alexander: Well we definitely want the dealer to see the issue (16m 53s) Alexander: Do you have a dealer that you like to work with? (18m 5s) Visitor: Yes, West Hills/Hasselwood Jeep, Bremerton Wa. (19m 32s) Alexander: Ok great, I would be glad to call you and then transfer you over to the dealer to set a time to bring the vehicle in, or you can call them directly yourself if you prefer (20m 19s) Visitor: I'll call them directly, if that is the way to progress this along. Need to work with my wife on 'when' to bring it in anyway.

Date	(21m 26s) Alexander: Absolutely, we need someone to look at he vehicle, hat would be a dealer without doubt (21m 44s) Visitor: OK, I will take care of that myself. (21m 56s) Alexander: Sounds like we have a plan! Was there anything else I could assist with today? (22m 53s) Visitor: Thank you, bye. I got it from here.
Date	
11/26/2018	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG0JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	12/31/2018	CAIR Type	Regular	Status	Closed
Close Date	01/10/2019	Origin	Telephone	Reason	
Mileage	10,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ROCKWOOD	TN		USA	
Dealer	45544	Lenoir City Chrysler Dodge Jeep Ram		Dealer Phone	8659867400
Dealer Address	1206 Broadway St E				
	Lenoir City	TN	37722101	USA	
Dealer Zone	Southeast	Sales District		Service District	R
Subject	Welding				
Synopsis	Customer declined SC and continues to dispute OAD diag post recall.				
Customer Anomaly	Body				
	Hood				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	171	Hood Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/31/2018 02:47 PM	Open
01/10/2019 05:07 PM	Closed

Initial Description

Welding is about to break

Case Comments

Date	Comment
12/31/2018	Customer states his welding in the front of his vehicle is going bad and is on the verge of breaking off. It's a brand new vehicle and customer wants to know what to do with it. Agent advised we would escalate the case, per TL Annie's advice. Customer thanked and ended the call. Phone: [REDACTED] Email: [REDACTED] Available: anytime.
01/02/2019	CM Called dealer 45544 and Spoke with Chris in Service. Chris stated that customer was last in on 11/27 and the UA5 recall was performed, dealer submitted pictures to chrysler of the welding at that time and Chrysler stated that vehicle was fine. Customer is contesting chrysler diagnostic. Customer has not been back to dealer since. Chris states that there is nothing they can do.
01/02/2019	CM called back dealer and spoke with Robbie, the SA involved with the repair. Robbie stated that standard recall procedures were all that were performed (photo submission to chrysler is part of his). CM inquired about additional weld inspection to restore customer's faith in safety of vehicle and Robbie stated that they didn't know of anything like that. Robbie stated that there were a lot of issues with his customer. The guy that brought vehicle in does not own the vehicle. Dlr has ownership info as [REDACTED] as well. The gentleman that brought vehicle in is a welder and had an issue with the welds and refused to sign the warranty papers.
01/02/2019	CM LVM with SA John Brown to get further assistance and info on any possible additional tests that could be done re: welding. Agent to make initial contact with customer once they speak with SM.
01/07/2019	Customer called in to inquire on information based on case, advised of information seen. Customer was not happy with the information given and advised he will be taking legal action as he does not feel safe. Advised I will send this over to the CM to have this information related to him.
01/07/2019	CM LVM for SA John to discuss further testing for welding so that customer can have faith restored in safety of vehicle. CM to return customer call.
01/07/2019	Cust. [REDACTED] states that weld is pitted and paint is falling off and knows the weld is bad. Customer concerned about rust issues. Customer knows that the weld is bad. Customer giving us until 1/19 to make this right but in the meantime is going to get the vehicle welds tested on their own. CM advised customer that they are waiting to hear back from the dealership personnel regarding additional weld tests.
01/07/2019	Based on information we have from dlr vehicle OAD. Unless additional info can be provided by dealer CM to offer service contract so FCA is preemptively engaging their factory resources to address a potential problem.
01/08/2019	Customer is waiting for CM to contact him about case
01/09/2019	CM spoke with Amber in service. Amber was very helpful and advised CM that they had explained the process as well as the inspections to the customer multiple times. Dealer also doesn't know who [REDACTED] is in relation to [REDACTED] - the name on the vehicle. CM to get that information clarified prior to any GW offer being extended.
01/09/2019	CM called [REDACTED] at [REDACTED] and LM to ensure that consent has been given to Mr. [REDACTED] to assist with vehicle maintenance and concerns.
01/09/2019	[REDACTED] LVM for CM giving consent for Thomas McGuire to be involved vehicle repairs.
01/10/2019	Customer called, states no one has gotten back with him regarding his case and he's been calling trying to get more info and to see if any has spoken with the dealership regarding his case.
01/10/2019	CM took customer call from Thomas McGuire. CM stated facts to customer. Dealer and Chrysler reviewed the images that were submitted as part of the UA5 recall procedure and have determined that the welds and recall repair have been completed safely. Customer knows the welds are bad and attempted to discuss many hypothetical with CM. CM directed conversation to this particular vehicle only stating that what Chrysler did in cases with bad welds was to repair the vehicle to an OAD status. CM asked customer if there were any other facts he had left out that may need to be considered. Customer did not provide any new information other than the fact that they claimed multiple professionals at IRF establishments had seen what they were talking about and stated that the weld was going to break. CM offered GW SC mentioning multi point inspections to insure that the vehicle repairs continued to be safe. Customer declined GW and will take care of the issues themselves and is done with CM.

Email(s)

Date	01/07/2019	Subject	Welding Concerns, [ref:_00Dj01qsDF._500f1oSGjA:ref]
Hello Ms. [REDACTED]			
My name is Teal, I am with Jeep Wave Customer Care and I will be your Case Manager. I have reached out to the dealer and am waiting to hear back so further steps can be discussed regarding your concerns with the welding and restore your faith in the vehicle. I will reach out to you by phone tomorrow, but wanted to make initial contact to let you know that I have been reviewing and working on your case. Please feel free to call me if you have any questions or concerns at 8445337928 ext. 4060711 ~Teal Jeep Wave Customer Care ref:_00Dj01qsDF._500f1oSGjA:ref			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDGXJW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	01/17/2019	CAIR Type	Regular	Status	Open
Close Date		Origin	Telephone	Reason	
Mileage	14,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	HUNTSVILLE	AL			USA
Dealer	60379	Landers McLarty Chrysler Dodge Jeep Ram		Dealer Phone	2568647475
Dealer Address	6533 University Dr NW				
	Huntsville	AL	358061717	USA	
Dealer Zone	Southeast	Sales District		Service District	T
Subject	Track Bar				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/17/2019 06:27 PM	Open

Initial Description

The customer stated that his vehicle is at the dealer for an issue with his track bar.

Case Comments

Date	Comment
01/17/2019	The customer stated that his vehicle is at the dealer for an issue with his track bar. The customer stated that the track bar has separated from the frame at the weld. The customer stated that the dealer wants to either put a new frame in the vehicle or weld the piece back into place. The customer stated that he was also having an issue with a wheel wobble which he stated almost caused him to get into an accident while he was going over a bridge. The customer stated that his vehicle has been at the dealer for going on 3 weeks now. The customer stated that he does not feel safe driving the vehicle and his wife refuses to ride in it. The customer would like to see what assistance Jeep may be able to offer him towards this or what his options are. The customer stated that his best call back number is [REDACTED] and that he can be reached any time during the day central time.
01/17/2019	Article Number [REDACTED] Jeep Wave
01/22/2019	Customer called in regarding their case - agent advised customer their case was currently under review and it will take about 1 business day for someone to reach out to them regarding their case. Customer's contact # [REDACTED]
01/23/2019	The customer called in to see if there were any updates on the case since he has not heard anything back. The advisor informed the customer that there were no updates as of yet but we could send the CM a message and see if she may be able to reach out to him about the case.
01/24/2019	Reached out to dealer to get a update. SA is Derek who stated that working with star. SA stated that he is waiting on STAR as of now to look at picture. SA stated there is a creak in the frame and is rusted that they do not know what to do. SA stated that customer is in a rental for 28 days. SA seeking to DM notes for customer rental. Reached out to customer to get more information and to advise of notes. Customer stated that SA told him he was going to weld the vehicle. Customer stated that is not good and he would not like that to happen and also SA stated to customer they were going to put a stabilizer on the vehicle but does not make sense to throw parts at the vehicle. Customer stated that he has reached out to a lawyer to start a case with lemon law customer stated that he does not feel safe in the vehicle at his time. Customer also stated that no one knows how to fix the issue customer seeking to send to the lemon law at this time. Writer advise will send up and does not mean it considers for lemon law but will send up and someone will reach out to him with 5 business days. Customer does not feel safe even if they fix the vehicle. This does not change his mind about fixing or anything he does not want the vehicle no more. Customer stated that if he does have to seek legal action he will.
02/12/2019	SA Derrick calling requesting update on DM notes for 35 days of rental for customer. He is requesting a call back at [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4GJXAG9JW	Model Year	2018	Brand	JEEP
Body	JLJL72	Vehicle	JEEP WRANGLER SPORT		
Open Date	01/21/2019	CAIR Type	Regular	Status	Closed
Close Date	02/25/2019	Origin	Telephone	Reason	
Mileage	4,246 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address			Source	Customer	
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	VERO BEACH	FL		USA	
Dealer	45632	Lake Wales Chrysler Dodge Jeep Ram	Dealer Phone	8636760733	
Dealer Address	21529 US Highway 27 North				
	Lake Wales	FL	338596857	USA	
Dealer Zone	Southeast	Sales District		Service District	C
Subject	Push start				
Synopsis	Cm couldn't get a hold of customer after multiple attempts				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/21/2019 07:24 PM	Open
02/25/2019 02:25 PM	Closed

Initial Description

Customer has multiple issues with push start

Case Comments

Date	Comment
01/21/2019	Customer called in stating that on his driver door it is caved in however the dealership states that all the jeeps are like that. Customer states that when he is in the middle of switching gears that the engine does not come back down. Customer states that you do not feel the clutch engage at all. Customer also states that the push start for the vehicle does not always work for them either. Customer states that one of the welds on his jeep are not in the proper place either. Customer states dealership did do a ride along with the customer but they felt the same thing as the customer but could not duplicate the issue. CM was about to ask the customer when he had the vehicle at the dealership last when the phones cut out
01/26/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
01/30/2019	Cm called customer to get appointment time. CM left VM
02/04/2019	Customer contacted in to speak to CM. Advised customer would receive a call back
02/04/2019	CM called customer back and asked about the appointment. Customer states he has not set up an appointment yet and the last time the vehicle was at the dealership was on 11/26/2018. Customer is going to set up a appointment. CM emailing the customer her contact info and customer is to email the CM the appointment time.
02/04/2019	Appointment is the 11 of February at noon.
02/13/2019	Cm called and spoke with SA Margie about the vehicle. SA Margie states that customer doesn't have an appointment with the dealership since October 2018. Cm called customer and left a VM requesting a call back
02/18/2019	Vehicle has arrived at dealership Valand Chrysler Dodge Jeep Ram and attended by dealer employee
02/18/2019	Cm called customer requesting a call back
02/21/2019	CM called customer requesting call back
02/25/2019	Cm couldn't get a hold of customer after multiple attempts, CM closing case

Email(s)

Date	02/04/2019	Subject	[REDACTED] ref: 00Dj01qsDF_500f1oWKGd:ref]
Dear [REDACTED]			
This is Rebecca. My contact number is 844-533-7928 Ext 4060410. Please email your appointment time and date and whom it is with.			
Thank you, Rebecca ref_00Dj01qsDF_500f1oWKGd:ref			

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG9JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	01/25/2019	CAIR Type	Regular	Status	Closed
Close Date	02/12/2019	Origin	Telephone	Reason	
Mileage	3,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	JOPPA	MD		USA	
Dealer	26547	Thompson Chrysler Jeep Dodge	Dealer Phone	4106791400	
Dealer Address	1102 Business Center Way				
	Edgewood	MD	210401505	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	M
Subject	Replacement vehicle				
Synopsis	ISG opened case 57994639.				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
01/25/2019 06:00 PM	Open
02/12/2019 02:14 PM	Closed

Initial Description

Customer is looking for a replacement vehicle for his wife

Case Comments

Date	Comment
01/25/2019	Customer called in stating this it the 5 h time the vehicle has been brought into the dealership to get the recall repaired completed. Customer stated the welds failed and the track bar completely separated luckily here was no accident. Customer stated he has spoken with the sales manager and the general manager who both advised they are doing every thing they can to repair the vehicle. Customer stated jeep techs have also been involved. Customer stated at this point they are rebuilding a majority of the front end of the vehicle. Customer stated it was going to be at least a month before the parts to continue the repair come in.
01/25/2019	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? Dealership
01/25/2019	**91L/96Q Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to 91L/96Q. Assigned CAIR to CM.
01/30/2019	Contacted the customer and LVM
01/30/2019	Customer's husband, [REDACTED], called in to speak with CM. Customer notes that the vehicle has the same issues/symptoms of the vehicle shaking; however, the DLR keeps replacing different parts for the same symptoms. Agent advised that the Dispute Resolution did not meet the standard for Lemon Law. Customer notes that the customer wants a new vehicle to replace this vehicle and explained that the track bar broke while she was driving the vehicle. Customer inquired how to file for LL. Agent reviewed the Arbitration in the glove box. Customer noted that the vehicle has been at the DLR 30 consecutive days as of this week and DLR has advised the customer that the vehicle will be at the DLR for at least another 4 weeks minimum.
01/31/2019	*****THOMPSON CHRYSLER JEEP DODGE***** Service department busy agent advised to call back. *****
01/31/2019	*****THOMPSON CHRYSLER JEEP DODGE/410 679-1400***** SM Dan advised the RO was opened on 1/2/19 and they are currently waiting on parts. RO# [REDACTED] PT# 68258762AC PT# 68260466AB *****
01/31/2019	**Dispute Resolution Review** **Case Escalated to I2R** Reviewed warranty history at customer request. Writer determined this should be escalated to I2R for case management. Assigned CAIR to DRCM.
01/31/2019	***OUTBOUND DEALER CONTACT*** Thompson CDJ [REDACTED] CM spoke with PA Tyler who could not find these part numbers as it has been superseded. CM was transferred to Service VM and left a message with info asking for call back with part number and part order number.
01/31/2019	***OUTBOUND CUSTOMER CONTACT*** [REDACTED] CM spoke with customer's husband who will be handling this issue. CM will email contact info as well and advised the process takes time, but I will reach out in 4-5 days. Customer is in a loaner, but it doesn't have the benefits her vehicle does and they are seeking replacement. Customer states the track bar came apart before the recall was issued, and the vibration started recently that the vehicle was flawless up until the track bar broke.
01/31/2019	***OUTBOUND DEALER CONTACT*** Thompson CDJ 410-288-3100 Spoke with SA Ryan who stated the SA on this is off today and his SMS is in a meeting, and was transferred to his VM to leave message. CM left message asking for correct part numbers and part order numbers for this vehicle that I called earlier and spoke with Parts who advised me the numbers given has been superseded, so I needed the correct info.
01/31/2019	INBOUND DEALER CONTACT DLR called correct part is 68258762AD order is 1 [REDACTED] ETA is 2/4/2019. CM stated the customer states it will be 3 more weeks, and he stated it has been 3 weeks, they hope to have it completed next week, waiting on the final part- tie rod.
02/01/2019	CM could not find order and spoke with DLR again, and realized the DLR info was wrong. CM updated DLR info to reflect current DLR and was able to find part order, ETA is 2/6/2019. CM updated AM.
02/04/2019	T0942LC has escalated case to external system with name ES-6388. Case was escalated successfully.
02/04/2019	CM checked GPOP, ETA on Part is now 2/8/2019, CM escalated for Part update.

Date	Comment
02/05/2019	INBOUND CUSTOMER CONTACT Customer [REDACTED] called stating DLR called to let him know part would be coming in and he wanted to know where he was in the process. ***OUTBOUND CUSTOMER CONTACT*** [REDACTED] CM left VM stating that we still work to repair vehicle, and his vehicle was still under review and can take days-weeks for answer, but I hoped to have info soon.
02/06/2019	CM checked GPOP, tracking is [REDACTED] and UPS site tracking delivery ETA ad tomorrow 2/7/2019 by end of day.
02/07/2019	INBOUND CUSTOMER CONTACT Customer left VM stating DLR called part will arrive today and repair will be completed soon. Customer stated he is not interested in repair, he wants to know how long it takes for FCA to make a decision before he gets lawyer, states FCA is making this experience worse. CM emailed AM.
02/07/2019	CM checked UPS and part delivered.
02/08/2019	***OUTBOUND DEALER CONTACT*** Thompson CDJ 410-288-3100 CM spoke with SA Ryan who stated vehicle is repaired and they are waiting for customer to get vehicle for test drive.
02/08/2019	***OUTBOUND CUSTOMER CONTACT*** [REDACTED] CM spoke with customer and advised it was still under review. CM also advised customer that DLR states repair is complete and it needs to be test driven and CM suggested he may want to do since he states wife is uncomfortable. CM also advised that regardless of decision, the customer will have to use the vehicle while process continues and he stated he was not aware, but understood. CM will call as soon as info is available.
02/11/2019	***OUTBOUND DEALER CONTACT*** Thompson CDJ 410-288-3100 CM spoke with SA Don who stated customer picked up vehicle, and he could not share any further information. CM called back and spoke with Amanda who verified the vehicle's mileage is at 4888.
02/11/2019	***OUTBOUND CUSTOMER CONTACT*** [REDACTED] CM spoke with customer and he verified they have the vehicle back. Customer states his wife test drove with the Service Manager and then later he drove it. He feels it is repaired as long as they stay under 40-50 mph, otherwise the shaking comes back. Customer states they were told that was as good as it was going to get, and a common problem with the JL. Customer states this is not completely fixed. CM advised to continue to drive as intended as we continue to review.
02/11/2019	AM approved Replacement, CM submitted forms.
02/11/2019	Received notification that a Buyback request has been submitted and the Case should be closed, and to advise customer that their case will now be handled by a Retention Specialist who will contact them within two business days. OUTBOUND CUSTOMER CONTACT CM called customer on Friday 2/08/2019 and advised, that their case will now be handled by a Retention Specialist who will contact them within 2-3 business days. CM put info in husbands name and contact info.
02/12/2019	ISG opened [REDACTED] and has contacted customer, CM closing case.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG5JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	02/07/2019	CAIR Type	Regular	Status	Closed
Close Date	04/16/2019	Origin	Brand Site	Reason	assistance
Mileage	12,548 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Cincinnati	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	CINCINNATI	OH		USA	
Dealer	43664	Kings Dodge Chrysler Jeep	Dealer Phone	5136833000	
Dealer Address	4486 Kingswater Drive				
	Cincinnati	OH	452498268	USA	
Dealer Zone	Great Lakes	Sales District		Service District	G
Subject	FRONT STEERING CONCERN				
Synopsis	Closing case				
Customer Anomaly	Steering / Suspension				
	Steering Housing				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	91	Steering housing issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/07/2019 05:06 PM	New
03/25/2019 05:44 PM	Open
03/25/2019 05:44 PM	Suspended
04/02/2019 04:00 AM	Open
04/05/2019 10:41 PM	Suspended
04/10/2019 03:59 AM	Open
04/16/2019 09:01 PM	Closed

Initial Description

Jeep is currently in the shop for the second time for the Death Wobble. They replaced the steering damper in Dec (I was the 4th person to drop off for Death Wobble that day). I had it back a month and started again. Also, asked them to check the steering as I have a dead spot in it occasionally and asked them to check the tie rods as well. Called me yesterday and the steering damper is bad again and BOTH tie rods are shot. I asked them to check the track bar weld as well, not sure they will. Now I'm concerned about the entire front suspension and the wear on the front tires due to the issues with the tie rods. I'm rather concerned that this Jeep has only 12,548 miles on it and having these issues. Especially since I've had it in twice since December for the same problem!! Please help, as I am concerned!

Case Comments

Date	Comment
02/11/2019	OB TO DEALER 43664 (KINGS CDJR) @ 888-498-7711 Spoke With: NO ANSWER CM LVM FOR SA CHANELLE to return CM's Call.
02/11/2019	SA: Chanel from dealership was calling in wanting to speak with CM Brad. Agent was able to connect customer with CM. Agent disconnected.
02/11/2019	IB from SA Chanelle -- States they ordered tie rods and another damper, parts should be in 2.12.19, writer advised he would follow up with dealer on 2.12 or 2.13 to see if parts repaired concern, or if further assistance is needed.
02/14/2019	OB to Dealer 43664 (Kings DCJ) @ 888.498.7711 Spoke With: Craig in Service -- States everyone in service is gone for the day, even though CM was just speaking to advisor 2 minutes ago and was cut off (line Disconnected)
02/25/2019	OB to Dealer 43664 (KINGS CDJR) @ 888.498.7711 Spoke With: SA Brad -- States that last RO was from 2.13 and they replaced tie rods and steering damper.
02/28/2019	OB to Dealer 43664 (Kings DCJ) @ 888.498.7711 Spoke With: SA Chanelle -- Customer has had Damper Replaced Twice and Tie Rods have been replaced once. Customer's Vehicle was down for 27 Days for 2 repairs for the front steering components. Customer has vehicle back now. Writer thanked SA and ended call.
03/01/2019	*****Dispute Resolution Escalation***** Customer has had multiple Front Steering Concern repairs, including having 2 dampers replaced, and tie rods. The customer now states that the vehicle is still wobbling and getting gradually worse. Vehicle has accumulated 30 days off road as well. This will be 4 repair attempt, customer is requesting warranty review (INCLUDING CURRENT REPAIR @ Dealer 43664) that is not in GWA yet.
03/01/2019	Dispute Resolution Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to CM. Review next steps in Case Activity.
03/04/2019	In-Service Date: 5/3/2018 Original Owner: Y Mileage: 12,548 Vehicle purchase loyalty: 1 used Multiple Repairs/ Previous related repairs: Y MVP plans: N Other.
03/04/2019	*****OUTBOUND CUSTOMER CONTACT***** Had called the customer and had advised her that I had just received her case. The customer stated that she had purchased the vehicle in Nov. 2018 and the wobble stated at the beginning of November. The customer stated the vehicle had been at the dealer twice for this issue. The customer stated that she had contacted an attorney about. I advised the customer that I cannot assist her unless an appointment is made at the dealership and had asked her to make an appointment. She stated that she is going to speak with her attorney to see if she should make an appointment. I advised her to call me and let me know.
03/04/2019	Received a message from the customer stating that she is going to make an appointment at the dealership and will call in when she has a date set. She is waiting for the dealer to arrange for a loaner.
03/07/2019	

Date	Comment
	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Called the customer and asked her if she had made an appointment at the dealership. She stated that she had dropped it off last night. She stated that Chenille is the SA and they had put her into a loaner. Advised her that I will call the dealer Friday to get an update and then I will call her.
03/08/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Case manager attempted to contact dealer Service Advisor Chenille, however, SA was not available. Had left a message for a return call at extension 3020203.
03/12/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Called the dealership, no one had picked up in service.
03/13/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Called the dealership and had spoken with Chenille SA and had asked about the customers vehicle. She stated they had order parts for it, they are all there except for the nuts.
03/13/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Called the customer and advised her that I had spoken with the dealership and they had ordered parts for the vehicle, they are there except for the nuts. Advised her that I will contact the dealer Friday for an update and when I have that update I will call her.
03/15/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Called the dealership, had spoken with Brad SA and had asked if the nuts had come in for the customers vehicle. He stated they had not yet arrived.
03/15/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Called the customer and had advised her that the nuts to complete the repair had not yet come in and I will contact the dealer early next week to get an update.
03/19/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Case manager attempted to contact dealer Service Advisor Chenille, however, SA was not available. Had left a message for a return call at extension 3020203. Wanted to get an update on repair.
03/20/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Case manager attempted to contact dealer Service Advisor Chenille, however, SA was not available. Had left a message for a return call at extension 3020203. Wanted to get an update on the repair.
03/20/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Called the dealership and had spoken with Chenille SA and had asked about the repair of the customers vehicle. She stated the nuts had come in and they are working on it now. The repair should be completed Thursday.
03/20/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Called the customer and had advised her that I had spoken with Chenille. I advised the customer the vehicle is being worked on today and it should be completed Thursday.
03/22/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Case manager attempted to contact dealer Service Advisor Chenille, however, SA was not available. Had left a message for a return call at extension 3020203.
03/25/2019	*****OUTBOUND DEALERSHIP CONTACT***** Kings Dodge Chrysler Jeep 43664 888-498-7711 Called the dealership and had spoken with Chenille SA and had asked about the repair to the customers vehicle. She stated the repair had been completed and the vehicle had been picked up.
03/25/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203.
03/25/2019	*****INBOUND CUSTOMER CONTACT***** [REDACTED] The customer had called in after receiving my message. She stated she had picked the vehicle up and right now it is OK. She stated that the last time her repair had been completed it was 3 weeks and the issue had come back. I advised the customer that I will call her next week to see how things are with the vehicle.
04/02/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Called the customer and I asked how the vehicle is running. She stated that yesterday there was a bit of a vibration but she does not know if it is a one-time issue. Advised her that I will call her Friday, I want to make sure she OK with the vehicle before I close the case.
04/05/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203.
04/10/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203.
04/12/2019	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203. Also advised the customer if I do not receive a call back the case will be closed Monday the 15th. Also sent email advising of case closure if no call back.

Email(s)

Date	Subject
02/07/2019	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors. Jeep Brand: 877-426-5337 FCA Brand : 800-247-9753 For any future communication related to this email, please refer to reference number [REDACTED] Sincerely, The Jeep Brand To view the Jeep Privacy Policy, visit https://www.chrysler.com/crossbrand_us/privacy	

Date	Subject
02/08/2019	Case Acknowledgement [ref: 00Dj01qsDF_500f1pkgY1:ref]
Dear [REDACTED] Thank you for contacting the Jeep Customer Assistance Center. I truly apologize to hear you are having an ongoing issue with your steering and your vehicle shaking. This is not what we expect of our brand new vehicle. Thank you for taking the time to reach out to us and allow us the opportunity to help. I understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation. Lets look into things further and see what we can do to try and resolve the situation. I'd like to immediately escalate your case to a level 2 specialist for further assistance. They will help you to be sure your concerns are fully resolved. I will have a member of our team reach out to you within 1 business day to discuss this further.	

We are in service of the people who drive us.

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 1-844-JEEP-WAVE (1-844-533-7928).

Sincerely,

Ashlea
Customer Service Representative
Jeep Wave Premium Care
1-844-JEEPWAVE

----- Original Message -----

From: US Customer Care [uscustomercare@fcagroup.com]

Sent: 2/7/2019 12:06 PM

To:

Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy
ref:_00Dj01qsDF._500f1pkgY1:ref

Date	02/13/2019	Subject	Re: Case Acknowledgement [ref: _00Dj01qsDF._500f1pkgY1:ref] CASE # [REDACTED]
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Have not received a call from anyone to discuss.

On Fri, Feb 8, 2019 at 8:42 AM US Customer Care wrote:

> [image: Header]

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> I truly apologize to hear you are having an ongoing issue with your steering and your vehicle shaking. This is not what we expect of our brand new vehicle. Thank you for taking the time to reach out to us and allow us the opportunity to help. I understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of the situation. Let's look into things further and see what we can do to try and resolve the situation.

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>

> We are in service of the people who drive us.

>

> 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 1-844-JEEP-WAVE (1-844-533-7928).

>

> Sincerely,

>

> Ashlea
> Customer Service Representative
> Jeep Wave Premium Care
> 1-844-JEEPWAVE

> [image: Footer]

>

>

>

----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com]

> Sent: 2/7/2019 12:06 PM

> To:

> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

>

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>

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> The Jeep Brand

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> https://www.chrysler.com/crossbrand_us/privacy

>

> ref:_00Dj01qsDF_500f1pkgY1 ref

Date	02/14/2019	Subject	Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF_500f1pkgY1 ref]
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Good Evening [REDACTED]

My name is Brad and I have been assigned as your Jeep Premium Care Case Manager. I apologize for the delay in getting back to you, the case was just forwarded to my in-basket yesterday from the internet Queue. I have been trying to reach Service Advisor Chanelle that is overseeing the repairs at the Dealership, however I have not been able to. I get in at 11:30 AM EST tomorrow, and I am going to start calling them first thing until I can reach someone, to ascertain the repair situation. If you would like to speak to me before then please respond to this email and let me know that you would like a call before tomorrow after I talk to the Dealership.

Have a great night, and thank you for being part of the Jeep Family.

Here is my Contact Information:

Brad
Jeep Premium Care Specialist
844-533-7928 EXT 4060164
Case #: [REDACTED]

----- Original Message -----

From: [REDACTED]
Sent: 2/13/2019 8:19 AM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1pkgY1:ref] CASE #: [REDACTED]

Have not received a call from anyone to discuss.

On Fri, Feb 8, 2019 at 8:42 AM US Customer Care wrote:

> [image: Header]

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> I truly apologize to hear you are having an ongoing issue with your
> steering and your vehicle shaking. This is not what we expect of our brand
> new vehicle. Thank you for taking the time to reach out to us and allow us
> the opportunity to help. I understand how difficult and frustrating it can
> be when a vehicle does not live up to the expectations that we have for
> them and I do truly apologize for the inconvenience of the situation. Let's
> look into things further and see what we can do to try and resolve the
> situation.

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> I'd like to immediately escalate your case to a level 2 specialist for
> further assistance. They will help you to be sure your concerns are fully
> resolved. I will have a member of our team reach out to you within 1
> business day to discuss this further.

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> We are in service of the people who drive us.

>

> 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 1-844-JEEP-WAVE (1-844-533-7928).

>

> Sincerely,

>

> Ashlea
> Customer Service Representative
> Jeep Wave Premium Care
> 1-844-JEEPWAVE
> [image: Footer]
>
>
>
> ----- Original Message -----
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/7/2019 12:06 PM
> To: [REDACTED]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>
> Your inquiry has been received by the Jeep Customer Care. We appreciate
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> possible.
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> To ensure a prompt response, please add to your Safe Senders list, Address
> Book or Contact List. Please also monitor your Junk Mail or Spam Folder for
> our response.
>
> Should his matter be urgent, or if you desire a quicker response, please
> contact us by phone to discuss your issue with one of our Jeep Advisors.
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> Jeep Brand: 877-426-5337
>
> FCA Brand : 800-247-9753
>
>
> For any future communication related to this email, please refer to
> reference number [REDACTED]
>
> Sincerely,
>
> The Jeep Brand
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> To view the Jeep Privacy Policy, visit
>
> https://www.chrysler.com/crossbrand_us/privacy
>
> ref:_00Dj01qsDF._500f1pkgY1 ref

Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Date	02/15/2019	Subject	Re: Jeep Customer Care Case #:	[REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]
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Thank you. Attached you will find both copies of the repairs that were done. I did have 1 concern on a request I had, I told them that I had a squeaking noise when I started the Jeep. They stated that they couldn't hear his, I heard it 3 times yesterday.

[REDACTED]
On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> Good Evening [REDACTED]
>
> My name is Brad and I have been assigned as your Jeep Premium Care Case
> Manager. I apologize for the delay in getting back to you, the case was
> just forwarded to my in-basket yesterday from the internet Queue. I have
> been trying to reach Service Advisor Channele that is overseeing the
> repairs at the Dealership, however I have not been able to. I get in at
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> until I can reach someone, to ascertain the repair situation. If you would
> like to speak to me before then please respond to his email and let me
> know that you would like a call before tomorrow after I talk to the
> Dealership.
>
> Have a great night, and thank you for being part of the Jeep Family.
>
> Here is my Contact Information:
>
> Brad
> Jeep Premium Care Specialist
> 844-533-7928 EXT 4060164
> Case #: [REDACTED]
>
>

> ----- Original Message -----
> From: [REDACTED]
> Sent: 2/13/2019 8:19 AM

> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [ref_00Dj01qsDF._500f1pkgY1:ref] CASE
> [REDACTED]
>
> Have not received a call from anyone to discuss.
>
> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > [image: Header]
> > Dear [REDACTED]
> >
> > Thank you for contacting the Jeep Customer Assistance Center.
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> > resolved. I will have a member of our team reach out to you within 1
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> >
> > We are in service of the people who drive us.
> >
> > 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 1-844-JEEP-WAVE (1-844-533-7928).
> >
> > Sincerely,
> >
> > Ashlea
> > Customer Service Representative
> > Jeep Wave Premium Care
> > 1-844-JEEPWAVE
> > [image: Footer]
> >
> >
> > ----- Original Message -----
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 2/7/2019 12:06 PM
> > To: [REDACTED]
> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> >
> > Your inquiry has been received by the Jeep Customer Care. We appreciate
> > your contact with us and look forward to getting back with you as soon as
> > possible.
> >
> > To ensure a prompt response, please add to your Safe Senders list,
> > Address
> > Book or Contact List. Please also monitor your Junk Mail or Spam Folder
> > for
> > our response.
> >
> > Should this matter be urgent, or if you desire a quicker response, please
> > contact us by phone to discuss your issue with one of our Jeep Advisors.
> >
> > Jeep Brand: 877-426-5337
> >
> > FCA Brand : 800-247-9753
> >
> >
> > For any future communication related to this email, please refer to
> > reference number [REDACTED]
> >
> > Sincerely,
> >
> > The Jeep Brand
> >
> >
> > To view the Jeep Privacy Policy, visit
> >
> > https://www.chrysler.com/crossbrand_us/privacy
> >
> > ref_00Dj01qsDF._500f1pkgY1:ref
> >
> Brad

> Premium Care Specialist
> 844-533-7928
> EXT: 4060164
>
>

*****Security Check*****

Dear Colleague,

as a preventive security measure, the attachments have been checked for potentially malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, visit your ICT support intranet page.

Kind Regards,

ICT End User Services Team

Date	02/18/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref: 00Dj01qsDF._500f1pkgY1 ref]
------	------------	---------	---

Morning Brad,

I had the Jeep up on a lift last night to look at the welds, as the coating that protects them from rusting is coming off and the welds are already rusting. I have attached the pictures. Also, had a small scare Saturday night while driving. I was approaching a light bend to get on an on-ramp and while trying to turn the steering wheel to the right the steering was VERY tight and wouldn't turn and then finally gave way to make the bend.

On Fri, Feb 15, 2019 at 8:47 AM [REDACTED] wrote:

> Thank you. Attached you will find both copies of the repairs that were
> done. I did have 1 concern on a request I had, I told them that I had a
> squeaking noise when I started the Jeep. They stated that they couldn't
> hear this, I heard it 3 times yesterday.

>

>

>

>

>

> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
> jeepcustomercare@fcagroup.com> wrote:

>

>> Good Evening [REDACTED]

>>

>> My name is Brad and I have been assigned as your Jeep Premium Care Case
>> Manager. I apologize for the delay in getting back to you, the case was
>> just forwarded to my in-basket yesterday from the internet Queue. I have
>> been trying to reach Service Advisor Chanelle that is overseeing the
>> repairs at the Dealership, however I have not been able to. I get in at
>> 11:30 AM EST tomorrow, and I am going to start calling them first thing
>> until I can reach someone, to ascertain the repair situation. If you would
>> like to speak to me before then please respond to his email and let me
>> know that you would like a call before tomorrow after I talk to the
>> Dealership.

>>

>> Have a great night, and thank you for being part of the Jeep Family.

>>

>> Here is my Contact Information:

>>

>> Brad

>> Jeep Premium Care Specialist

>> 844-533-7928 EXT 4060164

>> Case #: [REDACTED]

>>

>>

>> ----- Original Message -----

>> From: [REDACTED]

>> Sent: 2/13/2019 8:19 AM

>> To: uscustomercare@fcagroup.com

>> Subject: Re: Case Acknowledgement [ref: 00Dj01qsDF._500f1pkgY1:ref]

>> CASE #: [REDACTED]

>>

>> Have not received a call from anyone to discuss.

>>

>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <

>> uscustomercare@fcagroup.com>

>> wrote:

>>

>> > [image: Header]

>> > Dear [REDACTED]

>> >

>> > Thank you for contacting the Jeep Customer Assistance Center.

>> >

>> > I truly apologize to hear you are having an ongoing issue with your
>> > steering and your vehicle shaking. This is not what we expect of our
>> > brand

>> > new vehicle. Thank you for taking the time to reach out to us and allow
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>> > the opportunity to help. I understand how difficult and frustrating it

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>> > them and I do truly apologize for the inconvenience of he situation.
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>> > look into things further and see what we can do to try and resolve the
>> > situation.
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>> > Id like to immediately escalate your case to a level 2 specialist for
>> > further assistance. They will help you to be sure your concerns are
>> fully
>> > resolved. I will have a member of our team reach out to you wi hin 1
>> > business day to discuss this further.
>> >
>> > We are in service of the people who drive us.
>> >
>> > 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 1-844-JEEP-WAVE (1-844-533-7928).
>> >
>> > Sincerely,
>> >
>> > Ashlea
>> > Customer Service Representative
>> > Jeep Wave Premium Care
>> > 1-844-JEEPWAVE
>> > [image: Footer]
>> >
>> >
>> >
>> > ----- Original Message -----
>> > From: US Customer Care [uscustomer@fcagroup.com]
>> > Sent: 2/7/2019 12 06 PM
>> > To: [REDACTED]
>> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>> >
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>> Brad
>> Premium Care Specialist
>> 844-533-7928
>> EXT: 4060164
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Date	02/20/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref: _00Dj01qsDF_500f1pkgY1 ref]
------	------------	---------	---

Brad,

Just touching base with you since it's been almost a week. Would like to know what he status of the claim is and give you an update on the ongoing issues with my vehicle.

1. When the U62 Recall was completed, Kevin Osborne (then owner) asked for he welds to be looked at after discovering that there were 2018 JL's recalled for a weld issue. It was determined that the welds were in the

correct location. However, there was a concern after seeing them, as you could see the protective coating was flaking off. As you can see in the pictures I forwarded to you 2 days ago, there are numerous areas where the protective coating has come off and the welds are already rusting. I had 2 welders look at them and they both stated that these welds showed porosity and that they should not be rusting and suggest having it all recoated to avoid damage to the frame.

2. I had a complaint about the death wobble - I've had it in "twice" now for this and I currently have experienced it again in the last 3 days, only in 2 stretches of the highway that I drive every day and currently not anywhere near to the extent it was before however, it does concern me. I do understand that it could just be the section of road I hit if it continues and gets worse I am returning it to service for the 3rd time...

3. During the last service, I also stated that the steering wheel will be tight during a turn or even slight bend/curve in the road, almost like it's locked and then will break free/normal steering back. This according to the service record was caused by the drag link and tie rods. I have now experienced this 3 more times since having my Jeep back. I stated this also in the email I sent to you on Monday 2/18/19.

4. I also reported noise when I start the Jeep that sounded like a squeaky belt when they go bad. I stated that it does not happen all the time. They did try and duplicate this sound with no success. I have since experienced this again at least 4 times now. I'm not sure if this is a belt or maybe a starter issue.

I have not contacted the dealership again since having the Jeep back, as I was waiting to hear back from FCA/NHTSA with my concerns. As well as driving the Jeep to see if the death wobble continues.

I love my Jeep but I'm concerned about the stability of my suspension due to all the issues I've experienced and it's not even a year old yet. FYI build at is 4/2018

On Mon, Feb 18, 2019 at 7:37 AM [REDACTED] wrote:

> Morning Brad,

>

> I had the Jeep up on a lift last night to look at the welds, as the
> coating that protects them from rusting is coming off and the welds are
> already rusting. I have attached the pictures. Also, had a small scare
> Saturday night while driving. I was approaching a light bend to get on an
> on-ramp and while trying to turn the steering wheel to the right the
> steering was VERY tight and wouldn't turn and then finally gave way to make
> the bend.

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>> hear this, I heard it 3 times yesterday.

>>

>>

>>

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>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
>> jeepcustomercare@fcagroup.com> wrote:

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>>> Good Evening [REDACTED]

>>>

>>> My name is Brad and I have been assigned as your Jeep Premium Care Case
>>> Manager. I apologize for the delay in getting back to you, the case was
>>> just forwarded to my in-basket yesterday from the internet Queue. I have
>>> been trying to reach Service Advisor Chanelle that is overseeing the
>>> repairs at the Dealership, however I have not been able to. I get in at
>>> 11:30 AM EST tomorrow, and I am going to start calling them first thing
>>> until I can reach someone, to ascertain the repair situation. If you would
>>> like to speak to me before then please respond to this email and let me
>>> know that you would like a call before tomorrow after I talk to the
>>> Dealership.

>>>

>>> Have a great night, and thank you for being part of the Jeep Family.

>>>

>>> Here is my Contact Information:

>>>

>>> Brad

>>> Jeep Premium Care Specialist

>>> 844-533-7928 EXT 4060164

>>> Case #: [REDACTED]

>>>

>>>

>>> ----- Original Message -----

>>> From: [REDACTED]
>>> Sent: 2/13/2019 8:19 AM
>>> To: uscustomercare@fcagroup.com
>>> Subject: Re: Case Acknowledgement [ref: _00Dj01qsDF._500f1pkgY1:ref]
>>> CASE # [REDACTED]

>>> Have not received a call from anyone to discuss.

>>>
>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
uscustomercare@fcagroup.com>
>>> wrote:

>>>
>>> > [image: Header]
>>> > Dear [REDACTED]

>>> > Thank you for contacting the Jeep Customer Assistance Center.

>>> > I truly apologize to hear you are having an ongoing issue with your
>>> > steering and your vehicle shaking. This is not what we expect of our
>>> > brand

>>> > new vehicle. Thank you for taking the time to reach out to us and
>>> > allow us

>>> > the opportunity to help. I understand how difficult and frustrating it
>>> > can

>>> > be when a vehicle does not live up to the expectations that we have for
>>> > them and I do truly apologize for the inconvenience of the situation.

>>> > Lets

>>> > look into things further and see what we can do to try and resolve the
>>> > situation.

>>> >

>>> > I'd like to immediately escalate your case to a level 2 specialist for
>>> > further assistance. They will help you to be sure your concerns are
>>> > fully

>>> > resolved. I will have a member of our team reach out to you within 1

>>> > business day to discuss this further.

>>> >

>>> > We are in service of the people who drive us.

>>> >

>>> > 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 1-844-JEEP-WAVE (1-844-533-7928).

>>> >

>>> > Sincerely,

>>> >

>>> > Ashlea

>>> > Customer Service Representative

>>> > Jeep Wave Premium Care

>>> > 1-844-JEEPWAVE

>>> > [image: Footer]

>>> >

>>> >

>>> >

>>> > ----- Original Message -----

>>> > From: US Customer Care [uscustomercare@fcagroup.com]

>>> > Sent: 2/7/2019 12:06 PM

>>> > To: [REDACTED]

>>> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

>>> >

>>> > Your inquiry has been received by the Jeep Customer Care. We appreciate
>>> > your contact with us and look forward to getting back with you as soon

>>> > as

>>> > possible.

>>> >

>>> > To ensure a prompt response, please add to your Safe Senders list,

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>>> > contact us by phone to discuss your issue with one of our Jeep

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>>> >

>>> > Jeep Brand: 877-426-5337

>>> >

>>> > FCA Brand : 800-247-9753

>>> >

>>> >

>>> >

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>>> > reference number [REDACTED]

>>> >

>>> > Sincerely,

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>>> > The Jeep Brand

>>> >

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>>> > To view the Jeep Privacy Policy, visit
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>>> > https://www.chrysler.com/crossbrand_us/privacy
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>>> > ref:_00Dj01qsDF_500f1pkgY1:ref
>>>
>>> Brad
>>> Premium Care Specialist
>>> 844-533-7928
>>> EXT: 4060164
>>>
>>>

Date	02/21/2019	Subject	Re: Jeep Customer Care Case #: [redacted] [ref:_00Dj01qsDF_500f1pkgY1:ref]
------	------------	---------	--

Hello [redacted]

I apologize for the delay in getting back to you I was out for two days with pneumonia. I understand your concerns about the reliability and safety of the vehicle. I will reach back out to King's Jeep tomorrow and talk with the service manager and see if we can come up with a plan of action. I look forward to speaking with you tomorrow [redacted] Have a good night.

-----Original Message-----

From: [redacted]
Sent: 2/20/2019 10:35 AM
To: jeepcustomercare@fcagroup.com
Subject: Re: Jeep Customer Care Case #: [redacted] [ref:_00Dj01qsDF_500f1pkgY1:ref]

Brad,

Just touching base with you since it's been almost a week. Would like to know what the status of the claim is and give you an update on the ongoing issues with my vehicle.

1. When the U62 Recall was completed, [redacted] (then owner) asked for the welds to be looked at after discovering that there were 2018 JL's recalled for a weld issue. It was determined that the welds were in the correct location. However, there was a concern after seeing them, as you could see the protective coating was flaking off. As you can see in the pictures I forwarded to you 2 days ago, there are numerous areas where the protective coating has come off and the welds are already rusting. I had 2 welders look at them and they both stated that these welds showed porosity and that they should not be rusting and suggest having it all recoated to avoid damage to the frame.

2. I had a complaint about the death wobble - I've had it in "twice" now for this and I currently have experienced it again in the last 3 days, only in 2 stretches of the highway that I drive every day and currently not anywhere near to the extent it was before however, it does concern me. I do understand that it could just be the section of road I hit if it continues and gets worse I am returning it to service for the 3rd time...

3. During the last service, I also stated that the steering wheel will be tight during a turn or even slight bend/curve in the road, almost like it's locked and then will break free/normal steering back. This according to the service record was caused by the drag link and tie rods. I have now experienced this 3 more times since having my Jeep back. I stated this also in the email I sent to you on Monday 2/18/19.

4. I also reported noise when I start the Jeep that sounded like a squeaky belt when they go bad. I stated that it does not happen all the time. They did try and duplicate this sound with no success. I have since experienced this again at least 4 times now. I'm not sure if this is a belt or maybe a starter issue.

I have not contacted the dealership again since having the Jeep back, as I was waiting to hear back from FCA/NHTSA with my concerns. As well as driving the Jeep to see if the death wobble continues.

I love my Jeep but I'm concerned about the stability of my suspension due to all the issues I've experienced and it's not even a year old yet. FYI build at is 4/2018

[redacted]
On Mon, Feb 18, 2019 at 7:37 AM [redacted] wrote:

> Morning Brad,
>
> I had the Jeep up on a lift last night to look at the welds, as the
> coating that protects them from rusting is coming off and the welds are
> already rusting. I have attached the pictures. Also, had a small scare
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> on-ramp and while trying to turn the steering wheel to the right the
> steering was VERY tight and wouldn't turn and then finally gave way to make
> the bend.
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>>
>> [REDACTED]
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>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
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>>> Good Evening [REDACTED]
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>>> like top speak to me before then please respond to this email and let me
>>> know that you would like a call before tomorrow after I talk to the
>>> Dealership.
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>>> Have a great night, and thank you for being part of the Jeep Family.
>>>
>>> Here is my Contact Information:
>>>
>>> Brad
>>> Jeep Premium Care Specialist
>>> 844-533-7928 EXT 4060164
>>> Case #: [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: 2/13/2019 8:19 AM
>>> To: uscustomecare@fcagroup.com
>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1pkgY1:ref]
>>> CASE # [REDACTED]
>>>
>>> Have not received a call from anyone to discuss.
>>>
>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
>>> uscustomecare@fcagroup.com>
>>> wrote:
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>>> > [image: Header]
>>> > Dear [REDACTED]
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>>> > I truly apologize to hear you are having an ongoing issue with your
>>> > steering and your vehicle shaking. This is not what we expect of our
>>> > brand
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>>> > business day to discuss this fur her.
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>>> > We are in service of he people who drive us.
>>> >
>>> > Thank you again for your email. Should you require additional
>>> > assistance,
>>> > or have any new informa ion to provide, please reply to this email
>>> > message
>>> > or call 1-844-JEEP-WAVE (1-844-533-7928).
>>> >
>>> > Sincerely,
>>> >
>>> > Ashlea
>>> > Customer Service Representa ive
>>> > Jeep Wave Premium Care
>>> > 1-844-JEEPWAVE
>>> > [image: Footer]

>>> >
>>> >
>>> >
>>> > ----- Original Message -----
>>> > From: US Customer Care [uscustomecare@fcagroup.com]
>>> > Sent: 2/7/2019 12:06 PM
>>> > To: [REDACTED]
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>>> > ref:_00Dj01qsDF._500f1pkgY1:ref
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>>> > Brad
>>> > Premium Care Specialist
>>> > 844-533-7928
>>> > EXT: 4060164
>>> >
>>> >
>>> >

Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Date	02/25/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]
------	------------	---------	---

Good Afternoon [REDACTED]

I spoke with Brad over at the dealership today, and he said if you are still having concerns to simply give them a call and either himself or Chanelle will get you back in and see what is going on with your Jeep. Feel free to reach out to me if you need anything at all, have a good night Jeny.

Brad
Jeep Specialist
844-533-7928
Case #: [REDACTED]

----- Original Message -----
From: Jeep Customer Care [jeepcustomecare@fcagroup.com]
Sent: 2/21/2019 6:38 PM
To: [REDACTED]
Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]

Hello [REDACTED]

I apologize for the delay in getting back to you I was out for two days with pneumonia. I understand your concerns about the reliability and safety of the vehicle. I will reach back out to King's Jeep tomorrow and talk with the service manager and see if we can come up with a plan of action. I look forward to speaking with you tomorrow [REDACTED]. Have a good night.

----- Original Message -----
From: [REDACTED]
Sent: 2/20/2019 10:35 AM
To: jeepcustomecare@fcagroup.com
Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]

Brad,

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>>> until I can reach someone, to ascertain the repair situation. If you would
>>> like to speak to me before then please respond to this email and let me
>>> know that you would like a call before tomorrow after I talk to the
>>> Dealership.

>>>

>>> Have a great night, and thank you for being part of the Jeep Family.

>>>

>>> Here is my Contact Information:

>>>

>>> Brad

>>> Jeep Premium Care Specialist

>>> 844-533-7928 EXT 4060164

>>> Case # [REDACTED]

>>>

>>>

>>> ----- Original Message -----

>>> From: [REDACTED]

>>> Sent: 2/13/2019 8:19 AM

>>> To: uscustomercare@fcagroup.com

>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1pkgY1:ref]

>>> CASE # [REDACTED]

>>>

>>> Have not received a call from anyone to discuss.

>>>

>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <

>>> uscustomercare@fcagroup.com>

>>> wrote:

>>>

>>> > [image: Header]

>>> > Dear [REDACTED]

>>> >

>>> > Thank you for contacting the Jeep Customer Assistance Center.

>>> >

>>> > I truly apologize to hear you are having an ongoing issue with your

>>> > steering and your vehicle shaking. This is not what we expect of our

>>> > brand

>>> > new vehicle. Thank you for taking the time to reach out to us and

>>> > allow us

>>> > the opportunity to help. I understand how difficult and frustrating it

>>> > can

>>> > be when a vehicle does not live up to the expectations that we have for

>>> > them and I do truly apologize for the inconvenience of the situation.

>>> > Lets

>>> > look into things further and see what we can do to try and resolve the

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>>> > further assistance. They will help you to be sure your concerns are

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>>> > resolved. I will have a member of our team reach out to you within 1

>>> > business day to discuss this fur her.

>>> >

>>> > We are in service of the people who drive us.

>>> >

>>> > Thank you again for your email. Should you require additional

>>> > assistance,

>>> > or have any new informa ion to provide, please reply to this email

>>> > message

>>> > or call 1-844-JEEP-WAVE (1-844-533-7928).

>>> >

>>> > Sincerely,

>>> >

>>> > Ashlea

>>> > Customer Service Representa ive

>>> > Jeep Wave Premium Care

>>> > 1-844-JEEPWAVE

>>> > [image: Footer]

>>> >

>>> >

>>> >

>>> > ----- Original Message -----

>>> > From: US Customer Care [uscustomercare@fcagroup.com]

>>> > Sent: 2/7/2019 12:06 PM

>>> > To: [REDACTED]

>>> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

>>> >

>>> > Your inquiry has been received by the Jeep Customer Care. We appreciate

>>> > your contact with us and look forward to getting back wi h you as soon

>>> > as

>>> > possible.

>>> >

>>> > To ensure a prompt response, please add to your Safe Senders list,

>>> > Address

>>> > Book or Contact List. Please also monitor your Junk Mail or Spam

>>> > Folder for

>>> > our response.

>>> >

>>> > Should this matter be urgent, or if you desire a quicker response,

>>> > please

>>> > contact us by phone to discuss your issue with one of our Jeep

>>> > Advisors.

>>> >

>>> > Jeep Brand: 877-426-5337

>>> >

>>> > FCA Brand : 800-247-9753

>>> >

>>> >

>>>>
>>>> For any future communication related to his email, please refer to
>>>> reference number [REDACTED]
>>>>
>>>> Sincerely,
>>>>
>>>> The Jeep Brand
>>>>
>>>>
>>>> To view the Jeep Privacy Policy, visit
>>>>
>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>
>>>> ref:_00Dj01qsDF._500f1pkgY1:ref
>>>>
>>>> Brad
>>>> Premium Care Specialist
>>>> 844-533-7928
>>>> EXT: 4060164
>>>>
>>>>

Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Date	02/25/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref: 00Dj01qsDF._500f1pkgY1 ref]
------	------------	---------	---

What about the welds? The coating is coming off. NHTSA also has opened a case about his apparently they have a few complaints about the welds. I'll call Thursday I'm on a company trip at Smithers winter test facility in Raco, Michigan.

Tru hfully feel like I'm getting pushed off

[REDACTED]

On Mon, Feb 25, 2019 at 4:50 PM Jeep Customer Care <
jeepcustomercare@fcagroup.com> wrote:

> Good Afternoon [REDACTED]
>
> I spoke with Brad over at the dealership today, and he said if you are
> still having concerns to simply give them a call and either himself or
> Chanelle will get you back in and see what is going on with your Jeep. Feel
> free to reach out to me if you need anything at all, have a good night
> Jeny.
>

> Brad
> Jeep Specialist
> 844-533-7928
> Case #: [REDACTED]
>

> ----- Original Message -----
> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
> Sent: 2/21/2019 6:38 PM
> To: [REDACTED]
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
> ref:_00Dj01qsDF._500f1pkgY1 ref]
>

> Hello [REDACTED]
>
> I apologize for the delay in getting back to you I was out for two days
> with pneumonia. I understand your concerns about the reliability and safety
> of the vehicle. I will reach back out to King's Jeep tomorrow and talk with
> the service manager and see if we can come up with a plan of action. I look
> forward to speaking with you tomorrow Jeny. Have a good night.
>
>

> ----- Original Message -----
> From: [REDACTED]
> Sent: 2/20/2019 10:35 AM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
> ref:_00Dj01qsDF._500f1pkgY1 ref]
>

> Brad,
>
> Just touching base with you since it's been almost a week. Would like to
> know what the status of the claim is and give you an update on the ongoing
> issues with my vehicle.
>

> 1. When the U62 Recall was completed, [REDACTED] (then owner) asked for
> the welds to be looked at after discovering that there were 2018 JL's
> recalled for a weld issue. It was determined that the welds were in the
> correct location. However, there was a concern after seeing them, as you
> could see the protective coating was flaking off. As you can see in
> the pictures I forwarded to you 2 days ago, there are numerous areas where
> the protective coating has come off and the welds are already rusting. I
> had 2 welders look at them and they both stated that these welds showed
> porosity and that they should not be rusting and suggest having it all
> recoated to avoid damage to the frame.

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> for this and I currently have experienced it again in the last 3 days, only
> in 2 stretches of the highway that I drive every day and currently not
> anywhere near to the extent it was before however, it does concern me. I do
> understand that it could just be the section of road I hit if it continues
> and gets worse I am returning it to service for the 3rd time...

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> tight during a turn or even slight bend/curve in the road, almost like it's
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> service record was caused by the drag link and tie rods. I have now
> experienced this 3 more times since having my Jeep back. I stated this also
> in the email I sent to you on Monday 2/18/19.

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> 4. I also reported noise when I start the Jeep that sounded like a squeaky
> belt when they go bad. I stated that it does not happen all the time. They
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> this again at least 4 times now. I'm not sure if this is a belt or maybe a
> starter issue.

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> I have not contacted the dealership again since having the Jeep back, as I
> was waiting to hear back from FCA/NHTSA with my concerns. As well as
> driving the Jeep to see if the death wobble continues.

>
> I love my Jeep but I'm concerned about the stability of my suspension due
> to all the issues I've experienced and it's not even a year old yet.
> FYI build at is 4/2018

>
> [REDACTED]
> [REDACTED]

> On Mon, Feb 18, 2019 at 7:37 AM [REDACTED] wrote:

>
>> Morning Brad,
>>

>> I had the Jeep up on a lift last night to look at the welds, as the
>> coating that protects them from rusting is coming off and the welds are
>> already rusting. I have attached the pictures. Also, had a small scare
>> Saturday night while driving. I was approaching a light bend to get on an
>> on-ramp and while trying to turn the steering wheel to the right the
>> steering was VERY tight and wouldn't turn and then finally gave way to
> make
>> the bend.

>>
>>

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>>> Thank you. Attached you will find both copies of the repairs that were
>>> done. I did have 1 concern on a request I had, I told them that I had a
>>> squeaking noise when I started the Jeep. They stated that they couldn't
>>> hear this, I heard it 3 times yesterday.

>>>
>>>

>>> [REDACTED]
>>> [REDACTED]

>>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
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>>>> Good Evening [REDACTED]

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>>>> My name is Brad and I have been assigned as your Jeep Premium Care Case
>>>> Manager. I apologize for the delay in getting back to you, the case was
>>>> just forwarded to my in-basket yesterday from the internet Queue. I
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>>>> repairs at the Dealership, however I have not been able to. I get in at
>>>> 11:30 AM EST tomorrow, and I am going to start calling them first thing
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>>>> know that you would like a call before tomorrow after I talk to the
>>>> Dealership.

>>>>
>>>> Have a great night, and thank you for being part of the Jeep Family.

>>>>

>>>> Here is my Contact Information:

>>>>
>>>> Brad
>>>> Jeep Premium Care Specialist
>>>> 844-533-7928 EXT 4060164
>>>> Case #: [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
>>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF-_500f1pkgY1:ref]
>>>> CASE # [REDACTED]
>>>>
>>>> Have not received a call from anyone to discuss.
>>>>
>>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
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>>>> wrote:
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>>>> > steering and your vehicle shaking. This is not what we expect of our
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>>>> > new vehicle. Thank you for taking the time to reach out to us and
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>>>> > situation.
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>>>> > I'd like to immediately escalate your case to a level 2 specialist
>>>> > for
>>>> > further assistance. They will help you to be sure your concerns are
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>>>> > resolved. I will have a member of our team reach out to you within 1
>>>> > business day to discuss this further.
>>>> >
>>>> > We are in service of the people who drive us.
>>>> >
>>>> > 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 1-844-JEEP-WAVE (1-844-533-7928).
>>>> >
>>>> > Sincerely,
>>>> >
>>>> > Ashlea
>>>> > Customer Service Representative
>>>> > Jeep Wave Premium Care
>>>> > 1-844-JEEPWAVE
>>>> > [image: Footer]
>>>> >
>>>> >
>>>> >
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>>>> > From: US Customer Care [uscustomercare@fcagroup.com]
>>>> > Sent: 2/7/2019 12:06 PM
>>>> > To: [REDACTED]
>>>> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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>>>> > Your inquiry has been received by the Jeep Customer Care. We
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> EXT: 4060164
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>
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Date	02/26/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref: _00Dj01qsDF_500f1pkgY1 ref]
------	------------	---------	---

I am getting with my team regarding the welds. We will discuss it on Thursday when you get back.

-----Original Message-----

From: [REDACTED]
Sent: 2/25/2019 5:20 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref: _00Dj01qsDF_500f1pkgY1:ref]

What about the welds? The coating is coming off. NHTSA also has opened a case about this apparently they have a few complaints about the welds.
I'll call Thursday I'm on a company trip at Smithers winter test facility in Racine, Michigan.

Tru hfully feel like I'm getting pushed off

On Mon, Feb 25, 2019 at 4:50 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

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>
> Brad
> Jeep Specialist
> 844-533-7928
> Case #: [REDACTED]
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>

-----Original Message-----

> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
> Sent: 2/21/2019 6:38 PM
> To: [REDACTED]
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref: _00Dj01qsDF_500f1pkgY1 ref]
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> Hello [REDACTED]
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>
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> From: [REDACTED]
> Sent: 2/20/2019 10:35 AM
> To: jeepcustomer@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
> ref:_00Dj01qsDF_500f1pkgY1 ref]

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>>>> Jeep Premium Care Specialist
>>>> 844-533-7928 EXT 4060164
>>>> Case #: [REDACTED]
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>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
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>>>> > [image: Footer]
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Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Date	02/28/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1 ref]
------	------------	---------	---

Brad,
Just checking in about the welds. Is there a decision on what is going to happen?
I'm headed to Detroit late this afternoon but will be reachable by email and cell. I want to hold off on contacting Brad and Chanel until I have an answer on the welds, as they may change my next steps on getting my Jeep repaired and safely back on the road.

Please let me know as soon as possible what the verdict is on the resolution to the weld and coating issues.

Thanks,
[REDACTED]

On Mon, Feb 25, 2019 at 7:11 PM Jeep Customer Care <
jeepcustomercare@fcagroup.com> wrote:

> [REDACTED]
>
> I am getting with my team regarding the welds. We will discuss it on
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>
>

> ----- Original Message -----

> From: [REDACTED] [REDACTED]

> Sent: 2/25/2019 5:20 PM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [REDACTED]
> ref:_00Dj01qsDF-_500f1pkgY1.ref]
>

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> case about this apparently they have a few complaints about the welds.
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>> Case #: [REDACTED]
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>> ----- Original Message -----

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>> To: [REDACTED]
>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [REDACTED]
>> ref:_00Dj01qsDF-_500f1pkgY1.ref]
>>

>> Hello [REDACTED]
>>

>> I apologize for the delay in get ing back to you I was out for two days
>> with pneumonia. I understand your concerns about the reliability and
> safety
>> of the vehicle. I will reach back out to King's Jeep tomorrow and talk
> wi h
>> the service manager and see if we can come up with a plan of action. I
> look
>> forward to speaking with you tomorrow Jeny. Have a good night.
>>
>>

>> ----- Original Message -----

>> From: [REDACTED]
>> Sent: 2/20/2019 10:35 AM
>> To: jeepcustomercare@fcagroup.com
>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [REDACTED]
>> ref:_00Dj01qsDF-_500f1pkgY1.ref]
>>

>> Brad,
>>

>> Just touching base with you since it's been almost a week. Would like to
>> know what the status of the claim is and give you an update on the
> ongoing
>> issues wi h my vehicle.
>>

>> 1. When the U62 Recall was completed, [REDACTED] (then owner) asked
> for

>> the welds to be looked at after discovering that there were 2018 JL's
>> recalled for a weld issue. It was determined that he welds were in the
>> correct location. However, there was a concern after seeing them, as you
>> could see the protective coating was flaking off. As you can see in
>> the pictures I forwarded to you 2 days ago, there are numerous areas
> where
>> the protective coating has come off and the welds are already rusting. I
>> had 2 welders look at them and they bo h stated hat these welds showed
>> porosity and hat they should not be rusting and suggest having it all
>> recoated to avoid damage to the frame.
>>

>> 2. I had a complaint about the death wobble - I've had it in *twice* now
>> for this and I curren ly have experienced it again in he last 3 days,
> only
>> in 2 stretches of the highway that I drive every day and currently not
>> anywhere near to he extent it was before however, it does concern me. I
> do
>> understand hat it could just be the section of road I hit if it
> continues
>> and gets worse I am returning it to service for the 3rd ime...
>>

>> 3. During the last service, I also stated that the steering wheel will be

>> tight during a turn or even slight bend/curve in the road, almost like
> it's
>> locked and then will break free/normal steering back. This according to
> the
>> service record was caused by the drag link and tie rods. I have now
>> experienced this 3 more times since having my Jeep back. I stated this
> also
>> in the email I sent to you on Monday 2/18/19.
>>
>> 4. I also reported noise when I start the Jeep that sounded like a
> squeaky
>> belt when they go bad. I stated that it does not happen all the time.
> They
>> did try and duplicate his sound with no success. I have since
> experienced
>> this again at least 4 times now. I'm not sure if this is a belt or maybe
> a
>> starter issue.
>>
>> I have not contacted the dealership again since having the Jeep back, as
> I
>> was waiting to hear back from FCA/NHTSA with my concerns. As well as
>> driving the Jeep to see if the death wobble continues.
>>
>> I love my Jeep but I'm concerned about the stability of my suspension due
>> to all the issues I've experienced and it's not even a year old yet.
>> FYI build at is 4/2018
>>
>> [REDACTED]
>> [REDACTED]
>>
>> On Mon, Feb 18, 2019 at 7:37 AM [REDACTED] wrote:
>>
>>> Morning Brad,
>>>
>>> I had the Jeep up on a lift last night to look at the welds, as the
>>> coating that protects them from rusting is coming off and the welds are
>>> already rusting. I have attached the pictures. Also, had a small scare
>>> Saturday night while driving. I was approaching a light bend to get on
> an
>>> on-ramp and while trying to turn the steering wheel to the right the
>>> steering was VERY tight and wouldn't turn and then finally gave way to
>> make
>>> the bend.
>>>
>>>
>>>
>>> On Fri, Feb 15, 2019 at 8:47 AM [REDACTED] wrote:
>>>
>>>> Thank you. Attached you will find both copies of the repairs that were
>>>> done. I did have 1 concern on a request I had, I told them that I had
>> a
>>>> squeaking noise when I started the Jeep. They stated that they
>> couldn't
>>>> hear this, I heard it 3 times yesterday.
>>>>
>>>>
>>>> [REDACTED]
>>>> [REDACTED]
>>>>
>>>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
>>>> jeepcustomercare@fcagroup.com> wrote:
>>>>
>>>>> Good Evening [REDACTED]
>>>>>
>>>>> My name is Brad and I have been assigned as your Jeep Premium Care
>> Case
>>>>> Manager. I apologize for the delay in getting back to you, the case
>> was
>>>>> just forwarded to my in-basket yesterday from the internet Queue. I
>> have
>>>>> been trying to reach Service Advisor Chanelle that is overseeing the
>>>>> repairs at the Dealership, however I have not been able to. I get in
>> at
>>>>> 11:30 AM EST tomorrow, and I am going to start calling them first
>> thing
>>>>> until I can reach someone, to ascertain the repair situation. If you
>> would
>>>>> like to speak to me before then please respond to this email and let
>> me
>>>>> know that you would like a call before tomorrow after I talk to the
>>>>> Dealership.
>>>>>
>>>>> Have a great night, and thank you for being part of the Jeep Family.
>>>>>
>>>>> Here is my Contact Information:
>>>>>
>>>>> Brad
>>>>> Jeep Premium Care Specialist
>>>>> 844-533-7928 EXT 4060164

>>>> Case #: [REDACTED]
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
>>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF._500f1pkgY1:ref]
>>>> CASE # [REDACTED]
>>>>
>>>> Have not received a call from anyone to discuss.
>>>>
>>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
>>>> uscustomercare@fcagroup.com>
>>>> wrote:
>>>>
>>>> [image: Header]
>>>> Dear [REDACTED]
>>>>
>>>> Thank you for contacting the Jeep Customer Assistance Center.
>>>>
>>>> I truly apologize to hear you are having an ongoing issue with your
>>>> steering and your vehicle shaking. This is not what we expect of
>>>> our
>>>> brand
>>>> new vehicle. Thank you for taking the time to reach out to us and
>>>> allow us
>>>> the opportunity to help. I understand how difficult and frustrating
>>>> it
>>>> can
>>>> be when a vehicle does not live up to the expectations that we have
>>>> for
>>>> them and I do truly apologize for the inconvenience of the
>>>> situation.
>>>> Lets
>>>> look into things further and see what we can do to try and resolve
>>>> the
>>>> situation.
>>>>
>>>> I'd like to immediately escalate your case to a level 2 specialist
>>>> for
>>>> further assistance. They will help you to be sure your concerns are
>>>> fully
>>>> resolved. I will have a member of our team reach out to you within
>>>> 1
>>>> business day to discuss this further.
>>>>
>>>> We are in service of the people who drive us.
>>>>
>>>> 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 1-844-JEEP-WAVE (1-844-533-7928).
>>>>
>>>> Sincerely,
>>>>
>>>> Ashlea
>>>> Customer Service Representative
>>>> Jeep Wave Premium Care
>>>> 1-844-JEEPWAVE
>>>> [image: Footer]
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>> Sent: 2/7/2019 12:06 PM
>>>> To: [REDACTED]
>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>>
>>>>
>>>> Your inquiry has been received by the Jeep Customer Care. We
>>>> appreciate
>>>> your contact with us and look forward to getting back with you as
>>>> soon
>>>> as
>>>> possible.
>>>>
>>>> To ensure a prompt response, please add to your Safe Senders list,
>>>> Address
>>>> Book or Contact List. Please also monitor your Junk Mail or Spam
>>>> Folder for
>>>> our response.
>>>>
>>>> Should this matter be urgent, or if you desire a quicker response,
>>>> please
>>>> contact us by phone to discuss your issue with one of our Jeep
>>>> Advisors.
>>>>

>>>> Jeep Brand: 877-426-5337
>>>>
>>>> FCA Brand : 800-247-9753
>>>>
>>>>
>>>>
>>>> For any future communication related to this email, please refer to
>>>> reference number [REDACTED]
>>>>
>>>> Sincerely,
>>>>
>>>> The Jeep Brand
>>>>
>>>>
>>>> To view the Jeep Privacy Policy, visit
>>>>
>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>
>>>> ref:_00Dj01qsDF._500f1pkgY1:ref
>>>>
>>>> Brad
>>>> Premium Care Specialist
>>>> 844-533-7928
>>>> EXT: 4060164
>>>>
>>>>
>>>>
>> Brad
>> Premium Care Specialist
>> 844-533-7928
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> Brad
> Premium Care Specialist
> 844-533-7928
> EXT: 4060164
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Date	02/28/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]
------	------------	---------	---

Good Afternoon,

The warranty department is telling me that the welds have surface rust on them, and that is not covered under the corrosion warranty. Only rust that comes from the inside out and perforates the surface from within. I have been going over your warranty for the past 25 minutes, and if you have one more repair attempt for the steering damper then your case can be escalated for buyback or replacement consideration with the resolution team. Is that something you would like to pursue?

----- Original Message -----

From: [REDACTED]
Sent: 2/28/2019 10:35 AM
To: jeepcustomercare@fcagroup.com
Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]

Brad,
Just checking in about the welds. Is there a decision on what is going to happen?
I'm headed to Detroit late this afternoon but will be reachable by email and cell. I want to hold off on contacting Brad and Chanel until I have an answer on the welds, as they may change my next steps on getting my Jeep repaired and safely back on the road.

Please let me know as soon as possible what the verdict is on the resolution to the weld and coating issues.

Thanks,
[REDACTED]

On Mon, Feb 25, 2019 at 7:11 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> [REDACTED]
>
> I am getting with my team regarding the welds. We will discuss it on
> Thursday when you get back.
>
>

----- Original Message -----

> From: [REDACTED]
> Sent: 2/25/2019 5:20 PM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [

> ref:_00Dj01qsDF._500f1pkgY1 ref]
>
> What about the welds? The coating is coming off. NHTSA also has opened a
> case about this apparently they have a few complaints about the welds.
> Ill call Thursday Im on a company trip at Smi hers winter test facility
> in Raco, Michigan.
>
> Truthfully feel like Im get ing pushed off
>
> [REDACTED]
>
> On Mon, Feb 25, 2019 at 4:50 PM Jeep Customer Care <
> jeepcustomercare@fcagroup.com> wrote:
>
>> Good Afternoon [REDACTED]
>>
>> I spoke with Brad over at the dealership today, and he said if you are
>> still having concerns to simply give hem a call and either himself or
>> Chanelle will get you back in and see what is going on with your Jeep.
> Feel
>> free to reach out to me if you need anything at all, have a good night
>> Jeny.
>>
>> Brad
>> Jeep Specialist
>> 844-533-7928
>> Case #: [REDACTED]
>>
>> ----- Original Message -----
>> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
>> Sent: 2/21/2019 6:38 PM
>> To: [REDACTED]
>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>> ref:_00Dj01qsDF._500f1pkgY1.ref]
>>
>> Hello [REDACTED]
>>
>> I apologize for the delay in get ing back to you I was out for two days
>> with pneumonia. I understand your concerns about the reliability and
>> safety
>> of the vehicle. I will reach back out to King's Jeep tomorrow and talk
>> wi h
>> the service manager and see if we can come up with a plan of action. I
>> look
>> forward to speaking with you tomorrow Jeny. Have a good night.
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>> From: [REDACTED] [REDACTED]
>> Sent: 2/20/2019 10:35 AM
>> To: jeepcustomercare@fcagroup.com
>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>> ref:_00Dj01qsDF._500f1pkgY1.ref]
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>> Brad,
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>> Just touching base with you since it's been almost a week. Would like to
>> know what the status of the claim is and give you an update on the
>> ongoing
>> issues wi h my vehicle.
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>> 1. When the U62 Recall was completed [REDACTED] (then owner) asked
>> for
>> the welds to be looked at after discovering that there were 2018 JL's
>> recalled for a weld issue. It was determined that he welds were in the
>> correct location. However, there was a concern after seeing them, as you
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>> the pictures I forwarded to you 2 days ago, there are numerous areas
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>> tight during a turn or even slight bend/curve in the road, almost like
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>> FYI build at is 4/2018
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>> [REDACTED]
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>>> Morning Brad,
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>>>> [REDACTED]
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>>>>> Dealership.
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>>>>> Have a great night, and thank you for being part of the Jeep Family.
>>>>>
>>>>> Here is my Contact Information:
>>>>>
>>>>> Brad
>>>>> Jeep Premium Care Specialist
>>>>> 844-533-7928 EXT 4060164
>>>>> Case #: [REDACTED]
>>>>>
>>>>>

>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
>>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1pkgY1:ref]
>>>> CASE # [REDACTED]
>>>>
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>>>> new vehicle. Thank you for taking the time to reach out to us and
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>>>> business day to discuss this further.
>>>>
>>>> We are in service of the people who drive us.
>>>>
>>>> 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 1-844-JEEP-WAVE (1-844-533-7928).
>>>>
>>>> Sincerely,
>>>>
>>>> Ashlea
>>>> Customer Service Representative
>>>> Jeep Wave Premium Care
>>>> 1-844-JEEPWAVE
>>>> [image: Footer]
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>> Sent: 2/7/2019 12:06 PM
>>>> To: [REDACTED]
>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>> *****
>>>>
>>>> Your inquiry has been received by the Jeep Customer Care. We
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>>>> your contact with us and look forward to get ing back with you as
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>>>> as
>>>> possible.
>>>>
>>>> To ensure a prompt response, please add to your Safe Senders list,
>>>> Address
>>>> Book or Contact List. Please also monitor your Junk Mail or Spam
>>>> Folder for
>>>> our response.
>>>>
>>>> Should this matter be urgent, or if you desire a quicker response,
>>>> please
>>>> contact us by phone to discuss your issue wi h one of our Jeep
>>>> Advisors.
>>>>
>>>> Jeep Brand: 877-426-5337
>>>>
>>>> FCA Brand : 800-247-9753

>>>>>
>>>>>
>>>>>
>>>>> For any future communication related to this email, please refer to
>>>>> reference number [REDACTED]
>>>>>
>>>>> Sincerely,
>>>>>
>>>>> The Jeep Brand
>>>>>
>>>>>
>>>>> To view the Jeep Privacy Policy, visit
>>>>>
>>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>>
>>>>> ref:_00Dj01qsDF._500f1pkgY1:ref
>>>>>
>>>>> Brad
>>>>> Premium Care Specialist
>>>>> 844-533-7928
>>>>> EXT: 4060164
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Date	02/28/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]
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> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1:ref]
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>>> I had the Jeep up on a lift last night to look at the welds, as the
>>> coating that protects them from rusting is coming off and the welds are
>>> already rusting. I have attached the pictures. Also, had a small scare
>>> Saturday night while driving. I was approaching a light bend to get on
> an
>>> on-ramp and while trying to turn the steering wheel to the right the
>>> steering was VERY tight and wouldn't turn and then finally gave way to
>> make
>>> the bend.
>>>
>>>
>>>
>>> On Fri, Feb 15, 2019 at 8:47 AM [REDACTED] wrote:
>>>
>>>> Thank you. Attached you will find both copies of the repairs that were
>>>> done. I did have 1 concern on a request I had, I told them that I had
> a
>>>> squeaking noise when I started the Jeep. They stated that they
> couldn't
>>>> hear this, I heard it 3 times yesterday.
>>>>
>>>>
>>>> [REDACTED]
>>>>
>>>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
>>>> jeepcustomercare@fcagroup.com> wrote:
>>>>
>>>>> Good Evening [REDACTED]
>>>>>
>>>>> My name is Brad and I have been assigned as your Jeep Premium Care
> Case
>>>>> Manager. I apologize for the delay in getting back to you, the case
> was
>>>>> just forwarded to my in-basket yesterday from the internet Queue. I
>> have
>>>>> been trying to reach Service Advisor Chanelle that is overseeing the
>>>>> repairs at the Dealership, however I have not been able to. I get in
> at
>>>>> 11:30 AM EST tomorrow, and I am going to start calling them first
> thing
>>>>> until I can reach someone, to ascertain the repair situation. If you
>> would
>>>>> like to speak to me before then please respond to his email and let
>> me
>>>>> know that you would like a call before tomorrow after I talk to the
>>>>> Dealership.
>>>>>
>>>>> Have a great night, and thank you for being part of the Jeep Family.
>>>>>
>>>>> Here is my Contact Information:
>>>>>
>>>>> Brad
>>>>> Jeep Premium Care Specialist
>>>>> 844-533-7928 EXT 4060164
>>>>> Case #: [REDACTED]

>>>>
>>>>
>>>> Original Message
>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
>>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_.500f1pkgY1:ref]
>>>> CASE # [REDACTED]
>>>>
>>>> Have not received a call from anyone to discuss.
>>>>
>>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
>>>> uscustomercare@fcagroup.com>
>>>> wrote:
>>>>
>>>> [image: Header]
>>>> Dear [REDACTED]
>>>>
>>>> Thank you for contacting the Jeep Customer Assistance Center.
>>>>
>>>> I truly apologize to hear you are having an ongoing issue with your
>>>> steering and your vehicle shaking. This is not what we expect of
>>>> our
>>>> brand
>>>> new vehicle. Thank you for taking the time to reach out to us and
>>>> allow us
>>>> the opportunity to help. I understand how difficult and frustra ing
>>>> it
>>>> can
>>>> be when a vehicle does not live up to he expectations that we have
>>>> for
>>>> them and I do truly apologize for he inconvenience of the
>>>> situation.
>>>> Let's
>>>> look into things further and see what we can do to try and resolve
>>>> the
>>>> situation.
>>>>
>>>> I'd like to immediately escalate your case to a level 2 specialist
>>>> for
>>>> fur her assistance. They will help you to be sure your concerns are
>>>> fully
>>>> resolved. I will have a member of our team reach out to you within
>>>> 1
>>>> business day to discuss this further.
>>>>
>>>> We are in service of the people who drive us.
>>>>
>>>> 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 1-844-JEEP-WAVE (1-844-533-7928).
>>>>
>>>> Sincerely,
>>>>
>>>> Ashlea
>>>> Customer Service Representative
>>>> Jeep Wave Premium Care
>>>> 1-844-JEEPWAVE
>>>> [image: Footer]
>>>>
>>>>
>>>> Original Message
>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>> Sent: 2/7/2019 12:06 PM
>>>> To: [REDACTED]
>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>> *****
>>>>
>>>> Your inquiry has been received by the Jeep Customer Care. We
>>>> appreciate
>>>> your contact with us and look forward to get ing back with you as
>>>> soon
>>>> as
>>>> possible.
>>>>
>>>> To ensure a prompt response, please add to your Safe Senders list,
>>>> Address
>>>> Book or Contact List. Please also monitor your Junk Mail or Spam
>>>> Folder for
>>>> our response.
>>>>
>>>> Should this matter be urgent, or if you desire a quicker response,
>>>> please
>>>> contact us by phone to discuss your issue wi h one of our Jeep
>>>> Advisors.
>>>>
>>>> Jeep Brand: 877-426-5337

>>>>>
>>>>> FCA Brand : 800-247-9753
>>>>>
>>>>>
>>>>>
>>>>> For any future communication related to this email, please refer to
>>>>> reference number [REDACTED]
>>>>>
>>>>> Sincerely,
>>>>>
>>>>> The Jeep Brand
>>>>>
>>>>>
>>>>> To view the Jeep Privacy Policy, visit
>>>>>
>>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>>
>>>>> ref:_00Dj01qsDF._500f1pkgY1.ref
>>>>>
>>>>> Brad
>>>>> Premium Care Specialist
>>>>> 844-533-7928
>>>>> EXT: 4060164
>>>>>
>>>>>
>>
>> Brad
>> Premium Care Specialist
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>
Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Date	03/01/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1 ref]
------	------------	---------	---

The wobble is back! I believe I already stated that in a previous email. It wasn't as bad as it previously was but keeps getting worse. I contacted an attorney this afternoon. I do want my Jeep replaced. I shouldn't have to have this many service issues with a Jeep that has less than 14,000 miles on it. I had a feeling I wasn't going to like the answer about the welds. It wouldn't have surface rust if the coating that protects the welds hadn't flaked off. If they are rusting at this point what are they going to be like in 3-5 years.. my concern is that my frames going to be damaged and then I'm on the hook for a problem that was addressed originally a couple months after the Jeep was purchased by Kevin.

On Thu, Feb 28, 2019 at 4:27 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> The warranty department is telling me that the welds have surface rust on them, and that is not covered under the corrosion warranty. Only rust that comes from the inside out and perforates the surface from within. I have been going over your warranty for the past 25 minutes, and if you have one more repair attempt for the steering damper then your case can be escalated for buyback or replacement consideration with the resolution team. Is that something you would like to pursue?

>
> ----- Original Message -----
> From: [REDACTED]
> Sent: 2/28/2019 10:35 AM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF._500f1pkgY1 ref]
>

> Brad,
> Just checking in about the welds. Is there a decision on what is going to happen?
> I'm headed to Detroit late this afternoon but will be reachable by email and cell. I want to hold off on contacting Brad and Chanel until I have an answer on the welds, as they may change my next steps on getting my Jeep

> repaired and safely back on the road.
>
> Please let me know as soon as possible what the verdict is on the
> resolution to the weld and coating issues.
>
> Thanks,
> [REDACTED]
>
> On Mon, Feb 25, 2019 at 7:11 PM Jeep Customer Care <
> jeepcustomercare@fcagroup.com> wrote:
>
>> [REDACTED]
>>
>> I am getting with my team regarding the welds. We will discuss it on
>> Thursday when you get back.
>>
>>
>> ----- Original Message -----
>> From: [REDACTED]
>> Sent: 2/25/2019 5:20 PM
>> To: jeepcustomercare@fcagroup.com
>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>> ref:_00Dj01qsDF._500f1pkgY1:ref]
>>
>> What about the welds? The coating is coming off. NHTSA also has opened a
>> case about this apparently they have a few complaints about the welds.
>> Ill call Thursday Im on a company trip at Smithers winter test facility
>> in Racine, Michigan.
>>
>> Truthfully feel like Im getting pushed off
>>
>> [REDACTED]
>>
>> On Mon, Feb 25, 2019 at 4:50 PM Jeep Customer Care <
>> jeepcustomercare@fcagroup.com> wrote:
>>
>>> Good Afternoon [REDACTED]
>>>
>>> I spoke with Brad over at the dealership today, and he said if you are
>>> still having concerns to simply give them a call and either himself or
>>> Chanelle will get you back in and see what is going on with your Jeep.
>>> Feel
>>> free to reach out to me if you need anything at all, have a good night
>>> Jeny.
>>>
>>> Brad
>>> Jeep Specialist
>>> 844-533-7928
>>> Case #: [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
>>> Sent: 2/21/2019 6:38 PM
>>> To: [REDACTED]
>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>>> ref:_00Dj01qsDF._500f1pkgY1:ref]
>>>
>>> Hello [REDACTED]
>>>
>>> I apologize for the delay in getting back to you I was out for two days
>>> with pneumonia. I understand your concerns about the reliability and
>>> safety
>>> of the vehicle. I will reach back out to King's Jeep tomorrow and talk
>>> with
>>> he service manager and see if we can come up with a plan of action. I
>>> look
>>> forward to speaking with you tomorrow Jeny. Have a good night.
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: 2/20/2019 10:35 AM
>>> To: jeepcustomercare@fcagroup.com
>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>>> ref:_00Dj01qsDF._500f1pkgY1:ref]
>>>
>>> Brad,
>>>
>>> Just touching base with you since it's been almost a week. Would like
>>> to
>>> know what the status of the claim is and give you an update on the
>>> ongoing
>>> issues with my vehicle.
>>>
>>> 1. When the U62 Recall was completed, Kevin Osborne (then owner) asked
>>> for
>>> he welds to be looked at after discovering that there were 2018 JL's

>>> recalled for a weld issue. It was determined that the welds were in the
>>> correct location. However, there was a concern after seeing them, as
> you
>>> could see the protective coating was flaking off. As you can see in
>>> the pictures I forwarded to you 2 days ago, here are numerous areas
>> where
>>> the protective coating has come off and the welds are already rusting.
> I
>>> had 2 welders look at them and they both stated that these welds showed
>>> porosity and that they should not be rusting and suggest having it all
>>> recoated to avoid damage to the frame.
>>>
>>> 2. I had a complaint about the death wobble - I've had it in "twice"
> now
>>> for this and I currently have experienced it again in the last 3 days,
>> only
>>> in 2 stretches of the highway that I drive every day and currently not
>>> anywhere near to the extent it was before however, it does concern me.
> I
>> do
>>> understand that it could just be the section of road I hit if it
>> continues
>>> and gets worse I am returning it to service for the 3rd time...
>>>
>>> 3. During the last service, I also stated that the steering wheel will
> be
>>> tight during a turn or even slight bend/curve in the road, almost like
>>> it's
>>> locked and then will break free/normal steering back. This according to
>> the
>>> service record was caused by the drag link and tie rods. I have now
>>> experienced this 3 more times since having my Jeep back. I stated this
>> also
>>> in the email I sent to you on Monday 2/18/19.
>>>
>>> 4. I also reported noise when I start the Jeep that sounded like a
>> squeaky
>>> belt when they go bad. I stated that it does not happen all the time.
>> They
>>> did try and duplicate this sound with no success. I have since
>> experienced
>>> this again at least 4 times now. I'm not sure if this is a belt or
> maybe
>> a
>>> starter issue.
>>>
>>> I have not contacted the dealership again since having the Jeep back,
> as
>> I
>>> was waiting to hear back from FCA/NHTSA with my concerns. As well as
>>> driving the Jeep to see if the death wobble continues.
>>>
>>> I love my Jeep but I'm concerned about the stability of my suspension
> due
>>> to all the issues I've experienced and it's not even a year old yet.
>>> FYI build date is 4/2018
>>>
>>> [REDACTED]
>>> [REDACTED]
>>> [REDACTED]
>>>
>>> On Mon, Feb 18, 2019 at 7:37 AM [REDACTED] wrote:
>>>
>>>> Morning Brad,
>>>>
>>>> I had the Jeep up on a lift last night to look at the welds, as the
>>>> coating that protects them from rusting is coming off and the welds
>> are
>>>> already rusting. I have attached the pictures. Also, had a small
>> scare
>>>> Saturday night while driving. I was approaching a light bend to get
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>> an
>>>> on-ramp and while trying to turn the steering wheel to the right the
>>>> steering was VERY tight and wouldn't turn and then finally gave way
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>>>> make
>>>> the bend.
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>>>> On Fri, Feb 15, 2019 at 8:47 AM [REDACTED]
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>>>>> Thank you. Attached you will find both copies of the repairs that
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>> had
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>>>> hear this, I heard it 3 times yesterday.
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>>>> [REDACTED]
>>>>
>>>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
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>>>> Good Evening [REDACTED]
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>>>> My name is Brad and I have been assigned as your Jeep Premium Care
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>>>> Manager. I apologize for the delay in getting back to you, the case
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>>> have
>>>> been trying to reach Service Advisor Channele that is overseeing
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>>>> repairs at the Dealership, however I have not been able to. I get
> in
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>>>> 11:30 AM EST tomorrow, and I am going to start calling them first
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>>>> until I can reach someone, to ascertain the repair situation. If
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>>> would
>>>> like to speak to me before then please respond to this email and
> let
>>> me
>>>> know that you would like a call before tomorrow after I talk to the
>>>> Dealership.
>>>>
>>>> Have a great night, and thank you for being part of the Jeep
> Family.
>>>>
>>>> Here is my Contact Information:
>>>>
>>>> Brad
>>>> Jeep Premium Care Specialist
>>>> 844-533-7928 EXT 4060164
>>>> Case #: [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
>>>> Subject: Re: Case Acknowledgement [
> ref: 00Dj01qsDF_500f1pkgY1 ref]
>>>> CASE # [REDACTED]
>>>>
>>>> Have not received a call from anyone to discuss.
>>>>
>>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
>>>> uscustomercare@fcagroup.com>
>>>> wrote:
>>>>
>>>> [image: Header]
>>>> Dear [REDACTED]
>>>>
>>>> Thank you for contacting the Jeep Customer Assistance Center.
>>>>
>>>> I truly apologize to hear you are having an ongoing issue with
> your
>>>> steering and your vehicle shaking. This is not what we expect of
>> our
>>>> brand
>>>> new vehicle. Thank you for taking the time to reach out to us and
>>>> allow us
>>>> the opportunity to help. I understand how difficult and
> frustrating
>>> it
>>>> can
>>>> be when a vehicle does not live up to the expectations that we
> have
>>> for
>>>> them and I do truly apologize for the inconvenience of the
>> situation.
>>>> Lets
>>>> look into things further and see what we can do to try and
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>>> he
>>>> situation.
>>>>
>>>> I'd like to immediately escalate your case to a level 2
> specialist
>>> for
>>>> further assistance. They will help you to be sure your concerns
> are

>>>>> fully
>>>>> resolved. I will have a member of our team reach out to you
> wi hin
>> 1
>>>>> business day to discuss this fur her.
>>>>>
>>>>> We are in service of he people who drive us.
>>>>>
>>>>> Thank you again for your email. Should you require additional
>>>>> assistance,
>>>>> or have any new informa ion to provide, please reply to this
> email
>>>>> message
>>>>> or call 1-844-JEEP-WAVE (1-844-533-7928).
>>>>>
>>>>> Sincerely,
>>>>>
>>>>> Ashlea
>>>>> Customer Service Representa ive
>>>>> Jeep Wave Premium Care
>>>>> 1-844-JEEPWAVE
>>>>> [image: Footer]
>>>>>
>>>>>
>>>>> _____ Original Message _____
>>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>>> Sent: 2/7/2019 12:06 PM
>>>>> To: [REDACTED]
>>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>> *****
>>>>>
>>>>> Your inquiry has been received by the Jeep Customer Care. We
>>> appreciate
>>>>> your contact with us and look forward to getting back wi h you as
>>> soon
>>>>> as
>>>>> possible.
>>>>>
>>>>> To ensure a prompt response, please add to your Safe Senders
> list,
>>>>> Address
>>>>> Book or Contact List. Please also monitor your Junk Mail or Spam
>>>>> Folder for
>>>>> our response.
>>>>>
>>>>> Should this matter be urgent, or if you desire a quicker
> response,
>>>>> please
>>>>> contact us by phone to discuss your issue with one of our Jeep
>>>>> Advisors.
>>>>>
>>>>> Jeep Brand: 877-426-5337
>>>>>
>>>>> FCA Brand : 800-247-9753
>>>>>
>>>>>
>>>>>
>>>>> For any future communication related to his email, please refer
> to
>>>>> reference number [REDACTED]
>>>>>
>>>>> Sincerely,
>>>>>
>>>>> The Jeep Brand
>>>>>
>>>>>
>>>>> To view the Jeep Privacy Policy, visit
>>>>>
>>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>>
>>>>> ref:_00Dj01qsDF._500f1pkgY1:ref
>>>>>
>>>>> Brad
>>>>> Premium Care Specialist
>>>>> 844-533-7928
>>>>> EXT: 4060164
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>>>>>
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>>> Brad
>>> Premium Care Specialist
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>>
>>
>
> Brad
> Premium Care Specialist
> 844-533-7928
> EXT: 4060164
>
>

Date	03/01/2019	Subject	Re: Jeep Customer Care Case #: [REDACTED] [ref: 00Dj01qsDF_500f1pkgY1:ref]
------	------------	---------	--

I completely understand all of your concerns with his Jeep. Seeing as how the wobble is now corrected either I am going to try to escalate your case to the resolution team for buyback review. The reason they sent it back the first time is because they said there was not enough repair attempts, and this repair attempt should make it eligible this time. I am going to escalate it today, I will know by Monday if they accept the case. Do you have an appointment for them to look at the wobble issue?

----- Original Message -----

From: [REDACTED]
Sent: 2/28/2019 7:06 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref: 00Dj01qsDF_500f1pkgY1:ref]

The wobble is back! I believe I already stated that in a previous email. It wasn't as bad as it previously was but keeps getting worse. I contacted an attorney this afternoon. I do want my Jeep replaced. I shouldn't have to have this many service issues with a Jeep that has less than 14,000 miles on it. I had a feeling I wasn't going to like the answer about the welds. It wouldn't have surface rust if the coating that protects the welds hadn't flaked off. If they are rusting at this point what are they going to be like in 3-5 years... my concern is that my frames going to be damaged and when I'm on the hook for a problem that was addressed originally a couple months after the Jeep was purchased by Kevin.

On Thu, Feb 28, 2019 at 4:27 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> The warranty department is telling me that the welds have surface rust on
> them, and that is not covered under the corrosion warranty. Only rust that
> comes from the inside out and perforates the surface from within. I have
> been going over your warranty for the past 25 minutes, and if you have one
> more repair attempt for the steering damper then your case can be escalated
> for buyback or replacement consideration with the resolution team. Is that
> something you would like to pursue?
>
>

----- Original Message -----

> From: [REDACTED]
> Sent: 2/28/2019 10:35 AM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref: 00Dj01qsDF_500f1pkgY1:ref]
>

> Brad,
> Just checking in about the welds. Is there a decision on what is going
> to happen?
> I'm headed to Detroit late this afternoon but will be reachable by email
> and cell. I want to hold off on contacting Brad and Chanel until I have an
> answer on the welds, as they may change my next steps on getting my Jeep
> repaired and safely back on the road.
>

> Please let me know as soon as possible what the verdict is on the
> resolution to the weld and coating issues.
>

> Thanks,
> [REDACTED]
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> On Mon, Feb 25, 2019 at 7:11 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:
>

>> I am getting with my team regarding the welds. We will discuss it on
>> Thursday when you get back.
>>
>>

----- Original Message -----

>> From: [REDACTED]
>> Sent: 2/25/2019 5:20 PM

>> To: jeepcustomercare@fcagroup.com
>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF_500f1pkgY1.ref]
>>
>> What about the welds? The coating is coming off. NHTSA also has opened a case about this apparently they have a few complaints about the welds.
>> Ill call Thursday Im on a company trip at Smithers winter test facility in Raco, Michigan.
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>> Truthfully feel like Im getting pushed off
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>>> Feel free to reach out to me if you need anything at all, have a good night Jeny.
>>>
>>> Brad
>>> Jeep Specialist
>>> 844-533-7928
>>> Case #: [REDACTED]
>>>
>>> ----- Original Message -----
>>> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
>>> Sent: 2/21/2019 6:38 PM
>>> To: [REDACTED]
>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF_500f1pkgY1.ref]
>>>
>>> Hello [REDACTED]
>>>
>>> I apologize for the delay in getting back to you I was out for two days with pneumonia. I understand your concerns about the reliability and safety of the vehicle. I will reach back out to King's Jeep tomorrow and talk with he service manager and see if we can come up with a plan of action. I look forward to speaking with you tomorrow Jeny. Have a good night.
>>>
>>> ----- Original Message -----
>>> From: [REDACTED]
>>> Sent: 2/20/2019 10:35 AM
>>> To: jeepcustomercare@fcagroup.com
>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [ref:_00Dj01qsDF_500f1pkgY1.ref]
>>>
>>> Brad,
>>>
>>> Just touching base with you since it's been almost a week. Would like to know what the status of the claim is and give you an update on the ongoing issues with my vehicle.
>>>
>>> 1. When the U62 Recall was completed, [REDACTED] (then owner) asked for he welds to be looked at after discovering that there were 2018 JL's recalled for a weld issue. It was determined that the welds were in the correct location. However, there was a concern after seeing hem, as you could see he protective coating was flaking off. As you can see in he pictures I forwarded to you 2 days ago, here are numerous areas where he protective coating has come off and the welds are already rusting.
>>> I had 2 welders look at hem and they both stated that these welds showed porosity and that they should not be rusting and suggest having it all recoated to avoid damage to the frame.
>>>
>>> 2. I had a complaint about the death wobble - I've had it in *twice* now for this and I currently have experienced it again in the last 3 days, only in 2 stretches of the highway that I drive every day and currently not anywhere near to the extent it was before however, it does concern me.
>>> I do understand that it could just be the section of road I hit if it

>> con inues
>>> and gets worse I am returning it to service for the 3rd time...
>>>
>>> 3. During the last service, I also stated that he steering wheel will
> be
>>> ight during a turn or even slight bend/curve in the road, almost like
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>>> locked and then will break free/normal steering back. This according to
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>>> service record was caused by the drag link and tie rods. I have now
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>> They
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>>> driving the Jeep to see if he dea h wobble continues.
>>>
>>> I love my Jeep but I'm concerned about the stability of my suspension
> due
>>> to all the issues I've experienced and it's not even a year old yet.
>>> FYI build at is 4/2018
>>>
>>> [REDACTED]
>>> [REDACTED]
>>>
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>>>> Morning Brad,
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>>>> I had the Jeep up on a lift last night to look at the welds, as he
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>>>> the bend.
>>>>
>>>>
>>>> On Fri, Feb 15, 2019 at 8:47 AM [REDACTED]
> wrote:
>>>>
>>>>> Thank you. Attached you will find both copies of the repairs hat
> were
>>>>> done. I did have 1 concern on a request I had, I told them that I
> had
>> a
>>>>> squeaking noise when I started he Jeep. They stated hat they
>> couldn't
>>>>> hear this, I heard it 3 times yesterday.
>>>>>
>>>>>
>>>>> [REDACTED]
>>>>> [REDACTED]
>>>>>
>>>>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
>>>>> jeepcustomercare@fcagroup.com> wrote:
>>>>>
>>>>> Good Evening [REDACTED]
>>>>>
>>>>> My name is Brad and I have been assigned as your Jeep Premium Care
>> Case
>>>>> Manager. I apologize for he delay in getting back to you, the case
>> was
>>>>> just forwarded to my in-basket yesterday from the internet Queue. I
>>> have
>>>>> been trying to reach Service Advisor Chanelle that is overseeing
> the
>>>>> repairs at the Dealership, however I have not been able to. I get
> in

>> at
>>>> 11:30 AM EST tomorrow, and I am going to start calling them first
>> thing
>>>> until I can reach someone, to ascertain the repair situation. If
> you
>>> would
>>>> like to speak to me before then please respond to this email and
> let
>>> me
>>>> know that you would like a call before tomorrow after I talk to the
>>>> Dealership.
>>>>
>>>> Have a great night, and thank you for being part of the Jeep
> Family.
>>>>
>>>> Here is my Contact Information:
>>>>
>>>> Brad
>>>> Jeep Premium Care Specialist
>>>> 844-533-7928 EXT 4060164
>>>> Case #: [REDACTED]
>>>>
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 2/13/2019 8:19 AM
>>>> To: uscustomercare@fcagroup.com
>>>> Subject: Re: Case Acknowledgement [ref:_00Dj01qsDF_500f1pkgY1 ref]
>>>> CASE # [REDACTED]
>>>>
>>>> Have not received a call from anyone to discuss.
>>>>
>>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
>>>> uscustomercare@fcagroup.com>
>>>> wrote:
>>>>
>>>> > [image: Header]
>>>> > Dear [REDACTED]
>>>>
>>>> > Thank you for contacting the Jeep Customer Assistance Center.
>>>>
>>>> > I truly apologize to hear you are having an ongoing issue with
> your
>>>> > steering and your vehicle shaking. This is not what we expect of
>> our
>>>> > brand
>>>> > new vehicle. Thank you for taking the time to reach out to us and
>>>> > allow us
>>>> > the opportunity to help. I understand how difficult and
> frustrating
>>> it
>>>> > can
>>>> > be when a vehicle does not live up to the expectations that we
> have
>>> for
>>>> > them and I do truly apologize for the inconvenience of the
>> situation.
>>>> > Lets
>>>> > look into things further and see what we can do to try and
> resolve
>>> he
>>>> > situation.
>>>>
>>>> > I'd like to immediately escalate your case to a level 2
> specialist
>>> for
>>>> > further assistance. They will help you to be sure your concerns
> are
>>>> > fully
>>>> > resolved. I will have a member of our team reach out to you
> within
>> 1
>>>> > business day to discuss this further.
>>>>
>>>> > We are in service of the people who drive us.
>>>>
>>>> > 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 1-844-JEEP-WAVE (1-844-533-7928).
>>>>
>>>> > Sincerely,
>>>>
>>>> > Ashlea
>>>> > Customer Service Representative
>>>> > Jeep Wave Premium Care
>>>> > 1-844-JEEPWAVE

>>>>> [image: Footer]
>>>>>
>>>>>
>>>>>
>>>>> ----- Original Message -----
>>>>> From: US Customer Care [uscustomecare@fcagroup.com]
>>>>> Sent: 2/7/2019 12:06 PM
>>>>> To: [REDACTED]
>>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>>>>>
>>>>> Your inquiry has been received by the Jeep Customer Care. We
>>> appreciate
>>>>> your contact with us and look forward to getting back with you as
>>> soon
>>>>> as
>>>>> possible.
>>>>>
>>>>> To ensure a prompt response, please add to your Safe Senders
> list,
>>>>> Address
>>>>> Book or Contact List. Please also monitor your Junk Mail or Spam
>>>>> Folder for
>>>>> our response.
>>>>>
>>>>> Should this matter be urgent, or if you desire a quicker
> response,
>>>>> please
>>>>> contact us by phone to discuss your issue with one of our Jeep
>>>>> Advisors.
>>>>>
>>>>> Jeep Brand: 877-426-5337
>>>>>
>>>>> FCA Brand : 800-247-9753
>>>>>
>>>>>
>>>>> For any future communication related to this email, please refer
> to
>>>>> reference number [REDACTED]
>>>>>
>>>>> Sincerely,
>>>>>
>>>>> The Jeep Brand
>>>>>
>>>>>
>>>>> To view the Jeep Privacy Policy, visit
>>>>>
>>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>>
>>>>> ref:_00Dj01qsDF._500f1pkgY1:ref
>>>>>
>>>>> Brad
>>>>> Premium Care Specialist
>>>>> 844-533-7928
>>>>> EXT: 4060164
>>>>>
>>>>>
>>> Brad
>>> Premium Care Specialist
>>> 844-533-7928
>>> EXT: 4060164
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>>> Brad
>>> Premium Care Specialist
>>> 844-533-7928
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>> Brad
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>> 844-533-7928
>> EXT: 4060164
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> Brad
> Premium Care Specialist
> 844-533-7928
> EXT: 4060164
>
>
Brad
Premium Care Specialist
844-533-7928
EXT: 4060164

Date 03/01/2019 Subject Re: Jeep Customer Care Case #: [redacted] [ref: 00Dj01qsDF_500f1pkgY1 ref]

No I dont have an appointment as I was waiting to see if FCA was going to step up and correct the weld issue so I didnt have to take the Jeep in twice more.

On Fri, Mar 1, 2019 at 3:31 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> [redacted]
>
> I completely understand all of your concerns with this Jeep. Seeing as how
> the wobble is now corrected ei her I am going to try to escalate your case
> to he resolution team for buyback review. The reason they sent it back the
> first time is because they said there was not enough repair attempts, and
> this repair attempt should make it eligible this time. I am going to
> escalate it today, I will know by Monday if they accept he case. Do you
> have an appointment for them to look at the wobble issue?
>
>

> ----- Original Message -----
> From: [redacted]
> Sent: 2/28/2019 7:06 PM
> To: jeepcustomercare@fcagroup.com
> Subject: Re: Jeep Customer Care Case #: [redacted] [
> ref: 00Dj01qsDF_500f1pkgY1 ref]
>

> The wobble is back! I believe I already stated that in a previous email. It
> wasnt as bad as it previously was but keeps getting worse. I contacted an
> attorney this afternoon. I do want my Jeep replaced. I shouldnt have to
> have this many service issues wi h a Jeep that has less than 14,000 miles
> on it. I had a feeling I wasnt going to like the answer about the welds.
> It wouldnt have surface rust if he coating hat protects he welds hadnt
> flaked off. If they are rusting at this point what are they going to be
> like in 3-5 years.. my concern is that my frames going to be damaged and
> then Im on the hook for a problem that was addressed originally a couple
> months after he Jeep was purchased by Kevin.
>

> On Thu, Feb 28, 2019 at 4:27 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

>
> > Good Afternoon,
> >
> > The warranty department is telling me that the welds have surface rust on
> > them, and that is not covered under the corrosion warranty, Only rust
> > that
> > comes from the inside out and perforates the surface from within. I have
> > been going over your warranty for the past 25 minutes, and if you have
> > one
> > more repair attempt for he steering damper then your case can be
> > escalated
> > for buyback or replacement consideration with the resolu ion team. Is
> > that
> > something you would like to pursue?
> >
> >

> ----- Original Message -----
> > From: [redacted]
> > Sent: 2/28/2019 10:35 AM
> > To: jeepcustomercare@fcagroup.com
> > Subject: Re: Jeep Customer Care Case #: [redacted] [
> > ref: 00Dj01qsDF_500f1pkgY1:ref]
> >

> > Brad,
> > Just checking in about the welds. Is there a decision on what is going
> > to happen?
> > I'm headed to Detroit late this afternoon but will be reachable by email
> > and cell. I want to hold off on contacting Brad and Chanel un il I have
> > an
> > answer on the welds, as they may change my next steps on getting my Jeep
> > repaired and safely back on the road.
> >

> > Please let me know as soon as possible what the verdict is on the
> > resolution to he weld and coating issues.
> >

> > Thanks,
> > [redacted]
> >

> > On Mon, Feb 25, 2019 at 7:11 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> > [redacted]
> > >
> > > I am getting with my team regarding the welds. We will discuss it on
> > > Thursday when you get back.
> > >
> > >

> > ----- Original Message -----
> > > From: [redacted]

>>> Sent: 2/25/2019 5:20 PM
>>> To: jeepcustomercare@fcagroup.com
>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>>> ref:_00Dj01qsDF._500f1pkgY1:ref]
>>>
>>> What about the welds? The coating is coming off. NHTSA also has opened
> a
>>> case about his apparently they have a few complaints about the welds.
>>> I'll call Thursday I'm on a company trip at Smithers winter test
> facility
>>> in Raco, Michigan.
>>>
>>> Truthfully feel like I'm getting pushed off
>>>
>>> [REDACTED]
>>>
>>> On Mon, Feb 25, 2019 at 4:50 PM Jeep Customer Care <
>>> jeepcustomercare@fcagroup.com> wrote:
>>>
>>>> Good Afternoon [REDACTED]
>>>>
>>>> I spoke with Brad over at the dealership today, and he said if you
> are
>>>> still having concerns to simply give them a call and either himself
> or
>>>> Chanelle will get you back in and see what is going on with your
> Jeep.
>>>> Feel
>>>> free to reach out to me if you need anything at all, have a good
> night
>>>> Jeny.
>>>>
>>>> Brad
>>>> Jeep Specialist
>>>> 844-533-7928
>>>> Case #: [REDACTED]
>>>>
>>>> ----- Original Message -----
>>>> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
>>>> Sent: 2/21/2019 6:38 PM
>>>> To: [REDACTED]
>>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>>>> ref:_00Dj01qsDF._500f1pkgY1:ref]
>>>>
>>>> Hello [REDACTED]
>>>>
>>>> I apologize for the delay in getting back to you I was out for two
> days
>>>> with pneumonia. I understand your concerns about the reliability and
>>>> safety
>>>> of the vehicle. I will reach back out to King's Jeep tomorrow and
> talk
>>>> with
>>>> the service manager and see if we can come up with a plan of action.
> I
>>>> look
>>>> forward to speaking with you tomorrow. [REDACTED] Have a good night.
>>>>
>>>> ----- Original Message -----
>>>> From: [REDACTED]
>>>> Sent: 2/20/2019 10:35 AM
>>>> To: jeepcustomercare@fcagroup.com
>>>> Subject: Re: Jeep Customer Care Case #: [REDACTED] [
>>>> ref:_00Dj01qsDF._500f1pkgY1:ref]
>>>>
>>>> Brad,
>>>>
>>>> Just touching base with you since it's been almost a week. Would like
> to
>>>> know what the status of the claim is and give you an update on the
>>>> ongoing
>>>> issues with my vehicle.
>>>>
>>>> 1. When the U62 Recall was completed, [REDACTED] (then owner)
> asked
>>>> for
>>>> the welds to be looked at after discovering that there were 2018 JL's
>>>> recalled for a weld issue. It was determined that the welds were in
> the
>>>> correct location. However, there was a concern after seeing them, as
>>>> you
>>>> could see the protective coating was flaking off. As you can see in
>>>> the pictures I forwarded to you 2 days ago, there are numerous areas
>>>> where
>>>> the protective coating has come off and the welds are already
> rusting.
>> I

>>>> had 2 welders look at them and they both stated that these welds
> showed
>>>> porosity and that they should not be rusting and suggest having it
> all
>>>> recoated to avoid damage to the frame.
>>>>
>>>> 2. I had a complaint about the death wobble - I've had it in *twice*
>> now
>>>> for this and I currently have experienced it again in the last 3
> days,
>>> only
>>>> in 2 stretches of the highway that I drive every day and currently
> not
>>>> anywhere near to the extent it was before however, it does concern
> me.
>> I
>>> do
>>>> understand that it could just be the section of road I hit if it
>>> continues
>>>> and gets worse I am returning it to service for the 3rd time...
>>>>
>>>> 3. During the last service, I also stated that the steering wheel
> will
>> be
>>>> tight during a turn or even slight bend/curve in the road, almost
> like
>>> it's
>>>> locked and then will break free/normal steering back. This according
> to
>>> he
>>>> service record was caused by the drag link and tie rods. I have now
>>>> experienced this 3 more times since having my Jeep back. I stated
> this
>>> also
>>>> in the email I sent to you on Monday 2/18/19.
>>>>
>>>> 4. I also reported noise when I start the Jeep that sounded like a
>>> squeaky
>>>> belt when they go bad. I stated that it does not happen all the time.
>>> They
>>>> did try and duplicate this sound with no success. I have since
>>> experienced
>>>> this again at least 4 times now. I'm not sure if this is a belt or
>> maybe
>>> a
>>>> starter issue.
>>>>
>>>> I have not contacted the dealership again since having the Jeep back,
>> as
>>> I
>>>> was waiting to hear back from FCA/NHTSA with my concerns. As well as
>>>> driving the Jeep to see if the death wobble continues.
>>>>
>>>> I love my Jeep but I'm concerned about the stability of my suspension
>> due
>>>> to all the issues I've experienced and it's not even a year old yet.
>>>> FYI build at is 4/2018
>>>>
>>>> [REDACTED]
>>>> [REDACTED]
>>>>
>>>> On Mon, Feb 18, 2019 at 7:37 AM [REDACTED]
> wrote:
>>>>
>>>>> Morning Brad,
>>>>>
>>>>> I had the Jeep up on a lift last night to look at the welds, as the
>>>>> coating that protects them from rusting is coming off and the welds
>>>> are
>>>>> already rusting. I have attached the pictures. Also, had a small
>>>> scare
>>>>> Saturday night while driving. I was approaching a light bend to get
>> on
>>> an
>>>>> on-ramp and while trying to turn the steering wheel to the right
> the
>>>>> steering was VERY tight and wouldn't turn and then finally gave way
>> to
>>>> make
>>>>> the bend.
>>>>>
>>>>>
>>>>>
>>>>> On Fri, Feb 15, 2019 at 8:47 AM [REDACTED]
>> wrote:
>>>>>
>>>>>> Thank you. Attached you will find both copies of the repairs that
>> were
>>>>>> done. I did have 1 concern on a request I had, I told them that I
>> had

>>> a
>>>>> squeaking noise when I started the Jeep. They stated that they
>>> couldn't
>>>>> hear this, I heard it 3 times yesterday.
>>>>>
>>>>>
>>>>> [REDACTED]
>>>>>
>>>>> On Thu, Feb 14, 2019 at 5:10 PM Jeep Customer Care <
>>>>> jeepcustomercare@fcagroup.com> wrote:
>>>>>
>>>>> Good Evening [REDACTED]
>>>>>
>>>>> My name is Brad and I have been assigned as your Jeep Premium
> Care
>>> Case
>>>>> Manager. I apologize for the delay in getting back to you, he
> case
>>> was
>>>>> just forwarded to my in-basket yesterday from the internet
> Queue. I
>>>> have
>>>>> been trying to reach Service Advisor Chanelle that is overseeing
>> the
>>>>> repairs at the Dealership, however I have not been able to. I get
>> in
>>> at
>>>>> 11:30 AM EST tomorrow, and I am going to start calling them first
>>> hing
>>>>> until I can reach someone, to ascertain the repair situation. If
>> you
>>>> would
>>>>> like to speak to me before then please respond to this email and
>> let
>>>> me
>>>>> know that you would like a call before tomorrow after I talk to
> the
>>>>> Dealership.
>>>>>
>>>>> Have a great night, and thank you for being part of the Jeep
>> Family.
>>>>>
>>>>> Here is my Contact Information:
>>>>>
>>>>> Brad
>>>>> Jeep Premium Care Specialist
>>>>> 844-533-7928 EXT 4060164
>>>>> Case #: [REDACTED]
>>>>>
>>>>> ----- Original Message -----
>>>>> From: [REDACTED]
>>>>> Sent: 2/13/2019 8:19 AM
>>>>> To: uscustomercare@fcagroup.com
>>>>> Subject: Re: Case Acknowledgement [
>> ref:_00Dj01qsDF_500f1pkgY1:ref]
>>>>> CASE # [REDACTED]
>>>>>
>>>>> Have not received a call from anyone to discuss.
>>>>>
>>>>> On Fri, Feb 8, 2019 at 8:42 AM US Customer Care <
>>>>> uscustomercare@fcagroup.com>
>>>>> wrote:
>>>>>
>>>>>> [image: Header]
>>>>>> Dear [REDACTED]
>>>>>>
>>>>>> Thank you for contacting the Jeep Customer Assistance Center.
>>>>>>
>>>>>> I truly apologize to hear you are having an ongoing issue with
>> your
>>>>>> steering and your vehicle shaking. This is not what we expect
>> of
>>> our
>>>>>> brand
>>>>>> new vehicle. Thank you for taking the time to reach out to us
>> and
>>>>>> allow us
>>>>>> the opportunity to help. I understand how difficult and
>> frustrating
>>>>>> it
>>>>>> can
>>>>>> be when a vehicle does not live up to the expectations that we
>> have
>>>>>> for
>>>>>> them and I do truly apologize for the inconvenience of the
>>> situation.
>>>>>> Lets
>>>>>> look into things further and see what we can do to try and

>> resolve
>>>> the
>>>>>> situation.
>>>>>>>
>>>>>>> I'd like to immediately escalate your case to a level 2
>> specialist
>>>> for
>>>>>>> further assistance. They will help you to be sure your concerns
>> are
>>>>>>> fully
>>>>>>> resolved. I will have a member of our team reach out to you
>> within
>>>> 1
>>>>>>> business day to discuss this further.
>>>>>>>
>>>>>>> We are in service of the people who drive us.
>>>>>>>
>>>>>>> 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 1-844-JEEP-WAVE (1-844-533-7928).
>>>>>>>
>>>>>>> Sincerely,
>>>>>>>
>>>>>>> Ashlea
>>>>>>> Customer Service Representative
>>>>>>> Jeep Wave Premium Care
>>>>>>> 1-844-JEEPWAVE
>>>>>>> [image: Footer]
>>>>>>>
>>>>>>>
>>>>>>> ----- Original Message -----
>>>>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>>>>> Sent: 2/7/2019 12:06 PM
>>>>>>> To: [REDACTED]
>>>>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS
>> *****
>>>>>>>
>>>>>>> Your inquiry has been received by the Jeep Customer Care. We
>>>> appreciate
>>>>>>> your contact with us and look forward to getting back with you
> as
>>>> soon
>>>>>>> as
>>>>>>> possible.
>>>>>>>
>>>>>>> To ensure a prompt response, please add to your Safe Senders
>> list,
>>>>>>> Address
>>>>>>> Book or Contact List. Please also monitor your Junk Mail or
> Spam
>>>>>>> Folder for
>>>>>>> our response.
>>>>>>>
>>>>>>> Should this matter be urgent, or if you desire a quicker
>> response,
>>>>>>> please
>>>>>>> contact us by phone to discuss your issue with one of our Jeep
>>>>>>> Advisors.
>>>>>>>
>>>>>>> Jeep Brand: 877-426-5337
>>>>>>>
>>>>>>> FCA Brand : 800-247-9753
>>>>>>>
>>>>>>>
>>>>>>> For any future communication related to this email, please
> refer
>> to
>>>>>>> reference number [REDACTED]
>>>>>>>
>>>>>>> Sincerely,
>>>>>>>
>>>>>>> The Jeep Brand
>>>>>>>
>>>>>>>
>>>>>>> To view the Jeep Privacy Policy, visit
>>>>>>>
>>>>>>> https://www.chrysler.com/crossbrand_us/privacy
>>>>>>>
>>>>>>> ref:_00Dj01qsDF._500f1pkgY1:ref
>>>>>>>
>>>>>>> Brad
>>>>>>> Premium Care Specialist
>>>>>>> 844-533-7928
>>>>>>> EXT: 4060164
>>>>>>>

>>>>>
>>>>>
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>>>>> EXT: 4060164
>>>>>
>>>>>
>>>>> Brad
>>>>> Premium Care Specialist
>>>>> 844-533-7928
>>>>> EXT: 4060164
>>>>>
>>>>>

<i>Date</i>	03/04/2019	<i>Subject</i>	Contact information [ref: 00Dj01qsDF. 500f1pkgY1:ref]
-------------	------------	----------------	---

My name is Roxanne 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 [REDACTED]

The FCA Case Management telephone number is: 1-844-827-1999

My direct extension for leaving a Voice Mail is: 3020203

FCA Case Managements hours are: 8:00 am - 8:00 pm EST, Monday through Friday

My work hours are: 9:00 am 5:30 pm EST, Monday through Friday.

Call me and let me know if you are going to make an appointment at the dealership.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Roxanne

FCA Case Management

844-827-1999 ext. 3020203

```
|ref: 00Dj01qsDF. 500f1pkgY1:ref
```

Date	04/12/2019	Subject	RE: Contact information [ref: 00Dj01qsDF. 500f1pkgY1:ref]
------	------------	---------	---

I had wanted to know if there have been any issues with the vehicle since the repair had been completed. Can you call me and let me know? My number is 1-844-827-1999 ext. 3020203. If I do not receive a call back, your case will be closed Monday the 15th.

Original Message

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

Sent: 3/4/2019 10:47 AM

To: [REDACTED]

Subject: Contact information [ref: 00Dj01qsDF_500f1pkgY1:ref]

My name is Roxanne 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 [REDACTED]

The FCA Case Management telephone number is: 1-844-827-1999

My direct extension for leaving a Voice Mail is: 3020203

FCA Case Managements hours are: 8:00 am - 8:00 pm EST, Monday through Friday

My work hours are: 9:00 am 5:30 pm EST, Monday through Friday.

Call me and let me know if you are going to make an appointment at the dealership.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Roxanne

FCA Case Management

844-827-1999 ext. 3020203

```
|ref: 00Dj01qsDF. 500f1pkgY1:ref
```

Roxanne

FCA Case Management

844-827-1999 ext. 3020203

Date	04/12/2019	Subject	Re: Contact information [ref: 00Dj01qsDF. 500f1pkgY1:ref]
-------------	------------	----------------	---

There is a slight wobble, no hing like it was. No I havent called about it as I left for Japan 4/3 for work on a last minute business trip. Ill be returning May 2.

Jeny

On Fri, Apr 12, 2019 at 3:51 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> [REDACTED]
>
> I had wanted to know if there have been any issues with the vehicle since
> the repair had been completed. Can you call me and let me know? My number
> is 1-844-827-1999 ext. 3020203. If I do not receive a call back, your case
> will be closed Monday the 15 h.

> ----- Original Message -----

> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

> Sent: 3/4/2019 10:47 AM

> To: [REDACTED]

> Subject: Contact information [ref:_00Dj01qsDF._500f1pkgY1:ref]

> My name is Roxanne 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 [REDACTED]

> The FCA Case Management telephone number is: 1-844-827-1999

> My direct extension for leaving a Voice Mail is: 3020203

> FCA Case Managements hours are: 8:00 am - 8 00 pm EST, Monday through
> Friday

> My work hours are: 9 00 am 5:30 pm EST, Monday through Friday.

> Call me and let me know if you are going to make an appointment at the
> dealership.

> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!

> Roxanne

> FCA Case Management

> 844-827-1999 ext. 3020203

> ref:_00Dj01qsDF._500f1pkgY1 ref

> Roxanne

> FCA Case Management

> 844-827-1999 ext. 3020203

>

Date	04/16/2019	Subject	Case Closure [ref:_00Dj01qsDF._500f1pkgY1:ref]
------	------------	---------	--

Hello [REDACTED]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [REDACTED]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020203

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. 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 telephone survey. We ask that you take the time to complete the survey so we know how we are 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.

It has been a pleasure working with you, all the best

Roxanne

FCA Case Management

844-827-1999 ext. 3020203

ref:_00Dj01qsDF._500f1pkgY1:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG1JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	02/19/2019	CAIR Type	Regular	Status	Closed
Close Date	02/20/2019	Origin	Brand Site	Reason	assistance
Mileage	5,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	San Antonio	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SAN ANTONIO		TX		USA
Dealer	19991	Overseas Military Sales Corporation - Omsc Ltd.		Dealer Phone	00
Dealer Address	Boulevard De PAAcrolles 33				
	Ch-1700 Fribourg		E	X1700	S
Dealer Zone	U	Sales District		Service District	
Subject	SOLD AN UNSAFE VEHICLE				
Synopsis	Duplicate file:				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/19/2019 09:20 AM	New
02/19/2019 03:56 PM	Open
02/20/2019 02:43 PM	Closed

Initial Description

I am a service member stationed in Germany phone number [REDACTED] I just purchased a unsafe vehicle to drive I completely lost steering while having my family & new born in vehicle I have taken the wrangler to the dealer & my recall has something to do with this I was never notified about the recall since I am overseas & went to my home of record a traumatizing experience & a vehicle that I am continuing to pay 50,000 on that is undrivable the part was completely broken off the frame & steering is pretty vital in having control I have called & have a case number I have looked his issue up & only 8% of all J.L.s had this issue so catering to my needs shouldnt be too much to ask for requesting a new vehicle at he least shouldnt be asking for too much considering his is a defect on the manufacturer I do not want the defected jeep but I was sold fixed I want a Jeep that I am spending my well earned money on to not be one that has issues straight out the factory my case number is # [REDACTED] I have trusted jeep with the care to put my family & newborn in he hands of your vehicle & am unsatisfied with not only the product but the customer service in helping me with my needs of a reliable vehicle.

Case Comments

Date	Comment
02/19/2019	**** BEGIN INBOUND CUSTOMER EMAIL **** Subject SOLD AN UNSAFE VEHICLE Description I am a service member stationed in Germany phone number [REDACTED] I just purchased a unsafe vehicle to drive I completely lost steering while having my family & new born in vehicle I have taken the wrangler to the dealer & my recall has something to do with his I was never notified about the recall since I am overseas & went to my home of record a traumatizing experience & a vehicle that I am continuing to pay 50,000 on that is undrivable the part was completely broken off the frame & steering is pretty vital in having control I have called & have a case number I have looked his issue up & only 8% of all JLs had this issue do catering to my needs shouldn't be too much to ask for requesting a new vehicle at the least shouldn't be asking for too much considering this is a defect on the manufacturer I do not want the defected jeep that I was sold fixed I want a Jeep that I am spending my well earned money on to not be one that has issues straight out the factory my case number is # [REDACTED] I have trusted jeep with my care to put my family & newborn in the hands of your vehicle & am unsatisfied with not only the product but the customer service in helping me with my needs of a reliable vehicle. Duplicate file: [REDACTED]

Email(s)

Date	02/19/2019	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.			
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.			
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.			
Jeep Brand: 877-426-5337			
FCA Brand : 800-247-9753			
For any future communication related to his email, please refer to reference number [REDACTED]			
Sincerely,			
The Jeep Brand			

To view the Jeep Privacy Policy, visit
https://www.chrysler.com/crossbrand_us/privacy

Date	02/19/2019	Subject	Issue with the track bar weld. Active case file: [redacted] [ref:_00Dj01qsDF_500f1pnAZs:ref]
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Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I have had a moment to review your contact. We are very sorry the issue is still ongoing. I have confirmed your open case file [redacted] is in fact with the correct group to have your concern addressed. I have added your email to the file to ensure the active agent is aware of your communication.

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 1-877-1-AM-JEEP (1-877-426-5337).

Sincerely,

James

Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

Ram Care customer support at 866-932-3878.
Jeep Wave Premium Care Team at 844-533-7928.
Alfa Romeo Premium Care Team at 844-253-2872.
SRT Premium Care Team at 855-778-8326.
ref:_00Dj01qsDF_500f1pnAZs:ref

Date	02/20/2019	Subject	Re: Issue with the track bar weld. Active case file: [redacted] [ref:_00Dj01qsDF_500f1pnAZs:ref]
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Again I dont see why my request is asking for too much, I was sold a unsafe vehicle straight from the factory & I am not asking for it to be fixed why would I want a vehicle that straight out the factory before I even hit over 5 housand miles I am having major issues with? Nobody is considerate of your problems until its their family with my new born in he vehicle I was unable to have control of he vehicle .. I am requesting to receive a new Jeep or for the manufacturer to buy my vehicle back from me.. what is he turn around time that I am looking at being that I have a US spec vehicle in Europe? The inconvenience of all of this means nothing? I am just supposed to wait around I am just supposed to coninue to pay on a vehicle that I cannot use? I am a unsa isfied customer does making his right in my eyes mean anything? If this is all he customer service that I am going to receive I will not be a returning customer

On Feb 19, 2019, at 17:02, US Customer Care > wrote:

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I have had a moment to review your contact. We are very sorry the issue is still ongoing. I have confirmed your open case file [redacted] is in fact with the correct group to have your concern addressed. I have added your email to the file to ensure the active agent is aware of your communication.

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 1-877-1-AM-JEEP (1-877-426-5337).

Sincerely,

James

Thank you for contacting Premium Care at FCA. Should you require any additional assistance please feel free to reach out to us via phone. I have listed all of the Premium Brand contact numbers below for your convenience.

Ram Care customer support at 866-932-3878.
Jeep Wave Premium Care Team at 844-533-7928.
Alfa Romeo Premium Care Team at 844-253-2872.
SRT Premium Care Team at 855-778-8326.
[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=018f100000dGxm5]

ref:_00Dj01qsDF_500f1pnAZs:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG6JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	03/04/2019	CAIR Type	Top Care	Status	Closed
Close Date	03/08/2019	Origin	Email	Reason	
Mileage	13,559 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Top Management
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	HERNDON	VA		USA	
Dealer	60136	Fair Oaks Chrysler Jeep Dodge	Dealer Phone	7039619900	
Dealer Address	4170 Auto Park Circle				
	Chantilly	VA	201511225	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	Top Care Case - Weld Concern				
Synopsis	File closed				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/04/2019 12:49 PM	Open
03/08/2019 02:00 PM	Closed

Initial Description

Top Care Case - Weld Concern

Case Comments

Date	Comment
03/04/2019	Customer is requesting a buyback or a CDI number for trade assistance to get into another Jeep. Customer disagrees with the determination from the weld inspection by weld company setup to inspect for his condition through STAR. The TA Joe Morton was involved. It was deemed the Jeep passes the porosity standard. The welder repaired a couple of areas. CR Mgr declined any buyback on vehicle.
03/04/2019	Spoke with Rick Simpson CR Mgr and advised customer emailed Mr. Kuniskis and was looking for a buyback or a CDI number. He stated a CDI number can be offered. Writer concurs that would be the offer. Spoke with customer and stated a buyback would not be offered but can offer a CDI number. He would have to work with the dealer to negotiate trade value on his current vehicle as FCA would not assist. Customer will accept the CDI number. Writer submitted for CDI number.
03/04/2019	The CDI number is listed. The CDI Number: FCA Sponsor: JoAnn Heck CDI Expiration: 01/02/2020

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG9JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	09/17/2018	CAIR Type	Regular	Status	Closed
Close Date	09/20/2018	Origin	Telephone	Reason	New problem
Mileage	2,500 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CANYON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CANYON	TX			USA
Dealer	45006	All Star Dodge Chrysler Jeep Ram FIAT		Dealer Phone	8063592829
Dealer Address	4600 Canyon Drive				
	Amarillo	TX	791096010	USA	
Dealer Zone	Southwest	Sales District		Service District	K
Subject	loose steering wheel				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/17/2018 06:34 PM	Open
09/20/2018 07:03 PM	Closed
09/29/2018 12:24 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
 0336010003-Referral,Social Media,Automotive Forums,Default,Social Tool,Automotive Forums - Social Tool,Automotive Forums - Social Tool
 0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,loose steering wheel

Case Comments

Date	Comment
09/17/2018	Forum name: (jlwranglerforums.com) Customer wrote: Can you help me with my steering issue? I am taking my JL back to the dealer for a second time next Tuesday (18th) at 1030. I absolutely hate driving it due to this. It's a 2018 JLU Rubicon with about 2,500 miles.
09/17/2018	**Writer asked for standard paragraph information**
09/17/2018	Customer seeking assistance with: [loose steering wheel]. Customer expecting: [Technical assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone: Earliest call time anytime Latest call time: anytime Updates via text: Y Updates via email: Y Vehicle location: [Customer] Date and Time of Appointment: [9/18 @ 10:30]. Confirmed appointment with: [All Star Dodge Amarillo] Customer in rental: N
09/17/2018	**Please have dealer perform TSB 08-092-18**
09/18/2018	Prior agent did not document what the steering issue is...
09/18/2018	Agent contacted dealer, spoke with SM. Concern is with steering; not yet diagnosed. SA not at dealer. Left direct line for follow up.
09/20/2018	Customer has stated on forums that they have not heard CM yet and the dealership denied that a problem existed. Customer would like to know what the next steps are in regards to having his loose/wandering steering resolved.
09/20/2018	Agent will contact customer when information about diagnosis is obtained, per narrative. This could have been told to the customer when he reached out on the forum. I have nothing to tell customer at this time. I just received the file yesterday.
09/20/2018	Agent contacted dealer, spoke with SM Lorenzo. Vehicle is not at dealer, ticket is closed. States that owner picked up vehicle, so why would he be calling seeking an update. Vehicle was released to owner yesterday with no duplication of concern.
09/20/2018	Agent contacted owner and verified that he has vehicle and that dealer could not duplicate concerns. There is no further information agent could provide to owner. Owner also feels that a few frame welds are not correct and dealer feels that welds are safe. Owner has not test drove vehicle dealer.
09/20/2018	Owner will go to another dealer for a second opinion
09/20/2018	Closing file until owner goes to another dealer and finds a different outcome under warranty
09/20/2018	Owner has agents direct line for any needed follow up
09/20/2018	Owner feels that a STAR file applies to vehicle but first dealer found welds to be structurally intact
09/27/2018	Customer contact us back today requesting a Manager to call him back.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/06/2018	CAIR Type	Regular	Status	Suspended
Close Date		Origin	Brand Site	Reason	New problem
Mileage	6,800 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	EASTOVER	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	EASTOVER	NC		USA	
Dealer	67198	Tri-City Chrysler Jeep Dodge Inc		Dealer Phone	3366232186
Dealer Address	833 S Van Buren Rd				
	Eden	NC	272885323	USA	
Dealer Zone	Southeast	Sales District		Service District	O
Subject	Fulfillment Request			Recall	UA5
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Part not available				

Case Status History

Create Date	Status
10/06/2018 02:45 AM	Open
10/06/2018 08:34 AM	Open
02/22/2019 09:58 AM	Suspended

Initial Description

05UA501700-Recall,Recall - Do Not Select,Recall - Do Not Select,Recall Parts Not Available,Default,Recall - Recall Parts Not Available,Recall - Recall Parts Not Available
05UA501000-Recall,Recall - Do Not Select,Recall - Do Not Select,Fulfillment Request,Default,Fulfillment Request,Fulfillment Request-Please refer to Case Comments

Case Comments

Date	Comment
10/06/2018	[Web Self-Service] The part required to provide a permanent remedy for recall :UA5 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 call back number is : 4 Customer email address for case updates: Reassigned to 961 Reassigned to 961 Preferred Dealer Name : John Heister Consent : Customer agreed the terms and conditions as stated on the site

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/06/2018	CAIR Type	Regular	Status	Closed
Close Date	10/09/2018	Origin	Chat	Reason	New problem
Mileage	7,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	EASTOVER	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	EASTOVER	NC			USA
Dealer	67198	Tri-City Chrysler Jeep Dodge Inc		Dealer Phone	3366232186
Dealer Address	833 S Van Buren Rd				
	Eden	NC	272885323	USA	
Dealer Zone	Southeast	Sales District		Service District	O
Subject	Information Request			Recall	UA5
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
10/06/2018 03:37 AM	Open
10/06/2018 08:33 AM	Open
10/09/2018 01:11 AM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
05UA500100-Recall,Recall - Do Not Select,Recall - Do Not Select,Information Request,Default,Information Request,Information Request-Please refer to Case
Comments

Case Comments

Date	Comment
10/06/2018	Chat ID: [REDACTED] Hi, my name is Dylan with Fiat Customer Care, How may I help you today? Dylan: Hello [REDACTED] Hi Dylan. My Wrangler has been altered in the rackbar recall. I am a single mother with a 3 year old daughter, and in the recall it states that my vehicle could crash without warning. I need to know how I can get a loaner or what I need to do because I will no be risking my life or my daughters life waiting on a remedy that isn't available. Dylan: I can certainly understand your concerns [REDACTED] I apologize for the inconvenience you are experiencing with your vehicle Dylan: May i have you confirm your full address and approximate mileage [REDACTED] Eastover NC [REDACTED] and it almost has 6800 miles Dylan: As a next step I would need to refer you to a local dealership for a diagnosis, as soon as the vehicle is at the dealer, we can then review your file further [REDACTED] Okay Dylan: Do you have any other questions or concerns at this time? [REDACTED] Is there any kind of reference number or file number for this so that I may keep for my records? Dylan: [REDACTED] would be your reference number [REDACTED] Okay. Do I need to call my local dealership with this reference number or will you be handling his? I was advised most dealerships are clueless about this recall since it has just come to light. I am not comfortable driving my vehicle with what could happen and this is my only mode of transportation. Dylan: As soon as the vehicle is at the dealership, we will then be able to review your file fur her. I would suggest contacting the dealer to advise that you will be dropping it off [REDACTED] Okay. Thank you. [REDACTED] disconnected ("Concluded by End-user").

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/08/2018	CAIR Type	Regular	Status	New
Close Date		Origin	Chat	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FAYETTEVILLE	NC		USA	
Dealer	67198	Tri-City Chrysler Jeep Dodge Inc	Dealer Phone	3366232186	
Dealer Address	833 S Van Buren Rd				
	Eden	NC	272885323	USA	
Dealer Zone	Southeast	Sales District		Service District	O
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
10/08/2018 04:22 PM	New

Initial Description

Chat Started: Monday, October 08, 2018, 12:22:43 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (3m 21s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (3m 57s) Visitor: Hi Emily, I contacted earlier about a problem with the welds on my jeep. The agent told me to get back to you guys with my scheduled appointment date and time (4m 27s) Emily: I would be happy to look into to this with you (4m 43s) Emily: May I please have you confirm the name and address on the Jeep (4m 59s) Visitor: Eastover NC (5m 59s) Emily: Thank you, I would be happy to connect you with Jeep Wave department in order to have this looked into and noted for you. (6m 5s) Visitor: Thank you. Chat Transferred From Emily To Brenda (6m 30s) Brenda: Hi, my name is Brenda with FCA Customer Care, How may I help you? (7m 13s) Brenda: Hello (7m 27s) Visitor: Hi Brenda, this is again, I just spoke with you about the welds on my jeep and you told me to get back with you guys when I got my appointment for diagnosis. My appointment will be Thursday, 10/11/18 at 9am. (7m 55s) Brenda: Thank you I am certainly glad that you did get back to me so quickly. (8m 2s) Brenda: I will need to ask you a couple of questions (8m 7s) Visitor: okay (8m 18s) Brenda: May you please provide the name of the dealership? (8m 52s) Visitor: Hendrick CJ (8m 52s) Brenda: What city and state is the dealership located? (8m 57s) Visitor: Fayetteville, NC (9m 3s) Brenda: Perfect thanks so much (9m 4s) Brenda: May you please verify your best contact phone and email? (10m 0s) Visitor: (10m 28s) Brenda: May you please verify the last eight of your vin (10m 58s) Visitor: JW (11m 3s) Brenda: Thanks so much Susan (13m 11s) Brenda: I will create the file and send it up to our Jeep Wave Case management team for them to contact you back one business day after the vehicle arrives at the dealership and they will work with you moving forward Susan I will email you the case number as we are having a system update currently (13m 29s) Visitor: Thank you very much. (14m 15s) Brenda: You are more than welcome (14m 18s) Brenda: Have a good day (14m 23s) Visitor: You too.

Live Chats

Date	
10/08/2018	Chat Started: Monday, October 08, 2018, 12:22:43 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (3m 21s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (3m 57s) Visitor: Hi Emily, I contacted earlier about a problem with the welds on my jeep. The agent told me to get back to you guys with my scheduled appointment date and time (4m 27s) Emily: I would be happy to look into to this with you (4m 43s) Emily: May I please have you confirm the name and address on the Jeep (4m 59s) Visitor: Eastover NC (5m 59s) Emily: Thank you, I would be happy to connect you with Jeep Wave department in order to have this looked into and noted for you. (6m 5s) Visitor: Thank you Chat Transferred From Emily To Brenda (6m 30s) Brenda: Hi, my name is Brenda with FCA Customer Care, How may I help you? (7m 13s) Brenda: Hello (7m 27s) Visitor: Hi Brenda, this is again, I just spoke with you about the welds on my jeep and you told me to get back with you guys when I got my appointment for diagnosis. My appointment will be Thursday, 10/11/18 at 9am. (7m 55s) Brenda: Thank you I am certainly glad that you did get back to me so quickly.

Date	(8m 2s) Brenda: I will need to ask you a couple of questions (8m 7s) Visitor: okay (8m 18s) Brenda: May you please provide the name of the dealership? (8m 52s) Visitor: Hendrick CJ (8m 52s) Brenda: What city and state is the dealership located? (8m 57s) Visitor: Fayetteville, NC (9m 3s) Brenda: Perfect thanks so much (9m 4s) Brenda: May you please verify your best contact phone and email? (10m 0s) Visitor: [REDACTED] (10m 28s) Brenda: May you please verify the last eight of your vin (10m 58s) Visitor: JW [REDACTED] (11m 3s) Brenda: Thanks so much [REDACTED] (13m 11s) Brenda: I will create the file and send it up to our Jeep Wave Case management team for them to contact you back one business day after the vehicle arrives at the dealership and they will work with you moving forward Susan I will email you the case number as we are having a system update currently (13m 29s) Visitor: Thank you very much. (14m 15s) Brenda: You are more than welcome [REDACTED] (14m 18s) Brenda: Have a good day (14m 23s) Visitor: You too.
Date	
10/08/2018	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/08/2018	CAIR Type	Regular	Status	Closed
Close Date	11/09/2018	Origin	Telephone	Reason	
Mileage	1,000 Miles	Market	USA	Language	
Contact Email		Contact Phone	9109886116	Contact Mobile	9109886116
Caller Address				Source	
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FAYETTEVILLE	NC		USA	
Dealer	69188	Hendrick Alfa Romeo FIAT of Fayetteville	Dealer Phone	9104254200	
Dealer Address	539 N McPherson Church Rd				
	Fayetteville	NC	283034409	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	Customer is seeking assistance with issues with welds				
Synopsis	Top Care open				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/08/2018 04:45 PM	Open
10/09/2018 01:59 PM	Suspended
10/12/2018 03:59 AM	Open
11/09/2018 03:35 PM	Closed

Initial Description

The customer is seeking a diagnosis for weak welds throughout the vehicle frame

Case Comments

Date	Comment
10/08/2018	Please reference case number [redacted] Transcript chat number CR0125 Hi, my name is Emily with FCA Customer Care, How may I help you? Emily 12:22 PM Hi Emily, I contacted earlier about a problem with the welds on my jeep. The agent told me to get back to you guys with my scheduled appointment date and time Visitor 12:23 PM I would be happy to look into this with you Emily 12:23 PM May I please have you confirm the name and address on the Jeep Email 12:24 PM [redacted] Eastover NC [redacted] Visitor 12:24 PM Thank you, I would be happy to connect you with Jeep Wave department in order to have this looked into and noted for you. Emily 12:25 PM Thank you Visitor 12:25 PM Emily sent a transfer request to Brenda 12:25 PM Brenda accepted the chat 12:25 PM Hi, my name is Brenda with FCA Customer Care, How may I help you? Brenda 12:25 PM Hello [redacted] 12:26 PM Hi Brenda, this is [redacted] again, I just spoke with you about the welds on my jeep and you told me to get back with you guys when I got my appointment for diagnosis. My appointment will be Thursday, 10/11/18 at 9am. Visitor 12:26 PM Thank you Susan I am certainly glad that you did get back to me so quickly. Brenda 12:26 PM I will need to ask you a couple of questions Brenda 12:26 PM okay Visitor 12:26 PM May you please provide the name of the dealership? Brenda 12:27 PM Hendrick CJ Visitor 12:27 PM What city and state is the dealership located? Brenda 12:27 PM Fayetteville, NC Visitor 12:27 PM Perfect thanks so much Brenda 12:27 PM May you please verify your best contact phone and email? Brenda 12:27 PM [redacted] email [redacted] Visitor 12:28 PM May you please verify the last eight of your vin Brenda 12:29 PM JW [redacted] Visitor 12:29 PM Thanks so much [redacted] Brenda 12:29 PM I will create the file and send it up to our Jeep Wave Case management team for them to contact you back one business day after the vehicle arrives at the dealership and they will work with you moving forward Susan I will email you the case number as we are having a system update currently Brenda 12:32 PM Thank you very much. Visitor 12:32 PM You are more than welcome Susan. Brenda 12:33 PM Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] , email address [redacted] Vehicle location: [Customer/Dealer/IRF] Hendrick Date and Time of Appointment: [Insert Date and Time]. Tuesday 11 h Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
10/22/2018	Agent reached out to customer number: [redacted] Agent left VM about recall on Jeep.
10/23/2018	Agent contacted customer. Agent left detailed VM.
10/23/2018	Customer had called in. Stated that the general welding was the issue. At the Dealership, the vehicle was returned. Issue was not addressed
10/30/2018	Vehicle has arrived at dealership Hendrick Chry-Jeep and attended by dealer employee
10/30/2018	Agent contacted customer at: [redacted] Agent left VM explaining that we would need to have the vehicle taken back in to perform the recall properly with photos for diagnostic procedures.
11/02/2018	Agent contacted Hendrick Chry-Jeep. Working with SM Jon. Vehicle update: Pictures were taken of the frame, where frame status is okay. Pictures were taken and STAR determined that the weld team recall team would need to look at it and give diagnosis update to DLR.
11/09/2018	Agent contacted Hendrick Chry-Jeep. Working with SM Jon Vehicle update: Steve Stander has been working on it, with the welds on the trackbar.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	10/11/2018	CAIR Type	Regular	Status	Closed
Close Date	11/26/2018	Origin	Telephone	Reason	
Mileage	8,482 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BLUE RIDGE	GA		USA	
Dealer	68033	Mountain Valley Chrysler Dodge Jeep Ram FIAT		Dealer Phone	7066325375
Dealer Address	7535 Appalachian Hwy				
	Blue Ridge	GA	30513	USA	
Dealer Zone	Southeast	Sales District		Service District	J
Subject	Windshield				
Synopsis	Executive Referral Team per AM				
Customer Anomaly	Glass				
	Windshield				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	53	Vehicle windshield issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/11/2018 09:13 PM	Open
11/26/2018 11:23 PM	Closed

Initial Description

Windshield has cracked 3 times

Case Comments

Date	Comment
10/11/2018	Customer initially called to find out if it was possible to order Gorilla Glass for the windshield. Agent found that there is a Gorilla Glass windshield for some Jeeps but not this one. Agent sent request to Brand Rep who will research.
11/21/2018	Customer is requesting to speak with the CM. Customer is not satisfied with the repairs that were done at the dealership.
11/21/2018	Agent called customer who advised that the vehicle is at the DLR for welds on various frame issues. Customer states that the welding was poorly done. Agent called DLR and spoke with SM Jeremy who reviewed the information that he had on the progression leading up to the frame welding and provided SB 18-13000001 which was used for the vehicle with STAR. SM states that an email was sent to the AM who has decided that the customer's vehicle should be replaced and the process will start next week. Agent sent email to AM requesting to be added to email distribution for this vehicle.
11/26/2018	Agent received an email from AM stating that a representative from the Executive Referral Team would be taking over the case.

Email(s)

Date	Subject
10/23/2018	Windshield [ref:_00Dj01qsDF_500f1kyr4j:ref]
Dear [redacted] I apologize for the delay. I spoke to our Brand Rep about the Gorilla windshield. He and his wife just had a baby and it has slowed the process down quite a bit. It turns out that Gorilla Glass does not have a windshield yet for your model Jeep; however, they are looking at starting the manufacturing process for your model. I'm sorry that there isn't more information yet. Lisa Jeep Wave 844-533-7928 x. 406-0550 ref:_00Dj01qsDF_500f1kyr4j:ref	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/18/2018	CAIR Type	Regular	Status	Closed
Close Date	10/18/2018	Origin	Chat	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FAYETTEVILLE	NC		USA	
Dealer	26241	Hendrick Chrysler Jeep FIAT		Dealer Phone	9104254200
Dealer Address	543 N McPherson Church Rd				
	Fayetteville	NC	283034409	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	Warranty & Maintenance Information			Recall	UA5
Synopsis	Customer seeking an update on her case				
Customer Anomaly					
Contact Reason	C77	Complaint That Recall Campaign Not Yet Launched	Customer Anomaly		
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Campaign not yet launched				

Case Status History

Create Date	Status
10/18/2018 01:41 AM	New
10/18/2018 07:08 PM	Closed

Initial Description

Chat Started: Wednesday, October 17, 2018, 21:41:48 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Mitchell (1m 6s) Mitchell: Hi, my name is Mitchell with FCA Customer Care, How may I help you? (1m 24s) Visitor: Hi Mitchell, will you give me a moment to explain my situation? (2m 22s) Mitchell: Certainly! Take all the time you need (4m 29s) Visitor: I am just looking for help in understanding my Jeep and the recall and the frame weld problems. I keep getting told that there are computer problems when looking up my case but others can get case info with no issues. I would just like to know the details of my case # [REDACTED] I picked up my Jeep from the dealership today after they got the new updates for the recall today, and they said that the number has to be below 156, and they told me my number was [REDACTED] Was that what you guys were told as well for my number? I tried to find it on the paperwork they gave me but I cant, and I was told you could look it up by my case number. Could you please help? (6m 5s) Mitchell: Certainly let me take a look into this with you! Now this was for your Gray 2018 JEEP WRANGLER UNLIMITED SAHARA? (6m 13s) Visitor: Yes (7m 45s) Mitchell: Got it, I can see the Chat here with Emily, do you mind holding on with me a moment while I check in on this? (7m 53s) Visitor: Sure (13m 40s) Visitor: Hope I'm not bothering you while you are checking! The dealership said that they sent pictures and everything to that case number and said that you guys would have the details on what was decided. What is the 179 number they are talking about on my Jeep? Do you have where they sent that number to you? It's confusing, I'm sorry! (17m 48s) Visitor: Everything okay? (17m 54s) Mitchell: Okay I had checked over the case notes it looks like we were going to get his case sent up to our Case Management team for fur her review once the vehicle was in at the dealership for the diagnosis. From that I can see this has been sent up for more review currently. They have assigned a Case Manager and are reviewing this currently. I'm not exactly sure what they mean myself, it may be that they are going to be communicating with the Case Manager or have sent the images in for the Digital Imaging team for review. Let me see if I can find out anything on that front. Was this the Tri-City Chrysler Jeep Dodge Inc location? (20m 46s) Visitor: This was from Hendrick Chrysler Jeep in Fayetteville NC. And thank you, that would be great if you could! (27m 49s) Mitchell: Sorry for the delay! It looks like I'm not finding the case here myself, I can see there was a note for the Case Manager that has the Service Manager's phone number so it is possible that we will have more information on this and come closer to a resolution once the Case Manager checks into his and follows up with you. (28m 51s) Visitor: Okay. Do you happen to know who will be contacting me or how I could get in touch with them so I don't have to keep bothering you guys? (30m 46s) Mitchell: Very good question! Well I can see the Nicholas has been assigned to the case but his information is not yet on the case. I can confirm that the case number is [REDACTED] and this is the active case for you. While I don't have his direct information just yet he should be reaching out to you tomorrow with an update. I would like to make sure we have the best contact information for you the phone number should be [REDACTED] and email to [REDACTED] (31m 26s) Visitor: Yes that is my contact info :) (32m 40s) Mitchell: Wonderful! I'm sorry not to have more immediate news on this. I can see we are headed in the right direction and I will do my best to have someone reach out to you as soon as possible! Was there anything else I can add to the case or check into in the mean time? (33m 24s) Visitor: That will be all and I do greatly appreciate your time and effort on this. Thank you!

Live Chats

Date
10/18/2018
Chat Started: Wednesday, October 17, 2018, 21:41:48 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Mitchell (1m 6s) Mitchell: Hi, my name is Mitchell with FCA Customer Care, How may I help you? (1m 24s) Visitor: Hi Mitchell, will you give me a moment to explain my situation? (2m 22s) Mitchell: Certainly! Take all the time you need [REDACTED] (4m 29s) Visitor: I am just looking for help in understanding my Jeep and the recall and the frame weld problems. I keep getting told that there are computer problems when looking up my case but others can get case info with no issues. I would just like to know the details of my case # [REDACTED] I picked up my Jeep from the dealership today after they got the new updates for the recall today, and they said that the number has to be below 156, and

Date	
	they told me my number was 179. Was that what you guys were told as well for my number? I tried to find it on the paperwork they gave me but I cant, and I was told you could look it up by my case number. Could you please help? (6m 5s) Mitchell: Certainly let me take a look into this with you! Now this was for your Gray 2018 JEEP WRANGLER UNLIMITED SAHARA? (6m 13s) Visitor: Yes (7m 45s) Mitchell: Got it, I can see the Chat here with Emily, do you mind holding on with me a moment while I check in on this? (7m 53s) Visitor: Sure (13m 40s) Visitor: Hope I'm not bothering you while you are checking! The dealership said that they sent pictures and everything to that case number and said that you guys would have the details on what was decided. What is the 179 number they are talking about on my Jeep? Do you have where they sent that number to you? It's confusing, I'm sorry! (17m 48s) Visitor: Everything okay? (17m 54s) Mitchell: Okay I had checked over the case notes it looks like we were going to get this case sent up to our Case Management team for further review once the vehicle was in at the dealership for the diagnosis. From that I can see this has been sent up for more review currently. They have assigned a Case Manager and are reviewing this currently. I'm not exactly sure what they mean myself, it may be that they are going to be communicating with the Case Manager or have sent the images in for the Digital Imaging team for review. Let me see if I can find out anything on that front. Was this the Tri-City Chrysler Jeep Dodge Inc location? (20m 46s) Visitor: This was from Hendrick Chrysler Jeep in Fayetteville NC. And thank you, that would be great if you could! (27m 49s) Mitchell: Sorry for the delay! It looks like I'm not finding the case here myself, I can see there was a note for the Case Manager that has the Service Manager's phone number so it is possible that we will have more information on this and come closer to a resolution once the Case Manager checks into this and follows up with you. (28m 51s) Visitor: Okay. Do you happen to know who will be contacting me or how I could get in touch with them so I don't have to keep bothering you guys? (30m 46s) Mitchell: Very good question! Well I can see the Nicholas has been assigned to the case but his information is not yet on the case. I can confirm that the case number is [REDACTED] and this is the active case for you. While I don't have his direct information just yet he should be reaching out to you tomorrow with an update. I would like to make sure we have the best contact information for you the phone number should be [REDACTED] and email to [REDACTED]? (31m 26s) Visitor: Yes that is my contact info :) (32m 40s) Mitchell: Wonderful! I'm sorry not to have more immediate news on this. I can see we are headed in the right direction and I will do my best to have someone reach out to you as soon as possible! Was there anything else I can add to the case or check into in the meantime? (33m 24s) Visitor: That will be all and I do greatly appreciate your time and effort on this. Thank you!
Date	
10/18/2018	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	10/30/2018	CAIR Type	Top Care	Status	Closed
Close Date	11/16/2018	Origin	Telephone	Reason	
Mileage	6,682 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FAYETTEVILLE	NC		USA	
Dealer	26241	Hendrick Chrysler Jeep FIAT		Dealer Phone	9104254200
Dealer Address	543 N McPherson Church Rd				
	Fayetteville	NC	283034409	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject	Frame Welds				
Synopsis	Vehicle ready for pickup				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
10/30/2018 07:30 PM	Open
11/16/2018 04:39 PM	Closed

Initial Description

Customer referred to writer by outside customer

Case Comments

Date	Comment
10/30/2018	Writer left voice message for customer call back to review current vehicle concerns.
10/31/2018	Writer spoke with customer who advised received the recall notice for the track bar weld on her vehicle. Customer advised brought vehicle into Dlr: 26241 to have the recall performed and to have all the frame welds on her vehicle inspected. Customer advised does not feel safe driving the vehicle and would like to be taken out of the vehicle at this point. Writer advised customer will review current vehicle status with Dlr: 26241 and will follow-up with possible next steps.
11/07/2018	Writer spoke with SM John Faulkner at Dlr: 26241 who advised the dealer is still reviewing the frame and frame welds with STAR and SM John Faulkner at Dlr: 26241 advised anticipates having the vehicle diagnosis completed by tomorrow. Writer advised SM John Faulkner to follow-up with writer after the vehicle diagnosis is completed. Writer advised customer of the above and advised that writer will follow-up with customer once vehicle diagnosis is completed to discuss possible next steps.
11/09/2018	Writer spoke with SM John Faulkner at Dlr: 26241 who advised dealer inspected vehicle frame and frame welds and everything looks fine with the vehicle. Writer advised TA will be out to dealer next week to do a final inspection of the vehicle. Writer advised SM John Faulkner at Dlr: 26241 to keep customer in the loaner vehicle until TA inspection is completed. Writer advised customer of the above via email.
11/16/2018	Writer spoke with customer who advised our regional TA inspected vehicle welds and no repairs are required. Writer advised customer her vehicle is ready for pickup. Customer thanked writer for the information and advised will be going to pickup the vehicle. Writer advised customer will be closing case but provided contact number for future reference if needed.
12/04/2018	Hi Ms. [REDACTED] Your vehicle is completed and ready for pick up at the dealer. Thanks, Steve Stander Executive Referrals Manager FCA Office: (586) 274-8086
12/12/2018	Hi Ms. [REDACTED] Just an FYI - I received a call from Service Mgr. John Faulkner at Hendrick Chrysler advising the rental vehicle you are in has an open recall on it and the rental vehicle needs to be returned to the dealer. Service Mgr. John Faulkner would like you to contact him to arrange the return of the rental vehicle. Thanks, Steve Stander Executive Referrals Manager FCA Office: (586) 274-8086

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	11/21/2018	CAIR Type	Top Care	Status	Closed
Close Date	11/27/2018	Origin	Telephone	Reason	
Mileage	10,372 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BLUE RIDGE	GA		USA	
Dealer	68033	Mountain Valley Chrysler Dodge Jeep Ram FIAT		Dealer Phone	7066325375
Dealer Address	7535 Appalachian Hwy				
	Blue Ridge	GA	30513	USA	
Dealer Zone	Southeast	Sales District		Service District	J
Subject	JL Frame Weld				
Synopsis	Buyback Replacement offered to customer				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/21/2018 01:44 AM	Open
11/27/2018 05:01 PM	Closed

Initial Description

Cst advised he is afraid of the welds on the JL. Cst advised inspector coming to Dlr to review vehicle welds. Cst does not want patched frame welds on new vehicle.

Case Comments

Date	Comment
11/21/2018	Writer spoke with customer who advised vehicle is currently at Dlr: 68033 for rust on the frame welds and an intermittent stalling concern. Customer advised an inspector did come out and inspect the frame welds on the vehicle but customer advised Dlr: 68033 is still diagnosing the vehicle. Writer advised customer will review current vehicle status with Dlr: 68033 and will follow-up by next week to discuss possible next steps.
11/26/2018	Writer spoke with SA Jeremy at Dlr: 68033 who confirmed Tower automotive did come out and inspect frame welds on customer's vehicle. SA Jeremy at Dlr: 68033 advised dealer AM already advised that a Buyback Replacement will be offered to the customer. Writer advised SA Jeremy at Dlr: 68033 will review current vehicle status with AM. Writer spoke with customer and advised that writer is currently reviewing vehicle status with AM and writer will follow-up to discuss possible next steps after review with AM.
11/27/2018	Per review with AM, both writer and AM agree that a Buyback Replacement would be the best option at this point. Writer advised AM that writer will submit the Buyback Replacement template. Writer spoke with customer and advised that writer will authorize a Buyback Replacement of customer's vehicle. Customer advised will accept the Buyback Replacement offer, writer advised customer will be contacted by a member of our Buyback Team within 3-5 days. Writer advised customer will be closing file at this point but provided contact number for future reference if needed.
11/28/2018	Writer left return voice message for customer call back to review current vehicle concerns.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNL MITED SPORT		
Open Date	11/27/2018	CAIR Type	VBBS	Status	Open
Close Date		Origin	VBBS	Reason	
Mileage	11,441 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	
Caller City	BLUE RIDGE	Caller Country		Caller Postal Code	305134182
Customer					
Customer Address					
	BLUE RIDGE	GA		USA	
Dealer	68033	Mountain Valley Chrysler Dodge Jeep Ram FIAT		Dealer Phone	7066325375
Dealer Address	7535 Appalachian Hwy				
	Blue Ridge	GA	30513	USA	
Dealer Zone	Southeast	Sales District		Service District	J
Subject					
Synopsis					
Customer Anomaly	Frame and Bumpers				
	OTHER				
Contact Reason	C82	Buyback request complaint	Customer Anomaly	149	Frame and Bumpers Issue
Reason Code	After Sales - Complaint - Product - Reimbursement request - Buyback				

Case Status History

Create Date	Status
11/27/2018 05:07 PM	Open

Initial Description

TBBACK :

Case Comments

Date	Comment
11/28/2018	Contacted the customer. Provided terms, conditions, and documents needed to move forward with the case.
11/28/2018	Customer has advised that his attorney has told him to no longer contact anyone associated with FCA as a lemon law case is being filed with the state. Advised the customer that I would withdraw the case per his attorney's direction.
12/01/2018	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
12/06/2018	Emailed Rose Waldorf for FCA advising that the case has been withdrawn due to attorney involvement.
12/19/2018	Received a call from area manager BV at FCA confirming the case may re-open. He will call the writer back and confirm the customer decision to re-open the case.
01/11/2019	Writer received a call from the area manager BV at FCA stating that the case needs to be re-opened per his request. He also states that the customer no longer has an attorney. He is requesting a call be made before close of business today.
01/11/2019	Writer spoke with customer advised of repurchase offer: reimbursement of purchase price, sales tax (if applicable state), license, title and documentary fees, and added aftermarket accessories so long as can produce a valid receipt. Customer responsible for mileage usage: (5181 miles X purchase price of vehicle/120,000) PER Guidelines. Emailed customer details and requested documents.
01/21/2019	Worked case for audit review. Sent email to customer advising of process and audit time frame.
01/24/2019	Writer sent computation to customer.
03/06/2019	Sent payoff check.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG4JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNL MITED SPORT		
Open Date	12/13/2018	CAIR Type	Regular	Status	Closed
Close Date	12/26/2018	Origin	Telephone	Reason	
Mileage	10,400 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BLUE RIDGE	GA		USA	
Dealer	68033	Mountain Valley Chrysler Dodge Jeep Ram FIAT		Dealer Phone	7066325375
Dealer Address	7535 Appalachian Hwy				
	Blue Ridge	GA	30513	USA	
Dealer Zone	Southeast	Sales District		Service District	J
Subject	stalling				
Synopsis	OAD				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/13/2018 05:05 PM	Open
12/26/2018 07:29 PM	Closed

Initial Description

Vehicle dies driving down hill

Case Comments

Date	Comment
12/13/2018	caller states that very ime he drives his vehicle down a paved hill the vehicle loses all power and dies. DLR advised caller that this is normal, however caller feels unsafe. CST would like information on this feature to find out if vehicle is operation as designed. Agent advised caller that via he owners manual driver should place vehicle in 4L mode while driving down steep hill to create a better descend. However there is no information about vehicle losing power or why. Caller would like more information on issue.
12/13/2018	Caller has scheduled appointment for tomorrow at 9 a m
12/18/2018	Reached out to dealer to get a update on customer. Customer had lots of issues there are parts on order. SM stated that spry nose and also leaking and also no leaks were found. dimer switch was not working and also works heat is not working and tech found update. SM stated that up the hill he was holding the break while trying over powering and that is why that was happening. Customer was creating he issue. ball joint were not seated and now is. customer states when going up or down the vehicle dies. Sm stated that if your going up the hill and stop half way customer was taking the foot off the break and let go backwards while in drive and just let roll down hill and that is why it cut off. weld frame rusting. SM stated that took picture and sends it in and star came out and fixed the weld and now customer is not happy customer came back in and says its still there SM sent more pictures in and that star has not respond. SM stated hat customer is in loaner. SM stated that customer was offered a buy back from DM. SM stated the issues that are happening are thing customer is creating. SM stated customer will be contacted when all parts are in. Jeremy is the SM name. Sm also stated that parts are there and should be done by end of the day tomorrow.
12/21/2018	Reached out to dealer to get a update on customer vehicle. Seeking to speak with SM stated that we are looking to trade it or buy back. SM stated hat every thing is repaired on this vehicle. Reached out to customer to get a update on if we are trading vehicle. Customer was not available left a VM.
12/21/2018	Briefly summarize why the customer is contacting Chrysler. Customer is returning call from CM. Agent tried to reach CM but busy Briefly summarize what the customer is expect ing: Customer returned call from CM and would like a call back as soon as possible from CM
12/26/2018	customer is wanting to speak with CM
12/26/2018	Customer called in saying that he would like a call back also wants to know why he keeps getting VM saying to call back if CM is never available to take his calls
12/26/2018	Reached out to customer to get more information. Vehicle is OAD AM stated to not touch the vehicle no more was offered replacement. Customer hung up on CM closing case.
01/02/2019	Agent contacted the DLR for more information. Agent spoke to Jeremy and Jeremy stated the AM made a decision that a buy back will be processed. The customer was speaking with the AM and the AM stated no more warranty work would need to be performed on the vehicle because the vehicle will be bought back. Customer stated a attorney is involved and the attorney is waiting for a CM to give him a contact back as soon as possible.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	01/26/2019	CAIR Type	Warranty Litigation	Status	Closed
Close Date	02/13/2019	Origin	Law Manager	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	FCA		
Caller City	EASTOVER	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	FAYETTEVILLE	NC		USA	
Dealer		Dealer Phone			
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis	Warranty Litigation Matter Closed on 2/12/19 9:00 PM				
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
01/26/2019 04:22 AM	Open
02/13/2019 03:04 AM	Closed

Initial Description

Warranty Litigation matter opened. Requests for repurchases, refunds, or other payments, or calls regarding the litigation, should be escalated to 82S. Routine customer relations issues such as vehicle, dealer, or recall information requests, or towing requests, etc., should be handled as usual. For specific legal related questions or concerns, please consult with Warranty Legal Counsel at warrlit@chrysler.com.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXFG9JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	01/26/2019	CAIR Type	Warranty Litigation	Status	Closed
Close Date	04/26/2019	Origin	Law Manager	Reason	
Mileage	0 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City	CANYON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CANYON		TX		USA
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis	Warranty Litigation Matter Closed on 4/25/19 9:00 PM				
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
01/26/2019 04:24 AM	Open
04/26/2019 02:01 AM	Closed

Initial Description

Warranty Litigation matter opened. Requests for repurchases, refunds, or other payments, or calls regarding the litigation, should be escalated to 82S. Routine customer relations issues such as vehicle, dealer, or recall information requests, or towing requests, etc., should be handled as usual. For specific legal related questions or concerns, please consult with Warranty Legal Counsel at warrlit@chrysler.com.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG8JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	02/11/2019	CAIR Type	VBBS	Status	Open
Close Date		Origin	VBBS	Reason	
Mileage	7,183 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	
Caller City	FAYETTEVILLE	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FAYETTEVILLE	NC		USA	
Dealer	26241	Hendrick Chrysler Jeep FIAT		Dealer Phone	9104254200
Dealer Address	543 N McPherson Church Rd				
	Fayetteville	NC	283034409	USA	
Dealer Zone	Southeast	Sales District		Service District	N
Subject					
Synopsis					
Customer Anomaly	Vehicle Performance				
	OTHER				
Contact Reason	C82	Buyback request complaint	Customer Anomaly	151	Vehicle Performance Issue
Reason Code	After Sales - Complaint - Product - Reimbursement request - Buyback				

Case Status History

Create Date	Status
02/11/2019 10:38 PM	Open

Initial Description

TBBACK :

Case Comments

Date	Comment
02/13/2019	Submitted check request to auditing. Sent email update to attorney to provide current status and to confirm what dealership they want to surrender the vehicle at.
03/04/2019	Generated and sent surrender documents to be audited and then submitted to the transfer agent.
03/13/2019	Surrender meeting completed. Sent payoff check to financial institution via UPS 2nd Day Air.
05/04/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDGXJW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER SPORT UNL M TED SPORT UT L TY 4-DOOR		
Open Date	04/06/2018	CAIR Type	Regular	Status	Closed
Close Date	04/23/2018	Origin	Letter	Reason	New problem
Mileage	100 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	HUNT NGTON BEACH	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	HUNT NGTON BEACH	CA			USA
Dealer	24100	Huntington Beach Chrysler Dodge Jeep Ram	Dealer Phone	7148413999	
Dealer Address	16555 Beach Blvd				
	Huntington Beach	CA	926474801	USA	
Dealer Zone	California	Sales District		Service District	M
Subject	vehicle has cracked frame owner seeking assistance				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/06/2018 01:36 PM	Open
04/23/2018 01:18 PM	Closed
09/29/2018 02:36 PM	Closed

Initial Description

0113100000-Product Frame Rail Other Default Frame Rail - inquiry vehicle has cracked frame owner seeking assistance

Case Comments

Date	Comment
04/06/2018	Customer contacted CAC on 4/6/18 said vehicle has cracked weld on frame seeking assistance. Writer called number provided no answer left message with direct line to get vehicle into dealer so pictures can be taken and sent to digital imaging for review. Vehicle is registered under a different customer name in CA owner who contacted CAC is Tony
04/06/2018	Carvallo in Michigan. Writer will try to resolve issues with vehicle
04/09/2018	Customer said this is a company vehicle he is driving will be taking it into 24100 Huntington Beach dealer later today for inspection will advise dealer to take pictures of welds on vehicle and submit to
04/09/2018	digital imaging
04/10/2018	Customer called said vehicle is going in for inspection on 4/10/18
04/11/2018	Called dealer 24100 vehicle was never brought in for inspection yet. Called owner back no answer left message to find out when vehicle will be brought to dealer
04/12/2018	Tony driver of vehicle can be reached at needs to take it to local dealer for inspection so pictures can be sent to D on welding cracks
04/13/2018	POSTMARK DATE 041218 DATE RECEIVED 041318
04/13/2018	According to customer he had vehicle inspected at 24100 dealer writer called the service center and body shop no pictures were taken will call owner back and advise dealer needs to send pictures to D when taken
04/16/2018	Customer was contacted back on 4/14/18 advised he does not want vehicle repaired it is a show vehicle only
04/23/2018	Referred owner to dealer for inspection they will take pictures and submit to D. Vehicle will be repaired per terms of warranty if owner wants to have it fixed. Provided direct phone number if assistance is needed

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEG9JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNL M TED SAHARA		
Open Date	11/14/2018	CAIR Type	Regular	Status	Closed
Close Date	12/14/2018	Origin	Telephone	Reason	
Mileage	13 000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	PARKLAND	FL		USA	
Dealer	60369	Safford Chrysler Jeep Dodge of Warrenton		Dealer Phone	5403476622
Dealer Address	7308 Cedar Run Dr				
	Warrenton	VA	201872212	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	UA5			Recall	UA5
Synopsis	Unable to reach customer				
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	Customer Anomaly		
Reason Code	After Sales - nformation & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
11/14/2018 02:39 PM	Open
12/14/2018 01:49 AM	Closed

Initial Description

UA5

Case Comments

Date	Comment
11/14/2018	Customer states he received recall notice States he had taken vehicle to DLR stating his vehicle was pulling to the left DLR did alignment and vehicle continued to pull advised of upcoming recall DLR took picture of welding and sent pictures to Chrysler and states they were advised there were no issues States the vehicle continues to pull to the left DLR advised they could replace the steering module Customer states he took picture of crack in the welding
11/14/2018	Agent contacting DLR for confirmation
11/14/2018	Checking status
11/15/2018	Customers phone number is
11/15/2018	Customer states that he had taken other pictures where you can see the crack and the customer wants to know if Chrysler could look into the pictures again because the customer states that the pictures where sent to Chrysler from the dealership the first time you could not see the weld but they could not see where it was slit so the customer would like to have the pictures looked at again So agent going to escalate the case to see if there is any assistance with seeing the new photos
11/15/2018	Customers email is
11/15/2018	Misdirected JEEP WAVE
11/16/2018	Reached out to dealer to get a update SA is Matt and not available waiting on a call back at this time
11/21/2018	Reached out to dealer to get a update on customer vehicle Matt was not available left a VM
11/21/2018	Reached out to dealer to get more information Matte stated that the SM is handling this case Left a VM for have the SM
11/23/2018	Reached out to dealer to get more information SM was not available left a VM
11/26/2018	SM called in looking to speak to CM Not in the office Sent to voicemail per request
11/27/2018	Reached out to dealer to get a update Spoke with Dave who stated that steering is fixed Dave stated that the recall is not for this vehicle Dave stated that its the track bar and there issue with this
11/27/2018	Reached out to customer to advise this recall does not go with his vin Customer was not available left a VM
11/28/2018	Reached out to customer to advise of notes customer was not available left a VM
11/29/2018	Reached out to customer to advise of notes customer was not available left a VM
11/30/2018	Unable to reach customer closing case

Email(s)

Date	Subject
11/14/2018	UA5 [ref 00Dj01qsDF 500f1mKrho ref]
Please attach pictures ref 00Dj01qsDF 500f1mKrho ref	
Date	Subject
11/14/2018	Re UA5 [ref 00Dj01qsDF 500f1mKrho ref]
[image MG 3539.jpg]	
On Wed Nov 14 2018 at 9:49 AM US Customer Care <uscustomer@fcagroup.com> wrote	
> Please attach pictures	
>	
> ref 00Dj01qsDF 500f1mKrho ref	

Best Regards	

Date	11/14/2018	Subject	Re UA5 [ref 00Dj01qsDF 500f1mKrho ref]
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[image MG 3538 PNG]

On Wed Nov 14 2018 at 9 50 AM [REDACTED]

wrote

> [image MG 3539 jpg]

> On Wed Nov 14 2018 at 9 49 AM US Customer Care <
> uscustomercare@fcagroup com> wrote

>> Please attach pictures

>> ref 00Dj01qsDF 500f1mKrho ref

> Best Regards

--
Best Regards

Date	11/14/2018	Subject	Re UA5 [ref 00Dj01qsDF 500f1mKrho ref]
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must also note that the X was marked by a Safford mechanic on one of the
visits prior to the official release of the recall

On Wed Nov 14 2018 at 9 51 AM [REDACTED]

wrote

> [image MG 3538 PNG]

> On Wed Nov 14 2018 at 9 50 AM [REDACTED]

> wrote >>> [image MG 3539 jpg] >>> On Wed Nov 14 2018 at 9 49 AM US Customer Care <>> uscustomercare@fcagroup com> wrote >>>> Please
attach pictures >>>>>> ref 00Dj01qsDF 500f1mKrho ref >>>>>> -- >>> Best Regards >> [REDACTED] >>>>> -- > Best Regards > [REDACTED] > -- Best
Regards [REDACTED]

Date	11/14/2018	Subject	Re UA5 [ref 00Dj01qsDF 500f1mKrho ref]
------	------------	---------	--

just got the pictures sent from Safford to FCA and surely enough the
pictures they sent don't show the crack in the welding

[image MG 2776 jpg][image MG 2778 jpg]

On Wed Nov 14 2018 at 9 58 AM [REDACTED]

wrote

> must also note that the X was marked by a Safford mechanic on one of the
> visits prior to the official release of the recall

> On Wed Nov 14 2018 at 9 51 AM [REDACTED]

> wrote >>> [image MG 3538 PNG] >>>>> On Wed Nov 14 2018 at 9 50 AM [REDACTED]

>> wrote >>>> [image MG 3539 jpg] >>>>> On Wed Nov 14 2018 at 9 49 AM US Customer Care <>>> uscustomercare@fcagroup com> wrote >>>>>>>
Please attach pictures >>>>>>>>>> ref 00Dj01qsDF 500f1mKrho ref >>>>>>>>>> -- >>>>> Best Regards >>> [REDACTED] >>>>>>>>>> -- >>> Best Regards >>
[REDACTED] >>>>> -- > Best Regards > [REDACTED] > -- Best Regards [REDACTED]

Customer Complaint Report

VIN	1C4HJXDG7JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	02/12/2018	Market	U	US	Plant	W Toledo North Assembly
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				

Open Date	06/25/2018	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	67899	PRESTIGE CHRYSLER-DODGE-INC				Dealer Zone	74
Dealer Address	200 ALPINE STREET					Dealer Phone(s)	303 651-3000
City/State/ZIP	LONGMONT, CO, 80501-6033					Dealer Fax	303 666-8848

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT on a scale of 0 to 10.

Score: 00 (Detractor)

020 : Engine Idling Problem

110 : Lumbar Support Adjustment - Broken/Not Working

100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise

210 : Fuel tank - Broken/Not Working

101 : Sun Visor/Mirror - Broken/Damaged

300 : Fan/Blower - additional issues

015 : Excessive Brake Dust

037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working

301 : Fan/Blower - Broken/Not Working

016 : Brakes Don't Have Enough Stopping Power

500 :

910 :

019 : Engine Doesn't Start At All

800 :

913 :

1. The 5 inch radio is pretty much useless. The firmware is so poor that most people can't stand it. Further the reception for sirius xm is pathetic in all of your radio versions. It is incredibly sad that the base model radio in my 1999 TJ is better than the one that is 20 years newer. Further the base radio in my 2014 challenger was light years better than what is in my 2018 JLU. 2. The frame welds on my JL are incredibly poor. There are problems with 85% of the welds on the frame and especially on the front track bar bracket weld in which failure would likely lead to a crash. This issue is a ticking time bomb. Further most of the welds are porous and also suffer from either lack of penetration or over weld. Last the slag on the welds was not properly cleaned off, resulting in the frame's paint/powdercoat not sticking to the welds which WILL CAUSE RUSTING OF THE WELDS AND FRAME ITSELF LEADING TO ADDITIONAL FAILURES. AS STATED BEFORE THIS JEEP IS A TICKING TIME BOMB AND I AM NOT HAPPY WITH RISKING MY FAMILIES LIVES IN IT. AGAIN IT IS INCREDIBLY SAD THAT IN THIS DAY AND AGE OF ROBOT WELDING THAT JEEP COULDN'T TAKE THE TIME TO GET THE FRAMES WELDED PROPERLY ESPECIALLY CONSIDERING OCCUPANT SAFETY AND THE FACT THAT MANY JEEPS SPEND A FAIR AMOUNT OF TIME IN OFFROAD CONTIDIONT. THEN JEEP HAS THE GULL TO SEND OUT EMAILS TRYING TO HARD SELL EXTENDED WARRANTY. WHAT A JOKE. I HAVE CURRENTLY FILED WITH JEEP CARES AND WILL BE FILING WITH THE NHTSA. I AM ALSO CONTACTING THE DENVER NEWS ABOUT MY EXPERIENCE AND HOPEFULLY THIS WILL BE PICKED UP BY THE ASSOCIATED PRESS AND ALL OF THE AUTO AND 4X4 MAGS. JEEP HAS FAILED ME AND ALL OF ITS LONG TERM CUSTOMERS. I'VE BEEN DRIVING JEEPS SINCE MY 1991 YJ RENEGADE. THIS IS BY FAR THE WORST JEEP I'VE EVER OWNED AND I'VE OWNED SEVERAL. 2.

Q3 Please rate your satisfaction with your experience at PRESTIGE CHRYSLER-DODGE-INC on a scale of 0 to 10.

Score: 05 (Detractor)

210 :

100 :

MY ISSUES ARE PROBLEMS WITH JEEP MORE THAN PRESTIGE JEEP. THE ONLY THING THAT PRESTIGE DID WRONG WAS NOT HAVE ME BACK THERE CHECKING THE FRAME WITH THE JEEP GUY FROM DISTRICT...NOT THAT IT WOULD HAVE HELPED A LOT SINCE THE GUY WAS INCOMPETENT.

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 2018-06-26 16:22:25, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXDG7JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	04/24/2018	Market	U	US	Plant	W Toledo North Assembly
Color	PX8	BLACK CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				

Open Date	10/01/2018	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	66732	GALEANA CHRYSLER DODGE JEEP				Dealer Zone	66
Dealer Address	14375 S TAMIAMI TRL					Dealer Phone(s)	239 481-2600
City/State/ZIP	FORT MYERS, FL, 33912-1943					Dealer Fax	239 481-2952

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT on a scale of 0 to 10.

Score: 05 (Detractor)

014 : Foot Pedals - Too Close Together/Too Far Apart

015 : Excessive Brake Dust

016 : Brakes Don't Have Enough Stopping Power

800 :

019 : Engine Doesn't Start At All

Rusting and porous frame welds, wandering and not centered steering, radio reboots, hard top leaks, 3 of the 4 ball joints were loose from factory

Q3 Please rate your satisfaction with your experience at GALEANA CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

301 :

prompt service

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 2018-10-05 13:46:30, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXFG3JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON
Built Date	03/01/2018	Market	U	US	Plant	W Toledo North Assembly
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				

Open Date	09/25/2018	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	08564	NORMANDIN CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MA					Dealer Phone(s)	408 266-9500
City/State/ZIP	SAN JOSE, CA, 95136-1198					Dealer Fax	408 266-1185

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at NORMANDIN CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

121 :

210 :

100 :

300 :

500 :

800 :

130 :

I had a weld on the rear control arm break at 12,000mi. I was out of state on vacation in CO and 100mi from the nearest FCA dealer when the issue was pointed out to me by a passing motorist. I had it repaired in Lake City, CO and would like to be compensated for the \$128 repair and have the vehicle's other welds inspected. My concern was summarily dismissed by the service manager who claimed it was "not a manufacturing defect" without even seeing the vehicle. I was given the phone number for FCA customer service. That's just passing the buck and appeared to be brush-off.

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 2018-10-01 15:23:14, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXEG2JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
Built Date	05/25/2018	Market	U	US	Plant	W	Toledo North Assembly
Color	PRC	FIRECRACKER RED C/C					
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS					
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)					

Open Date	11/29/2018	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60431	COUGHLIN CHRYSLER DODGE JEEP				Dealer Zone	42
Dealer Address	15777 WATKINS RD					Dealer Phone(s)	937 642-9000
City/State/ZIP	MARYSVILLE, OH, 43040-9403					Dealer Fax	937 642-4000

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 04 (Detractor)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA on a scale of 0 to 10.

Score: 04 (Detractor)

800 :

019 : Engine Doesn't Start At All

With only 6,000 miles on our JL wrangler we started to have major steering issues. Poor quality from the factory with trac bar welds. Even they welds on the frame are just sloppy. Has a lot of spatter and pin hole welds. Steering is very lose.

Q3 Please rate your satisfaction with your experience at COUGHLIN CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

210 :

400 :

Steering damper was on back order. Told me part was not available until April. Dealership marked my Jeep vehicle off road. They got the part a couple days later and I was back in my Jeep by the end of the week.

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 2018-12-03 05:28:08, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXDGXJW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	05/18/2018	Market	U	US	Plant	W Toledo North Assembly
Color	PBM	STEEL BLUE METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				

Open Date	12/28/2018	Mileage	0	Event	009	Second+ Warranty Event
Dealer	60458	FITZGERALD'S COUNTRYSIDE CHRYS			Dealer Zone	66
Dealer Address	27365 US HIGHWAY 19 N			Dealer Phone(s)	727 799-1800	727 725-2843
City/State/ZIP	CLEARWATER, FL, 33761-2940			Dealer Fax	727 797-3270	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT on a scale of 0 to 10.

Score: 02 (Detractor)

101 : Sun Visor/Mirror - Broken/Damaged

300 : Fan/Blower - additional issues

At 1600 miles the welds on the front track bar broke for no apparent reason. This was inspected prior to sale and passed, but broke all the same. It was replaced with a new track bar and rewelded. My trust in this vehicle is very low.

Q3 Please rate your satisfaction with your experience at FITZGERALD'S COUNTRYSIDE CHRYS on a scale of 0 to 10.

Score: 10 (Promoter)

300 :

301 :

They were prompt and direct. They didnt waste my time and they had a rental car lined up and ready to go.

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 2018-12-29 12:05:19, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXDG1JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	01/12/2018	Market	U	US	Plant	W Toledo North Assembly
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				

Open Date	01/14/2019	Mileage	0	Event	009	Second+ Warranty Event
Dealer	64686	GUPTON MOTORS INC			Dealer Zone	66
Dealer Address	3450 TOM AUSTIN HIGHWAY			Dealer Phone(s)	615 384-2886	615 384-2889
City/State/ZIP	SPRINGFIELD, TN, 37172			Dealer Fax	615 384-9793	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT on a scale of 0 to 10.

Score: 02 (Detractor)

015 : Excessive Brake Dust

800 :

Paint is awful. Chips way to easy. Came from dealership with rust. Welds underneath are ugly and incomplete. Overall awful craftsmanship. Wish I hadnt bought it.

Q3 Please rate your satisfaction with your experience at GUPTON MOTORS INC on a scale of 0 to 10.

Score: 08 (Neutral)

100 :

300 :

130 :

Easy to schedule. Service staff was friendly

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 2019-01-14 21:24:58, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXFG6JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
Built Date	01/31/2018	Market	U	US	Plant	W	Toledo North Assembly
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS					
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)					

Open Date	02/13/2019	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60136	FAIR OAKS CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	4170 AUTO PARK CIRCLE					Dealer Phone(s)	703 961-9900
City/State/ZIP	CHANTILLY, VA, 20151					Dealer Fax	703 385-3866

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON on a scale of 0 to 10.

Score: 03 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

110 : Lumbar Support Adjustment - Broken/Not Working

210 : Fuel tank - Broken/Not Working

100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise

035 : Tire Pressure Monitor System - Broken/Not Working

300 : Fan/Blower - additional issues

800 :

900 :

130 : I have had an engine or transmission problem that is not listed above

I am dis-satisfied with my KOONS Tyson Corner Jeep experience. You did assist me on 1/9/19 in getting FCA to follow up on my Jeep for the bad welds for porosity, the excessive slag, and weld splatter all over the frame of the 2018 JL Wrangler Rubicon. On 1/15/19 - Joseph Morton FCA inspected the frame and took additional pictures to be reviewed by Jeep welding engineer. Joseph Morton FCA - flew in a Jeep Welding engineer to inspect the jeep on 1/23/19. Note: I was not allowed to talk to the welder. The welder repaired two areas that we were told were not a problem before when Joseph Morton FCA had previously inspected the vehicle. In addition, 2 middle areas (holes slits) in the frame for drainage were deemed normal, but the weld beside this area was ignored. I did not say anything about the drainage holes slits in the frame. I requested that FCA look at the porosity in the incomplete welds before the drainage holes. Joseph Morton FCA and the Jeep Welding engineer stated that the Jeep frame passes the Porosity Welding Industry Standard. I told him that no such standard exists. Porosity in welds are unacceptable and the definition of porosity itself states it is an imperfection. Jeep has determined on their own what an acceptable standard is so they do not have to fix them. No other manufacturer does this and other FCA vehicles I own (7 Jeeps) and have crawled under do not have weld issues. Upon looking at the 2019 JL Wrangler Rubicon, corrections to frame welds have been made but still have some Porosity (nowhere near the bad welds on my 2018 JL). It is discouraging to me how bad welds have to be before FCA calls them bad. Service Manager Andre Epps and Service Director Rod Gautier state their hands are tied and I should escalate to Paige at FCA Premium Premier Team. My request for satisfaction: It clearly looks like the build of my 2018 Jeep Wrangler was rushed and the most crucial aspect of the vehicle (the frame) was improperly welded. I would like Jeep/Chrysler to offer a buy back for my Jeep or apply the CDI program for trade assistance for a Jeep with less or no Porosity welds as it clearly looks like corrections have been made to the latest jeeps coming off assembly line. Thank you, [REDACTED]

Q3 Please rate your satisfaction with your experience at FAIR OAKS CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

300 :

Speed of Inspection!

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 2019-03-03 15:21:23, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4HJXFG0JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNL MITED RUBICON
Built Date	01/24/2018	Market	U	US	Plant	W Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			Serial#	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

Report Number		System Key	398753535	Report Version	1	Open Date	03/24/2018
Close Date	03/24/2018	Narrative Date	03/26/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Recliner adjustment is broken/not working

Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	See above
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Please indicate which seat has trouble (check all that apply):	Driver's seat. If I recline the seat, about half the time it seems to get stuck in between two settings and when I lean back the seat pops back half an inch, lean forward and it pops back forward. I have to keep adjusting the recliner until I get it in a position where it doesn't pop.
Seat with trouble has:	Manual adjustment controls.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.

Excessive wind noise

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_top. 7-22]
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Wrangler4_front. 7-25]
Uconnect/FIAT Access Remote lock/unlock broken/not working	30+ mph or less into a head wind
Please indicate the location of the wind noise (check all that apply):	Trouble occurs regularly.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Passenger's side front door window. May be windshield on passenger side, not sure
	Within the 1st month after delivery.

Vehicle Satisfaction Ratings

Comfort of driver headrest.	2.
Engine exhaust sound	3.
Brake responsiveness/effort	4.
Engine performance during acceleration	3.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
Fuel economy and driving range	2.
What are your favorite parts of your new vehicle?	Removable top
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.
Feel of the seat material	3.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Ride quality	4.
Ease of adjusting driver seat to desired position.	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Comfort of driver seat back	5.
Ease of getting into and out of vehicle	4.
Comfort of the rear (2nd row) seats.	4.
Location and usefulness of interior lighting	3.
Overall audio, entertainment, and navigation system impression	4.
How well the driver seat holds you in place while cornering.	4.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Initial quality improvement
Interior noise level while driving	3.
Engine sound	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Safety and visibility while driving	5.
Integration with phones	3.
Integration with media players	4.
What is your attitude overall towards your new car?	4.
Overall rating of the driver seat	4.
Clarity of sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Support for popular music/video formats	5.
Comfort of driver bottom seat cushion	5.
Steering and handling (responsiveness, stability)	4.

About You	
Vehicle performance	4.
Please tell us about the vehicle you replaced (if applicable)	Odyssey. 2014. Honda. Replaced Vehicle: Purchased New.
Price	3.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Manufacturers website. Automotive magazines. On-Line blogs or forums. Image that the vehicle portrays. Lifestyle. Recommendations from friends or family. Internet research.
Dealership treatment	4.
What is your primary language?	English.
When considering this vehicle	Interact with dealership by email. Interact with dealership by phone. Visit the dealership. Research online.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your ethnicity	■■■■
What year were you born?	■■■■
Which of the following best describes the area you live in?	Suburban.
Vehicle styling	5.
Vehicle quality	4.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Vehicle fuel economy	3.
Vehicle availability	1.
Convenience of dealership location	3.
Please indicate the primary driver's age.	■■■■
Please indicate your gender	■■■■

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system loses connection.

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.
What can we do to improve your likelihood to recommend your vehicle?	Improve initial quality of the vehicle
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).
Have 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, coordinating with next maintenance visit (such as oil change).
The information in Mopar Companion was helpful	4 (agree).

Overview	
Did you review the Owner's Information DVD?	No.
How likely are you to recommend this vehicle to family, friends or colleagues?	6.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings. Car and Driver. Motor Trend. Road and Track.
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.
Please explain further about your choice to recommend your vehicle:	Quality isn't great. But we still enjoy the vehicle.
Printed User Guide covers the necessary features	4 (agree).
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).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Why wasn't the information in Mopar Companion easy to find and access?	Search could be easier. Certain key words or index items don't exist or link to the expected topic
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Other	
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Please describe the other trouble you experienced:	Have noticed many small holes in the welds on the frame. Doesn't appear to be quality welding, worried about long term durability of the frame, potential for salt to get in those holes, etc.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Vehicle was built this way
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
What Can We Do Better?	
Feedback/Concerns:	The whole debacle about off road pages being removed from U-connect, and Jeep reps saying it wouldn't be coming back for 2018 Wranglers, and then upset customers being told vehicle features are subject to change was ludicrous. Features subject to change is something your marketing department says in press release materials, not something your service department says when a feature you paid for and your vehicle had when you paid for it suddenly stops working. Imagine if a customer's speakers stopped working. Would it be ok to tell them you aren't going to fix their speakers because features are subject to change? That was not a confidence inspiring response from Jeep reps, even if they have since decided to do the right thing (after a lot of public outcry).
What has Chrysler done right?	The design of the new Wrangler is great. Classic Jeep yet modern and refined. Not sure I could think of anything I'd change about the design.
Check Engine light indicated trouble	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Describe the engine performance issue you experienced (check all that apply):	Rough idle. Definitely a rough idle as soon as CEL came on Lack of power. Vehicle seemed to be missing on a cylinder or in limp mode?
Uconnect/FIAT Access Remote preconditioning is broken/not working	Has only happened once. Turned vehicle off and back on and it was fine.
Was the "Check Engine" light your first indication there was trouble?	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:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Vehicle Exterior. Engine. Entertainment/Navigation System/Connectivity. Other. Seats.

Built-in Hands-Free Phone / Bluetooth system loses connection	
Were you in the middle of a call?	No.
Is there more than one phone paired to the vehicle?	Yes.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Please describe where the trouble occurs (check all that apply):	Inside the vehicle.
Uconnect/FIAT Access Remote preconditioning is broken/not working	There is a very slight stutter when playing music from phone over Bluetooth. There was no choice in this survey that reflected Bluetooth music input issues so I chose this one
Uconnect/FIAT Access Remote lock/unlock broken/not working	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?	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 would like to know why the frame welds have holes in them. Is this a known issue?

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iPhone 7
Entertainment/Navigation System/Connectivity	None
Please choose your cell phone carrier	AT&T Mobile.
If known, please tell us your software version	11.2.1
Please choose your cell phone brand	Apple.

Wind Noise	
Wind Noise	Excessive wind noise.

Adjustments and Controls	
Adjustments and Controls	Seat Recliner adjustment is broken/not working.

Customer Complaint Report

VIN	1C4HJXDG5JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	01/09/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	401666439	Report Version	1	Open Date	04/05/2018
Close Date	04/19/2018	Narrative Date	04/19/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Paint chip/scratch/other surface damage from outside influence present at delivery

Uconnect/FIAT Access Remote preconditioning is broken/not working	Frame
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_front. 22-46 26-39 27-23
Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):	Wrangler4_back. 14-59 22-48 25-37 27-19
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	Other location (please describe). Frame
	0-999.

Engine stumbles/hesitates/surges

Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
What best describes the engine drivability trouble? (check all that apply):	Engine has a hesitation, momentarily cuts out, or surges while decelerating.
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.
	Driving the vehicle for more than 20 minutes.
	Within first 5 minutes after starting vehicle.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Vehicle Exterior.
	Transmission and Drivetrain.
	Brake System.
	Engine.

Paint is peeling/flaking/cracking/blistering

Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Paint is peeling off the frame welds and rusting
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_back. 22-47 25-19 25-37
Please indicate the location of the paint issue (check all that apply):	Wrangler4_front. 21-48 24-39 27-23
	Other location (please describe). Frame

Abnormal squeaks/rattles/noises coming from front doors

Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Trouble occurs at these speeds:	All speeds.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Pacifica_Pdoor. 10-14 24-16
Please indicate which door has abnormal noises (check all that apply):	Pacifica_Ddoor. 11-53 22-53
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Passenger's side front door. Squeaks on opening
Uconnect/FIAT Access Remote lock/unlock broken/not working	Took hinge bolt out and greased. Solved problem
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	Trouble occurs regularly.
	0-999.

Visible rust/corrosion

	Wrangler4_back. 21-48 24-37 26-21
	Wrangler4_front. 21-48 23-38

Visible rust/corrosion	
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	
Please indicate the location of the rust/corrosion (check all that apply):	Other location (please describe). Frame
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Shocked at the poor build quality and welding quality of the frame and associated parts. I'd expect to see sloppy welds, holes, pitting, and splattering on a cheap trailer,.....not a \$40k plus dollar vehicle. Now need to decide if I pay someone to fix it all or fight for warrantee work.
Engine overheats	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Almost. Night I Brough Jeep home from the heated seats install it was acting really hot and engine working hard. I also had issue with auto park but I think that was an open door.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Engine feels like it is working too hard and when parked seems excessively hot. The fan kicks on over and over again.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine overheats	Engine overheats.
Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Paint chip/scratch/other surface damage from outside influence present at delivery. Visible rust/corrosion. Paint is peeling/flaking/cracking/blistering.
Brakes are too sensitive	
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Trouble with brakes occurs during this type of braking (check all that apply):	Light braking.
Uconnect Access Remote Horns/Lights, Start/Stop, Lock/Unlock broken/not working	Low speeds (1-25 MPH).
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect Access Remote Horns/Lights, Start/Stop, Lock/Unlock difficult to understand/use	All road conditions.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Brakes seem to occasionally drag like they are being applied even when they aren't.
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?	Yes.
Are you the primary driver of this vehicle?	Yes.
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
Engine makes abnormal/excessive noises	
Engine noise sounds like (check all that apply):	Clicking.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle.
Front Doors	
Front Doors	Abnormal squeaks/rattles/noises coming from front doors.
Brake Operation	
Brake Operation	Brakes are too sensitive.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Engine Idling (rough, too low/high)	

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Customer Complaint Report

VIN	1C4HJXEG0JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
Built Date	12/20/2017	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PRC	FIRECRACKER RED C/C					

Report Number		System Key	404015724	Report Version	1	Open Date	05/09/2018
Close Date	05/09/2018	Narrative Date	05/10/2018	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	The potential is there but something is not gathering the data and information to display it.
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.
Why wasn't the information in Mopar Companion helpful?	Helpful yes, but only if it worked. The manuals are not coming up, info on maintenance events will not display, etc.
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.
What can we do to improve your likelihood to recommend your vehicle?	Improve your weld and corrosion protection quality, redesign/fix/update the electrical/entertainment system software to permanently fix all the gremlins, solve the steering issue, improve the mpg, solve the squeak on startup or at least give a reason it occurs (as mentioned, I'm not the only one asking why it happens).
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).
The Smartphone Application format is easy to understand and use	4 (agree).
How likely are you to recommend this vehicle to family, friends or colleagues?	5.
Many of our 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 provide feedback on how Chrysler can improve the Printed User Guide	Layout could be better. Entertainment section has far too many optional equipment parts that make finding info confusing and difficult. Suggest a separate booklet for specific systems the vehicle is spec'd with. That will cut down on the size of the book and be more concise.
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?	Neither satisfied nor dissatisfied.
Information in the Smartphone Application is easy to find and access	4 (agree).
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.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). I prefer to research and read what I want not what others want me to.
Please explain further about your choice to recommend your vehicle:	We really like the Jeep Wrangler Unlimited. Unfortunately, we feel there is the potential for problems with an electronic system that shows signs of intermittent issues the dealer can't even detect. Also, the frame welds rusting, incomplete welds, slag, cold welds, etc. really look poor and especially on a frame chassis 'off road' rugged vehicle I'm quite concerned they will eventually fail. Steering feel seems to be a common gripe among the Jeep community as well. Many of my gripes are being shared by others. My gripes are not because of them, they corroborate what others are experiencing.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Only said no problems found.
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).
The information in Mopar Companion was helpful	4 (agree).
How many visits did you make to the dealer?	1 visit.
Did you review the Owner's Information DVD?	No.

About You

Dealership treatment	3.
When considering this vehicle	Research online. Interact with dealership by phone. Test drive the vehicle. Visit the dealership.

About You	
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please tell us about the vehicle you replaced (if applicable)	CX-9. 2012. Mazda. Ram. 2016. 1500. Primary Considered Vehicle: Used.
Primary vehicle you were considering:	3.
Vehicle performance	1.
Convenience of dealership location	4.
Trade-in allowance	Purchase.
Did you purchase or lease your vehicle?	█
What year were you born?	3.
Price	█
Please indicate the primary driver's age.	English.
What is your primary language?	2007.
Primary vehicle in your household:	A3. Primary Household Vehicle: Purchased Used. Audi.
Vehicle quality	3.
Ability to test drive	1.
Vehicle availability	3.
Please indicate your gender	█
Which, if any, influenced your purchase decision? (check all that apply):	Other (please describe). Wife didn't want a diesel pickup. I did. I wanted the mpg. She wanted the topless option. She won.
Vehicle styling	3.
Vehicle fuel economy	4.
Please indicate your ethnicity	█
Financing options	1.
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.	wife wanted the wrangler

Vehicle Satisfaction Ratings	
Overall rating of the driver seat	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
How was your purchasing experience (the dealer/dealership)?	3.
Support for popular music/video formats	4.
Steering and handling (responsiveness, stability)	4.
Appearance of exterior paint	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	2.
Comfort of driver seat back	5.
Is there anything about your new vehicle you would like to see changed?	Sahara wheels are UGLY and highway tires?? They should have at least been A/T. The stock Bridgestone HT's look like balloon slicks. AND - hey have poor grip on wet roads.
How do you feel about the durability of your new vehicle?	3.
Navigation system route accuracy	4.
Ride quality	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Steering wheel adjustment	3.
Engine exhaust sound	3.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Ease of adjusting driver seat to desired position.	4.
Brake responsiveness/effort	5.
Ease of adjusting rear seats to desired position.	5.
What are your favorite parts of your new vehicle?	removable top
Fuel economy and driving range	2.

Vehicle Satisfaction Ratings	
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of folding rear seats to desired position.	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.
Clarity of sound	5.
Integration with media players	5.
Engine performance during acceleration	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Safety and visibility while driving	5.
Overall audio, entertainment, and navigation system impression	4.
Difficult driving conditions (adverse weather, off-road)	4.
Transmission gear change performance (smoothness)	5.
Feel of the seat material	5.
Integration with phones	5.
How well the driver seat holds you in place while cornering.	5.
What is your attitude overall towards the BRAND of your new car?	3.
Interior noise level while driving	4.
Comfort of the rear (2nd row) seats.	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.

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). Display screen would not turn off after shutting off vehicle. I called the help line and they walked me through reset ing the system but that didn't help. I monitored it for a few hours but it remained on past my bed time. Some time overnight it finally turned off. I started the vehicle and it came on like normal and also shut off when I turned the vehicle off. I have not seen it do this again yet but it has had some other small anomalies such as the backup cam not wanting to work sometimes. Also, the morning after this occurred the back up lights did not work.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Dealer could not find anything wrong. System reset did not change any hing.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	February - cold - around 35 degrees but dry.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display is 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.	The key FOB is WAY TOO BIG! And to not have proximity entry on all Sahara models is ludicrous. We were told by the dealer when we bought ours that it came with keyless entry. We thought that meant it had proximity too. Come to find out when we took it home that it in fact does not! We were very upset and the dealer gave us some rubber floor mats and wheel locks to 'appease' us. I want to know if we can retro-fit he proximity locks on the vehicle. My wife is primary driver and HATES having to drag out that massive key FOB every time she needs to lock/unlock this thing. I don't blame her. VERY UPSET for being duped. Also, why not rain sensing wipers?? Again, it's a loaded Sahara. The windshield being foldable shouldn't have any impact on a rain sensor. Lastly, the Sahara should not come with the Bridgestone HL tires. They look like balloons, make the wheels look even uglier than they are and have no wet traction. Your Wrangler wheels used to be quite appealing but now look like a junior designer won a contest and got to submit the final design. Ugly.

Engine makes abnormal/excessive noises	
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	When engine has cooled a bit or been off for a while. I.E. first start of he day, after work, etc.
Engine noise occurs after vehicle is started at:	Other (please describe). Only on startup as the engine turns over.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise sounds like (check all that apply):	Other noise (please describe). squeak upon startup kind of like a belt slipping but dealer said they couldn't hear anything but it happens mostly when starting after being off for a while. May also be fluid or gas under high pressure - like a fuel rail pressurizing??
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Engine noise occurs (check all that apply):	Other (please describe). Only on startup as the engine turns over.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Dealer couldn't hear it.
Engine noise occurs while vehicle is (check all that apply):	Other (please describe). Only on startup as the engine turns over.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.

Engine makes abnormal/excessive noises

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	Navigation system freezes-up/will not work.
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Steering and Handling

Steering and Handling	Steering system/wheel has too much play, feels loose. Vehicle pulls noticeably to the left/right.
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Fuel consumption is worse than expected

Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Everyday driving, mix of city and highway since February
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Are you using your vehicle for towing when the problem occurs?	No.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Where do you do most of your driving?	City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph).
Uconnect/FIAT Access Remote preconditioning is broken/not working	It's not been any better than 14.5mpg of combined driving. That's worse than many report online and the window sticker estimate.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.

Tires exhibit poor traction on road

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	all the time
Uconnect/FIAT Access Remote preconditioning is broken/not working	Dealer can't find anything wrong
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions. vehicle issue, not road issue
Are you using your vehicle for towing when the problem occurs?	No.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.

Entertainment/Navigation System/Connectivity

Please choose your cell phone brand	Apple.
Entertainment/Navigation System/Connectivity	none
Please choose your cell phone carrier	AT&T Mobile.
If known, please tell us your software version	11.3.1
Please tell us your cell phone model	6S Plus

Steering system/wheel has too much play, feels loose

Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	all conditions
Uconnect/FIAT Access Remote preconditioning is broken/not working	Dealer can't find any hing wrong
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions. vehicle issue. not road issue
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). There wasn't a selection specific to the condition so I selected this one. It goes along with 'pulling left &&& right'. What it's doing is not re-centering and sort of feels like its pulling one direction or the other. Any steering correction stays pointed in that direction until the wheel is redirected in the opposite direction. Normally, if you make a slight steering correction and let the wheel go, the vehicle will stop turning and begin to center itself. This one doesn't. Almost feels like the steering is too tight and the wheel sticks in whatever position you last moved it to.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	High speeds (46 MPH and above). see above
Uconnect/FIAT Access Remote lock/unlock broken/not working	At delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	Trouble occurs regularly.
	0-999.

Visible rust/corrosion

Please indicate the location of the rust/corrosion (check all that apply):	Other location (please describe). Many weld joints on the frame are corroding (rust). The welds are also very poorly made with lots of heat marks, slag, cold welds, and incomplete welds. I'm very concerned about the durability of this vehicle. None of my other vehicles frames look like this.
Uconnect/FIAT Access Remote preconditioning is broken/not working	I noticed the weld conditions and rust when installing a trailer hitch. Upon further examination I spotted several poor and incomplete welds.

Visible rust/corrosion	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_back. 19-50 20-47 22-34 23-17 24-30 Wrangler4_front. 20-48 23-33 24-18 25-26
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.	Transmission smoothness is nice. Ride is very comfortable. Feels luxurious.
Vehicle pulls noticeably to the left/right	
Vehicle pull is:	Moderate.
What direction does the vehicle pull when driving?	Both Left and Right - Varies with conditions.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	All the time.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions. It is not a road condition issue. It is a vehicle setup issue.
Trouble occurs while traveling at these speeds (check all that apply):	High speeds (46 MPH and above). see above. Medium speeds (26-45 MPH). There wasn't a selection specific to the condition so I selected pulling. What it's doing is not re-centering and sort of feels like its pulling one direction or the other. Any steering correction stays pointed in that direction until the wheel is redirected in the opposite direction. Normally, if you make a slight steering correction and let the wheel go, the vehicle will stop turning and begin to center itself. This one doesn't. Almost feels like the steering is too tight and the wheel sticks in whatever position you last moved it to.
Uconnect/FIAT Access Remote preconditioning is broken/not working	This was looked at by the dealer who found nothing wrong.
Are you using your vehicle for towing when the problem occurs?	No.
Welcome	
Are you the primary driver of this vehicle?	No.
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?	Yes.
Navigation system freezes-up/will not work	
Uconnect/FIAT Access Remote preconditioning is broken/not working	Lots of electrical gremlins that the dealer can't find.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Backup cam fails randomly. No rhyme or reason. Screen goes blank randomly too
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Visible rust/corrosion.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Entertainment/Navigation System/Connectivity. Vehicle Exterior. Engine. Steering, Handling, and Ride.
Rear tail lights/brake lights/reverse lights/turn signal lights inoperative	
Please indicate which rear lights were inoperative (check all that apply):	Driver's side reverse light. reverse lights (both) would not illuminate. Passenger's side reverse light. reverse lights (both) would not illuminate.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Lots of electrical gremlins on this vehicle and dealer can't find anything
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Only visibly witnessed once but unsure if it hasn't occurred more often since we are not outside the vehicle and it could happen during daylight when we can't notice the lights not working.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
What Can We Do Better?	
What has Chrysler done right?	The Wrangler JL is a definite step up from the previous model in refinement, sound, handling, etc. The Fiat group has brought some euro innovation and refinement but

What Can We Do Better?	
Feedback/Concerns:	also some of it's lower grade quality control. Dealers need to get on top of the issues and be more forthright with owners who actually know as much - if not more - than they do. As previously stated, overall, we like our new JWU but are concerned about quality - or lack hereof - and therefore, reliability.
Lights	
Lights	Rear tail lights/brake lights/reverse lights/turn signal lights inoperative.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.
Steering, Handling, and Ride>Tires>	
Tires	Tires exhibit poor traction on road.
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]	
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Customer Complaint Report

VIN	1C4HJXDG7JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	12/16/2017	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	406081568	Report Version	1	Open Date	05/25/2018
Close Date	05/25/2018	Narrative Date	05/28/2018	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?	Transmission. Exterior and interior
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
Headlight illumination/performance during night-time driving	2.
Integration with phones	3.
Engine sound	3.
Overall rating of the driver seat	3.
Clarity of sound	4.
Support for popular music/video formats	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
What is your attitude overall towards the BRAND of your new car?	2.
Fuel economy and driving range	3.
Difficult driving conditions (adverse weather, off-road)	3.
Brake responsiveness/effort	2.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
How well the driver seat holds you in place while cornering.	2.
Is there anything about your new vehicle you would like to see changed?	Quality control. Options
Appearance of exterior paint	3.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Comfort of driver headrest.	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Steering and handling (responsiveness, stability)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
How was your purchasing experience (the dealer/dealership)?	2.
Ease of adjusting driver seat to desired position.	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Navigation system route accuracy	3.
Comfort of driver seat back	4.
Ease of adjusting rear seats to desired position.	4.
Location and usefulness of interior lighting	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.
Feel of the seat material	3.
Ease of getting into and out of vehicle	4.
Ride quality	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	4.
Engine exhaust sound	2.
Interior noise level while driving	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.
Integration with media players	3.
Climate control operation (function and ease of use)	3.
Comfort of the rear (2nd row) seats.	3.
Ease of using system displays while driving	5.
Transmission gear change performance (smoothness)	4.

Air from vents smells moldy/stale	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	2,000-2,999.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Please indicate when the odor/smell is present (check all that apply):	Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on.

About You	
Vehicle styling	4.
Vehicle quality	5.
Which, if any, influenced your purchase decision? (check all that apply):	Recommendations from friends or family. Lifestyle. Internet research. Image that the vehicle portrays. Vehicle test drive.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Volkswagen. R32.
What year were you born?	■
Financing options	4.
Primary vehicle you were considering:	2017. Range Rover Evoque. Primary Considered Vehicle: New. Land Rover.
Vehicle availability	3.
Price	4.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
Ability to test drive	4.
Convenience of dealership location	3.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	■
When considering this vehicle	Visit the dealership. Research online. Test drive the vehicle.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Dealership treatment	4.
Which of the following best describes the area you live in?	Urban.
Please indicate the primary driver's age.	■
Vehicle fuel economy	4.
Vehicle performance	5.
Please indicate your ethnicity	■
Trade-in allowance	2.

Entertainment/Navigation System/Connectivity	
If known, please tell us your software version	11.3.1
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	iPhone 7
Please choose your cell phone carrier	T-Mobile USA.

Touchscreen Controls/Menu: Front Screen Display: Other Concerns	
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Happened sporadically.
Please describe the other trouble you experienced:	UConnect touchscreen glitches and cycles through all media options while turning on and off A/C
Uconnect/FIAT Access Remote preconditioning is broken/not working	I resolved the issue by turning the vehicle off and on. While unset ling, it has not happened again so far.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Consumer Reports ratings.
Did you review the Owner's Information DVD?	No.
What can we do to improve your likelihood to recommend your vehicle?	Improve quality of build. The big issue is safety and perception of safety. Poor Weldon and corrosion shakes confidence in the vehicle. Certain options or lack thereof are nonsensical. Manual windows are rather gimmicky but not allowing LED lights as an option across all trims seems deliberate and petty. Especially since 2018 JK models offer them at he base trim. All it will do is offer customers a less safe and perfect Jeep whereby they would look to aftermarket options.

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:	I do think the exterior design of the Jeep is improved and the interior is modernized very well while retaining the Jeep essence. It is more polished and can still scale curbs and boulders.
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.
How likely are you to recommend this vehicle to family, friends or colleagues? 7.	
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.
Did you review the Printed User Guide?	No.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Interior Climate Control. Other. Entertainment/Navigation System/Connectivity.
Other	
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Please describe the other trouble you experienced:	Holes in the Jeep frame (for side steps) are not uniform and clearly look like mistakes. Many porous welds and rust in the undercarriage.
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.
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 interior and connectivity is so much better than previous generations. The cabin finally feels like you are in a 50k vehicle.
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've always like full width bumpers more than stubby ones and think it completes the curvature and lines of the Jeep better. The larger headlamps and grill are much more refined and modern while signaling the iconic Jeep fascia.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I love the redesigned freedom tops that are quick to clip on or off. Headroom and legroom is fine for me at 6 feet.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	The large rubber knobs are great aesthetically and also functionally. Media screen is clear and intuitive.
Odor/smell	
Odor/smell	Air from vents smells moldy/stale.
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.	Welds on frame, UConnect issues/updates [REDACTED]
What Can We Do Better?	
Feedback/Concerns:	Improve quality control on builds. Allow options to be available across trims. That money will go to aftermarket or otherwise. If Mopar is launching all these accessories they should be ready at launch or at announcement.
What has Chrysler done right?	I appreciate the JeepCares account on Internet forums. It is a nice way to get in touch with customers who are enthusiasts and usually the first to report problems or compliments. The overall design of the Jeep and updated connectivity is appreciated. It finally feels like a proper vehicle for the times.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menus: Front Screen Display: Other Concerns.

Customer Complaint Report

VIN	1C4HJXFG1JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNL MITED RUBICON	
Built Date	01/30/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PRC	FIRECRACKER RED C/C					

Report Number		System Key	406663172	Report Version	1	Open Date	05/31/2018
Close Date	06/01/2018	Narrative Date	06/01/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

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.	Suspension. It is flat out is amazing. It is so well tuned for this rig.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Amazing tranny. Though I would like to disable the auto-park feature....
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Nice & quite (except for the cooling fan). I would like a little throatier sound.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Smooth as ever
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 was a little skeptical when Fiat took ownership, but I am pleasantly surprised.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The body is getting back to the early Jeep looks
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	I have squealed the tires several times without trying.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I have always been a Jeep fan. Both for pleasure & racing
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.	Still getting used to everything

About You

Primary vehicle in your household:	2007. Mustang. Primary Household Vehicle: Purchased Used. Ford.
Which, if any, influenced your purchase decision? (check all that apply):	On-Line blogs or forums. Features/Capabilities. Lifestyle. Manufacturers website. Previous experience with the vehicle/brand. Recommendations from friends or family. Value for the money. Vehicle test drive. Research online. Test drive the vehicle. Visit the dealership.
When considering this vehicle	1. 2. Urban.
Trade-in allowance	3.
Ability to test drive	3.
Please indicate the primary driver's age.	Prefer not to answer.
Which of the following best describes the area you live in?	3.
Vehicle performance	English.
Vehicle fuel economy	Primary Considered Vehicle: New.
Please indicate your ethnicity	F-350.
Dealership treatment	Ford.
What is your primary language?	Replaced Vehicle: Purchased Used.
Primary vehicle you were considering:	2007. Mustang. Ford.
Please tell us about the vehicle you replaced (if applicable)	
Please indicate your gender	

About You	
Vehicle quality	5.
What year were you born?	■
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Convenience of dealership location	1.
Vehicle styling	3.
Did you purchase or lease your vehicle?	Purchase.
Price	1.
Vehicle availability	3.
Financing options	1.

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	3.
Ease of adjusting driver seat to desired position.	3.
Overall audio, entertainment, and navigation system impression	4.
Overall rating of the driver seat	4.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
What are your favorite parts of your new vehicle?	Wheel travel & 4.10 rear end
Climate control operation (function and ease of use)	3.
Ease of folding rear seats to desired position.	4.
Engine sound	5.
Is there anything about your new vehicle you would like to see changed?	Front bumper is goofy, rear is only slightly better
Support for popular music/video formats	2.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
Safety and visibility while driving	3.
Comfort of driver headrest.	3.
Rear view styling (rear fascia, bumper)	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.
Integration with media players	2.
Vehicle storage and space usage	3.
Interior noise level while driving	4.
Ride quality	4.
Feel of the seat material	4.
Ease of getting into and out of vehicle	5.
Brake responsiveness/effort	4.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
Comfort of driver bottom seat cushion	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Integration with phones	2.
Steering wheel adjustment	4.
Comfort of driver seat back	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Engine exhaust sound	4.
How well the driver seat holds you in place while cornering.	4.
What is your attitude overall towards the BRAND of your new car?	5.
Clarity of sound	4.
Steering and handling (responsiveness, stability)	4.
Comfort of the rear (2nd row) seats.	3.
Location and usefulness of interior lighting	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.

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). Online. JLVrangler.com
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).
What can we do to improve your likelihood to recommend your vehicle?	

Overview	
One concern I have are the frame welds. I would have expected a higher quality of welds from an automated system. Lots of weld splatter, pits. Rust forming on various portions of frame. Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? How likely are you to recommend this vehicle to family, friends or colleagues? 9. Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Did you review the Printed User Guide? If our team has any additional questions about your responses, would you accept further contact?	Yes. No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). No. Yes, by e-mail only.
Features and Controls	
Features and Controls	Voice Activia ion System.
Difficulty accessing Points of Interest	
Please describe the trouble with the Points of Interest within the Navigation system	Very Very difficuot, on the average, to type in destinations. many times I am given direction to locations hundreds of miles away from where I am desiring
Paint chip/scratch/other surface damage from outside influence present at delivery	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply): Uconnect/FIAT Access Remote preconditioning is broken/not working Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	0-999. Other location (please describe). Freedom panels have chip(s). Also one drivers side latch stop broken An annoyance, but not worth a drive to the dealer Wrangler4_top. 16-11 17-21
Welcome	
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? Are you the primary driver of this vehicle?	1,000-2,999. No. Yes.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Entertainment/Navigation System/Connectivity. Vehicle Exterior. Other. Features/Controls/Displays.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand If known, please tell us your software version Please choose your cell phone carrier Entertainment/Navigation System/Connectivity Please tell us your cell phone model	Motorola. XT1650 Android 7.1.1 build NCLS26.118-23-13-6-5 Verizon Wireless. none XT1650
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: What has Chrysler done right?	Frame welds, Frame paint/protection, Rocks collecting on top of fenders along the body, outside mirror have limited range(cannot move them out wide enough to eliminate the blind spot), Warranty (I miss my 10 year bumper to warranty on my Excursion), Maintenance program (could be better), Printed manual with vehical (not always in internet/cell coverage), Better jack (really. his is a Jeep!) Last Jeep I owned was a 1965 CJ5. This is worlds from that. I am impressed with the suspension. I was not expecting how well tuned the stock Rubicon suspension is. The engine is very responsive. Overall I am very happy. Still hings can improve
Navigation system works, but missing information; has incorrect information; gives wrong directions	
Please indicate which navigation system item has trouble (check all that apply): Uconnect/FIAT Access Remote preconditioning is broken/not working	Other (please describe). While giving direction, it doesn't give the best route on average. Google maps much better Very difficult to enter in destination. Hands free Nav is almost useless. works correctly 1 out of 10 or 20 times. Maybe
Other	

Other	
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	All conditions
Please describe the other trouble you experienced:	Rear window washer: con inually leaks and leaves a dry crusty film down the back window. Also would like to have the Off Road pages back.....
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.

Touchscreen Controls	
Touchscreen Controls	Apple CarPlay & Android Auto: controls/menus difficult to understand/use; in a poor location.

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):	Difficult to use. Rarely gives desired result
Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):	Other (please describe in the Additional Comments box below). Doesn't understand request

Apple CarPlay & Android Auto: controls/menus difficult to understand/use in a poor location	
Please indicate which controls/menus/processes are difficult to understand/use; are in a poor location (check all that apply):	Connecting to my cellphone. Intermittant connections
Uconnect/FIAT Access Remote preconditioning is broken/not working	Difficult to use apps. Not integrated with steering wheels 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.	Not really sure why the low tow ra ing. after looking everything over I would have expected a much higher GCWR. I can only assume hat this low rating was decided upon by a legal team for a CYA.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Difficulty accessing Points of Interest. Navigation system works, but missing information; has incorrect informa ion; gives wrong directions. Navigation system works, but traffic information doesnt work / or is difficult to understand.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Paint chip/scratch/other surface damage from outside influence present at delivery.

Voice Activation System	
Voice Activation System	Voice Activation System works properly, but difficult to understand/use; controls 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)	Other (please describe). The display is beautiful. But overall using it is less than acceptable.

Customer Complaint Report

VIN	1C4HJXEG5JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
Built Date	01/10/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PRC	FIRECRACKER RED C/C					

Report Number		System Key		Report Version	1	Open Date	06/01/2018
Close Date	06/01/2018	Narrative Date	06/04/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Vehicle styling	5.
Primary vehicle in your household:	Caravan. Dodge. Primary Household Vehicle: Purchased New.
Please tell us about the vehicle you replaced (if applicable)	Ford. F-150 SuperCrew. Replaced Vehicle: Purchased New.
What year were you born?	
Primary vehicle you were considering:	2017. Wrangler Unlimited. Primary Considered Vehicle: New.
When considering this vehicle	Jeep. Test drive the vehicle. Interact w/ h dealership by phone. Research online. Visit the dealership. Interact w/ h dealership by email.
Vehicle availability	3.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle quality	5.
Please indicate your gender	
Ability to test drive	5.
Please indicate your ethnicity	
Which of the following best describes the area you live in?	Suburban.
Financing options	5.
Please indicate the primary driver's age.	
Vehicle fuel economy	4.
Vehicle performance	5.
Price	3.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive.
Convenience of dealership location	1.
Trade-in allowance	4.
Dealership treatment	5.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings

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.
Engine exhaust sound	5.
Clarity of sound	5.
Integration with media players	5.
Comfort of the rear (2nd row) seats.	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Safety and visibility while driving	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 VALUE of your new car? (i.e.	5.

Vehicle Satisfaction Ratings	
Overall rating of the driver seat	5.
Is there anything about your new vehicle you would like to see changed?	Better welds
Ease of using system displays while driving	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.
What is your attitude overall towards the BRAND of your new car?	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Difficult driving conditions (adverse weather, off-road)	5.
What are your favorite parts of your new vehicle?	Just about every hing.
Integration with phones	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
How well the driver seat holds you in place while cornering.	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Ride quality	5.
Feel of the seat material	5.
How do you feel about the durability of your new vehicle?	4.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	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.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Exterior design and appearance (overall impression)	5.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.

Overview	
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.
What can we do to improve your likelihood to recommend your vehicle?	Improve the quality of the welds on the frame of the vehicle.
The information in Mopar Companion was helpful	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?	Satisfied.
Please explain further about your choice to recommend your vehicle:	Its a blast to drive.
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 wi h next maintenance visit (such as oil change).
How likely are you to recommend this vehicle to family, friends or colleagues?	9.
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)	Motor Trend.
Many of our 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.

Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other.

What Can We Do Better?	
What has Chrysler done right?	I love just about everything with the new JL

Other	
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly. Within the 1st month after delivery.

Other

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

Please describe the other trouble you experienced:

Its not really trouble as much as concern, the welds on the undercarriage and frame are sub par at best. There are many welds that are off the mark, pitted, corroded, and already show signs of surface rust. This lowers my confidence as far as safety and durability of the vehicle.

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

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.

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	1C4HJXDG5JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	02/18/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	411093028	Report Version	1	Open Date	06/25/2018
Close Date	07/09/2018	Narrative Date	07/09/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

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?	Yes.
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	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).
Have 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:	3,000-4,999.
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.

Other

Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Please describe the other trouble you experienced:	Frame has holes where the welds are.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1500 - 3999 miles.

Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other.
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Customer Complaint Report

VIN	1C4HJXEG3JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
Built Date	02/10/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	415972048	Report Version	1	Open Date	08/13/2018
Close Date	08/13/2018	Narrative Date	08/14/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

Feedback/Concerns:	I am concerned with the backorder of parts to keep owners vehicles operational and the questionable welds on parts of my Jeep's frame. There are welds that were poorly made and show porosity. Not to mention a number of them appear to be rusting already.
What has Chrysler done right?	The drive on the JL is much better than the JK. Overall the improvements on the new model are much needed and well thought out.

About You

Please tell us about the vehicle you replaced (if applicable)	2013. Replaced Vehicle: Purchased New. A4. Audi.
Primary vehicle you were considering:	Toyota. 2017. Primary Considered Vehicle: New. 4runner.
Did you purchase or lease your vehicle?	Lease.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.

Vehicle Satisfaction Ratings

Ease of using system displays while driving	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
Vehicle storage and space usage	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.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Appearance of exterior paint	3.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Ease of adjusting rear seats to desired position.	4.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	4.
Overall rating of the driver seat	4.
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.
Engine sound	4.
Ride quality	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.

Vehicle Satisfaction Ratings	
Clarity of sound	4.
Integration with media players	4.
Comfort of the rear (2nd row) seats.	4.
Ease of folding rear seats to desired position.	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.
Support for popular music/video formats	4.
How do you feel about the VALUE of your new car? (i.e.	4.
How well the driver seat holds you in place while cornering.	4.
Feel of the seat material	4.
Rear view styling (rear fascia, bumper)	4.
Ease of adjusting driver seat to desired position.	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Comfort of driver seat back	4.

Engine will not start at all	
Please indicate when the starting trouble occurs:	Cold condition - first start of the day or after vehicle is off for 6+ hours. battery failed so Jeep would not start
What best describes the no start condition?	Engine does not crank at all.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.

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.	The paint on the grill of my white JL is starting to yellow already after 6 weeks of ownership

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.
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.
How many visits did you make to the dealer?	2 visits.
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	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	4 (agree).
The information in Mopar Companion was helpful	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. Jeep was towed to Nyle Maxwell in Austin, TX
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
How likely are you to recommend this vehicle to family, friends or colleagues?	7.
Did you review the Owner's Information DVD?	No.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). auxiliary battery failed, dealer installed aftermarket unit because Mopar part is backordered
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.
What can we do to improve your likelihood to recommend your vehicle?	See above.
Please explain further about your choice to recommend your vehicle:	The auto start/stop "feature" stopped working a week after taking the Jeep home. The battery failed within six weeks and replacements, along with many other parts, are backordered with no ETA.
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).
Have 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

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. Parts availability and the frame welds. I can be reached at [REDACTED]

Engine Starting (hard to start/will not start)

Engine Starting (hard to start/will not start)

Engine stop/start function is broken/not working.

Engine will not start at all.

Battery

Battery

Battery Failed.

Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working

Engine.

Battery Failed

Has this trouble required that the vehicle be towed to be repaired?

Yes.

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

1 to 3 months after delivery.

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

1,000-1,999.

Engine stop/start function is broken/not working

What type of fuel do you most often put into your vehicle?

Regular gasoline.

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

1 to 3 months after delivery.

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

1,000-1,999.

Has this trouble required that the vehicle be towed to be repaired?

Yes.

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?

Yes.

Are you the primary driver of this vehicle?

Yes.

Customer Complaint Report

VIN	1C4HJXDG0JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	04/28/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	416132194	Report Version	1	Open Date	08/14/2018
Close Date	08/14/2018	Narrative Date	08/15/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on High Rated Items

You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	Having tilt and telescoping adjustments is great and I've adjusted it to keep my arms comfortable during my commute while still having total control.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Very surprised with how smooth this 8 speed shifts and how easily it adapts to situations when I need more speed or when I'm coming to a stop and it downshifts to assist in braking. Definitely don't feel like I've missed out by not buying the manual.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Windows feel very easy to see out of and provide a great view of vehicles around me.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I do 100 miles a day and although I haven't hand calculated the display reads 24.1-24.5 consistently which for a 4x4 box it's more than I could hope for.
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 overall engineering that went into this vehicle feels thoroughly researched and geared towards the Jeep community and what improvements have been asked for over the years of the JK model and feel like a great step up into an entirely new model.
You rated comfort of driver seat back High. Use this space to provide any specific comments you would like to share.	Drive an hour to and from work and don't get as fatigued as I did in my previous vehicle.
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.	Maintains the classic Jeep style.
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 and displays are easy to navigate and customize for ease of use while driving. I normally have my speed displayed however with my left thumb I can view tire pressure, oil temps, fuel economy, trip meters all while maintaining control of the vehicle and safe visibility of what's around me.
You rated how well the driver seat holds you in place while cornering High. Use this space to provide any specific comments you would like to share.	Feel more secure in these seats than I did in the seats of my former Mustang.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Climate controls are simple and easy to use.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Last vehicle had an aux cable and that was it. Very satisfied with the use of either Bluetooth or the USB to listen to my music and audiobooks.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The SUV segment has been getting filled with vehicles that are to me personally ugly. I love the classic and my Wrangler is very well designed as far as aesthetics are concerned.
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 Goodyear as a tire brand and am very happy with how these tires handle in rainy/wet conditions and I'm excited to see how the tires and my 4wd system do this winter.
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	Firm yet comfortable for long rides.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Love the storage compartment under the rear cargo area and the size of the glovebox and center console. Never feel like I need more room than I have.
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 never thought I'd buy a 4 door Wrangler but with the extra room on this one and the 2 door looking like it belongs I'm very satisfied with it and still enjoy walking back to it after my shift at work.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Everything looks like it fits the vehicle well.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Steering feels tight and I never feel like it doesn't follow what I want it to do. Ride quality is very good for a solid axle vehicle.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Uconnect system works great and visibility is great along with the back up camera
Interior comfort, design and appearance of interior (overall impression)	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Rear view styling (rear fascia, bumper)	5.
Difficult driving conditions (adverse weather, off-road)	4.
Steering wheel adjustment	5.
How well the driver seat holds you in place while cornering.	5.

Vehicle Satisfaction Ratings	
Brake responsiveness/effort	3.
Integration with media players	4.
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?	A slight bit more legroom for my right leg as the driver and the gauge cluster angled up a bit more so I can see the speedometer better
Headlight illumination/performance during night-time driving	3.
Comfort of driver headrest.	3.
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.
Navigation system route accuracy	3.
Engine sound	4.
Head/leg/foot room	3.
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.
Comfort of the rear (2nd row) seats.	4.
Feel of the seat material	4.
Integration with phones	5.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
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.	3.
Overall rating of the driver seat	4.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	3.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Comfort of driver bottom seat cushion	5.
Engine performance during acceleration	4.
Appearance of exterior paint	4.
Safety and visibility while driving	5.
Ease of adjusting driver seat to desired position.	4.
Comfort of driver seat back	5.
Location and usefulness of interior lighting	4.
Ease of using system displays while driving	5.
Vehicle storage and space usage	5.
Steering and handling (responsiveness, stability)	5.

About You	
Primary vehicle you were considering:	2017. Forester. Subaru. Primary Considered Vehicle: New.
Vehicle quality	4.
Please indicate your ethnicity	A [REDACTED]
Please tell us about the vehicle you replaced (if applicable)	Ford. Replaced Vehicle: Purchased Used. 2011. Mustang.
Vehicle styling	5.
Price	4.
Financing options	5.
Please indicate your gender	[REDACTED]
Convenience of dealership location	2.
Vehicle availability	1.
Trade-in allowance	3.
Ability to test drive	5.
What is your primary language?	English.
Which, if any, influenced your purchase decision? (check all that apply):	Lifestyle. Automotive magazines. Features/Capabilities. Price/Purchase Terms/Financing.

About You	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Aftermarket parts and offroad capabilities
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership. Interact with dealership by email.
Dealership treatment	5.
Please indicate the primary driver's age.	Under 30.
Vehicle performance	4.
Vehicle fuel economy	4.
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.
What year were you born?	██████
Did you purchase or lease your vehicle?	Purchase.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings. Car and Driver. Motor Trend.
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:	The frame being the most integral part of the vehicle I can't understand how it got past quality control. I was initially a Ford only owner and was very excited to get into a jeep wrangler as they are the last vehicle with offroad capabilities and solid axles.
Did you review the Owner's Information DVD?	No.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Had the frame "looked at" in their shop and they told me all the new jeeps look like this.
Many of our 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. Anchorage Chrysler Center
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 e-mail only.
How likely are you to recommend this vehicle to family, friends or colleagues?	1.
How many visits did you make to the dealer?	1 visit.
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?	Dissatisfied.
What can we do to improve your likelihood to recommend your vehicle?	I'm currently working with Jeep wave customer care and the dealer closest to my home is going to take a look at the frame on August 20th. Hopefully the issue will be taken seriously and there will be some way to repair them as I love the vehicle but don't feel like these welds will hold up for the life of the vehicle.

Other	
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Please describe the other trouble you experienced:	Frame welds look poor and have porosity and spatter
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.

What Can We Do Better?	
What has Chrysler done right?	Maintained the Wranglers capabilities as a factory offroad vehicle while providing more comfort and daily drivability features.
Feedback/Concerns:	So far the communication has been very good and I'm pleased with that however overall I can't say as I'm still driving my jeep daily while worrying I'm going to crack my frame over any large bumps. I will know after I get my vehicle looked at by the local dealer whether or not I made the right purchase.

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.	Unless the frame issue is resolved I do not see myself keeping this vehicle for the life of the loan nor would I be purchasing another Jeep as my next vehicle.

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:	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?

No.

Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working

Other.

Customer Complaint Report

VIN	1C4HJXDG8JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	01/30/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DEM	6-SPEED MANUAL TRANSMISSION				Serial#	
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	416617533	Report Version	1	Open Date	08/18/2018
Close Date	08/18/2018	Narrative Date	08/20/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

You rated location and usefulness of interior lighting Low. Use this space to provide any specific comments you would like to share. interior lights are pretty useless and directionally not well placed

Engine stumbles/hesitates/surges

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Engine trouble occurs after vehicle is started at:	Hot condition - after vehicle is off for less than 1 hour. 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 best describes the engine drivability trouble? (check all that apply):	Engine has a hesitation, momentarily cuts out, or surges while accelerating. acceleration not smooth, seems sluggish on inclines, and stutters a lot, like it's struggling to breathe
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Engine trouble occurs (check all that apply):	Within first 5 minutes after starting vehicle. Driving the vehicle for more than 20 minutes. Driving the vehicle more than 5 minutes but less than 20 minutes.

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	2.
Comfort of driver bottom seat cushion	2.
Feel of the seat material	3.
Exterior design and appearance (overall impression)	5.
Overall rating of the driver seat	2.
Interior comfort, design and appearance of interior (overall impression)	3.
Safety and visibility while driving	3.
Head/leg/foot room	4.
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.
Location and usefulness of interior lighting	1.
Interior noise level while driving	2.
Integration with media players	3.
Engine exhaust sound	3.
Ease of using system displays while driving	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Ease of adjusting driver seat to desired position.	4.
Clarity of sound	2.
Steering wheel adjustment	2.
Engine performance during acceleration	2.
Front view styling (front fascia, hood, grille, headlight area)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Steering and handling (responsiveness, stability)	3.
How do you feel about the durability of your new vehicle?	3.
Ease of getting into and out of vehicle	4.
Fuel economy and driving range	4.
Ride quality	4.
How well the driver seat holds you in place while cornering.	4.
Comfort of driver seat back	2.

Vehicle Satisfaction Ratings	
Vehicle storage and space usage	3.
Engine sound	3.
How was your purchasing experience (the dealer/dealership)?	4.
Overall audio, entertainment, and navigation system impression	3.
Headlight illumination/performance during night-time driving	3.
Wheels, rims, and tires appearance and styling	4.
Comfort of driver headrest.	3.
Ease of folding rear seats to desired position.	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)	4.
Appearance of exterior paint	4.

About You	
Please tell us about the vehicle you replaced (if applicable)	Jeep. Replaced Vehicle: Purchased New. Wrangler Unlimited.
Convenience of dealership location	2.
Vehicle performance	4.
Vehicle fuel economy	4.
Please indicate the primary driver's age.	40 - 49.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Financing options	2.
Vehicle availability	3.
Price	4.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Lifestyle. Vehicle test drive.
Which of the following best describes the area you live in?	Suburban.
Please indicate your gender	☐
Vehicle styling	4.
Ability to test drive	5.
Vehicle quality	5.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Dealership treatment	4.
Please indicate your ethnicity	☐
Trade-in allowance	4.

Overview	
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).
Have 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 Owner's Information DVD?	No.
How likely are you to recommend this vehicle to family, friends or colleagues?	6.
Many of our 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 taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.

Visible rust/corrosion	
Please indicate the location of the rust/corrosion (check all that apply):	Other location (please describe). lots of welds are porosity and/or slag and rust
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_front. 22-40 22-43 26-25 Wrangler4_back. 22-39 22-42
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.

Gears grind when shifting	
The transmission grinds going into which gear? (check all that apply):	3rd Gear. 2nd Gear.

Gears grind when shifting	
	4th Gear.
	5th Gear.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote preconditioning is broken/not working	clutch seems to engage pretty far up from the floor, rather than right off floor as expected
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	occurs when too much gas applied before clutch engages
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.

Clutch pedal engagement is not smooth	
Has this trouble required that the vehicle be towed to be repaired?	No.
Are you using your vehicle for towing when the problem occurs?	No.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Why is clutch pedal engagement not smooth? (check all that apply):	Clutch takes too long to fully engage when releasing the clutch pedal.

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.	welds rusting, clutch engagement, sluggish/hesitant acceleration
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	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Transmission and Drivetrain. Vehicle Exterior. Entertainment/Navigation System/Connectivity. Engine.

Engine power is less than expected	
Trouble occurs while vehicle is (check all that apply):	Accelerating. Going up an incline.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.

Touchscreen Controls/Menu: Front Screen Display is broken/not working	
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	any
Please indicate your concern with front screen display (check all that apply):	Other (please describe). extremely slow to respond, sometimes radio shuts down and restarts

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:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Manual Transmission Shifting	
Manual Transmission Shifting	Gears grind when shifting.

What Can We Do Better?	
What has Chrysler done right?	mechanically it does awesome off pavement! and he removable top is still great.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Manual Transmission Clutch	
Manual Transmission Clutch	Clutch pedal engagement is not smooth.
Engine Power	
Engine power	Engine power is less than expected.
Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Visible rust/corrosion.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display is broken/not working.

Customer Complaint Report

VIN	1C4HJXFG9JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNL MITED RUBICON	
Built Date	06/12/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	418410927	Report Version	1	Open Date	09/02/2018
Close Date	09/02/2018	Narrative Date	09/03/2018	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.
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?	New body stile
Steering and handling (responsiveness, stability)	5.
Overall audio, entertainment, and navigation system impression	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall rating of the driver seat	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.
Ease of using system displays while driving	5.
Climate control operation (function and ease of use)	5.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Fuel economy and driving range	2.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Comfort of driver headrest.	5.
Feel of the seat material	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Comfort of driver bottom seat cushion	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	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.
Comfort of the rear (2nd row) seats.	5.
Engine sound	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Clarity of sound	5.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
How do you feel about the durability of your new vehicle?	3.
How well the driver seat holds you in place while cornering.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	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	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	No Concerns.
No Concerns	
How likely are you to recommend this vehicle to family, friends or colleagues?	10.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	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?	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.).
About You	
Please tell us about the vehicle you replaced (if applicable)	Wrangler Unlimited. Jeep. Replaced Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Did you purchase or lease your vehicle?	Purchase.
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:	0-999.
What Can We Do Better?	
Feedback/Concerns:	Better quality in all welding around the frame in the front end have porosity an rust
What has Chrysler done right?	Better gas mileage with the 8 speed transmission

Customer Complaint Report

VIN	1C4GJXAG9JW	Model Year	2018	Body	JLJL72	JEEP WRANGLER SPORT
Built Date	05/17/2018	Market	U	US	Plant	W Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			Serial#	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

Report Number		System Key	418665453	Report Version	1	Open Date	09/03/2018
Close Date	09/03/2018	Narrative Date	09/04/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Ease of using system displays while driving	5.
Comfort of driver bottom seat cushion	5.
What is your attitude overall towards the BRAND of your new car?	5.
Comfort of driver headrest.	5.
Comfort of driver seat back	4.
Brake responsiveness/effort	5.
Ease of adjusting driver seat to desired position.	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.
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	5.
Integration with phones	5.
Ride quality	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	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.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Overall rating of the driver seat	4.
How well the driver seat holds you in place while cornering.	4.
Rear view styling (rear fascia, bumper)	5.
Feel of the seat material	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Clarity of sound	5.
Integration with media players	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	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.
Exterior design and appearance (overall impression)	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Comfort of the rear (2nd row) seats.	5.
What are your favorite parts of your new vehicle?	Amazing machine
Is there anything about your new vehicle you would like to see changed?	Better welds,paint has flaws,very orange peel and weld slag
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.

About You	
Which, if any, influenced your purchase decision? (check all that apply):	Advertisements. Price/Purchase Terms/Financing. Manufacturers website. Previous experience with the vehicle/brand. Recommendations from friends or family. Vehicle test drive. Dealer/Salesperson interaction. Features/Capabilities. Internet research. Dealership information. Lifestyle. Value for the money. Automotive magazines. Image that the vehicle portrays. On-Line blogs or forums.
Please indicate your ethnicity	██████████
Please indicate the primary driver's age.	40 - 49.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Financing options	3.
Trade-in allowance	4.
Dealership treatment	5.
Did you purchase or lease your vehicle?	Purchase.
Primary vehicle in your household:	2014. 2500. Ram. Primary Household Vehicle: Purchased Used.
Primary vehicle you were considering:	2017. Chevrolet. Corvette. Primary Considered Vehicle: New.
Ability to test drive	5.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership. Interact with dealership by phone.
Convenience of dealership location	3.
Vehicle availability	5.
Please tell us about the vehicle you replaced (if applicable)	AIMA. Nissan. Replaced Vehicle: Purchased Used. 2014. Suburban.
Which of the following best describes the area you live in?	Offroad capability
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Vehicle fuel economy	4.
Vehicle performance	5.
Please indicate your gender	██████████
What year were you born?	██████████
Price	5.
Vehicle quality	5.
Vehicle styling	5.
What is your primary language?	English.
Cruise control system is broken/not working	
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Recall
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Recall
Please indicate what type of trouble was experienced with the cruise control system (check all that apply):	Other (please describe). Recall
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.	Great look

Detail on High Rated Items

You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Sounds great
You rated feel of the seat material High. Use this space to provide any specific comments you would like to share.	Comfortable and seems tough to withstand the sliding o we the bolster getting in and out where it is common for my at asat covers to wear out fast
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Lights up wide and far
You rated ease of folding rear seats to desired position High. Use this space to provide any specific comments you would like to share.	So quick and easy folding down and removing..great design
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Great look
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Impressive mileage for a Wrangler
You rated ease of adjusting rear seats to desired position High. Use this space to provide any specific comments you would like to share..	Vertical is the only issue
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Perfect for us
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Alot.quieter than any of my previous wranglers
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	Been on several long trips and feels great
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 look
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 look
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Peppy and smooth
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 welds concern me greatly
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	Works great
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.	A failed track bar could be deadly..some of the welds concern me
You rated comfort of driver headrest High. Use this space to provide any specific comments you would like to share..	Little hard and tilted at odd angle but fits comfortable
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Phones paired up and function great
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	Stops very well
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Zach and Bobby at Bayirds in West plains Missouri did a phenomenal job handling our purchase
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 pleased with the design
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 new JL
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Orange peeled paint is poor,weld slag is poor color is awesome depth is great
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Works great
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Fits us well
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	Great design
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Great machine
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.	Works great
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Everything works great
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.	Huge Jeep fan!
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Very open,few blind spots
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Wobbly and darty..very nervous about the track bar welds
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Don't have navigation
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Nice Mello smooth sound
You rated comfort of the 3rd row seats (if applicable) High. Use this space to provide any specific comments you would like to share..	Don't have 3rd row
	It sound good

Detail on High Rated Items	
You rated engine sound High. Use this space to provide any specific comments you would like to share.	
You rated ease of adjusting driver seat to desired position High. Use this space to provide any specific comments you would like to share.	Pull strap is awkward but positions are great
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Smooth barely notice gear changes
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Fits 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.	Very open feel yet still full roll.bar protection
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Works well for us
You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	Impreaaaae with the off-road capability of the new JL
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Works 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.	The welds
Overview	
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).
Was the trouble resolved to your satisfaction?	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 likely are you to recommend this vehicle to family, friends or colleagues?	10.
Please explain further about your choice to recommend your vehicle:	Love the new JL
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.
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.
Many of our 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.
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. Recall
What can we do to improve your likelihood to recommend your vehicle?	The welds are a serious concern for me,especially the track bar
How many visits did you make to the dealer?	1 visit.
Were the trouble(s) repaired or explained?	Fully.
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.
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?	Yes.
Features and Controls	
Features and Controls	Cruise control system.
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?	It is amazing,I have owned lots of Jeep Wranglers from CJ's to JK's the JL is very impressive with the only exception is the poor welds especially the track bar,mine is solid for now but still porous and not sure how long it will hold as it ages
Feedback/Concerns:	Welds are a serious concern I have, especially the track bar,very serious safety concern
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Features/Controls/Displays.

Cruise control system	
Cruise control system	Cruise control system is broken/not working.

Customer Complaint Report

VIN	1C4HJXFG6JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNL MITED RUBICON	
Built Date	07/20/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	420330503	Report Version	1	Open Date	09/18/2018
Close Date	09/18/2018	Narrative Date	09/19/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born?	
Dealership treatment	4.
Vehicle performance	4.
Primary vehicle in your household:	Sprinter Crew Van. Primary Household Vehicle: Purchased New. 2016. Mercedes-Benz.
Vehicle fuel economy	4.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Features/Capabilities. Lifestyle. Purchase.
Did you purchase or lease your vehicle?	4.
Price	4.
Financing options	4.
Please indicate the primary driver's age.	30 - 39.
What is your primary language?	English.
When considering this vehicle	Interact with dealership by email. Test drive the vehicle. Visit the dealership.
Trade-in allowance	3.
Ability to test drive	4.
Vehicle quality	4.
Vehicle styling	4.
Which of the following best describes the area you live in?	Rural.
Please indicate your gender	
Please indicate your ethnicity	
Convenience of dealership location	3.
Vehicle availability	4.

Body panels/doors misaligned/excessive gaps/poor fit

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_front. 10-25[11-22] Wrangler4_top. 7-18[8-21]
Is the issue:	All of the above.
Please indicate the location of the trouble (check all that apply):	Cowl panel (area between windshield and hood).
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.

Vehicle Satisfaction Ratings

How was your purchasing experience (the dealer/dealership)?	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	4.
Integration with media players	5.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Comfort of driver seat back	4.
Ease of adjusting rear seats to desired position.	4.
Rear view styling (rear fascia, bumper)	4.
Support for popular music/video formats	5.

Vehicle Satisfaction Ratings	
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Steering wheel adjustment	3.
What is your attitude overall towards your new car?	3.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
How well the driver seat holds you in place while cornering.	4.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Clarity of sound	3.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	4.
Engine exhaust sound	4.
Ease of adjusting driver seat to desired position.	4.
Steering and handling (responsiveness, stability)	3.
How do you feel about the durability of your new vehicle?	3.
Ease of getting into and out of vehicle	4.
Ride quality	4.
Integration with phones	5.
Feel of the seat material	4.
Overall audio, entertainment, and navigation system impression	5.
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.
Comfort of the rear (2nd row) seats.	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Navigation system route accuracy	5.
Engine sound	4.
How do you feel about the VALUE of your new car? (i.e.	3.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.

Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other. Steering, Handling, and Ride. Transmission and Drivetrain. Vehicle Exterior.

Other	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Please describe the other trouble you experienced:	Slag and porosity in the welds. Worried about rust.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.

Overview	
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?	Yes.
Did you review the Printed User Guide?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
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.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
How likely are you to recommend this vehicle to family, friends or colleagues?	5.
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. 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)?	
How many visits did you make to the dealer?	3 visits.
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).
Information in the Printed User Guide is easy to find and access	4 (agree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). They said they cant do anything about the welds.
Did you review the Owner's Information DVD?	No.
The Smartphone Application format is easy to understand and use	4 (agree).
The information in Mopar Companion was helpful	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?	No.

Abnormal squeaks/rattles/noises coming from tailgate	
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_back. 13-19
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Body panels/doors misaligned/excessive gaps/poor fit.

Hesitation or delay when shifting between gears	
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
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)	Reverse.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Soon after vehicle start-up.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss.	The welds
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.

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.

Tailgate	
Tailgate	Abnormal squeaks/rattles/noises coming from tailgate.

Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Hesitation or delay when shifting between gears.

Customer Complaint Report

VIN	1C4HJXDG7JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	05/30/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					

Report Number		System Key	420793196	Report Version	1	Open Date	09/21/2018
Close Date	09/21/2018	Narrative Date	09/24/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Entertainment/Navigation System/Connectivity

Please choose your cell phone brand	Iphone 6s plus
Please choose your cell phone carrier	Apple.
	AT&T Mobile.

Built-in Hands-Free Phone / Bluetooth system loses connection

Uconnect/FIAT Access Remote preconditioning is broken/not working	Radio reboots. Happened twice do dar
Is there more than one phone paired to the vehicle?	Yes.
Please describe where the trouble occurs (check all that apply):	Inside he vehicle.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.

About You

Vehicle availability	3.
Price	4.
Primary vehicle you were considering:	Primary Considered Vehicle: New.
	2018.
	Jeep.
	Wrangler.
Vehicle quality	4.
Please tell us about the vehicle you replaced (if applicable)	Chevrolet.
	Silverado 1500.
	2011.
	Replaced Vehicle: Purchased New.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
	Subaru.
	2012.
	Out back.
Which of the following best describes the area you live in?	Suburban.
Financing options	4.
Please indicate your ethnicity	Prefer not to answer.
When considering this vehicle	Test drive the vehicle.
	Research online.
	Visit the dealership.
Trade-in allowance	4.
Dealership treatment	4.
Convenience of dealership location	4.
What year were you born?	
Vehicle performance	4.
Please indicate the primary driver's age.	40 - 49.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your gender	
Ability to test drive	4.
Vehicle styling	4.
Vehicle fuel economy	3.

Vehicle Satisfaction Ratings

Steering and handling (responsiveness, stability)	3.
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Vehicle Satisfaction Ratings	
How well the driver seat holds you in place while cornering.	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Clarity of sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ease of using system displays while driving	2.
Ease of folding rear seats to desired position.	4.
Ease of adjusting driver seat to desired position.	5.
Integration with media players	3.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Comfort of driver bottom seat cushion	4.
Difficult driving conditions (adverse weather, off-road)	2.
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.
Ride quality	4.
Comfort of driver headrest.	4.
Feel of the seat material	4.
Overall audio, entertainment, and navigation system impression	2.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Climate control operation (function and ease of use)	4.
Comfort of driver seat back	5.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Ease of adjusting rear seats to desired position.	3.
What is your attitude overall towards your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Comfort of the rear (2nd row) seats.	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	5.
Engine sound	3.
Integration with phones	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Overall rating of the driver seat	4.
Steering wheel adjustment	3.
How do you feel about the durability of your new vehicle?	4.
Head/leg/foot room	5.

USB connection 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. Poor GUI And resets after turning vehicle off
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.

Overview

Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
How likely are you to recommend this vehicle to family, friends or colleagues?	5.
Please explain further about your choice to recommend your vehicle:	Believe there are weld quality issues that have not been addressed in a safe and appropriate manner (ie recall for inspection and corrective measures)
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.
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.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).

Overview	
Printed User Guide covers the necessary features	4 (agree).
Did you review the Owner's Information DVD?	No.
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.).
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.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard. Squeak/rattle/abnormal noises from overhead console.
Other	
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Weld defect from factory
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Please describe the other trouble you experienced:	Bad frame weld on front track bar bracket. Outer fillet weld bead positioned too high and missed ~90% of bracket lip. Believe integrity of the weld group for the track bar bracket is impacted
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
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.
Squeak/rattle/abnormal noises from instrument panel/dashboard	
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	IP_Dashboard. 4-11 5-10
Describe under what condition(s) this trouble occurs. [Mark all that apply]	At high speeds (50 miles per hour and higher). Or windy conditions
Describe what type of noise is heard from the instrument panel. [Mark all that apply]	Squeak. Wind induced squeal through windshield lower left side
Detail on High Rated Items	
You rated ease of adjusting driver seat to desired position High. Use this space to provide any specific comments you would like to share.	Im tall, wife short. Nuff said.
Squeak/rattle/abnormal noises from overhead console	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.
Trouble occurs when:	Both accelerating and decelerating.
Please describe in the box below where from the overhead console the trouble with abnormal noises is located:	Left of drivers side soundbar
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Trouble happens on the following road conditions:	Normal city roads.
Trouble occurs at these speeds (check all that apply):	Low speeds.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system loses connection.
USB connection issues	
USB connection issues	USB connection is difficult to understand/use; is in a poor location.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Interior Trim/Storage/Windows. Entertainment/Navigation System/Connectivity.

Vehicle Issues/Things Gone Wrong	
	Other.
What Can We Do Better?	
What has Chrysler done right?	Great vehicle. Just want more confidence in FCAs quality with regards to frame weld issues.
Media	
Media	USB connection issues.

Customer Complaint Report

VIN	1C4HJXDG6JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	08/14/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PGE	POLO GREEN CLEAR COAT					

Report Number		System Key		Report Version	1	Open Date	10/18/2018
Close Date	10/19/2018	Narrative Date	10/22/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Excessive wind noise

Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	when driving there is excessive wind noise
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_front. 5-22 5-35
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Please indicate the location of the wind noise (check all that apply):	Front windshield.

Vehicle Satisfaction Ratings

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.
Climate control operation (function and ease of use)	5.
Overall rating of the driver seat	5.
Feel of the seat material	5.
Headlight illumination/performance during night-time driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ride quality	5.
Interior noise level while driving	2.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	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.
Steering wheel adjustment	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
Is there anything about your new vehicle you would like to see changed?	wind noise, wandering steering
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.
Ease of getting into and out of vehicle	5.
Engine sound	4.
Comfort of driver headrest.	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Comfort of driver bottom seat cushion	5.
Exterior design and appearance (overall impression)	4.
What are your favorite parts of your new vehicle?	The Revisions from the JK, the color too
Front view styling (front fascia, hood, grille, headlight area)	4.
Difficult driving conditions (adverse weather, off-road)	5.
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.
How well the driver seat holds you in place while cornering.	5.
Integration with media players	4.
Ease of adjusting rear seats to desired position.	4.

Vehicle Satisfaction Ratings	
Clarity of sound	5.
Ease of folding rear seats to desired position.	5.
Steering and handling (responsiveness, stability)	2.
Ease of adjusting driver seat to desired position.	4.
Comfort of driver seat back	5.

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). JP, 4Wheeler, Peterson's, CRAWL, 4-Low
How likely are you to recommend this vehicle to family, friends or colleagues?	10.
Did you review the Owner's Information DVD?	No.
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.
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).
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.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	it's a huge improvement from the JK, we are very happy with it.
What can we do to improve your likelihood to recommend your vehicle?	fix wind noise and wandering steering
Printed User Guide covers the necessary features	2 (disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

About You	
When considering this vehicle	Research online.
Which, if any, influenced your purchase decision? (check all that apply):	On-Line blogs or forums.
Primary vehicle in your household:	2017. Ford. F-150. Primary Household Vehicle: Purchased New.
Please indicate your gender	Male
What year were you born?	1988
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
Please indicate your ethnicity	White
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate the primary driver's age.	30 - 39.
Did you purchase or lease your vehicle?	Purchase.

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:	1,000-2,999.

Detail on High Rated Items	
You rated overall rating of the driver seat High. Use this space to provide any specific comments you would like to share.	see seat comments above
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	nice upgrade from the JK with the larger brakes - like the engineers know we are going to put bigger tires on.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	good bass, clear audio Our Sport did not come with navigation and we are pretty bummed about that
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	see seat comments above
You rated comfort of driver seat back High. Use this space to provide any specific comments you would like to share.	We just got back from a 1,000 mile overland trip in Nevada. Never felt beat up or fatigue after a long day of driving offroad. Great seat. We have aftermarket suspension seats in our other Jeeps, we know a good seat. The JL seat is a good seat.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	The Mojito color is beautiful
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	better than the JK
You rated how well the driver seat holds you in place while cornering High. Use this space to provide any specific comments you would like to share.	see seat comments above

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.	we like the 8 speed transmission, shifts nicely, we rarely notice the shifting
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
You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	We've done about 1,000 miles of off-road dirt roads and moderate trails, the JL is great. in 4-low, however, the throttle seems to lag.
You rated ease of folding rear seats to desired position High. Use this space to provide any specific comments you would like to share.	works easily
You rated feel of the seat material High. Use this space to provide any specific comments you would like to share.	see seat comments above

Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Vehicle Exterior. Steering, Handling, and Ride. Features/Controls/Displays.
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Steering system/wheel has too much play, feels loose

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Driving range is less than expected on full charge	High speeds (46 MPH and above). the jeep wanders on the road
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Electric motor noise when driving	All road conditions.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	when driving at highway speeds

What Can We Do Better?

Feedback/Concerns:	I'm concerned about the upcoming recalls as a first year vehicle. We are concerned about the frame welds specifically. Our frame welds are showing porosity and rust. Track bar mount looks OK on our JL.
What has Chrysler done right?	We purchased our JL to use as a company display vehicle, we manufacture aftermarket Jeep Parts and display at shows and events across the country. he JL motor and gearing is great, we have 35" tires and don't feel the need to re-gear. Very comfortable. Great stereo. Love the Mojito color.

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.	We would like to hear more about upcoming recalls. Please call [REDACTED]
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Wind Noise

Wind Noise	Excessive wind noise.
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Steering and Handling

Vehicle does not charge completely	Steering system/wheel has too much play, feels loose.
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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.	- steering wandering - wind noise - potential recalls of a first year vehicle - frame welds
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Customer Complaint Report

VIN	1C4HJXFGXJW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
Built Date	06/28/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key		Report Version	1	Open Date	10/09/2018
Close Date	10/23/2018	Narrative Date	10/23/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Steering system/wheel has too much play, feels loose

Driving range is less than expected on full charge	All speeds. There's a 1 to 1 1/2 of play in the steering wheel. A dead spot with no response and feels loose.
Electric motor noise when driving	All road conditions.
Uconnect/FIAT Access Remote preconditioning is broken/not working	The welds on the frame has pinholes. Those imperfections could cause the welds to fail. Your flux core rig needs someone to manage it better. So many things can have caused those pinholes but usually it's human error and could have been avoided.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.

Steering and Handling

Vehicle does not charge completely	Steering system/wheel has too much play, feels loose.
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Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other. Steering, Handling, and Ride.
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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.
Printed User Guide covers the necessary features	4 (agree).
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 taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Printed User Guide?	Yes.

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.

Customer Complaint Report

VIN	1C4HJXCG9	Model Year	2018	Body	JLJS72	JEEP WRANGLER RUBICON
Built Date	07/16/2018	Market	U	US	Plant	W Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	
Transmission	DEM	6-SPEED MANUAL TRANSMISSION			Serial#	
Color	PGE	POLO GREEN CLEAR COAT				

Report Number		System Key		Report Version	1	Open Date	10/24/2018
Close Date	10/24/2018	Narrative Date	10/25/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

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. 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 rating is mos ly due to frame weld quality. Hard top is very easy to scratch and chip for a component that is meant to be removed. Had I known the manual shift would have so little power and no adjustment allowance for my short stature I would have ordered an automatic. Weld quality is what you would expect from an elementary school child. Seat adjustment with the tether is odd and awkward. Support from my dealership over my concern about the welds was at a zero, especially after a known issue/ recall was issued. As of today, I haven't been contacted by anyone and my VIN falls in the recall
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. You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Again, weld quality does not make me feel like it's very safe or that it will last. Early rust is a specific concern Manual transmission is difficult to shift from reverse to first gear. Little to no power in higher gears. 6th gear power is atrocious.

What Can We Do Better?

What has Chrysler done right? Feedback/Concerns:	The looks of he Rubicon are awesome, the Mojito color is wonderful. Provide training DVDs to first time buyers to explain the inside and outside of the of sway bar disconnection and off road driving With an issue as serious as welds on frames for vehicles, especially off road use vehicles, your customers should be made to feel safe
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Vehicle Satisfaction Ratings

Ease of adjusting rear seats to desired position.	2.
Interior comfort, design and appearance of interior (overall impression)	3.
How was your purchasing experience (the dealer/dealership)?	3.
Comfort of the rear (2nd row) seats.	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the durability of your new vehicle?	1.
Front view styling (front fascia, hood, grille, headlight area)	2.
Overall rating of the driver seat	2.
Support for popular music/video formats	3.
Safety and visibility while driving	3.
Feel of the seat material	4.
Exterior design and appearance (overall impression)	1.
Climate control operation (function and ease of use)	4.
Overall audio, entertainment, and navigation system impression	3.
Location and usefulness of interior lighting	3.
Integration with media players	4.
Ease of adjusting driver seat to desired position.	2.
What is your attitude overall towards the BRAND of your new car?	3.
Brake responsiveness/effort	4.
Ease of folding rear seats to desired position.	4.
What is your attitude overall towards your new car?	2.
Headlight illumination/performance during night-time driving	3.
Wheels, rims, and tires appearance and styling	5.
Is there anything about your new vehicle you would like to see changed?	More options for shorter stature drivers, electronic seat adjustment, WELD QUALITY
Steering wheel adjustment	2.
Comfort of driver seat back	3.
Comfort of driver headrest.	3.
Comfort of driver bottom seat cushion	3.
Transmission gear change performance (smoothness)	1.
Ease of getting into and out of vehicle	3.

Vehicle Satisfaction Ratings	
Interior noise level while driving	3.
Ride quality	3.
Integration with phones	4.
Clarity of sound	2.
Engine performance during acceleration	2.
Difficult driving conditions (adverse weather, off-road)	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	2.
Rear view styling (rear fascia, bumper)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	2.
How well the driver seat holds you in place while cornering.	3.
Appearance of exterior paint	5.
What are your favorite parts of your new vehicle?	Color
Navigation system route accuracy	2.
Fuel economy and driving range	3.
Engine exhaust sound	4.
How do you feel about the VALUE of your new car? (i.e.	2.
Ease of using system displays while driving	4.

About You	
What is your primary language?	English.
Primary vehicle in your household:	Ford. 2017. Primary Household Vehicle: Purchased New. F-150.
Did you purchase or lease your vehicle?	Purchase.
Vehicle styling	5.
Ability to test drive	4.
Please indicate your gender	██████
What year were you born?	██████
Please tell us about the vehicle you replaced (if applicable)	Nissan. Rogue. Replaced Vehicle: Purchased New. 2016.
Which of the following best describes the area you live in?	Rural.
Which, if any, influenced your purchase decision? (check all that apply):	Advertisements.
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.	40 - 49.

Gearshift is difficult to operate (man. trans.)	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Why is the gearshift difficult to operate?	Gear selector requires too much effort/force to operate.

Overview	
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).
What can we do to improve your likelihood to recommend your vehicle?	Improve weld quality, improve quality inspection
Please explain further about your choice to recommend your vehicle:	Until FCA improves their quality of their welds I would not recommend anyone purchase it.
Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Owner's Information DVD?	No.
How likely are you to recommend this vehicle to family, friends or colleagues?	1.
Did you review the Printed User Guide?	Yes.
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 phone or e-mail.
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	4 (satisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	

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?	Other (please explain further, if applicable). Emailed pictures of welds. Was told by the salesman they looked fine to him and that's all I got. Did not receive afore mentioned DVD Yes.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Transmission and Drivetrain. 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?	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.	Weld quality. [REDACTED]
Other	
Please describe the other trouble you experienced:	The frame welds are very low quality. High occurrence of porosity and undercutting. One weld nearly missed the second seam most of the length of the bead. Orangish color on all welds. Concerned about strength of welds, how salt from winter weather will affect them, etc. Should not be a worry on a nearly \$50,000 vehicle. Sent pictures to dealership and was shrugged off. Uconnect screen has glitched, volume and screen going crazy. Lack of a manual vehicle to test drive did not allow me to realize how far up I would have to scoot the seat up in order to reach pedals. I have to sit too close to the steering wheel to be safe. Love my Rubicon other than this, the welds being my biggest complaint.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
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.
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.	Mojito is a very sharp color. Nice to see something different that stands out
Manual Transmission Shifting	
Manual Transmission Shifting	Gearshift is difficult to operate (man. trans.).

Customer Complaint Report

VIN	1C4HJXCG5JW	Model Year	2018	Body	JLJS72	JEEP WRANGLER RUBICON
Built Date	05/18/2018	Market	U	US	Plant	W Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	
Transmission	DEM	6-SPEED MANUAL TRANSMISSION			Serial#	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

Report Number		System Key		Report Version	1	Open Date	10/25/2018
Close Date	10/25/2018	Narrative Date	10/26/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Other

Please describe the other trouble you experienced:

1) Frame has poor welds. Is currently in the shop for UA5 recall for over a week with no response from FCA (I don't expect an issue with the track bar welds). 2) HSA works intermittently. 3) Coolant level has gone down, but I don't see any leaks. Dealer just re-filled it so we'll see if it was just air in the system.

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

0 - 1499 miles.

Uconnect/FIAT Access Remote lock/unlock broken/not working

Trouble occurs regularly.

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

Within the 1st month after delivery.

About You

What year were you born?

1.

Financing options

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

Mercedes-Benz.

Sprinter Crew Van.

2015.

English.

What is your primary language?

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 average miles per gallon (MPG) with your vehicle?

21-22 mpg.

Which of the following best describes the area you live in?

Suburban.

Please tell us about the vehicle you replaced (if applicable)

Volkswagen.

Jetta SportWagen.

2011.

Replaced Vehicle: Purchased New.

Vehicle styling

4.

Vehicle quality

5.

Please indicate the primary driver's age.

50 - 59.

Please indicate your gender

Price

2.

Ability to test drive

5.

Which, if any, influenced your purchase decision? (check all that apply):

Features/Capabilities.

Previous experience with the vehicle/brand.

Internet research.

Vehicle fuel economy

3.

Please indicate your ethnicity

Vehicle performance

5.

Did you purchase or lease your vehicle?

Purchase.

Convenience of dealership location

1.

Trade-in allowance

1.

Vehicle availability

2.

Dealership treatment

5.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?

Interior

Vehicle storage and space usage

4.

Ease of using system displays while driving

4.

Engine exhaust sound

4.

Vehicle Satisfaction Ratings	
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.)	4.
Location and usefulness of interior lighting	4.
How well the driver seat holds you in place while cornering.	4.
Steering and handling (responsiveness, stability)	1.
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	5.
Brake responsiveness/effort	4.
Comfort of the rear (2nd row) seats.	4.
Climate control operation (function and ease of use)	5.
Is there anything about your new vehicle you would like to see changed?	Better quality control. Angle top lip of dash up a bit. Put window buttons on doors.
Feel of the seat material	4.
Overall audio, entertainment, and navigation system impression	5.
How do you feel about the durability of your new vehicle?	3.
Comfort of driver headrest.	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Integration with phones	5.
Engine sound	4.
Overall rating of the driver seat	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.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Rear view styling (rear fascia, bumper)	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Comfort of driver seat back	4.
Ease of adjusting driver seat to desired position.	4.
Support for popular music/video formats	5.
What is your attitude overall towards the BRAND of your new car?	2.
Steering wheel adjustment	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Clarity of sound	4.
Integration with media players	5.
How was your purchasing experience (the dealer/dealership)?	5.

Excessive wind noise	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Appears to be 85% from the soft top seal. Drivers side latch is loose compared to passenger. Remaining 15% may be windshield gasket.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_front. 4-47 5-40
Please indicate the location of the wind noise (check all that apply):	Front windshield. Can hear a whistle sound coming from the A pillar in cross winds
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs intermittently.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	During cross winds

Engine stumbles/hesitates/surges	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Engine trouble occurs after vehicle is started at:	Other (please describe). Most conditions, thought it hasn't been that cold yet. Haven't really isolated conditions where it doesn't happen.
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Engine trouble occurs (check all that apply):	Other (please describe). Most of the time. Haven't really isolated conditions where it doesn't happen.

Engine stumbles/hesitates/surges	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	Within the 1st month after delivery.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Off idle RPM in 1st gear.
What best describes the engine drivability trouble? (check all that apply):	Other engine drivability trouble (please describe). Engine surges at off idle RPM. It's near impossible to drive smoothly at low speed in 1st gear.

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).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer.
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). Still have steering dead spot, HSA issue, and soft top issue (appointment for this on 10-31).
Did you review the Owner's Information DVD?	No.
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.).
Please explain further about your choice to recommend your vehicle:	I expected some issues with a new model year, but what I have seen is way beyond expectation. What makes things worse is the way these issues have been handled. I like my Jeep, but have no confidence in FCA.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
What can we do to improve your likelihood to recommend your vehicle?	Get dealers trained on technical issues. Get dealers willing to investigate root cause of issues. Get FCA corporate to improve quality control. Get FCA corporate to respond in a timely fashion.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very 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.
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).
How likely are you to recommend this vehicle to family, friends or colleagues?	0.
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.

Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Steering, Handling, and Ride. Vehicle Exterior. Engine. 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?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

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.	Frame welds are terrible. There is a lot of porosity, spatter, and slag, poor penetration and bead uniformity, etc.
You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.	On the test drive I noticed the loose steering. I thought it was just the brand new tires. On the drive home, I realized it was much more. I could barely keep the Jeep in one lane, especially in crosswinds or when passing a semi truck. I found loose ball joints and rod ends. The lower driver's ball joint was so loose I could turn it with my fingers. The steering box also has excessive play.

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.	I have the LED lighting package.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	No problems streaming over Bluetooth.
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 interior is well laid out, almost an A+ except for a couple of issues: angle top lip of dash up a bit to improve view of instrument cluster, move window switches to doors (I have a manual, and a passenger reaching for the switch gets in the way of shifting).
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	I got a good price without any negotiation or headaches.

Detail on High Rated Items

You rated integration with phones High. Use this space to provide any specific comments you would like to share. No Bluetooth issues. Android Auto and Apple Car Play work well.

You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.

Heat output is very good. Dual zone is nice.

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.

The user interface is intuitive and features are 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.

Bad welds, steering, UA5 recall. [REDACTED]

Steering system/wheel has too much play, feels loose

Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use
Electric motor noise when driving

It is mostly a problem in cross winds or when road camber changes.
All road conditions.

Driving range is less than expected on full charge

All speeds. I had loose ball joints and rod ends. After fixing this, the steering still has a dead zone. The steering pump TSB helped response at freeway speed outside of the dead zone, but did not reduce the dead zone. The play is in the steering box.

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

At delivery.

Uconnect/FIAT Access Remote lock/unlock broken/not working

Trouble occurs regularly.

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

0-999.

Uconnect/FIAT Access Remote preconditioning is broken/not working

Still trying to get the steering box replaced with latest AD revision.

Has this trouble required that the vehicle be towed to be repaired?

Yes.

Exterior molding/exterior trim damaged/scratched/loose/misaligned/falling off

Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):

Other location (please describe). Gas filler door

Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).

Wrangler4_front. 12-55|

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

0-999.

Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:

Exterior molding/trim is loose.

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

At delivery.

What Can We Do Better?

What has Chrysler done right?

The design of the new JL is good, especially the interior.

Feedback/Concerns:

Quality control is terrible.

Exterior Appearance/Paint:

Exterior Appearance/Paint:

Exterior molding/exterior trim damaged/scratched/loose/misaligned/falling off.

Engine Driveability (stumbles/hesitates/surges)

Engine Driveability (stumbles/hesitates/surges)

Engine stumbles/hesitates/surges.

Wind Noise

Wind Noise

Excessive wind noise.

Steering and Handling

Vehicle does not charge completely

Steering system/wheel has too much play, feels loose.

Customer Complaint Report

VIN	1C4HJXCG8JW	Model Year	2018	Body	JLJS72	JEEP WRANGLER RUBICON
Built Date	06/15/2018	Market	U	US	Plant	W Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			Serial#	
Color	PW7	BRIGHT WHITE CLEAR COAT				

Report Number		System Key		Report Version	1	Open Date	10/30/2018
Close Date	10/30/2018	Narrative Date	10/31/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Steering system/wheel has too much play, feels loose

Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	See notes above
Driving range is less than expected on full charge	High speeds (46 MPH and above). At speeds of 55ish and up the wheel will have roughly 3-4 inches of play at center wheel before jeep reacts to inputs
Uconnect/FIAT Access Remote preconditioning is broken/not working	Was not towed but while at shop for track bar recall dealer did find issue and replace searing gear box
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Electric motor noise when driving	All road conditions.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.

Vehicle Satisfaction Ratings

Comfort of the rear (2nd row) seats.	3.
Support for popular music/video formats	4.
Ease of adjusting driver seat to desired position.	4.
Appearance of exterior paint	5.
Comfort of driver seat back	5.
Rear view styling (rear fascia, bumper)	5.
What is your attitude overall towards your new car?	4.
Integration with media players	5.
Comfort of driver headrest.	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Comfort of driver bottom seat cushion	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Engine sound	4.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
How do you feel about the durability of your new vehicle?	3.
How was your purchasing experience (the dealer/dealership)?	2.
Overall rating of the driver seat	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Clarity of sound	3.
Ease of using system displays while driving	5.
How do you feel about the VALUE of your new car? (i.e.	2.
Steering wheel adjustment	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
How well the driver seat holds you in place while cornering.	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Fuel economy and driving range	3.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Feel of the seat material	4.
What are your favorite parts of your new vehicle?	the ability
Ease of getting into and out of vehicle	4.

Vehicle Satisfaction Ratings	
Interior noise level while driving	4.
Ride quality	4.
Overall audio, entertainment, and navigation system impression	4.
Brake responsiveness/effort	4.
Integration with phones	5.
Is there anything about your new vehicle you would like to see changed?	QA
Steering and handling (responsiveness, stability)	1.
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.
Climate control operation (function and ease of use)	5.

About You	
Which, if any, influenced your purchase decision? (check all that apply):	Internet research. Previous experience with the vehicle/brand. Vehicle test drive. Image that the vehicle portrays. Lifestyle. On-Line blogs or forums. Features/Capabilities.
Price	3.
Trade-in allowance	4.
Please indicate your ethnicity	█
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
What year were you born?	Newport RI
Primary vehicle in your household:	2 Series. BMW. 2017. Primary Household Vehicle: Purchased New.
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.	30 - 39.
Did you purchase or lease your vehicle?	Lease.
Financing options	5.
Convenience of dealership location	3.
Vehicle availability	4.
Ability to test drive	5.
What is your primary language?	English.
Please indicate your gender	█

Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other. Steering, Handling, and Ride.

What Can We Do Better?	
What has Chrysler done right?	Built a very capable jeep with quality in the interior
Feedback/Concerns:	issues with poor steering and the possibility of track bar bracket breakage is concerning

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.	These are the items i feel you did well, do not feel there is much i need to add

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?	Dissatisfied.
Please explain further about your choice to recommend your vehicle:	Fairly large issue with track bar weld, appears that issue was known before delivery of jeep since there was poor attempt to repair, prior to delivery to the dealer
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 Printed User Guide?	Yes. Yes, by phone or e-mail.

Overview

If our team has any additional questions about your responses, would you accept further contact?

How many visits did you make to the dealer?

1 visit.

Which automotive publications do you subscribe to? (check all that apply)

Motor Trend.
Road and Track.
Car and Driver.

How likely are you to recommend this vehicle to family, friends or colleagues?

3.

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.

What can we do to improve your likelihood to recommend your vehicle?

Better QA for the safety of the end user rather than adherence to delivery timelines

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

3 (neither satisfied nor dissatisfied).

Were the trouble(s) repaired or explained?

Partially (please explain further, if applicable). Steering gear box was replaced, still awaiting on result of track bar recall

Many of our 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.

Steering and Handling

Vehicle does not charge completely

Steering system/wheel has too much play, feels loose.

Other

Uconnect/FIAT Access Remote phone/email notifications are broken/not working

Within the 1st month after delivery.

Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use

0 - 1499 miles.

Uconnect/FIAT Access Remote lock/unlock broken/not working

Trouble occurs regularly.

Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use

all times

Please describe the other trouble you experienced:

Track Bar weld recall, jeep falls under vin and frame code for recall, visible miss robot weld and poor "corrected" weld by hand noticeable

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?

Yes.

Are you the primary driver of this vehicle?

Yes.

Detail on Low Rated Items

You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.

far to much play at center steering for a 2018 vehicle with 2k miles on it

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	1C4HJXDG2JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	02/14/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key		Report Version	1	Open Date	10/31/2018
Close Date	10/31/2018	Narrative Date	11/01/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Other

Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1500 - 3999 miles.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Flawed frame so all the time.
Please describe the other trouble you experienced:	My jeep has bad welds throughout its frame. Everything from rust forming on joints to welds that do not tie in both parts, welds with very little weld material on them and little to no penetration, welds missed completely, cold weld joints and porous welds. I have verified this with a CWI. I would estimate it to be at least 80% of the welds on the frame are bad. I have taken around 70 pictures to document this and have filed a complaint with NHTSA

Vehicle Satisfaction Ratings

Wheels, rims, and tires appearance and styling	2.
Ease of folding rear seats to desired position.	5.
Headlight illumination/performance during night-time driving	4.
What is your attitude overall towards the BRAND of your new car?	4.
Ease of adjusting rear seats to desired position.	4.
Exterior design and appearance (overall impression)	5.
Comfort of driver seat back	4.
Ease of adjusting driver seat to desired position.	4.
Side/profile view styling (driver's side or passenger's side exterior area)	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.
What is your attitude overall towards your new car?	1.
How do you feel about the durability of your new vehicle?	2.
Overall rating of the driver seat	4.
Rear view styling (rear fascia, bumper)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Is there anything about your new vehicle you would like to see changed?	Axle disconnect in the front needs to be removed
Comfort of driver bottom seat cushion	4.
Ease of using system displays while driving	5.
What are your favorite parts of your new vehicle?	Ride quality and the new soft top is fantastic
Comfort of driver headrest.	3.
Clarity of sound	5.
Integration with media players	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	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.
How well the driver seat holds you in place while cornering.	4.
Overall audio, entertainment, and navigation system impression	5.
Feel of the seat material	5.
How do you feel about the VALUE of your new car? (i.e.	3.

Vehicle Satisfaction Ratings	
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Integration with phones	5.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Comfort of the rear (2nd row) seats.	5.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.

About You	
Vehicle quality	3.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Dealer/Salesperson interaction. Internet research. Previous experience with the vehicle/brand. Lifestyle. Features/Capabilities.
Please indicate the primary driver's age.	30 - 39.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Jeep. Cherokee. 1989. Replaced Vehicle: Purchased Used.
Dealership treatment	1.
Ability to test drive	2.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Primary vehicle you were considering:	Jeep. Wrangler Unlimited. 2017. Primary Considered Vehicle: New.
When considering this vehicle	Research online. Visit the dealership.
Which of the following best describes the area you live in?	Urban.
Convenience of dealership location	1.
Vehicle availability	2.
Financing options	3.
Vehicle performance	3.
Please indicate your ethnicity	
Vehicle styling	1.
Vehicle fuel economy	2.
Trade-in allowance	3.
Please indicate your gender	
Price	4.
What year were you born?	

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).
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).
How likely are you to recommend this vehicle to family, friends or colleagues?	5.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). I get my news online now.
Have 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 to improve your likelihood to recommend your vehicle?	Buy it back and replaced it with a jeep that does not have a bad frame under it.
How many visits did you make to the dealer?	Other (please explain further, if applicable). FCA has instructed my dealer to hold my jeep. So only one visit for the jeep. I have been down to the dealer a few times to assist them in pointing out the welds. Dealer has been very helpful.
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	
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). I am in the process of trying to get my Jeep bought back and replaced so I cannot fully answer this at this time
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
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.
Information in the Smartphone Application is easy to find and access	4 (agree).
Please explain further about your choice to recommend your vehicle:	I love how well the new jeep performs but I cannot recommend it to someone until FCA corrects their weld issues. I think the jeep is well thought out and love how it looks and drives. I think it was just rushed to market a little too quickly which caused the problems with the frames. Once I know that FMC has corrected this problem I will definitely recommend the new model JL to anyone. Right now I am telling everyone to hold off a year or so before they buy one.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.
The information in Mopar Companion was helpful	4 (agree).
What Can We Do Better?	
What has Chrysler done right?	The jeep works well and drives great. Much smoother than the previous models. Love the new look.
Feedback/Concerns:	Have stricter QC checks on your products whether it be in receiving parts or in final inspection of the vehicles
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.	Buy back of my jeep. I already have a case opened up on it and its number is [REDACTED] You can contact me if you wish. I have already been in contact with Corporate on this though. My phone number is [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:	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.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other.
Detail on Low Rated Items	
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	I had worked very hard to get this new jeep and it had been a goal I had set to achieve for a long time but upon finding out that it was one of the ones with bad frame welds I was very upset. This is something that I never would have thought to check or should have to check when buying new. I have had many jeeps in the past and love my jeeps so when I finally get my new jeep and find out it has a bad frame I was heartbroken. I still feel that jeep did a fantastic job on the new redesign but rushed it to market too fast which caused quality issues that never should have happened. My jeep should have never been shipped with a frame under it in this bad of condition. Once I had seen how bad it was I did not feel safe at all driving 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.	Frame welds bad throughout the frame
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 dealer had been fantastic to deal with throughout the entire process.

Customer Complaint Report

VIN	1C4HJXDG8JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	02/08/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key		Report Version	1	Open Date	11/03/2018
Close Date	11/03/2018	Narrative Date	11/05/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

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.

Frame welds are porous and of poor quality. Concerned that the frame will rust through and not be safe. Request a replacement jeep with better welds. Poor customer service and poor customer experience here.

About You

Vehicle performance	2.
Vehicle fuel economy	2.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Convenience of dealership location	2.
Trade-in allowance	2.
Dealership treatment	2.
Primary vehicle you were considering:	2017. Tundra 4WD Truck. Toyota. Primary Considered Vehicle: New. Purchase. Interact with dealership by email.
Did you purchase or lease your vehicle?	
When considering this vehicle	Inventory affected by the hurricane in Houston.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Financing options	2.
Vehicle quality	2.
Vehicle availability	5.
Price	2.
Ability to test drive	2.
Vehicle styling	2.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.

Vehicle Satisfaction Ratings

Ease of getting into and out of vehicle	3.
Appearance of exterior paint	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	1.
Transmission gear change performance (smoothness)	3.
Comfort of driver headrest.	2.
Ease of adjusting driver seat to desired position.	2.
Fuel economy and driving range	1.
Brake responsiveness/effort	3.
Ease of folding rear seats to desired position.	3.
Ease of adjusting rear seats to desired position.	3.
Difficult driving conditions (adverse weather, off-road)	4.
What are your favorite parts of your new vehicle?	Frame welds are poor
Engine exhaust sound	2.
Ride quality	3.
How was your purchasing experience (the dealer/dealership)?	1.
What is your attitude overall towards your new car?	1.
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
Is there anything about your new vehicle you would like to see changed?	Frame welds are poor
Engine sound	2.
Navigation system route accuracy	1.
What is your attitude overall towards the BRAND of your new car?	1.
Interior noise level while driving	2.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	3.
Support for popular music/video formats	3.
Safety and visibility while driving	3.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Vehicle storage and space usage	4.
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.
Integration with media players	2.
How well the driver seat holds you in place while cornering.	2.
Comfort of the rear (2nd row) seats.	2.
Ease of using system displays while driving	3.
Comfort of driver seat back	3.
Overall rating of the driver seat	2.
Comfort of driver bottom seat cushion	1.
Overall audio, entertainment, and navigation system impression	2.
Integration with phones	2.
Feel of the seat material	3.
Clarity of sound	3.
Headlight illumination/performance during night-time driving	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Head/leg/foot room	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	3.
Climate control operation (function and ease of use)	3.

Overview

Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Did you review the Owner's Information DVD?	No.
What can we do to improve your likelihood to recommend your vehicle?	Replace my jeep with one with better frame welds.
Information in the Printed User Guide is easy to find and access	2 (disagree).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). During frame inspection no one called me when FCA rep was there to inspect. I requested to go over the frame weld inspection in person.
Did you review the Printed User Guide?	Yes.
How likely are you to recommend this vehicle to family, friends or colleagues?	0.
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.
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	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.).
Please explain further about your choice to recommend your vehicle:	n/a
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. AutoNation CDJR North Richland Hills Texas
Printed User Guide covers the necessary features	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.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Please provide feedback on how Chrysler can improve the Printed User Guide	Print is too small.
How many visits did you make to the dealer?	2 visits.

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.	Please provide the 2018 jeep wrangler JLU frame weld specifications on what is good and what is a bad weld.

Detail on Low Rated Items

You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.	Mileage is of a full size truck. Very inefficient.
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	When you notice rust on a new vehicle then you are concerned. Then you noticed the frame welds are porous you question the safety of the vehicle.

Detail on Low Rated Items	
You rated comfort of driver bottom seat cushion Low. Use this space to provide any specific comments you would like to share.	cheap material
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Purchase experience was very rushed and in-personable. It was not a comfortable experience and I regret going to AutoNation CDJR North Richland Hills Texas.
You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.	Radio does not have apple CarPlay therefore it does not meet my needs.
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.	Build quality is the poorest I've seen on a new vehicle.
You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.	porous frame welds that have pinholes that are separated by less of the width of the pinhole. They are too close and the weld will not hold.
You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.	There feels like too much play in the steering when driving on the freeway.
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.	Frame welds look to be incomplete are already starting to rust. I question the integrity of the frame welds.
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.	Frame weld quality and integrity. Also concerned about the extra play in the steering wheel.
Other	
Uconnect/FIAT Access Remote lock/unlock broken/not working Please describe the other trouble you experienced:	Trouble occurs regularly. Concerned with porous frame welds that are beginning to rust. Concerned how well the frame will hold up as time passes. Request a replacement jeep.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	n/a
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0 - 1499 miles.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.
What Can We Do Better?	
What has Chrysler done right? Feedback/Concerns:	Nothing at this point. It has been a very poor experience. Hold the dealership accountable for the customer buying experience and jeep service. If it was from the customers the dealerships would not be successful. AutoNation's lack of communication has been poor. No one would listen to my concerns with this new jeep and it was quickly brushed aside as "being with in factory specs." I have photos that speak for themselves.
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	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?	Yes.
Please tell us how many miles are currently on your vehicle:	0-999.

Customer Complaint Report

VIN	1C4HJXDG9JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	08/01/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key		Report Version	1	Open Date	11/07/2018
Close Date	11/07/2018	Narrative Date	11/08/2018	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.

You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.

You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.

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.

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.

My Wrangler was not part of the recall for faulty welds and dealership assured me my car was safe. Independently confirmed that my car has bad welds and is unsafe. Am I supposed to not use my new car for 6 months while you slow walk repairing your faulty manufacturing?

Why can't JEEP stand behind their products?

The rattling windows drive me crazy and diminish the value of my car when I go to sell it asap. I'll lose over 10k getting rid of this car.

I had two major issues with brand new car within the first week of ownership. Hard to considered durability when you stuck me with faulty vehicle.

Lifelong JEEP customer is so deeply disappointed that JEEP would screw me.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Windows that don't rattle excessively & welds that are safe
What is your attitude overall towards the BRAND of your new car?	1.
Comfort of driver seat back	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Brake responsiveness/effort	4.
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.
Exterior design and appearance (overall impression)	4.
Ride quality	4.
How well the driver seat holds you in place while cornering.	3.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Location and usefulness of interior lighting	3.
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.
Wheels, rims, and tires appearance and styling	4.
Navigation system route accuracy	2.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	4.
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.
Climate control operation (function and ease of use)	5.
How do you feel about the durability of your new vehicle?	1.
Feel of the seat material	3.
Ease of using system displays while driving	4.
Ease of adjusting driver seat to desired position.	4.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Steering wheel adjustment	4.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
Overall rating of the driver seat	3.
Clarity of sound	4.
Comfort of the rear (2nd row) seats.	4.
Integration with media players	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	1.

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.
How many visits did you make to the dealer?	4 visits.
Was the trouble resolved to your satisfaction?	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 Owner's Information DVD?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	1st... My windows rattle w no solution. This is like daily torture. 2nd My brand new JEEP Wrangler Unlimited JL has 3 faulty welds from the tracking bar to the chassie. All 3 welds are only half done- this is a huge safety issue. My VIN was not part of the recall but my car is not safe. Even if you put me on the Recall I can't not drive my car for 6 months waiting for JEEP to get me a car with windows that work properly and is not a safety risk. I spent 42k to get this trouble- one of the worst experiences of my life.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). After several repair visits it was determined the large movement play with the windows that cast excessive, loud, constant rattling could not be fixed because the window regulation is a poor design. This is a flaw and a defect with the vehicle. They said I would just have to live with it. This constant rattle is a continuous reminder of my deep disappointment with JEEP.
Have 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 likely are you to recommend this vehicle to family, friends or colleagues?	0.
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 to improve your likelihood to recommend your vehicle?	Help me get a vehicle without massive issues. I have been a lifelong JEEP Wrangler client.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Squeak/rattle/abnormal noises from window(s)	
Uconnect/FIAT Access Remote preconditioning is broken/not working	Bought the 2018 Jeep Wrangler JL. Lifelong Jeep customer is now the most disappointed and disgruntled customer. The dealership can solve a design flaw and I can't continue to drive my new 42k Jeep and be so mad at the constant loud rattling noises from the front driver and front passenger windows. Probably have to sell the car and take a financial hit. I blame Jeep! Why can't you make this right???
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Using the image(s) below, please click on the location(s) where you are experiencing the issue. (If you want to remove any location selection(s), click again on the same spot and your action will be undone).	Wrangler4_front. 8-43 Wrangler4_back. 9-43
Please indicate the location of the window with the squeak/rattle/abnormal noises (check all that apply):	Passenger's side front door window. SAME PROBLEMS... poor design, constant rattle noise, driving me crazy. You are losing a life-long Jeep customer Driver's side front door window. Loud rattle from window even when in up position. Over 2 inches of movement play with glass from side to side & from up and down. The regulator cables do not pull the window tight AND hence the constant rattle noises. This is unacceptable! Dealer claims unfixable and just poor design.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	At delivery.

About You	
When considering this vehicle	Interact with dealership by phone. Research online. Visit the dealership. Interact with dealership by email. Test drive the vehicle.
Primary vehicle you were considering:	2017.

About You	
	Wrangler Unlimited.
	Primary Considered Vehicle: New.
	Jeep.
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.
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:	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?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	The excessive window rattle is a design flaw... how can I get this problem solved?
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The 50% missing welds on track bar to chassis leaves me with an unsafe car. I can't not use my vehicle? What is my solution?
What Can We Do Better?	
Feedback/Concerns:	Can anybody help me? Does JEEP stand behind their products? Does JEEP want to keep loyal JEEP clients like me?
What has Chrysler done right?	I understand the new JL Wrangler is more likely to have issues as it is a new model. But to stick me with a vehicle w multiple issues that can't be fixed by JEEP... why? Why is it so hard for JEEP to do the right thing by making sure the customer is satisfied. My Wrangler cost over 42K and I can't drive it over safety concerns on the verified bad welds. How is this right?
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from window(s).
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Steering, Handling, and Ride. Interior Trim/Storage/Windows.

Customer Complaint Report

VIN	1C4HJXDG4JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	06/06/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PE4	null					

Report Number		System Key		Report Version	1	Open Date	12/21/2018
Close Date	12/21/2018	Narrative Date	12/24/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Financing options	2.
Please indicate your gender	
What year were you born?	
Ability to test drive	5.
Please tell us about the vehicle you replaced (if applicable)	RAV4. Toyota. 2017. 5.
Vehicle availability	5.
Please indicate the primary driver's age.	50 - 59.
What is your primary language?	English.
Primary vehicle in your household:	Jeep. Wrangler. Primary Household Vehicle: Purchased New. 2018.
Did you purchase or lease your vehicle?	Lease.
When considering this vehicle	Visit the dealership. Research online. Test drive the vehicle.
Please indicate your ethnicity	
Dealership treatment	5.
Convenience of dealership location	5.
Trade-in allowance	5.
Vehicle quality	5.
Vehicle styling	5.
Price	5.
Which of the following best describes the area you live in?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	13-15 mpg.
Vehicle fuel economy	4.
Vehicle performance	5.
Primary vehicle you were considering:	Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive.

Vehicle Satisfaction Ratings

Interior comfort, design and appearance of interior (overall impression)	3.
Steering wheel adjustment	3.
Head/leg/foot room	5.
Steering and handling (responsiveness, stability)	5.
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.
Comfort of driver headrest.	3.
Ease of adjusting rear seats to desired position.	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What are your favorite parts of your new vehicle?	Body model, color
What is your attitude overall towards the BRAND of your new car?	1.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Is there anything about your new vehicle you would like to see changed?	I would like to see key holes in the rear doors for non power locking vehicles
Location and usefulness of interior lighting	3.

Vehicle Satisfaction Ratings	
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
What is your attitude overall towards your new car?	2.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Integration with media players	3.
Fuel economy and driving range	3.
Ease of using system displays while driving	5.
Engine exhaust sound	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
How was your purchasing experience (the dealer/dealership)?	1.
How well the driver seat holds you in place while cornering.	4.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ease of adjusting driver seat to desired position.	1.
Difficult driving conditions (adverse weather, off-road)	4.
Transmission gear change performance (smoothness)	5.
Comfort of driver seat back	1.
Overall rating of the driver seat	2.
Engine sound	5.
Ease of folding rear seats to desired position.	1.
Comfort of the rear (2nd row) seats.	3.
Feel of the seat material	3.
Vehicle storage and space usage	2.
Overall audio, entertainment, and navigation system impression	3.
Integration with phones	3.
Clarity of sound	4.

Steering system/wheel is misaligned/not centered	
Has this trouble required that the vehicle be towed to be repaired?	No.
Steering wheel pulls to:	Cannot determine.
Uconnect/FIAT Access Remote preconditioning is broken/not working	Apparently there was a recall for a possible weld failure issue. My vehicle was considered ok, per Rob in the service department at Lebanon Jeep. However, this is the exact problem that has occurred. I had the vehicle for less than 6 weeks. I am being told it will be in the service department for a minimum of two weeks. I am extremely frustrated and angry
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.

Abnormal suspension noises	
Vehicle drive system makes an abnormal or unusual noise	Not Known.
Noise sounds like (Check all that apply):	Grinding. Like something was rubbing
Has this trouble required that the vehicle be towed to be repaired?	No.
How loud is the noise?	Severe.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Normal driving conditions
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Trouble happens on the following road conditions:	All roads.
Trouble occurs when turning :	Both turning left and right.
Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1,000-1,999.

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.
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	3 (neither agree nor disagree).
Was the trouble resolved to your satisfaction?	No.
How many visits did you make to the dealer?	2 visits.
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Information in the Printed User Guide is easy to find and access	2 (disagree).
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
What can we do to improve your likelihood to recommend your vehicle?	Make this right! I feel unsure about any permanent damage that may have occurred by his weld failure.
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).
Did you review the Owner's Information DVD?	No.
Please explain further about your choice to recommend your vehicle:	I am very dissatisfied with the quality of the vehicle.
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	2 (disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
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.
How likely are you to recommend this vehicle to family, friends or colleagues?	1.
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).
Steering and Handling	
Vehicle does not charge completely	Steering system/wheel is misaligned/not centered.
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.	I am very concerned about the possibility of additional and permanent damage from the issue i am currently having
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	This dealer is the worst. I leased this Jeep, i was told the dealer would handle getting the new permanent tags. They never did. my temporary tag expired the exact same day I had to take my Jeep in to service for he failed weld issue. This dealer did not send the pay off on the vehicle i traded in for almost 7 weeks. I received a phone call from the collection department of the credit union my trade was financed through saying I was behind on my payment. When in fact i had traded that vehicle in.
You rated ease of adjusting driver seat to desired position Low. Use this space to provide any specific comments you would like to share.	easier folding front seats.
What Can We Do Better?	
Feedback/Concerns:	I love my Jeep. However this issue has made me very unhappy and unsure about the quality of the product. The dealer where i purchased my Jeep is just awful.
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.	Quality of the product. I would like to get all my money back on this particular Wrangler, to be apply to a new Wrangler. I have no confidence in this particular Jeep Wrangler.
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.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Noise and Vibration	
Noise and Vibration	Abnormal suspension noises.
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 of my Wrangler
Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Steering, Handling, and Ride.

Customer Complaint Report

VIN	1C4HJXFG4JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNL MITED RUBICON	
Built Date	03/21/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key		Report Version	1	Open Date	12/24/2018
Close Date	12/24/2018	Narrative Date	12/25/2018	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

What has Chrysler done right?	nothing thus far
Feedback/Concerns:	zero incentives on the wranglers when purchasing is a letdown for such a poorly designed model

About You

Convenience of dealership location	3.
When considering this vehicle	Research online. Visit the dealership.
Please indicate your gender	
Ability to test drive	2.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Wrangler. 2018. Jeep.
Vehicle performance	3.
Vehicle availability	5.
Primary vehicle you were considering:	Wrangler. 2018. Primary Considered Vehicle: New. Jeep.
Vehicle fuel economy	3.
Please indicate the primary driver's age.	30 - 39.
Price	5.
Vehicle quality	4.
Primary vehicle in your household:	Mustang. 2016. Primary Household Vehicle: Purchased New. Ford.
Financing options	5.
Which of the following best describes the area you live in?	Suburban.
Vehicle styling	3.
Please indicate your ethnicity	
What is your average miles per gallon (MPG) with your vehicle?	13-15 mpg.
What year were you born?	
Trade-in allowance	4.
Dealership treatment	4.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings

Exterior design and appearance (overall impression)	3.
Headlight illumination/performance during night-time driving	3.
Fuel economy and driving range	1.
Steering wheel adjustment	2.
Comfort of the rear (2nd row) seats.	2.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Support for popular music/video formats	2.
Steering and handling (responsiveness, stability)	2.
What is your attitude overall towards the BRAND of your new car?	2.
Ease of getting into and out of vehicle	3.
Vehicle storage and space usage	2.
Head/leg/foot room	2.

Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Climate control operation (function and ease of use)	2.
Overall rating of the driver seat	2.
Engine exhaust sound	1.
Ease of folding rear seats to desired position.	1.
Ease of adjusting rear seats to desired position.	1.
Ease of using system displays while driving	2.
Brake responsiveness/effort	2.
Front view styling (front fascia, hood, grille, headlight area)	3.
Navigation system route accuracy	2.
Ride quality	2.
What is your attitude overall towards your new car?	3.
Clarity of sound	2.
Integration with media players	2.
Wheels, rims, and tires appearance and styling	2.
Appearance of exterior paint	3.
How do you feel about the durability of your new vehicle?	3.
Is there anything about your new vehicle you would like to see changed?	removal of the rear head rests
How was your purchasing experience (the dealer/dealership)?	2.
How well the driver seat holds you in place while cornering.	2.
How do you feel about the VALUE of your new car? (i.e.	1.
Safety and visibility while driving	2.
Engine performance during acceleration	2.
Comfort of driver seat back	2.
Ease of adjusting driver seat to desired position.	2.
What are your favorite parts of your new vehicle?	the storage for the bolts
Comfort of driver headrest.	2.
Overall audio, entertainment, and navigation system impression	2.
Integration with phones	2.
Interior comfort, design and appearance of interior (overall impression)	3.
Transmission gear change performance (smoothness)	2.
Difficult driving conditions (adverse weather, off-road)	2.
Comfort of driver bottom seat cushion	2.
Rear view styling (rear fascia, bumper)	3.
Location and usefulness of interior lighting	1.
Interior noise level while driving	2.
Engine sound	2.

Overview	
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).
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 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.
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.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
How likely are you to recommend this vehicle to family, friends or colleagues?	0.
Did you review the Owner's Information DVD?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	5 (strongly agree).
The information in Mopar Companion was helpful	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. closer location
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)?	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	5 (strongly agree).
What can we do to improve your likelihood to recommend your vehicle?	Serious quality control issues need to be addressed. Missing weld points on the suspension and the uconnect entertainment system with backup camera sucks.

Overview	
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). no service bulletins available for my issue
How many visits did you make to the dealer?	1 visit.
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 e-mail only.

Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location	
Uconnect/FIAT Access Remote preconditioning is broken/not working	The back up camera in the JL Rubicon is horrible, it constantly flickers or just doesn't work at all. such a poor design.
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):	Difficult to use.

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?	Yes.
Are you the primary driver of this vehicle?	Yes.

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	Xr
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.

Vehicle Issues/Things Gone Wrong	
Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Off-Road. Entertainment/Navigation System/Connectivity.

Touchscreen Controls/Menu: Front Screen Display: Other Concerns	
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	When in reverse using the backup camera
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. Touchscreen Controls/Menu: Front Screen Display: Other Concerns. Touchscreen Controls/Menu: Front Screen Display is broken/not working.

Touchscreen Controls/Menu: Front Screen Display is broken/not working	
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	0-999.
Uconnect/FIAT Access Remote lock/unlock broken/not working	Trouble occurs regularly.
Uconnect/FIAT Access Remote lock/unlock is difficult to understand/use	Backup camera
Please indicate your concern with front screen display (check all that apply):	Display is fuzzy/blurry.

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.	you need to fix all of the back up camera issues. Read the Jeep forums online, there are thousands of people with issues with new JL Models and not 1 person seems to want to acknowledge the issue on Jeeps end of things.

Media	
Media	Radio.

Customer Complaint Report

VIN	1C4HJXEG9JW	Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA
Built Date	02/06/2018	Market	U	US	Plant	W Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			Serial#	
Color	PRC	FIRECRACKER RED C/C				

Report Number		System Key		Report Version	1	Open Date	01/09/2019
Close Date	01/23/2019	Narrative Date	01/23/2019	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Printed User Guide covers the necessary features	4 (agree).
Did you review the Printed User Guide?	Yes.
Information in the Smartphone Application 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?	Very 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.
Please rate your overall level of satisfaction with the Printed User Guide	4 (sa isfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (sa isfied).
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.
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).
The Smartphone Application format is easy to understand and use	4 (agree).
The information in Mopar Companion was helpful	4 (agree).
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.
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.

Vehicle Issues/Things Gone Wrong

Tracking energy (History) usage via Uconnect/FIAT Access is broken/not working	Other.
--	--------

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.	

Other

Uconnect/FIAT Access Remote phone/email notifications are broken/not working	1 to 3 months after delivery.
Uconnect/FIAT Access Remote phone/email notifications are difficult to understand/use	1500 - 3999 miles.
Please describe the other trouble you experienced:	frame welds are terrible spme places no penetration at all. Shock mounts and other add ons poor weld on driver side good on passanger side.

DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Field Reports_Weld

Field Report

VIN	1C4HJXDG3JW	Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
Built Date	06/06/2018	Market	U	US	Plant	W	Toledo North Assembly
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial#	
Color	PE4						

Report Number		System Key		Report Version	1	Open Date	08/06/2018
Close Date	08/06/2018	Narrative Date	08/06/2018	Category	Pre-Delivery Quality	Mileage	278
TID	T2087JC	Jesus Cepeda					

Dealer	13716	CHRYSLER 65TH		Phone	25 04301
Dealer City	RIO PIEDRAS	State	EX	Zip	00924
Dealer Zone	E9				

Part Number	NA	Part Description	NA	Part Quantity	0
LOP	NA	NA			
Report Authorization	Cepeda Marrero, Jesus		CAG Report Type	Sales & Marketing Incident	

Customer Concerns

TSB Group: 02 - SUSPENSION

Complaint: Customer alleges hard knocking sound in the front suspension

Cause: Poorly weld quality in the chassis. bracket

Correction: Waiting for engineering instructions

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG5	JW [REDACTED]	Built Date	05/23/2018	Mileage 5,326
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

GENERAL

Case Ref	[REDACTED]	Component Group	02 - FRONT SUSPENSION
Customer Complaint	K4	LOOSE	
Created	09/21/2018 16:46:54	By	T1416MM
Updated	09/21/2018 16:46:54	By	T1416MM

CONTACT

Dealer	60671	Elgin Chrysler Dodge Jeep RAM	Phone	(847) 697-0900
Address	1010 EAST CHICAGO STREET			
City	ELGIN	State	IL	ZIP 60120 6823
Dealer Zone	51	County	COOK	Country USA
Tech	Ankeet Patel			
STAR	T1416MM			

CUSTOMER CONCERN

Customer brought vehicle to the dealership stating that the steering wheel was off-center and the ABS light was on.
Updated: 09/21/2018 16:46:54 By T1416MM

RESOLUTION

Dealer inspected the vehicle and noticed that the track-bar weld had broken off at the frame. Writer submitting pictures for engineering review.. [REDACTED]
Updated: 09/21/2018 16:46:54 By T1416MM

Field Report

VEHICLE

Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON		
VIN	1C4HJXFG8	JW	Built Date	05/21/2018	Mileage	1,129
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color						

GENERAL

Case Ref		Component Group	03 - DIFFERENTIAL AND DRIVELINE
Customer Complaint	TB	CLASH (CLASHING)	
Created	09/25/2018 08:51:25	By	S10499D
Updated	09/28/2018 08:43:41	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

IM SORRY DIDNT FINISH EXPLAINING .THE BRACKET THAT HOLDS THE DRAG LINK BROKE OFF THE WELDS. I WILL TRY AND SEND PICTURES.

Updated: 09/25/2018 14:39:32 By T6104LN

I SENT THE THREE PICS OF THE BRACKET

Updated: 09/25/2018 14:39:32 By T6104LN

RESOLUTION

Hello Iraim, I am going to close this case out for new. Regards, Larry

Updated: 09/28/2018 08:43:41 By IntgSvc

Hello Iraim, We have forwarded this vin and information to engineering 9/24. The weld team will be in contact with the dealer for scheduling. Regards, Larry

Updated: 09/28/2018 08:43:41 By IntgSvc

Hi Iraim, Can you send me a scan report? Is this vehicle modified in any way? Is this an alignment issue? (referring to your comment "wandering") Regards, Larry

Updated: 09/28/2018 08:43:41 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG6		Built Date	05/22/2018	Mileage	1,168
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BC	BROKEN	
Created	09/25/2018 13:22:20	By	S55185N
Updated	10/08/2018 14:01:40	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

CUSTOMER STATES TRAC CONTROL LIGHT IS ON

Updated: 09/25/2018 13:43:11 By S55185N

Timothy we are still waiting to hear back from the weld team on this repair. The case will be updated as soon as we do.-Nate

Updated: 10/01/2018 11:59:11 By IntgSvc

ANY UPDATE ON STATUS FROM THE WELD TEAM, MY SERVICE MANAGER I GUESS WAS EXPECTING A CALL? JUST LOOKING FOR A UPDATE TO INFORM HER.

Updated: 10/01/2018 11:59:12 By IntgSvc

ANY UPDATE FROM THE WELD TEAM, CUSTOMER HAS BEEN CALLING ABOUT HIS JEEP AND IS CURRENTLY NOT HAPPY WITH THE TURN OUT AT THIS POINT BECAUSE HIS CAR IS NOT FIXED YET. WE HAVE NOT RECEIVED A CALL FROM ANYBODY, WE CONTACTED OUR CHRYSLER REP A FEW MINUTES AGO BUT WOULD LIKE AN ANSWER ON WHATS GOING ON

Updated: 10/08/2018 13:53:50 By IntgSvc

RESOLUTION

Thank you Timothy, I will forward this to my support. Please secure the vehicle for now. Thank you, Tony R

Updated: 10/01/2018 09:54:00 By IntgSvc

Timothy according to my FTS guy the weld team should be there either later today or sometime tomorrow. He also indicated the weld team should make contact with the dealership prior to their arrival. Once the repair is scheduled, or completed this case should be closed thanks.-Nate

Updated: 10/05/2018 10:17:45 By IntgSvc

Welder will be out by Wednesday October 10th

Updated: 10/08/2018 14:01:26 By T1145NE

Welder will be there by Wednesday October 10th.

Updated: 10/08/2018 14:01:40 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEGX		Built Date	06/06/2018	Mileage	2,984
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	68	NOISY	
Created	10/01/2018 08:13:27	By	S70618A
Updated	11/13/2018 14:48:50	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

NOISE WHEN TURNING STEERING WHEEL

Updated: 10/01/2018 08:17:55 By S70618A

HI LEO THE PICTURES WERE SENT IN AN E MAIL BY MY SERVICE MANAGER

Updated: 10/03/2018 11:21:46 By IntgSvc

RESOLUTION

Hello Timothy, are you familiar with the R46 recall? If not find and review it, take pictures showing the issue as the recall describes and attach the pictures to the case or email them to me at LP1433@chrysler.com. Please advise, Leo.

Updated: 10/03/2018 11:14:55 By IntgSvc

Emailed support, looking for update.

Updated: 10/05/2018 18:15:23 By T8932LP

Confirmed with Eric, weld team should be in contact with the dealership by early next week.

Updated: 10/12/2018 08:55:32 By T8932LP

UA5 Recall.

Updated: 10/25/2018 08:32:22 By T8932LP

Hello David and Timothy, has a weld team been in contact with your dealership? Please advise, Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

Hello Timothy or David, please provide an update on this vehicle. Thank you, Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

Timothy or David, I did just get word that if you haven't already a weld team will be contacting you early next week on this vehicle. Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

I called David at (508-316-8400 ext. 1440). This vehicle may be in the process of a buyback as David just got word that the plates are off of the vehicle. This has turned into a UA5 recall and David is in the process of resubmitting pictures for this vehicle that he was told the first ones were not correct. The process of the UA5 recall has begun. At this point, since the recall process has started and no technical assistance is needed, I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within 15 days and it will reopen the case. If after the 15 days, open a new case and reference this case number. Thank you for using FCA STAR, Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

I called the dealership at (508-316-8400). I spoke with Hannah, Service Advisor, who stated that she believed that vehicle is in the process of a buyback and she doesn't believe a weld team is coming out anymore. She took my direct line(866-799-1692 ext. 1244) and will have the Service Manager either call me directly or update the case. Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

Hello David and Timothy. My initial response must have reached you, because I received an email with the video. I've attached the video to the case. In order to respond to this, look in the upper left hand corner for the "Edit" button. Click that button and over the conversation section a text box should now be available with an Add button on the side of it. Type your response in this box and click the "Add" button. Then save the case(button in upper left hand corner) if the button is clickable (hopefully auto saves when hitting Add). If still having issues, email me again and I will call and assist. As far as this vehicle, I am reviewing this with my support and will get back to you ASAP. Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

I returned David's phone call at (508-316-8400 ext. 1440). I left a detailed message requesting an update on this vehicle. Leo.

Updated: 11/13/2018 14:48:50 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG3		Built Date	02/01/2018	Mileage 12,182
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	TC	CLUNK	
Created	10/16/2018 09:30:26	By	S78743I
Updated	03/27/2019 09:51:30	By	S78743I

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

frame welds

Updated: 10/16/2018 09:40:20 By S78743I

? WHAT HAPPENED TO PHOTOS ATTACHED TO TICKET 101274136 ENGINEERING SHOULD OF ALREADY LOOKED AND SENT TO WELD TEAM AS FAR AS I KNOW.

Updated: 10/16/2018 15:36:10 By IntgSvc

RESOLUTION

Kevin lets get some photos and I will forward the case for review. If need be you can send the photos my email address if so please include the VIN in the subject line. my email address is ne112@chrysler.com Once I have the photos I will attach them the case and have engineering review it and determine needed repairs;

Updated: 10/16/2018 12:12:30 By IntgSvc

Weld team repaired the frame brackets.

Updated: 11/14/2018 16:38:26 By T1145NE

Kevin I just spoke with a member of FTS. He asked me to apologize for the delay. They have the case with the photos. The case is currently being reviewed It is my understanding that The weld team should be reaching out to your dealership ASAP.

Updated: 11/14/2018 16:38:41 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFGX		Built Date	03/03/2018	Mileage 9,342
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	B4	APPEARANCE	
Created	10/17/2018 12:22:39	By	S36702I
Updated	11/14/2018 12:50:10	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Our client (Mr.) has opened a "Customer Case" for holes in the Trac Bar Bracket welds. I have attached pictures of what we found and of his concerns. Please review the attached pictures

Updated: 10/17/2018 15:05:00 By S36702I

PLEASE ADVISE

Updated: 10/17/2018 17:23:39 By IntgSvc

RESOLUTION

weld

Updated: 11/14/2018 12:49:42 By T5646AR

Hello Tim, I would like you to attach more photos of the concern at different angles and distance. so that location is easily seen. Thank you, Tony R

Updated: 11/14/2018 12:50:10 By IntgSvc

Hello Tim, I would like you to attach more photos of the concern at different angles and distance. The more documentation the better. Thank you, Tony R

Updated: 11/14/2018 12:50:10 By IntgSvc

Hello Tim, I would like you to attach more photos of the concern at different angles ands

Updated: 11/14/2018 12:50:10 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG2		Built Date	02/14/2018	Mileage	3,930
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	B4	APPEARANCE	
Created	10/22/2018 12:52:40	By	S30913Q
Updated	12/22/2018 06:25:28	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

CUSTOMER REQUEST TO HAVE WELDS ON FRAME CHECKED

Updated: 10/22/2018 12:56:03 By S30913Q

I updated case with pics.

Updated: 10/23/2018 10:08:45 By T6509NM

I think the recall is what got him looking but his concerns go beyond that. I believe his concern would be more related to the Tsb, however the weld on the left front trac bar bracket is one of the pictures I measured the prosity on.

Updated: 10/23/2018 10:20:48 By T6509NM

Is it safe to have the customer drive the vehicle while we wait for a response, if so my area manager want the customer to drive his own vehicle instead of a rental.

Updated: 10/24/2018 13:59:50 By T6509NM

No sir. The customer is in a rental.

Updated: 11/02/2018 14:33:54 By T1205BS

FCA has informed the customer they will buy the vehicle back, am I still waiting on the weld team?

Updated: 11/14/2018 13:33:13 By IntgSvc

RESOLUTION

Tre called in and we discussed the vehicle. Believes the vehicles welds need to be better looked at. I gave him my AR2199@chrysler.com to email the photos to. Once I receive them I will attach to the ticket and review with my support. Thank you, Tony R

Updated: 10/23/2018 08:54:46 By S30913Q

Hello Tre, The response from my support is "If there is a suspected bad weld that may need to be re-welded I would not recommend releasing the vehicle to the customer as if the weld fails it could result in a dangerous situation." So I would not release the vehicle back to the customer until a decision about the welds has been made. Thanks, Nick

Updated: 11/13/2018 21:23:36 By IntgSvc

Hello Tre, Your case has been transferred to me. So that I can further assist you and get a better idea of what the customer concern is could you please specify if the customer requested the weld inspection related to the UA5 recall or more related to the TSB on frame weld inspection? I am forwarding the case to my support for further assistance as well. Please give an update on the specific reason the customer requested the frame weld inspection. Thanks, Nick

Updated: 11/13/2018 21:23:36 By IntgSvc

Hey Tre, Just following up with you to see if anyone from our weld teams has reached out to you about inspecting/repairing the frame yet? Thanks, Nick

Updated: 11/13/2018 21:23:36 By IntgSvc

Let me check with my support to try and get an answer to that question. Thanks, Nick

Updated: 11/13/2018 21:23:36 By IntgSvc

Thanks for that info Tre, I have sent the case onto my support for further evaluation of the welds via the photos you attached. I will update you when I have more info. Thanks, Nick

Updated: 11/13/2018 21:23:36 By IntgSvc

Tre, I'm going to check in with my master consultant to see if he has any idea when the weld team is planning to come out. Last I knew, it was at least 2 weeks out before they would be able to get out there. I will get back to you with what I find. Thanks. Brian S.

Updated: 11/13/2018 21:23:36 By IntgSvc

Closing case due to inactivity

Updated: 12/18/2018 10:28:04 By T1803DO

Tre, have you heard anything from the weld team yet? Thanks. Brian S.

Updated: 12/22/2018 06:25:28 By IntgSvc

We have reached out to the weld team and requested an update. I will post any updates as soon as they become available. Thanks. Brian S.

Updated: 12/22/2018 06:25:28 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG1		Built Date	04/25/2018	Mileage	10,207
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	19 - STEERING
Customer Complaint	2Z	VIBRATION OR CHATTER	
Created	10/26/2018 07:59:30	By	S80230N
Updated	11/30/2018 13:42:23	By	T9125GV

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T9125GV		

CUSTOMER CONCERN

shakes at 70mph after hitting bump death wobble

Updated: 10/26/2018 08:17:02 By S80230N

hey leo after further inspection the track bar weld on in side of frame rail are all cracked and have rust coming from cracks. where do i go from here would u like to call me again rather than writing two page essays to each other thanks Jeff

Updated: 11/01/2018 09:08:02 By T8932LP

leo forwarded u the whole email sent to the repair people

Updated: 11/01/2018 09:20:08 By T8932LP

RESOLUTION

Closing case due to inactivity. If further assistance is needed please reopen the case.

Updated: 11/08/2018 12:22:32 By T9125GV

At this point, due to inactivity, I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within 15 days and it will reopen the case. If after the 15 days, open a new case and reference this case number. Thank you for using FCA STAR, Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

Hello Jeffrey, have you inspected the steering damper? If not remove it and test the shock. Have you inspected the track bar? Open and review STAR Online Publication [REDACTED] Please advise, Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

Hello Jeffrey, please provide an update on this vehicle or call me directly at (866-799-1692 ext. 1244). Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

Hello Jeffrey, please provide an update on this vehicle. Thank you, Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

I called Jeffrey (315-264-8276). We spoke on this I attached STAR case [REDACTED] to this case that will be released tomorrow. We do have a damper on order but it is on back order and it was placed as VOR. He will update the case tomorrow. Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

I called Jeffrey at (315-264-8276). He found Recall UA5 and has already submitted the photos. He will send the photos to me at LP1433@chrysler.com. Jeffrey will update the case in two days. Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

Jeffrey, I haven't received the email yet. I will let you know when it comes through. Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

Jeffrey, I still have not received the email, could send the pictures again? This time put the VIN or Case number in the subject, that will help it get it through. Please advise, Leo.

Updated: 11/13/2018 19:40:49 By IntgSvc

11/9 inspected for possible cracks to the Track bar bracket. No cracks present. Dealer installed new style dampener and resolved the issue.

Updated: 11/30/2018 13:42:23 By T9125GV

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG5		Built Date	06/28/2018	Mileage 3,073
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	IA	INFORMATION	
Created	11/06/2018 10:23:33	By	S55167N
Updated	04/29/2019 18:10:45	By	S55167N

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Holes in the welds on the frame
Updated: 11/06/2018 10:33:41 By S55167N

RESOLUTION

Vehicle fits the guidelines specified in [REDACTED]
Updated: 11/12/2018 13:30:44 By T8932LP
At this point, since this does fit the guidelines specified in [REDACTED] I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within 15 days and it will reopen the case. If after the 15 days, open a new case and reference this case number. Thank you for using FCA STAR, Leo.
Updated: 11/13/2018 20:45:07 By IntgSvc
Hello Shannon, please provide an update on this vehicle. Thank you, Leo.
Updated: 11/13/2018 20:45:07 By IntgSvc
Shannon, I've reviewed this with my support and if the vehicle falls in the UA5 recall we advise to submit track bar bracket images to the email address as shown in the steps of the recall. The porosity in the welds appears to be within FCA welding guidelines. FCA guidelines do allow some porosity. Refer to SOL [REDACTED] item #2. Please advise, Leo.
Updated: 11/13/2018 20:45:07 By IntgSvc
Shannon, thank you for the pictures. I am reviewing this with my support and will get back to you ASAP. Leo.
Updated: 11/13/2018 20:45:07 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG7		Built Date	05/31/2018	Mileage 969
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	BC	BROKEN	
Created	11/07/2018 11:12:39	By	S97344M
Updated	11/13/2018 19:52:13	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

passenger side front lower control arm bracket on frame side the weld as come loose.it wasnt welded properly from factory

Updated: 11/07/2018 11:24:02 By S97344M

RESOLUTION

Closure Requested

Updated: 11/08/2018 14:27:10 By T2308TB

Tried calling Tech's cell no answer. tried calling the dealer ship made contact but unable to connect with the service dept. as there is no reason for case closed other than closed request.. Complete request and case is closed. TimB.

Updated: 11/13/2018 19:52:13 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG2		Built Date	05/21/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION			
Customer Complaint	BE		CRACKED			
Created	11/08/2018 17:01:35		By	T6294E0		
Updated	11/13/2018 21:12:45		By	IntgSvc		

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 11/08/2018 17:01:35 By T6294E0

RESOLUTION

Ordered via Blue Zone Parts Required for Section B Repair Part Number Description Bolt, Front Track Bar
06104719AA Nut, Front Track Bar

Updated: 11/13/2018 14:39:09 By T6294E0

Nicole Silverman Wed 11/7/2018 9:06 AM To: Customer Care ; Star Management Group; Contact Brian Eaton We are able to accommodate a weld specialist Monday-Friday from 8AM to 5PM. We have a Lincoln 140 Easy Mig. Argon 75% and carbon dioxide 25% gas, .030" wire. Both 110v and 220v power sources are available.

----- From: Customer Care Sent: Tuesday, November 6, 2018 7:59:39 PM To: Nicole Silverman; Star Center
Subject: Re: 1C4HJXEG2JW We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Tue, Nov 6, 2018 at 10:57 AM Customer Care wrote: We are sending this case to further review. We will let you know when the analysis is complete for Vin # 211844. Thank you, Customer Care On Mon, Nov 5, 2018 at 2:38 PM wrote: Bill Deluca Chrysler Jeep Dodge Ram Haverhill MA 320
nsilverman@delucasales.com

Updated: 11/13/2018 21:12:45 By IntgSvc

Nicole Silverman Wed 11/7/2018 9:06 AM To: Customer Care ; Star Management Group; Yellow Category Contact Brian Eaton We are able to accommodate a weld specialist Monday-Friday from 8AM to 5PM. We have a Lincoln 140 Easy Mig. Argon 75% and carbon dioxide 25% gas, .030" wire. Both 110v and 220v power sources are available.

----- From: Customer Care Sent: Tuesday, November 6, 2018 7:59:39 PM To: Nicole Silverman; Star Center Subject: Re: 1C4HJXEG2JW We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Tue, Nov 6, 2018 at 10:57 AM Customer Care wrote: We are sending this case to further review. We will let you know when the analysis is complete for Vin . Thank you, Customer Care On Mon, Nov 5, 2018 at 2:38 PM Nicole Silverman wrote: Bill Deluca Chrysler Jeep Dodge Ram Haverhill MA or
ex

Updated: 11/13/2018 21:12:45 By IntgSvc

Ordered via BlueZone Parts Required for Section B Repair Part Number Description Qty 06512061AA Bolt, Front Track Bar 1
06104719AA Nut, Front Track Bar 1
Updated: 11/13/2018 21:12:45 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFG4		Built Date	05/24/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BE	CRACKED	
Created	11/08/2018 17:33:42	By	T6294E0
Updated	11/13/2018 21:13:33	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 11/08/2018 17:33:42 By T6294E0

RESOLUTION

Ordered via Blue Zone Parts Required for Section B Repair Part Number Description 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/13/2018 14:54:06 By T6294E0

Customer Care Tue 11/6/2018 11:03 AM To: Johnson Braden (FCA); Cc: jen@lagerschryslerworld.com; Jensen Eric M (FCA); Thatcher Lucas (FCA); Star Management Group; Yellow Category Jennifer, The field coordinator will be in contact with you shortly but I wanted to let you know that a technician will be arriving on Thursday or either a late Thursday or early Friday repair depending on when you can get there. Star Center, this is a type B repair. Please send the fasteners to the dealership so they are available for the repair. Thank you, On Thu, Nov 1, 2018 at 1:47 PM Braden Johnson wrote: Good Afternoon! Lagers in Mankato (66052) needs to have a weld technician visit their dealership to repair vehicle: as soon as possible. This customer is waiting for this repair for him to be able to make a trip to Arizona for the Winter. Can we please expedite getting this completed? Thanks!

Updated: 11/13/2018 21:13:33 By IntgSvc

Ordered via BlueZone Parts Required for Section B Repair Part Number Description Qty 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1

Updated: 11/13/2018 21:13:33 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG2		Built Date	05/31/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/09/2018 10:17:25	By	T6294E0
Updated	11/13/2018 21:15:18	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
 Updated: 11/09/2018 10:17:25 By T6294E0

RESOLUTION

Ordered via Blue Zone part for B repairs 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar
 Updated: 11/13/2018 15:29:03 By T6294E0

Keshia Johnson Fri 11/9/2018 8:41 AM To: Customer Care ; Star Management Group; Yellow Category 1) Keshia Johnson ext. 261 or by email at keshiaj@neuworthmotors.com 2) Monday through Friday 7:30 a.m. till 6:00 p.m. (we will be closed Thanksgiving day, Christmas day, & New year's day--any other dates should be fine). 3) No, we do not have any weld equipment. 4) 110v Sincerely, Keshia Johnson Neuwirth Motors Inc. Chrysler Dodge Jeep Ram SRT 219 South College Road Wilmington, NC 28403 Phone: 910 799-1815 Ext 261 Fax: 910 794-2472 Email: keshiaj@neuworthmotors.com Web: [www.neuworthmotors.net]www.neuworthmotors.net From: Customer Care [mailto:customercare@trackbar.net] Sent: Thursday, November 08, 2018 9:20 PM To: Keshia Johnson ; Star Center Subject: Re: 1C4HJXEG2JW 2 We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Wed, Nov 7, 2018 at 9:29 AM Customer Care wrote: We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care On Tue, Nov 6, 2018 at 8:13 AM Keshia Johnson wrote: UA5 TRACK BAR WELD PICTURES: Attached. Neuwirth Chrysler Dodge Jeep Ram Fiat 66933 NC, Contact: Keshia Johnson (910) 799-1815 ext. 261 keshiaj@neuworthmotors.com Sincerely, Keshia Johnson Neuwirth Motors Inc. Chrysler Dodge Jeep Ram SRT 219 South College Road Wilmington, NC 28403 Pho

Updated: 11/13/2018 21:15:18 By IntgSvc

Ordered via Blue zone Type B parts no pics attached
 Updated: 11/13/2018 21:15:18 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL72	JEEP WRANGLER SPORT
VIN	1C4GJXAG7		Built Date	06/06/2018 Mileage 1,000
Plant	W	Toledo North Assembly	Market	U US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/09/2018 11:13:39	By	T6294E0
Updated	11/13/2018 21:16:16	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
 Updated: 11/09/2018 11:13:39 By T6294E0

RESOLUTION

Ordered Parts Type B via Blue Zone...screen shots of included in email sent to CustomerCare 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/13/2018 15:54:56 By T6294E0

Ordered Parts Type B via BlueZone...screen shots included in email sent to CustomerCare

Updated: 11/13/2018 21:16:16 By IntgSvc

Yesenia Ochoa Fri 11/9/2018 10:32 AM To: customercare@trackbar.net; Cc: Star Management Group; Yellow Category 1. Gabe Ramirez (714) 794-3348 2. Mon- Fri 8am-6pm Saturday 8am-5pm Sunday- Closed 3. No Equipment available 4. Both 110v and 220v available On Thu, Nov 8, 2018 at 2:57 PM Customer Care wrote: We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Tue, Nov 6, 2018 at 12:56 PM Customer Care wrote: The pictures are being sent for further review. I will get back to you as quickly as possible. On Mon, Nov 5, 2018 at 4:30 PM Yesenia Ochoa wrote: VIN- 1C4GJXAG7JW [REDACTED] Huntington Beach Chrysler Jeep Dodge Ram DEALER CODE: 24100 16555 Beach blvd, Huntington Beach, Ca 92627

Updated: 11/13/2018 21:16:16 By IntgSvc

Yesenia Ochoa Fri 11/9/2018 10:32 AM To: customercare@trackbar.net; Cc: Star Management Group; Yellow Category 1. Gabe Ramirez (714) 794-3348 2. Mon- Fri 8am-6pm Saturday 8am-5pm Sunday- Closed 3. No Equipment available 4. Both 110v and 220v available On Thu, Nov 8, 2018 at 2:57 PM Customer Care wrote: We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Tue, Nov 6, 2018 at 12:56 PM Customer Care wrote: The pictures are being sent for further review. I will get back to you as quickly as possible. On Mon, Nov 5, 2018 at 4:30 PM Yesenia Ochoa wrote: VIN- 1C4GJXAG7JW [REDACTED] Huntington Beach Chrysler Jeep Dodge Ram DEALER CODE: 24100 16555 Beach blvd, Huntington Beach, Ca 92627

Updated: 11/13/2018 21:16:16 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEGX		Built Date	06/04/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/09/2018 11:36:07	By	T6294E0
Updated	11/13/2018 21:16:34	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 11/09/2018 11:36:07 By T6294E0

RESOLUTION

Ordered Type B parts via Blue Zone 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/13/2018 16:01:32 By T6294E0

Emily Potter Fri 11/9/2018 10:44 AM To: Customer Care ; Star Management Group; Point of contact- Myself (Emily), email - epotter@fullerton.com 908-722-2500 ext 235 Technician can come any day, Monday thru Friday between 8-4 No welding equipment available, we do have 220v available ----- From: Customer Care Sent: Friday, November 9, 2018 9:34 AM To: Emily Potter; Star Center Subject: Re: 1C4HJXEGXJW [REDACTED] We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Thu, Nov 8, 2018 at 8:22 AM Customer Care wrote: We have forwarded your case for further review. We will get back with you as soon as possible. Thank you! 244381 Regards, Customer Care On Wed, Nov 7, 2018 at 3:31 PM Emily Potter wrote: New photos attached. ----- From: Customer Care Sent: Tuesday, October 30, 2018 12:20 PM To: [REDACTED] Subject: Re: 1C4HJXEGXJW [REDACTED] We are not able to determine the quality of welds from the pictures supplied. Please send us better pics of the outer weld showing the whole weld. Please respond to this email with updates. Thank you Regards, Customer Care On Tue, Oct 30, 2018 at 7:01 AM [REDACTED] wrote: VIN 1C4HJXEGXJW [REDACTED] 1 Build date - 155 Fullerton Jeep, Dealer Code 66932, 1050 US Route 22 East, Somerville NJ 08876 Contact- [REDACTED]

Updated: 11/13/2018 21:16:34 By IntgSvc

[REDACTED] Fri 11/9/2018 10:44 AM To: Customer Care ; Star Management Group; Point of contact- Myself ([REDACTED]) email - epotter@fullerton.com 908-722-2500 ext 235 Technician can come any day, Monday thru Friday between 8-4 No welding equipment available, we do have 220v available ----- From: Customer Care Sent: Friday, November 9, 2018 9:34 AM To: [REDACTED]; Star Center Subject: Re: 1C4HJXEGXJW [REDACTED] We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Thu, Nov 8, 2018 at 8:22 AM Customer Care wrote: We have forwarded your case for further review. We will get back with you as soon as possible. Thank you! [REDACTED] Regards, Customer Care On Wed, Nov 7, 2018 at 3:31 PM [REDACTED] wrote: New photos attached. ----- From: Customer Care Sent: Tuesday, October 30, 2018 12:20 PM To: [REDACTED] Subject: Re: 1C4HJXEGXJW [REDACTED] We are not able to determine the quality of welds from the pictures supplied. Please send us better pics of the outer weld showing the

whole weld. Please respond to this email with updates. Thank you Regards, Customer Care On Tue, Oct 30, 2018 at 7:01 AM
[REDACTED] wrote: VIN 1C4HJXEGXJW [REDACTED] Build date - 155 Fullerton Jeep, Dealer Code 66932, 1050 US Route 22 East,
Somerville NJ 08876 Contact- Emily Potter 908-7

Updated: 11/13/2018 21:16:34 By IntgSvc

Ordered Type B parts via BlueZone...no pics attached to email sent to STAR

Updated: 11/13/2018 21:16:34 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG0		Built Date	06/05/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/21/2018 13:57:20	By	T6294E0
Updated	12/22/2018 07:49:47	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
 Updated: 12/21/2018 13:57:20 By T6294E0

RESOLUTION

Ordered parts via Blue Zone for repair Procedure A Bolt, Front Track Bar 1 Nut, Front Track Bar 1
 Updated: 12/21/2018 14:41:40 By T6294E0

Customer Care Fri 12/21/2018 12:27 PM To: jerrimie e ; Star Management Group; Jerrimie, Portions of the outboard weld appear to be offseam. Although, it is difficult to tell from the pictures. We are going to send a technician out to inspect it and repair it if necessary. If a repair is necessary, it will most likely be Procedure A (repair outboard weld). Please confirm the following and we will begin the process of arranging for the technician to come out.. 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) -----
 From: Customer Care Sent: Friday, December 21, 2018 11:06:55 AM To: jerrimie e Subject: Re: The pictures are being sent for further review. I will get back to you as quickly as possible. Thank you, -----
 From: jerrimie e Sent: Friday, December 21, 2018 8:04:37 AM To: Customer Care Subject: , FI
 Updated: 12/22/2018 07:49:47 By IntgSvc

Ordered parts via Blue Zone for repair Procedure A 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1
 Updated: 12/22/2018 07:49:47 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG9		Built Date	05/23/2018	Mileage	7,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	19 - STEERING
Customer Complaint	2Q	SHAKE/SHIMMY/SHUDDER/VIBRATION	
Created	01/02/2019 11:59:39	By	S22619A
Updated	02/12/2019 09:42:10	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Customer states feels harsh shimmy when hitting bumps at highway speeds. Had track bar recall performed and had to have new bracket welded on.

Updated: 01/02/2019 12:18:29 By S22619A

I checked the code on the stabilizer it is 314. I ordered a new stabilizer. What about the weld positioning of the track bar bracket? And customers tires were cupping in the front.

Updated: 01/02/2019 16:54:45 By IntgSvc

sent alignment screen shot.

Updated: 01/03/2019 08:50:56 By IntgSvc

We tweaked the alignment just a little bit. Pretty much everything was in. It was just aligned. Did you look at the track bar bracket weld job? We were unsure if this could cause any issue.

Updated: 01/03/2019 12:36:55 By IntgSvc

So were the alignment specs I sent ok? I was told to possibly adjust the front toe out just a little but keep it within specs to help. I also heard that engineering may be looking into changing the alignment specs to help compensate for the shimmy.

Updated: 01/07/2019 14:12:45 By IntgSvc

Just installed new steering Damper with date code of 340m and the condition is still there. The jeep still shimmies at higher speeds when hitting small bumps

Updated: 01/14/2019 09:08:49 By T1145NE

Jeep still at the shop waiting on a backordered tie rod end. We were instructed by our Tech Advisor Jon Sundstrum to replace the front steering linkages tie rods and drag link. Eta now for last tie rod is 2/4/19.

Updated: 02/04/2019 12:19:43 By IntgSvc

We replaced the stabilizer earlier this month and now has a date code of 340. This is why our TA wants us to replace the steering linkages and tie rods.

Updated: 02/05/2019 17:47:45 By IntgSvc

RESOLUTION

Daniel per the SOL check the build code of the steering dampener if it is not 320 or higher per the photo in the star case replace it per the case.

Updated: 01/02/2019 16:28:03 By S22619A

Daniel can you do an alignment check and attach a screen shot to the case. If need be set the toe.-Nate

Updated: 01/03/2019 08:39:17 By IntgSvc

Daniel so did you set the toe then? I don't see any issues that would cause the tires to cup. Are they factory?

Updated: 01/03/2019 09:56:25 By IntgSvc

I did I do not see an issue but if you suspect an issue contact the weld team per the recall.-Nate

Updated: 01/04/2019 07:04:47 By IntgSvc

Daniel if the vehicle drives straight as is I do not see a reason to adjust the toe . As far as I am aware the New dampener should correct the shimmy.-Nate

Updated: 01/16/2019 07:46:53 By IntgSvc

Daniel thanks for following up with us. I will submit the case for review to determine the next needed steps.-Nate

Updated: 01/16/2019 07:46:53 By IntgSvc

Daniel the steering dampener will be requested as a fast track part return, Before sending it back we need to know with the dampener removed does it have "dead" spot in it when expanding or retracting?-Nate

Updated: 01/16/2019 07:46:53 By IntgSvc

Daniel please update the case with the current status of the repair?-Nate

Updated: 01/31/2019 15:57:41 By IntgSvc

I called the dealership and left a voicemail for Daniel. I asked that he update the case.

Updated: 01/31/2019 15:57:41 By IntgSvc

Daniel ok did you replace the steering dampener with a date code higher than 320? If so then please remove one end of it and expand it completely and retract it completely, let us know if there are any spots in it where there is no resistance?-Nate

Updated: 02/04/2019 14:51:26 By IntgSvc

steering dampener

Updated: 02/12/2019 09:41:43 By T1145NE

Daniel please update the case.

Updated: 02/12/2019 09:42:10 By IntgSvc

Daniel the alignment looks good. Please remove one end of the dampener cycle it from fully retracting and extending the Dampener let me know if there is any soft spots in it order another dampener. And let me know, we will want a photo of the currently installed dampeners date stamp, and we may request fast track back on the currently installed part. Let me know.-Nate

Updated: 02/12/2019 09:42:10 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG7		Built Date	07/25/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	01/10/2019 09:05:28	By	T6294E0
Updated	01/16/2019 07:44:30	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 01/10/2019 09:05:28 By T6294E0

RESOLUTION

Ordered via Blue Zone parts required for Procedure A 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1

Updated: 01/10/2019 09:24:09 By T6294E0

Gary, We are going to send a specialist to inspect and/or repair the outboard weld (Procedure A, per UA5) Please confirm the following and we will begin the arrangements... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) ----- From: Customer Care

Sent: Monday, January 7, 2019 12:04:09 PM To: Gary Long Subject: Re: UA5 [REDACTED] We are sending this case to further review. We will let you know when the analysis is complete for Vin # [REDACTED] Thank you, Customer Care -----

----- From: Gary Long Sent: Monday, January 7, 2019 11:54:24 AM To: Customer Care

Cc: GLONG@OLATHEDCJ.COM Subject: UA5 [REDACTED] Olathe DCJ 45290 15500 W 117th St Olathe ks 66062 Gary Long Shop Foreman 913-780-3700 ext3228 glong@olathedcj.com

Updated: 01/16/2019 07:44:30 By IntgSvc

Gary, We are going to send a specialist to inspect and/or repair the outboard weld (Procedure A, per UA5) Please confirm the following and we will begin the arrangements... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) ----- From: Customer Care

Sent: Monday, January 7, 2019 12:04:09 PM To: Gary Long Subject: Re: UA5 [REDACTED] We are sending this case to further review. We will let you know when the analysis is complete for Vin # [REDACTED] Thank you, Customer Care -----

----- From: Gary Long Sent: Monday, January 7, 2019 11:54:24 AM To: Customer Care

Cc: GLONG@OLATHEDCJ.COM Subject: UA5 [REDACTED] Olathe DCJ 45290 15500 W 117th St Olathe ks 66062 Gary Long Shop Foreman 913-780-3700 ext3228 glong@olathedcj.com

Updated: 01/16/2019 07:44:30 By IntgSvc

Ordered via Blue Zone parts required for Procedure A 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1

Updated: 01/16/2019 07:44:30 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG1		Built Date	05/24/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	01/10/2019 09:35:17	By	T6294E0
Updated	01/16/2019 07:46:32	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
 Updated: 01/10/2019 09:35:17 By T6294E0

RESOLUTION

Ordered via Blue Zone repair parts for Procedure A 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1
 Updated: 01/10/2019 10:11:48 By T6294E0

Jim, We are going to send a specialist to inspect and/or repair the outboard weld (Procedure A, per UA5) Please confirm the following and we will begin the arrangements... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) ----- From: Customer Care

Sent: Sunday, January 6, 2019 4:19:14 PM To: Jim Goldsmith Subject: Re: 1C4HJXEG1JW The pictures are being sent for further review. We will get back to you as quickly as possible. Thank you, -----

----- From: Jim Goldsmith Sent: Friday, January 4, 2019 3:27:04 PM To: Customer Care Subject: 1C4HJXEG1JW 1C4HJXEG1JW 4 65138 Jim Goldsmith Service Manager Atlantic Chrysler-Jeep-VW-Fiat 6820 Tilton Road Egg Harbor Township, NJ 08234 609-646-8600 609-677-6625 (fax) jgoldsmith@atlanticautogroup.com

Updated: 01/16/2019 07:46:32 By IntgSvc

Ordered via Blue Zone repair parts for Procedure A 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1
 Updated: 01/16/2019 07:46:32 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG0		Built Date	06/07/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	01/10/2019 11:27:01	By	T6294E0
Updated	01/16/2019 07:53:02	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 01/10/2019 11:27:02 By T6294E0

RESOLUTION

Ordered via Blue Zone repair parts for Procedure B Bolts, Front Steering Gear 2 Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 Nut, Stabilizer 2

Updated: 01/10/2019 12:03:28 By T6294E0

Zach, We are going to send a specialist to repair the inboard weld (Procedure B, per UA5) Please confirm the following and we will begin the arrangements... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) ----- From: Customer Care Sent:

Sunday, January 6, 2019 4:37:11 PM To: Zach Slette Subject: Re: UA5 The pictures are being sent for further review. We will get back to you as quickly as possible. Thank you,

-- From: Zach Slette Sent: Saturday, January 5, 2019 10:17:03 AM To: Customer Care Subject: VIN: UA5 Fred Frederick Chrysler, 68607 8562 Ocean Gateway Easton Maryland, 21601 com

Updated: 01/16/2019 07:53:02 By IntgSvc

Ordered via Blue Zone repair parts for Procedure B 06512519AA Bolts, Front Steering Gear 2 Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1 Bolt, Stabilizer 2 06104718AA Nut, Stabilizer 2

Updated: 01/16/2019 07:53:02 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL72	JEEP WRANGLER SPORT		
VIN	1C4GJXAN1		Built Date	05/18/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	01/10/2019 13:45:08	By	T6294E0
Updated	01/16/2019 07:59:51	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 01/10/2019 13:45:08 By T6294E0

RESOLUTION

Ordered via Blue Zone repair parts for Procedure B....images of repair included on email sent. Bolts, Front Steering Gear 2 06512518AA Bolts, Rear Steering Gear 2 Bolt, Front Track Bar 1 Nut, Front Track Bar 1 06512065AA Bolt, Stabilizer 2 Nut, Stabilizer 2

Updated: 01/10/2019 14:15:10 By T6294E0

Customer Care Wed 1/9/2019 9:23 PM To: James lytle ; Star Management Group; We are going to send a weld specialist to inspect and, possibly, repair the inboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the visit... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) From: Customer Care

Sent: Tuesday, January 8, 2019 1:22:53 PM To: James lytle Subject: Re: 1c4gjxan1 We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: James lytle Sent: Tuesday, January 8, 2019 1:18:51 PM To: Customer

Care Subject: 1c4gjxan1jw Lithia Chrysler Jeep of Reno 60115 3223 Mill St. Reno Nevada 89502 James lytle

Updated: 01/16/2019 07:59:51 By IntgSvc

Customer Care Wed 1/9/2019 9:23 PM To: James lytle ; Star Management Group; We are going to send a weld specialist to inspect and, possibly, repair the inboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the visit... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) From: Customer Care

Sent: Tuesday, January 8, 2019 1:22:53 PM To: James lytle Subject: Re: 1c4gjxan1jw 7 We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: James lytle Sent: Tuesday, January 8, 2019 1:18:51 PM To: Customer

Care Subject: 1c4gjxan1jw Lithia Chrysler Jeep of Reno 60115 3223 Mill St. Reno Nevada 89502 James lytle

Updated: 01/16/2019 07:59:51 By IntgSvc

Ordered via Blue Zone repair parts for Procedure B....images of repair included on email sent. Bolts, Front Steering Gear 2 Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 06104718AA Nut, Stabilizer 2

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG7		Built Date	06/23/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	01/10/2019 14:18:24	By	T6294E0
Updated	01/16/2019 08:01:54	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
 Updated: 01/10/2019 14:18:24 By T6294E0

RESOLUTION

Ordered via Blue Zone repair parts for Procedure B. Bolts, Front Steering Gear 2 Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 06104718AA Nut, Stabilizer 2

Updated: 01/10/2019 14:57:33 By T6294E0

Ordered via Blue Zone repair parts for Procedure B. Bolts, Front Steering Gear 2 Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 06104718AA Nut, Stabilizer 2

Updated: 01/16/2019 08:01:54 By IntgSvc

Customer Care Thu 1/10/2019 10:15 AM To: ; Cc: Vickie Vecchiarelli ; Star Management Group; Adding Star Center to the email. From: Customer Care Sent: Wednesday,

January 9, 2019 9:23:23 PM To: Cc: Vickie Vecchiarelli Subject: Re: 1C4HJXEG7JW We are going to send a weld specialist to inspect and, possibly, repair the inboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the visit... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?)

-- From: Customer Care Sent: Tuesday, January 8, 2019 11:01:06 AM To: Cc: Vickie Vecchiarelli Subject: Re: 1C4HJXEG7JW We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care From:

Sent: Tuesday, January 8, 2019 10:58:17 AM To: Customer Care Cc: Vickie Vecchiarelli Subject: 1C4HJXEG7 1C4HJXEG7JW Hanlees CDJR of Napa 27008 333 Soscol Ave Napa CA 94559 (707)690-9600

Updated: 01/16/2019 08:01:54 By IntgSvc

Ordered via Blue Zone repair parts for Procedure B.

Updated: 01/16/2019 08:01:54 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDGX		Built Date	01/13/2018	Mileage 14,927
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	68	NOISY	
Created	01/10/2019 16:14:10	By	S51298L
Updated	01/31/2019 16:47:50	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Jeep has a bad wobble while driving and hitting bump in road
Updated: 01/10/2019 16:22:18 By S51298L
added pictures requested
Updated: 01/14/2019 18:06:04 By T1887JW
You can call cell phone 256-361-5410
Updated: 01/17/2019 11:16:32 By IntgSvc
Jerome, Do you have a direct line that Jonathan can call to get you.
Updated: 01/22/2019 12:57:34 By IntgSvc

RESOLUTION

Jonathan, I just call you & the dealership phone at 2:52 p.m. eastern time, both phone just ring. I would like to talk to you about this vehicle. Jerome
Updated: 01/16/2019 17:16:31 By IntgSvc
Jonathan, can you send me some pictures of the crack track bar bracket weld & attach it to the ticket. Jerome
Updated: 01/16/2019 17:16:31 By IntgSvc
Thanks for the pictures Anthony, I will forward this case to my Support Team. Jerome
Updated: 01/16/2019 17:16:31 By IntgSvc
Anthony, I just call your phone at 11:14 a.m. eastern time. phone went to voicemail. Jerome
Updated: 01/22/2019 11:06:17 By IntgSvc
Customer pickup the vehicle
Updated: 01/31/2019 16:47:29 By T1887JW
1-833-873-7512 ext 3040042
Updated: 01/31/2019 16:47:47 By IntgSvc
Anthony call in for assistance, stated he can see the track bar pshical
Updated: 01/31/2019 16:47:47 By IntgSvc
Talk to Derrick on the phone (SW), he stated that the tech install a steering damper per Star Case. Derrick stated they look over the vehicle again & couldn't find the crack. Customer pickup the vehicle & today requesting a buy back. You can close this ticket out on your end. You have 15 days to reopen ticket for further assistance.
Updated: 01/31/2019 16:47:47 By IntgSvc

Talk to Jonathan on the phone, we need new pictures of the crack. Let stick a pick or ruler in the crack/ etc.? Jerome

Updated: 01/31/2019 16:47:47 By IntgSvc

Tech stated he can physical see the track bar bracket move at the broken weld. Jerome

Updated: 01/31/2019 16:47:47 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG7		Built Date	07/25/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	01/11/2019 08:33:35	By	T6294E0
Updated	01/16/2019 08:18:19	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 01/11/2019 08:33:35 By T6294E0

RESOLUTION

Ordered via Blue Zone repair parts for Procedure A Bolt, Front Track Bar 1 Nut, Front Track Bar 1
Updated: 01/11/2019 09:05:58 By T6294E0

Customer Care Thu 1/10/2019 4:05 PM To: Zachary Schmidt ; Star Management Group; We are going to send a specialist to repair the outboard weld (Procedure A, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?)

From: Customer Care Sent: Thursday, January 10, 2019
10:18:05 AM To: Zachary Schmidt Subject: Re: 1C4HJXDG7JW We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: Zachary Schmidt Sent: Thursday, January 10, 2019 10:07:15 AM To: Customer Care Subject: 1C4HJXDG7JW VIN# 1C4HJXDG7JW Glendale Chrysler (# 10070 Manchester Road Glendale Missouri, 63122 Zach Schmidt (314-686-4808) zschmidt@goodcars.com

Updated: 01/16/2019 08:18:19 By IntgSvc

Customer Care Thu 1/10/2019 4:05 PM To: Zachary Schmidt ; Star Management Group; We are going to send a specialist to repair the outboard weld (Procedure A, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?)

From: Customer Care Sent: Thursday, January 10, 2019
10:18:05 AM To: Zachary Schmidt Subject: Re: 1C4HJXDG7JW We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: Zachary Schmidt Sent: Thursday, January 10, 2019 10:07:15 AM To: Customer Care Subject: 1C4HJXDG7JW VIN# 1C4HJXDG7JW Glendale Chrysler (# 10070 Manchester Road Glendale Missouri,

Updated: 01/16/2019 08:18:19 By IntgSvc

Ordered via Blue Zone repair parts for Procedure A 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1
Updated: 01/16/2019 08:18:19 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFG6		Built Date	01/31/2018	Mileage 12,841
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	IA	INFORMATION	
Created	01/14/2019 11:06:11	By	S76959A
Updated	01/17/2019 08:10:12	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Customer is concerned over weld quality of entire frame

Updated: 01/14/2019 11:15:58 By S76959A

Our TA is Joe Morton. He spoke with someone today , He took some pictures with a ruler today but also has sent 40-50 pics to engineering .

Updated: 01/15/2019 16:51:32 By T1887JW

RESOLUTION

Closure Requested

Updated: 01/17/2019 08:09:46 By T1887JW

Jeff, let review this Star Case # Take pictures of the porosity with a metric scale held up to the weld & tell us the located of the weld on the vehicle as well. Also may I have the name to the TA. Jerome

Updated: 01/17/2019 08:10:12 By IntgSvc

Thanks for the information Jeff, Jerome

Updated: 01/17/2019 08:10:12 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDN9		Built Date	05/18/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/03/2018 11:47:35	By	T6294E0
Updated	03/05/2019 08:49:09	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case for VIN [REDACTED] to repair a separate porosity issue.

Updated: 12/03/2018 11:47:35 By T6294E0

sanctioned welder came and made repair to vehicle

Updated: 03/05/2019 08:49:09 By IntgSvc

RESOLUTION

Hi Sean, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 01/22/2019 13:33:51 By IntgSvc

Customer Care Tue 11/27/2018 3:48 PM To: sean cox ; Star Management Group; UA5 Inspected and closed. A STAR case has been opened on this vehicle for a separate porosity issue. We our Service technician will be contacting to schedule the repair. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR." Star Center, Please open a new case for VIN [REDACTED] to repair a separate porosity issue. Regards, Customer Care ----- From: Customer Care Sent: Monday, November

26, 2018 12:55:11 PM To: sean cox Subject: Re: 1c4hxdn9jw [REDACTED] We are sending this case to further review. We will let you know when the analysis is complete for Vin # [REDACTED] Thank you, Customer Care -----

----- From: sean cox Sent: Monday, November 26, 2018 11:44:46 AM To: Customer Care Subject: 1c4hxdn9jw200713 Folsom lake cdjr dealer code 26891 Nell.carmody@folsomcdjr.com

Updated: 01/22/2019 13:33:51 By IntgSvc

sanctioned welder came and made repair to vehicle

Updated: 03/05/2019 08:48:38 By T2415EB

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFG2		Built Date	06/01/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/14/2018 09:52:09	By	T6294E0
Updated	01/25/2019 13:35:21	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

This VIN [REDACTED] has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 12/14/2018 09:52:09 By T6294E0

I am the technician that will be handling this vehicle. What further action is needed for the porosity issue?

Updated: 12/22/2018 05:38:48 By IntgSvc

RESOLUTION

Track bar weld incomplete. Tower to repair track bar weld peer engineering.

Updated: 01/25/2019 13:34:52 By T7400RM

Customer Care Thu 12/13/2018 4:56 PM To: [REDACTED] ; Star Management Group; This VIN [REDACTED] has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue. Our service technician will be contacting you to schedule the repair for the porosity issue. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Regards, -Customer Care

From: Customer Care Sent: Wednesday, December 12, 2018 1:52:13 PM To: [REDACTED] Subject: Re: 1c4hjxf2jw [REDACTED] We are sending this case to further review. We will let you know when the analysis is complete for Vin # [REDACTED] Thank you, Customer Care From: [REDACTED] Sent: Wednesday, December 12, 2018 1:32:36 PM To: Customer Care Subject: 1c4hjxf2jw [REDACTED] Redlands auto plaza [REDACTED] redlands, ca [REDACTED]

Updated: 01/25/2019 13:35:21 By IntgSvc

Customer Care Thu 12/13/2018 4:56 PM To: [REDACTED] ; Star Management Group; This VIN [REDACTED] has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue. Our service technician will be contacting you to schedule the repair for the porosity issue. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Regards, -Customer Care

From: Customer Care Sent: Wednesday, December 12, 2018 1:52:13 PM To: Robert Prickett Subject: Re: 1c4hjxf2jw [REDACTED] We are sending this case to further review. We will let you know when the analysis is complete for Vin # [REDACTED] Thank you, Customer Care From: [REDACTED] Sent: Wednesday, December 12, 2018 1:32:36 PM To: Customer Care Subject: [REDACTED] Redlands auto plaza [REDACTED] blvd redlands, ca [REDACTED]

Updated: 01/25/2019 13:35:21 By IntgSvc

Hi [REDACTED] We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 01/25/2019 13:35:21 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFG7		Built Date	03/15/2018	Mileage 6,992
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	B4	APPEARANCE	
Created	01/25/2019 18:51:23	By	S07177E
Updated	02/01/2019 15:30:55	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

there are multiply spot where the weld and pitted and/or not welded very well

Updated: 01/25/2019 18:55:19 By S07177E

Inspected welds according to all welds are normal. Emailed pictures to lp1433@chrysler.com

Updated: 02/01/2019 15:28:18 By T8932LP

RESOLUTION

Hello Lyle, open and read STAR Online Publication compare each to each of the scenarios and if any are questionable to you, take pictures of them and attach to the case or email them to me at LP1433@chrysler.com. Please advise, Leo.

Updated: 02/01/2019 14:54:52 By IntgSvc

Hello Lyle, thank you for the email. I've attached the pictures to the case and I am reviewing this with my support an will get back to you ASAP. Leo.

Updated: 02/01/2019 14:54:52 By IntgSvc

Lyle, I've reviewed with support and we need a description pointing out which pictures you feel to be a problem and what the problem is. If the problem is you suspect the porosity is an issue we need you to take the picture with a ruler to tell the scale of how close the pitting actually is, as in STAR Online Publication All of this needs to be clear for engineering. Please advise, Leo.

Updated: 02/01/2019 14:54:52 By IntgSvc

Normal welds

Updated: 02/01/2019 15:30:36 By T8932LP

Reagan, thank you for the update and the email. I attached the pictures to the case and I agree after reviewing them. Thank you for using FCA STAR! Leo.

Updated: 02/01/2019 15:30:55 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG8		Built Date	05/25/2018	Mileage	4,886
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	B4	APPEARANCE	
Created	01/29/2019 12:54:39	By	S19814E
Updated	02/05/2019 14:50:26	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 RECALL

Updated: 01/29/2019 13:12:56 By S19814E

The weld team was already here today, the vehicle is done. I received an email saying to start this case the same day the weld team scheduled the repair.

Updated: 02/05/2019 14:48:40 By IntgSvc

RESOLUTION

Hi [REDACTED] I'm researching this concern with my MC and will contact you back with an update on this issues.

Updated: 02/05/2019 14:41:31 By IntgSvc

Morning [REDACTED] take a look at SOL [REDACTED] in step 2 for the porosity/pinholes in the weld area take a picture of the weld as showing in the SOL and attach to the case and it will be send to the weld team for review.

Updated: 02/05/2019 14:41:31 By IntgSvc

The weld team was already here today, the vehicle is done. I received an email saying to start this case the same day the weld team scheduled the repair.

Updated: 02/05/2019 14:50:00 By T1545SC

Tech request case closure.

Updated: 02/05/2019 14:50:26 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL72	JEEP WRANGLER SPORT
VIN	1C4GJXAG3JW		Built Date	06/04/2018 Mileage 1,000
Plant	W	Toledo North Assembly	Market	U US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/18/2018 09:04:10	By	T6294E0
Updated	02/08/2019 08:38:35	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 12/18/2018 09:04:10 By T6294E0

RESOLUTION

nothing

Updated: 02/08/2019 08:38:27 By T8447JT

Against the Killing Noise tookman Wed 12/26/2018 9:35 AM To: Star Management Group; Orange Category Answered Hello, now they tell me that the uas5 that had a weld repaired by an outside contractor was not jw, thank you.. On Tue, Dec 18, 2018 at 9:22 AM Star Management Group wrote: Hi Garen, We have opened STAR case for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 02/08/2019 08:38:35 By IntgSvc

Customer Care Mon 12/17/2018 5:12 PM To: Against the Killing Noise tookman ; Star Management Group; This VIN has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue. Our service technician will be contacting you to schedule the repair for the porosity issue. Moving forward, please use customer care@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Regards, -Customer Care

From: Against the Killing Noise tookman Sent: Monday, December 17, 2018 2:44:35 PM To: Customer Care Subject: Re: 1C4GJXAG3JW Great, thanks for the update. On Mon, Dec 17, 2018 at 2:43 PM Customer Care wrote: We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: Against the Killing Noise tookman Sent: Monday, December 17, 2018 2:39:14 PM To: Customer Care Subject: Re: 1C4GJXAG3JW Hello again, finally they brought the jeep in again, here is a better inboard photo, thank you, On Wed, Nov 21, 2018 at 4:45 PM Customer Care wrote: Garen, We need to be able to see the full inboard weld from a higher angle (like 004.jpg, but the whole weld). I've attached an example. Please submit the new pic by replying

Updated: 02/08/2019 08:38:35 By IntgSvc

Hi Garen, We have opened STAR case for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 02/08/2019 08:38:35 By IntgSvc

Field Report

VEHICLE

Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG0	JW	Built Date	12/04/2017	Mileage 219
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			
Color	PRC	FIRECRACKER RED C/C			

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	K4	LOOSE	
Created	03/09/2018 18:57:08	By	T5646AR
Updated	03/16/2018 11:25:23	By	T1205BS

CONTACT

Dealer	27059	CLASSIC CDJRF OF ARLINGTON	Phone	(817) 557-6000
Address	1111 INTERSTATE 20 E			
City	ARLINGTON	State	TX	ZIP 76018 2110
Dealer Zone	63	County	TARRANT	Country USA
Tech	Gordon Goldthwaite			
STAR	T1205BS			

CUSTOMER CONCERN

ESC LIGHT IS ON

Updated: 03/09/2018 18:57:08 By T5646AR

customer owned for two days before issue presented itself, emails with pictures sent

Updated: 03/12/2018 11:59:13 By T1205BS

RESOLUTION

Hello Gordon, please clarify if this is a customer owned or dealer owned vehicle. if customer own please state when concern was noticed. Then please attach photos of the concern, one backed off far enough to show the location of the concern compared to the vehicle then zoom in close enough to see the concern. If you can not attach the photos please email them to me at AR2199@chrysler.com. Thank you, Tony R

Updated: 03/09/2018 18:57:08 By T5646AR

Gordon, Tony is off today and I'm handling his cases until he returns. Unfortunately I can't access his email. Can you send those pictures to my email (BS1265@chrysler.com)? Thank you. Brian S.

Updated: 03/12/2018 11:59:13 By T1205BS

Gordon, I've attached the pictures to the case and will get back to you shortly. Thanks. Brian S.

Updated: 03/12/2018 15:52:27 By T1205BS

Called Gordon (909-292-6133) to update him on this vehicle. His voicemail box has not been set up yet. Called dealership (817-557-6000) cannot get through. Called service (682-232-2417) from internet. It didn't even ring before it disconnected. Got through to Gordon and informed him to park the vehicle until he hears back from us. Brian S.

Updated: 03/13/2018 09:50:29 By T1205BS

I was informed by engineering that they have someone flying out there today to address this vehicle's concern. A representative for engineering will make contact with the dealership and arrange the details of their visit. Brian S.

Updated: 03/15/2018 09:38:20 By T1205BS

ENGINEER CAME TO DEALER SHIP AND WELDED NEW TRACK BAR BRACKET ONTO VEHICLE Technician requested closure.

Updated: 03/16/2018 11:25:23 By T1205BS

Field Report

VEHICLE

Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON		
VIN	1C4HJXFG2	JW	Built Date	01/15/2018	Mileage	873
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	23 - BODY/SHEET METAL
Customer Complaint	FNF	FIT AND FINISH	
Created	04/17/2018 10:37:07	By	T1887JW
Updated	04/23/2018 09:00:49	By	T6294E0

CONTACT

Dealer	60441	HUDSON CHRYSLER JEEP DODGE RAM		Phone	(201) 324-2030
Address	625 ROUTE 440				
City	JERSEY CITY	State	NJ	ZIP	07304 1089
Dealer Zone	32	County	HUDSON	Country	USA
Tech	William Garcia				
STAR	T6294E0				

CUSTOMER CONCERN

VEHICLE DOES NOT TURN
Updated: 04/17/2018 10:37:07 By T1887JW
Jerome, please call me with any updates, Peter: 201-912-5404.
Updated: 04/17/2018 15:13:00 By T1887JW

RESOLUTION

William, I will review the pictures with my Support Team. Jerome
Updated: 04/17/2018 10:37:07 By T1887JW
Peter, I talk to William your Shop Forman, I stated to him do not repair the vehicle. Engineer will call you or the dealership on a repair. Jerome
Updated: 04/17/2018 15:13:00 By T1887JW
welded a new track bar bracket
Updated: 04/23/2018 09:00:49 By T6294E0

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG5	JW		Built Date	02/18/2018
				Mileage	3,398
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			
Color	PW7	BRIGHT WHITE CLEAR COAT			

GENERAL

Case Ref		Component Group	23 - BODY/SHEET METAL
Customer Complaint	FNF	FIT AND FINISH	
Created	06/29/2018 18:19:42	By	T0208JK
Updated	06/29/2018 18:19:42	By	T0208JK

CONTACT

Dealer	66405	BURGER CHRYSLER-JEEP INC	Phone	(812) 232-1331
Address	2600 SOUTH THIRD STREET			
City	TERRE HAUTE	State	IN	ZIP 47802 3518
Dealer Zone	51	County	VIGO	Country USA
Tech	Rodney Frederick			
STAR	T0208JK			

CUSTOMER CONCERN

Customer indicates frame weld issues.
 Updated: 06/29/2018 18:19:42 By T0208JK

RESOLUTION

TA Kern assisted dealer in inspecting vehicles weld concerns. The customer was present and indicated the weld in which they were concerned with. The customer indicated that he was a welder by trade. During inspection of the frame welds on the left and right side of the vehicle, porosity (pin holes) were found. The pin holes varied in size and diameter. Image 0501 indicates a cluster of porosity in which the pinholes are not separated by at least their own diameter and it exceeds the 6.4 mm in any 25 mm of weld. Image 0499 is another image of the same cluster. This is located on the right front frame rail after the bend. This is the only porosity failure I was able to find per the weld standard PS.50001.01. The recommendation would be to re-weld the affected area.

Updated: 06/29/2018 18:19:42 By T0208JK

Field Report

VEHICLE

Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON			
VIN	1C4HJXFG6	JW		Built Date	06/05/2018	Mileage	1,246
Plant	W	Toledo North Assembly	Market	U	US		
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS					
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)					
Color	PE4						

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	B5	DRIFT/WANDER	
Created	07/06/2018 12:09:10	By	T1205BS
Updated	07/09/2018 11:26:59	By	T7012KR

CONTACT

Dealer	60039	TOWN AND COUNTRY C G , INC		Phone	(719) 539-6633
Address	6250 EAST HIGHWAY 50				
City	SALIDA	State	CO	ZIP	81201 3264
Dealer Zone	74	County	CHAFFEE	Country	USA
Tech	Joseph Holmes				
STAR	T7012KR				

CUSTOMER CONCERN

steering wheel off center. wanders all over the road

Updated: 07/06/2018 12:09:10 By T1205BS

There are no modifications to vehicle. Completely stock. sent you a few pics. Joe H.

Updated: 07/06/2018 13:19:46 By T1205BS

RESOLUTION

Joseph, Please attach a few pictures of this track bar bracket separation to this ticket. If they are too large to attach to this ticket, send them to my email (BS1265@chrysler.com) Is this vehicle still stock or are there any aftermarket accessories or modifications? Thanks. Brian S.

Updated: 07/06/2018 12:09:10 By T1205BS

Joseph, Go ahead and secure this vehicle for now. I am going to send these pictures over to engineering for review. I'm fairly certain that they will want to see this one firsthand. You will want to have your manager get a hold of the business center to get this customer in another vehicle as it is likely you won't hear back from anyone until Monday. Let me know if you have any other questions. Thanks. Brian S.

Updated: 07/06/2018 13:19:46 By T1205BS

Joseph, I am going to escalate your case. Your TA is working with engineering and they will take care of this from here. Please do not respond to this ticket as it will pull it out of the escalation process and return it to me. Thank you. Brian S.

Updated: 07/06/2018 14:03:01 By T1205BS

STAR MC. Hello Joseph. My name is Ken and I will be overseeing your case until resolution. Please keep me updated on this vehicle. Ken R.

Updated: 07/06/2018 14:25:57 By T7012KR

WELD TEAM CAME AND INSTALLED NEW TRACK BAR BRACKET ON THE FRAME. Tech requested closure.

Updated: 07/09/2018 11:26:59 By T7012KR

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG0	JW	Built Date	06/06/2018	Mileage 1,050
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			
Color	PE4				

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	AS	ALIGNMENT	
Created	07/31/2018 12:42:55	By	T1887JW
Updated	08/06/2018 12:51:28	By	T1887JW

CONTACT

Dealer	60452	REDLANDS CHRYSLER JEEP DODGE RAM		Phone	(909) 793-2141
Address	500 W REDLANDS BLVD				
City	REDLANDS	State	CA	ZIP	92373 4638
Dealer Zone	71	County	SAN BERNARDINO	Country	USA
Tech	Robert Prickett				
STAR	T1887JW				

CUSTOMER CONCERN

customer states steering is all over the place, esc light is on, alignment is off, and while making a right turn the vehicle makes a grinding noise.

Updated: 07/31/2018 12:42:55 By T1887JW

I tried to upload them but it is saying the picture is too big and it must be below 1mb. Is there another way to send them to you?

Updated: 07/31/2018 13:44:33 By T1887JW

I sent the email but it told me your inbox is too full.

Updated: 07/31/2018 15:02:40 By T1887JW

ok I sent them in multiple emails and it seems to have sent

Updated: 07/31/2018 15:02:40 By T1887JW

RESOLUTION

can you send me pictures of the broken weld? Jerome

Updated: 07/31/2018 12:42:55 By T1887JW

my email address is jerome.wilson@fcagroup.com. Can you send me a vehicle scan & configure report & attach it to the ticket. Also send me pictures of the axle shifted or concern area. Jerome

Updated: 07/31/2018 13:44:33 By T1887JW

Thanks for the pictures Robert. I will review this ticket with my Support Team. Jerome

Updated: 07/31/2018 15:02:40 By T1887JW

welder from manufacturing plant came and welded new track bar bracket on

Updated: 08/06/2018 12:51:28 By T1887JW

Field Report

VEHICLE

Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON		
VIN	1C4HJXFG6	JW	Built Date	06/05/2018	Mileage	1,264
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	08/14/2018 16:24:23	By	T1145NE
Updated	08/17/2018 10:44:14	By	T1145NE

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C0051-62	Steering Wheel Position Sensor - Signal Compare Failure	T3076SB	04/14/2013 01:25:00
U0415-00	Implausible Data Received from ABS -	T3076SB	04/14/2013 01:25:00
U0418	Implausible Data Received From Brake System Control Module	T3076SB	04/14/2013 01:25:00
U0432	Invalid Data Received From Multi-axis Acceleration Sensor Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60506	MEDVED CHRYSLER DODGE JEEP RAM	Phone	(303) 688-3137
Address	1520 S WILCOX ST			
City	CASTLE ROCK	State	CO	ZIP 80104 1922
Dealer Zone	74	County	DOUGLAS	Country USA
Tech	Matt Mccann			
STAR	T1145NE			

CUSTOMER CONCERN

STEERING WHEEL OFF CENTER. ECS LIGHT ON, ABS LIGHT ON

Updated: 08/14/2018 16:24:23 By T1145NE

I INSPECTED VEHICLE. FOUND THAT THE TRACK BAR MOUNTING BRACKET NOT WELDED TO THE FRAME. THE TRACK BAR MOUNTING BRACKET NEEDS TO BE WELDED.

Updated: 08/15/2018 09:21:12 By T1145NE

I HAVE ATTACHED PICTURES

Updated: 08/15/2018 09:21:12 By T1145NE

RESOLUTION

Matt called per the concern. He listed the DTC that were all set but stored. Matt indicated he had to align the vehicle and the SAS is still not reading accurately. I advised Matt to inspect the SAS reading while the steering wheel is centered and all the way left and all the way right. I suggested to check the steering wheel center, full left and full right should be roughly even. Matt indicated he is going to replace the SCCM and retest.-Nate

Updated: 08/14/2018 16:24:23 By T1145NE

Matt there are no photos showing attached to this case. Please Double check the photos to make sure they are there.-Nate

Updated: 08/15/2018 09:21:12 By T1145NE

replaced the SCCM

Updated: 08/17/2018 10:44:14 By T1145NE

Field Report

VEHICLE

Model Year	2018	Body	JLJS72	JEEP WRANGLER RUBICON		
VIN	1C4HJXCG5	JW	Built Date	05/18/2018	Mileage	568
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DEM	6-SPEED RWD MANUAL TRANSMISSION				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	23 - BODY/SHEET METAL
Customer Complaint	EAP	EXTERIOR APPEARANCE	
Created	08/21/2018 11:45:08	By	T6035RM
Updated	08/22/2018 16:12:47	By	T6035RM

CONTACT

Dealer	08564	NORMANDIN CHRYSLER DODGE JEEP RAM		Phone	(408) 266-9500
Address	900 CAPITOL EXPRESSWAY AUTO MALL				
City	SAN JOSE	State	CA	ZIP	95136 1102
Dealer Zone	71	County	SANTA CLARA	Country	USA
Tech	Steve Rodgers				
STAR	T6035RM				

CUSTOMER CONCERN

call steve rogers sd, 408 9793450, possible crack frame and or rust concerns thought welding related.
Updated: 08/21/2018 11:45:08 By T6035RM

RESOLUTION

TS called SM Steve and as per conversation, the DLR is going to be comparing the welds with different JLs. Advised to call me at (248)488-3700 with an update. He will also be emailing me pictures as well.

Updated: 08/21/2018 11:45:08 By T6035RM

SM Steve called in and left message that the TA had gone out to the DLR to inspect the vehicle and has confirmed to release the vehicle. TS called DLR and LVM for Steve to let him know that if the TA has given the ok to release the vehicle then we can release the vehicle. TS closing case.

Updated: 08/22/2018 16:12:47 By T6035RM

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG7	JW	Built Date	06/05/2018	Mileage 1,424
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			
Color	PDN				

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	B5	DRIFT/WANDER	
Created	08/27/2018 14:13:43	By	T1887JW
Updated	09/05/2018 11:21:16	By	T3711MG

CONTACT

Dealer	59528	TWIN CITY DODGE CHRYSLER JEEP RAM	Phone	(765) 447-3191
Address	650 SAGAMORE PKWY S			
City	LAFAYETTE	State	IN	ZIP 47905 4736
Dealer Zone	42	County	TIPPECANOE	Country USA
Tech	Zachary Spear			
STAR	T3711MG			

CUSTOMER CONCERN

customer state steering wheel way off center

Updated: 08/27/2018 14:13:43 By T1887JW

customer said he bought the jeep with the lift kit already installed and steering has been messed up as long as he owned it

Updated: 08/27/2018 16:00:21 By T1887JW

Hello Jerome, we found the cause for the steering concern. the track bar bracket has come loose from the frame. It appears that it was not properly welded at the factory. I have pictures if you could send me your email I can send them to you.

Updated: 08/29/2018 13:33:49 By T1887JW

RESOLUTION

Talk to Zachary on the phone, tech stated that every time he turn the steering wheel it off center. I have to do some research on this concern. Jerome

Updated: 08/27/2018 14:13:43 By T1887JW

Thanks for the update Zachary, Jerome

Updated: 08/27/2018 16:00:21 By T1887JW

Zachary, customer have to return the vehicle to stock & recheck the suspension. Jerome

Updated: 08/29/2018 08:14:06 By T1887JW

Thanks for the update Zachary, good find. jerome.wilson@fcagroup.com

Updated: 08/29/2018 13:33:49 By T1887JW

Thanks for the pictures Zachary, I will review this ticket with my Support Team. Jerome

Updated: 08/29/2018 13:51:08 By T1887JW

TA-MJG54 received call from shop foreman, Dave Cooper seeking updated info for concern listed in case. Informed that scheduling is being reviewed by quality for onsite weld team TBA.

Updated: 08/30/2018 12:54:54 By T3711MG

TA-MJG54 on 09/04/18dealer site to inspect vehicle and validate that weld team was onsite to install and weld new track bar bracket. Repairs have been completed see attached Pics for further insight.

Updated: 09/05/2018 11:19:51 By T3711MG

TA-MJG54 on 09/04/18dealer site to inspect vehicle and validate that weld team was onsite to install and weld new track bar bracket. Repairs have been completed see attached Pics for further insight.

Updated: 09/05/2018 11:21:16 By T3711MG

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG9	JW	Built Date	06/06/2018	Mileage 2,727
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			
Color	PE4				

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	K4	LOOSE	
Created	08/28/2018 11:31:09	By	T6000JW
Updated	09/05/2018 14:50:42	By	T6000JW

CONTACT

Dealer	60414	FREEDOM CHRYSLER DODGE JEEP RAM	Phone	(717) 652-3660
Address	6060 ALLENTOWN BLVD			
City	HARRISBURG	State	PA	ZIP 17112 2601
Dealer Zone	35	County	DAUPHIN	Country USA
Tech	Adam Good			
STAR	T6000JW			

CUSTOMER CONCERN

Customer states steering wheel off center and making a clunk noise. PLEASE CALL ASAP

Updated: 08/28/2018 11:31:09 By T6000JW

The photos are attached now.

Updated: 08/28/2018 17:08:02 By T6000JW

I apologize. The vehicle was fixed on 8/31.

Updated: 09/05/2018 11:08:33 By T6000JW

RESOLUTION

Adam called and he states the track bar is broken off the frame. He states he contacted his TA Jeff Stone and he advised to open a star case and have a weld team come out. He sent a video which shows the cracked weld but not able to attach to this ticket, advised to forward photos and let me know when attached to this ticket. Jim W

Updated: 08/28/2018 11:31:09 By T6000JW

Adam, Thanks for attaching the photos, I will forward this to my support team for further investigation, Thank you, Jim W

Updated: 08/28/2018 17:08:02 By T6000JW

Adam, I called and left a voicemail on the cell number, called the service department and not able to speak to an advisor or you. I was advised this Vehicle was repaired according to the supplier 8/30. Is this correct ? If yes please close this ticket.

Thank you, Jim W

Updated: 09/05/2018 10:05:18 By T6000JW

Thanks for the update Adam, Jim W

Updated: 09/05/2018 11:08:33 By T6000JW

Sending a weld team out and welding track bar bracket back on. technician requested closure. Jim W

Updated: 09/05/2018 14:50:42 By T6000JW

Field Report

VEHICLE

Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG6	JW	Built Date	05/31/2018	Mileage	2,039
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	87	RUSTED/CORRODED	
Created	08/30/2018 19:36:07	By	T1887JW
Updated	09/07/2018 08:05:31	By	T1887JW

CONTACT

Dealer	58729	SCHLOSSMANN'S DODGE CITY CHRYSLER	Phone	(262) 790-9000
Address	19100 W CAPITOL DR			
City	BROOKFIELD	State	WI	ZIP 53045 2707
Dealer Zone	51	County	WAUKESHA	Country USA
Tech	BRIAN SEMMELMANN			
STAR	T1887JW			

CUSTOMER CONCERN

steering wheel off center and getting worse
Updated: 08/30/2018 19:36:07 By T1887JW

RESOLUTION

Brain, I will review this pictures with my Support Team. Jerome
Updated: 08/30/2018 19:36:07 By T1887JW
Brain, I review this ticket with my Support team, wait for direction from engineering/weld team on this concern. Jerome
Updated: 09/04/2018 10:43:30 By T1887JW
FCA sent out a welder from Tower International and welded new track bar bracket on and checked all welds
Updated: 09/07/2018 08:05:31 By T1887JW

Field Report

VEHICLE

Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON		
VIN	1C4HJXFG3	JW	Built Date	01/31/2018	Mileage	4,743
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color	PRC	FIRECRACKER RED C/C				

GENERAL

Case Ref		Component Group	19 - STEERING
Customer Complaint	B6	EXCESSIVE EFFORT	
Created	08/31/2018 15:06:07	By	T1887JW
Updated	10/02/2018 14:45:43	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

cust states play in steering at 55 mph and at times will lock up while driving.
Updated: 08/31/2018 13:50:30 By S19045B
 he is also complaining about the welds on the frame
Updated: 08/31/2018 14:59:27 By S19045B
 right front spring tower has more weld than left
Updated: 08/31/2018 15:06:08 By S19045B
 racked it no binding or looseness never lock up on me drove it 13 miles on hwy and street
Updated: 08/31/2018 15:39:57 By S19045B
 ill send pictures of weld on spring towers left looks clean right is well over done
Updated: 08/31/2018 15:41:52 By S19045B
 PLEASE SEE ATTACHED PHOTOS
Updated: 08/31/2018 16:36:14 By S19045B
 PLEASE SEE ATTACHED
Updated: 08/31/2018 16:54:30 By S19045B
 did tsb drives a lot better . do I let cust have back now ?
Updated: 09/01/2018 15:08:36 By S19045B
 cust drove it and is not happy says its all over at 30 up
Updated: 09/05/2018 16:49:36 By S19045B
 thats why replaced the tires is because of the play
Updated: 09/07/2018 17:09:40 By S19045B
 ok
Updated: 09/10/2018 09:13:56 By S19045B
 CUST DROVE LIKE VEHICLE AND SAID IT WAS MUCH BETTER . HE ALSO SAIL HE SEEN ON JEEP FOURM THAT THIS WAS A KNOWN PROBLEM AND THE FIX WAS A GEAR BOX
Updated: 09/11/2018 14:24:32 By S19045B

ok replacing gearbox

Updated: 09/12/2018 09:00:05 By S19045B

tomorrow

Updated: 09/12/2018 11:06:40 By S19045B

installing new gear now

Updated: 09/18/2018 10:09:26 By S19045B

replaced gear test drove

Updated: 09/20/2018 13:47:06 By S19045B

yes but cust still needs to drive it .

Updated: 09/20/2018 14:37:01 By S19045B

the cust will be here on thurs to test drive

Updated: 09/24/2018 17:17:40 By T1887JW

RESOLUTION

Charles, can you duplicate the concern? Why is the customer complaining about the weld. Let check the front end suspension for binding etc.? Jerome

Updated: 08/31/2018 15:06:08 By IntgSvc

Thanks for the update Charles, you can attach the pictures to the ticket. Jerome

Updated: 08/31/2018 16:25:57 By IntgSvc

Thanks for the picture Charles, Let perform this TSB: 08-092-18 & retest. I will review these pictures with my Support Team. Jerome

Updated: 08/31/2018 17:11:15 By IntgSvc

Charles, if you & the customer feel it drive as design. Jerome

Updated: 09/04/2018 08:11:40 By IntgSvc

Thanks for the update Charles, let swap wheel/tires from a like vehicle & retest. Or you can lower the tire psi a little & retest as well. Jerome

Updated: 09/06/2018 08:12:22 By IntgSvc

Charles, any update on this vehicle? Jerome

Updated: 09/07/2018 08:28:22 By IntgSvc

Charles, let compare the steering to a like vehicle & retest. Jerome

Updated: 09/10/2018 08:43:05 By IntgSvc

Thanks

Updated: 09/10/2018 11:03:11 By IntgSvc

Thanks for the update Charles, No known case on this concern. Just the TSB I provided in the ticket. Jerome

Updated: 09/11/2018 15:03:54 By IntgSvc

Thanks for the update Charles, can you tell me the ETA on the part-thanks. Jerome

Updated: 09/12/2018 09:33:19 By IntgSvc

Thanks for the update Charles.

Updated: 09/12/2018 11:32:13 By IntgSvc

Charles, any update on this vehicle? Jerome

Updated: 09/17/2018 14:20:35 By IntgSvc

Thanks for the update Charles, keep me informed. Jerome

Updated: 09/18/2018 10:37:37 By IntgSvc

Charles, any update on this vehicle? Jerome

Updated: 09/20/2018 09:59:17 By IntgSvc

Charles, steering operating as design? Jerome

Updated: 09/20/2018 14:20:08 By IntgSvc

Charles, when will the customer come to the shop to drive the vehicle? Jerome

Updated: 09/20/2018 16:17:41 By IntgSvc

Charles, any update on this vehicle? Jerome

Updated: 09/28/2018 07:52:59 By IntgSvc

Charles, any update on this vehicle? Jerome

Updated: 09/28/2018 07:52:59 By IntgSvc

Thanks for the update Charles. Jerome

Updated: 09/28/2018 07:52:59 By IntgSvc

Talk to Charles on the phone, tech stated that the vehicle is repaired. Jerome

Updated: 10/02/2018 14:45:43 By IntgSvc

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG4	JW	Built Date	06/04/2018	Mileage 3,089
Plant	W	Toledo North Assembly	Market	U	US
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			
Transmission	DEM	6-SPEED RWD MANUAL TRANSMISSION			
Color	PDN				

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	K4	LOOSE	
Created	09/10/2018 16:16:42	By	T1887JW
Updated	09/21/2018 09:08:24	By	T1887JW

CONTACT

Dealer	64431	RUGE'S C/D/J	Phone	(845) 876-1057
Address	6882 ROUTE 9			
City	RHINEBECK	State	NY	ZIP 12572 2130
Dealer Zone	32	County	DUTCHESS	Country USA
Tech	Brian Phillips			
STAR	T1887JW			

CUSTOMER CONCERN

Cust. lost steering. Steering wheel off center. Traction control kicks in driving straight.
Updated: 09/10/2018 16:16:42 By T1887JW

We sent you 2 pictures. We will put the vehicle back up on lift and send the remaining sides.
Updated: 09/11/2018 14:34:46 By T1887JW

Jerome, the other pictures which you requested are on there way over to you now.
Updated: 09/11/2018 14:42:37 By T1887JW

Good Morning. Thanks for the update. Please let us know what the next step is? The customer is in a loaner vehicle.
Updated: 09/12/2018 08:56:38 By T1887JW

We did not speak with the engineer regarding this concern. We did speak with our area rep which is going to buyback the vehicle for this customer. We have been instructed to locate a certified welder in the area that can reweld the bracket back into place. The vehicle will then be sent to auction after the buyback process.
Updated: 09/18/2018 11:49:21 By T1887JW

RESOLUTION

Brian, jerome.wilson@fcagroup.com
Updated: 09/10/2018 16:16:42 By T1887JW

Thanks for the video Brian, can you send me some pictures od all 4 sides of the bracket. Jerome
Updated: 09/11/2018 14:08:18 By T1887JW

Brain, only got the video the other file will not open. Jerome
Updated: 09/11/2018 14:34:46 By T1887JW

Thanks for the pictures Brian, I will forward the pictures to my Support Team. Jerome
Updated: 09/11/2018 14:42:37 By T1887JW

Brain, once I get information from my Support Team I will let you know the next step. Jerome
Updated: 09/12/2018 08:56:38 By T1887JW

Brian, did Engineer call your dealership about this vehicle?
Updated: 09/18/2018 08:45:56 By T1887JW

Thanks for the information Brian, just left a message on your voicemail. FCA have provided a weld team to come to your dealership to repair the vehicle. You can close this ticket out on your end. Jerome

Updated: 09/18/2018 11:49:21 By T1887JW

Track Bar Bracket welded

Updated: 09/21/2018 09:08:24 By T1887JW

Field Report

VEHICLE

Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG3	JW	Built Date	06/05/2018	Mileage	2,216
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	13 - FRAME & BUMPERS
Customer Complaint	K4	LOOSE	
Created	09/12/2018 10:56:30	By	T1416MM
Updated	09/12/2018 12:58:47	By	T1416MM

CONTACT

Dealer	60439	ST CHARLES CHRYSLER DODGE JEEP	Phone	(630) 513-5353
Address	1611 E MAIN ST			
City	ST CHARLES	State	IL	ZIP 60174 2343
Dealer Zone	51	County	KANE	Country USA
Tech	Ronald Easto			
STAR	T1416MM			

CUSTOMER CONCERN

Customer brought vehicle into dealership with a complaint that there is a loud popping/rubbing noise in the passenger side front of the vehicle when turning right. Additionally, the service electronic stability control system light is on in the vehicle.

Updated: 09/12/2018 10:56:30 By T1416MM

RESOLUTION

Dealer inspected vehicle and noticed that the bracket for the track bar (where it is mounted to the frame) had become separated from the frame. Dealer provided images of bracket, which are attached to this case. Writer to forward to engineering for review...mam50: [REDACTED]

Updated: 09/12/2018 10:56:30 By T1416MM

Updated mileage in case to reflect current mileage on vehicle...mam50

Updated: 09/12/2018 12:36:33 By T1416MM

Updated ECCI case with images...mam50

Updated: 09/12/2018 12:58:47 By T1416MM

Field Report

VEHICLE

Model Year	2018	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG9	JW	Built Date	05/10/2018	Mileage	1,358
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DEM	6-SPEED RWD MANUAL TRANSMISSION				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	K4	LOOSE	
Created	09/19/2018 15:29:52	By	T6357JM
Updated	10/04/2018 12:57:33	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

steering feels funny
Updated: 09/19/2018 14:43:44 By S04557N

RESOLUTION

William had called in about this issue with the frame that had separated at the track bar. I had showed this to my support team and they said that they have been notified about this and that they are in contact with engineering and engineering is going to get a weld team out there and the engineers team will be in contact with the dealership about this vehicle, Justin

Updated: 09/19/2018 15:29:53 By IntgSvc

Hello William. I was just wondering if anyone has been in contact with you about this vehicle? Justin

Updated: 09/21/2018 10:38:34 By IntgSvc

Hello William. We have not heard from you in a few days, can you please provide an update on the vehicle? Is further assistance needed? If not then you can close out the ticket. Thanks, Justin

Updated: 10/04/2018 12:57:33 By IntgSvc

I had called the dealership to get an update on the vehicle. I had got a hold of Jen in the office and she took down my callback number to give to William and to tell him to either call me back or to update the case threw service library. We will be closing the ticket in the next 48 hours if we have not received a response. Thank you. Justin

Updated: 10/04/2018 12:57:33 By IntgSvc

Field Report

VEHICLE

Model Year	2018	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG5	JW	Built Date	05/23/2018	Mileage	5,319
Plant	W	Toledo North Assembly	Market	U	US	
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	19 - STEERING
Customer Complaint	AS	ALIGNMENT	
Created	09/21/2018 08:41:02	By	T2308TB
Updated	09/21/2018 11:35:15	By	T6294E0

CONTACT

Dealer	60671	Elgin Chrysler Dodge Jeep RAM		Phone	(847) 697-0900
Address	1010 EAST CHICAGO STREET				
City	ELGIN	State	IL	ZIP	60120 6823
Dealer Zone	51	County	COOK	Country	USA
Tech	MPatrick Mercado				
STAR	T6294E0				

CUSTOMER CONCERN

customer brought in car with steering wheel way off center aligned twice the abs lamp comes on when turning right and steering goes off center

Updated: 09/21/2018 08:41:02 By T2308TB

yes steering was off when came in found the trac bar weld is broken

Updated: 09/21/2018 11:24:24 By T2308TB

RESOLUTION

Driving straight down road what does the SAS read? What are the Steering stops readings for the SAS each steering stop? Do you have an alignment print out you can add to the case? If so please do and reply letting me know? Was the steering wheel off center the reason the vehicle need an alignment? Thanks TimB

Updated: 09/21/2018 08:41:02 By T2308TB

What did you do with the trac bar?

Updated: 09/21/2018 11:24:24 By T2308TB

waiting on response from chrysler

Updated: 09/21/2018 11:35:15 By T6294E0

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG4		Built Date	05/17/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/13/2018 08:16:23	By	T6294E0
Updated	11/13/2018 21:18:39	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

repair the outboard weld (Procedure B, per UA5)
Updated: 11/13/2018 08:16:23 By T6294E0

RESOLUTION

Ordered via Blue Zone part B 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/13/2018 16:40:31 By T6294E0

Customer Care Mon 11/12/2018 8:32 PM To: mancini@aol.com; Star Management Group; We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Fri, Nov 9, 2018 at 1:33 PM Bob Mancini wrote: CUSTOMER WANTS CAR BACK STILL WAITING FOR ANSWER SHE IS GET MAD AT ME . CAN I RELEAS CAR BACK TO CUSTOMER Robert Mancini Madison Chrysler 203-245-0451 -----Original Message----- From: Bob Mancini To: CUSTOMERCARE Sent: Wed, Nov 7, 2018 2:42 pm Subject: 1C4HJXDG4JW [REDACTED] MADISON CHRYSLER 43523 203 BOSTON POST RD MADISON CT 06443 [REDACTED] Madison Chrysler 203-245-0451

Updated: 11/13/2018 21:18:39 By IntgSvc

Ordered via BlueZone part B 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/13/2018 21:18:39 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG4		Built Date	06/05/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/14/2018 14:35:01	By	T6294E0
Updated	11/14/2018 15:02:17	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 11/14/2018 14:35:01 By T6294E0

RESOLUTION

Ordered parts via Blue Zone 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/14/2018 15:01:53 By T6294E0

Ordered parts via Blue Zone 06512061AA Bolt, Front Track Bar 06104719AA Nut, Front Track Bar

Updated: 11/14/2018 15:02:17 By IntgSvc

Wed 11/14/2018 9:27 AM To: Customer Care ; Star Management Group; Cc: Frank Hensley ; Yellow Category
The point of contact will be myself (Virgil Dody) Monday through Friday 7:00am-6:00pm We DO NOT have a welder It would be 110/115v Service Manager Chapman Chrysler Jeep (702) 558-3016 From: Customer Care Sent: Tuesday, November 13, 2018 1:18 PM To: Virgil Dody ; Star Center Subject: Re: 1C4HJXDG4JW We are going to send a specialist to repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Sat, Nov 10, 2018 at 3:44 PM Customer Care wrote: We are sending this case to further review. We will let you know when the analysis is complete. -Customer Care On Fri, Nov 9, 2018 at 7:54 PM Virgil Dody wrote: Chapman Chrysler Jeep 68737 930 Auto Show Drive Henderson NV y
Virgil Dody Service Manager Chapman Chrysler Jeep (702) 558-3016 From: Sent: Friday, November 9, 2018 4:22 PM To: Virgil Dody Subject: Ro# -- Sincerely, Track Bar Customer Care
customercare@trackbar.net

Updated: 11/14/2018 15:02:17 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG0		Built Date	06/08/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/14/2018 15:38:52	By	T6294E0
Updated	11/14/2018 16:14:06	By	T6294E0

CONTACT

Dealer			Phone	
Address				
City		State	ZIP	
Dealer Zone		County	Country	
Tech				
STAR	T6294E0			

CUSTOMER CONCERN

UA5 Recall
Updated: 11/14/2018 15:38:52 By T6294E0

RESOLUTION

Ordered parts via Blue Zone 06512519AA Bolts, Front Steering Gear Bolts, Rear Steering Gear Bolt, Front Track Bar Nut, Front Track Bar Bolt, Stabilizer Nut, Stabilizer

Updated: 11/14/2018 16:13:19 By T6294E0

Customer Care Wed 11/14/2018 3:26 PM To: Star Management Group; To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, click here. To always show content from this sender, click here. Please send parts for a B change (inner weld/replace). Thank you,

----- From: art@mendenhallautocenter.com Sent: Wednesday, November 14, 2018 2:59 PM To: Customer Care Subject: Re: UA5 RECALL What about the parts required for this job? The welding tech will be here Fri 11-16-2018. Art -----Original Message----- From: "Customer Care" Sent: Tuesday, November 6, 2018 7:55pm To: art@mendenhallautocenter.com Subject: Re: UA5 RECALL Art, We are going to send a weld specialist to repair the inboard weld or replace the bracket (Procedure C, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) On Wed, Oct 31, 2018 at 11:00 AM wrote: Here are a few more. -----Original Message----- From: "Customer Care" Sent: Tuesday, October 30, 2018 9:58am To: art@mendenhallautocenter.com Subject: Re: UA5 RECALL Art, I have not seen additional pictures on this one. I specifically need a good picture of the outer. The image sent is very blurry. Please let me know if it was sent in a different e-mail and not this chain and I will see if I can locate them. Thank you, On Thu, Oct 25, 2018 at 1:52 PM wrote: both sides? Art -----Original Message----- From: "Customer Care"

Updated: 11/14/2018 16:13:28 By IntgSvc

Ordered parts via Blue Zone 06512519AA Bolts, Front Steering Gear 06512518AA Bolts, Rear Steering Gear Bolt, Front Track Bar Nut, Front Track Bar 06512065AA Bolt, Stabilizer Nut, Stabilizer

Updated: 11/14/2018 16:13:28 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG7		Built Date	05/31/2018	Mileage	967
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BC	BROKEN	
Created	11/08/2018 08:50:57	By	S68219C
Updated	01/17/2019 14:26:39	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

front lower control arm bracket on frame side weld is coming loose on bracket...

Updated: 11/08/2018 16:01:25 By S68219C

kevin i looked at star case # [REDACTED] but it has holes in weld on bracket and needs attention..in mt opinion it needs to be rewelded...

Updated: 11/21/2018 13:12:21 By IntgSvc

Hello, this is the Service Director. Mike is in the hospital for a few days and that's why you haven't heard from him. The vehicle is still here. I need to put this to rest as soon as possible. How many pictures do you want after we use the wire brush?

Updated: 12/05/2018 17:41:25 By T3065KM

RESOLUTION

Mike called in and stated that it appears that one of the control arm bracket appears to have broken welds. I requested that the technician attach several pictures of the bracket in question. My email address is kevin.Metcalf1@fcagroup.com Thank you. Kevin M.

Updated: 11/21/2018 10:25:37 By IntgSvc

Mike called in and stated that it appears that one of the control arm bracket appears to have broken welds. I requested that the technician attach several pictures of the bracket in question. My email address is kevin.Metcalf1@fcagroup.com Thank you. Kevin M.

Updated: 11/21/2018 10:25:37 By IntgSvc

Mike called in and we confirmed that this poor weld is not in the track bar bracket area and not part of the UA5 recall. I am reviewing this case with support and will be in touch with any further actions. Thank you. Kevin M.

Updated: 11/21/2018 10:25:37 By IntgSvc

Mike please review STAR case [REDACTED] This will give you some information on frame welds. Thank you Kevin M.

Updated: 11/21/2018 10:25:37 By IntgSvc

Thank you for the pictures Mike. I have attached them to the case. Just to clarify, its difficult to see where these welds are and where they are cracked. Is the issue with an A arm bracket or a track bar bracket? There is a recall out for the trackbar bracket please review recall UA5 does this apply to that recall? Let me know. Thank you. Kevin M.

Updated: 11/21/2018 10:25:37 By IntgSvc

Technician requests closure.

Updated: 01/17/2019 14:26:11 By T3065KM

Called back tech Jeremiah, Advised I found out from last agent who was supposed to have case that it was looked over by weld department. He had no further information and our support is not currently present today. We need to have the support team here for a full update. I will let tech know TimB.

Updated: 01/17/2019 14:26:39 By IntgSvc

Called dealer talked with SD Eddie Campbell and advised we had a reply from the weld team, that they(weld team)would be contacting dealer to set a time for repair. Advised and SD agreed that the Christmas/ New Year Holiday T/O interrupted the process. So currently we have E Mailed the Weld Team to ask when they are to contact you the dealer. Also that when there is an answer I would get that information to him(the SD Eddie) TimB

Updated: 01/17/2019 14:26:39 By IntgSvc

Mike, for a weld team to come out to you you have to have clear evidence of a cracked weld. From the pictures that are attached It is uncertain that there are cracked welds in any of the pictures. In the pictures that are attached and numbered 1 through 7, which picture shows a crack? Kevin M.

Updated: 01/17/2019 14:26:39 By IntgSvc

Called dealer to try to confirm weld team contacted dealer. Gave my number if needed. TimB

Updated: 01/17/2019 14:26:39 By IntgSvc

Dealer called and tech inquiring as to progress. Advised I was not familiar with case so asked for his phone number direct line to him. 469-763-5500 Advised I would call back after research of the case. Reviewed case and reviewed with support(Star MC) involved with case. This case and pictures have been sent to Engineering in charge of this department. Unfortunately we will not get an answer until after 1/3/2019 Also I discussed the dealer possibly contacting their local T/A Matt Witters and explain the case to him too. But at this time I have documented this entry and will forward the case back to original Agent. TimB

Updated: 01/17/2019 14:26:39 By IntgSvc

Jeremiah called in asking about the status of this case. At this time an email has been sent to support showing a clear crack in the control arm bracket. The case is being reviewed and someone will be contacting you with further actions. Thank you. Kevin M.

Updated: 01/17/2019 14:26:39 By IntgSvc

Mike, please update case with any changes. If the vehicle has been released to the customer, or no further assistance is needed, or the vehicle is repaired please close this case. Thank you. Kevin M.

Updated: 01/17/2019 14:26:39 By IntgSvc

Mike, you have to clean the area of the weld very well and attach pictures showing the suspect cracking. You may need to use a wire brush or something to reveal any cracks. Kevin M.

Updated: 01/17/2019 14:26:39 By IntgSvc

Tech called. Advised I have heard no information on the case. I will research further and return call. TimB

Updated: 01/17/2019 14:26:39 By IntgSvc

Hello Mike. Do we have an update on this vehicle? Has the weld team scheduled an appointment at this time? Ken R.

Updated: 01/17/2019 14:26:39 By IntgSvc

Hello, we need good clear pictures showing that there is a cracked weld clean it up as much as possible so that we can see this. Thank you. Kevin M.

Updated: 01/17/2019 14:26:39 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG4		Built Date	01/30/2018	Mileage	10,372
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS		
Customer Complaint	IB		INOPERATIVE		
Created	11/12/2018 13:22:17		By	S46292Q	
Updated	01/07/2019 14:49:51		By	IntgSvc	

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

c/s the welds have porosity and rust

Updated: 11/12/2018 13:28:15 By S46292Q

Need update on this case. What did your tier 2 say for the welds ?

Updated: 11/19/2018 12:45:24 By IntgSvc

Jerome, this is a bunch of unorganized non sense. A weld inspector showed up today unannounced and demanded that we rack the vehicle and tear it down immediately for his inspection. Why has no one from FCA called or notified me on how to handle this situation? We took the necessary steps to accommodate the weld inspector from "Tower". What labor operations do I use to pay my tech for all of the effort the inspector is demanding of him ? Why is this inspector blaming FCA for the weld issues ? What do I need to tell my customer ? I need COMMUNICATION on this PLEASE.

Updated: 11/21/2018 11:29:02 By IntgSvc

The customer is requesting a copy of the weld paperwork from Tower Industries showing the repairs done to his frame. The weld team did not provide me with any of this paperwork when they came by.

Updated: 12/07/2018 14:51:26 By T6000JW

Customer has appointment on 12/14 for further weld inspections and other concerns. Will update case once customer drops the vehicle off.

Updated: 12/10/2018 14:56:27 By T1887JW

I have updated the case with pictures of his frame from this morning. Let me know if you need anything else. Also, were you able to find any paperwork on the previous frame repair ?

Updated: 12/17/2018 08:58:10 By T1887JW

Jerome, as I stated on the phone, the porosity issues do not appear to be a issue any longer. I could not locate any areas on the frame with the naked eye that have porosity issues after the welding repairs were completed. Pictures have been provided of the rusting and the camel-back weld concerns that the customer has. You stated that the weld rusting is not a issue and the [REDACTED] concurs. All pictures pertaining to the customers concern have been attached to this case. In the opinion of the expert, they are good. Then this concern is complete. I have reinspected the frame and found no other issues. However, I am NOT a weld expert. I spoke with the district manager on this vehicle and he stated again that FCA is going to pursue a buyback. Customer is still requesting documentation for the previous weld repairs that were done.

Updated: 12/19/2018 16:44:36 By T1887JW

Customer came by today. Where are we at ?

Updated: 12/26/2018 15:50:39 By T1887JW

RESOLUTION

Jeremy call in for assistance stated that the customer worried about the holes in the weld. I will review this ticket with my Support Team. Jerome

Updated: 11/19/2018 11:16:34 By IntgSvc

Jeremy, my Support Team was viewing the pictures of the weld. I will get some information on this concern & update the ticket. Jerome

Updated: 11/20/2018 14:59:12 By IntgSvc

Talk to Jim the Service writer on the phone, Jim stated that the Weld guy did schedule to come Wednesday (today) but he showed up a day early. The Weld Team (guy) did perform the weld customer wanted to know what weld was fixed. Jim didn't have no document on what welds were fixed. Jim & the customer was looking at the weld & the customer not satisfied with the weld. So Jim called his local Field Rep about the entire concern but his local Field rep on vacation this week. So Bob View another Field Rep got involve in an email stated they might buy the vehicle back & will get back with Jim & the customer Monday. You can close this ticket out on your end. You have 15 days to reopen the ticket for further assistance.

Updated: 11/21/2018 13:18:14 By IntgSvc

Talk to Jim the Service writer on the phone, Jim stated that the Weld guy did schedule to come Wednesday (today) but he showed up a day early. The Weld Team (guy) did perform the weld customer wanted to know what weld was fixed. Jim didn't have no document on what welds were fixed. Jim & the customer was looking at the weld & the customer not satisfied with the weld. So Jim called his local Field Rep about the entire concern but his local Field rep on vacation this week. So Bob View another Field Rep got involve in an email stated they might buy the vehicle back & will get back with Jim & the customer Monday. You can close this ticket out on your end. You have 15 days to reopen the ticket for further assistance. Jerome

Updated: 11/21/2018 13:18:14 By IntgSvc

Weld Team

Updated: 01/07/2019 14:49:43 By T1887JW

Jeremy, I will forward this information to my Support Team. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Talk to Jeremy on the phone, As soon I hear from my Support Team I will give you information on this concern. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Talk to Jeremy on the phone, he stated that FCA will not buy the vehicle back, the customer can trade it to get another one. Also the weld that the Weld Team perform are falling off the vehicle & the customer stated it look worse than before. Jeremy will attach pictures of the weld. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Talk to Jeremy on the phone, he stated that the District Manager helping him with this concern. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Talk to Jeremy on the phone, we would like for you to measure the porosity in the weld in this Star Case # [REDACTED] & attach the pictures to the ticket. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Thanks for the pictures Jeremy, I will forward this ticket to my Support Team. I will ask for information about the paperwork. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Thanks for the update Jeremy. Jerome

Updated: 01/07/2019 14:49:51 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEG3		Built Date	01/31/2018	Mileage 6,098
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	B4	APPEARANCE	
Created	11/19/2018 10:44:14	By	S86766K
Updated	01/16/2019 08:39:10	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

C/S the frame is not welded properly. C/S the welds have skipped in places, excessive slag, and excessive porosity.

Updated: 11/19/2018 11:09:19 By S86766K

new weld pictures

Updated: 12/12/2018 10:22:40 By T1887JW

RESOLUTION

Closing case due to inactivity

Updated: 01/11/2019 14:50:39 By T1803DO

Douglas, I will forward the pictures to my Support Team for review. Jerome

Updated: 01/16/2019 08:39:10 By IntgSvc

Douglas, we need you to take picture of the porosity with a metric scale held up to the weld. The engineering spec is (from [REDACTED]). Jerome

Updated: 01/16/2019 08:39:10 By IntgSvc

talk to Douglas on the phone, he stated that the picture was from the customer that was sent to the dealership. We need to bring the vehicle back to the shop & have the tech follow this Star Case for review. Douglas will keep me informed. Jerome

Updated: 01/16/2019 08:39:10 By IntgSvc

Talk to Douglas on the phone, I stated to the tech that pictures 1, 3, and 4 are all acceptable, the orange deposits just clean the residue off the weld. In picture 2 and measure the porosity in the weld as described in the Star Case. Jerome

Updated: 01/16/2019 08:39:10 By IntgSvc

Thanks for the pictures Douglas, I will forward the pictures to my Support Team for review. Jerome

Updated: 01/16/2019 08:39:10 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL72	JEEP WRANGLER SPORT		
VIN	1C4GJXAG3		Built Date	06/17/2018	Mileage	48
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/21/2018 16:44:52	By	S16441P
Updated	12/22/2018 01:26:06	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

PERFORMED UA5 RECALL, INBOARD AND OUTBOARD WELD PERFORMED. UNDER RECALL PARTS NEED REPLACEMENT BUT NO PARTS/NUMBERS SHOW UP UNDER RECALL. DO NOT KNOW HOW TO ORDER PARTS NEEDED FOR REPAIR

Updated: 11/21/2018 16:50:00 By S16441P

RESOLUTION

No response from dealer. Closing case.

Updated: 12/03/2018 14:25:02 By T3065KM

Sebastian, after reviewing the recall, it appears that you have to have your parts department order the nuts and bolts that you were instructed to discard. Review the recall and determine if weld procedure A or B was performed and order all nuts and bolts that you were told to discard. Thank you. Kevin M.

Updated: 12/22/2018 01:26:06 By IntgSvc

Sebastian, I am closing this case due to no response. If assistance is needed you can reopen this case or open a new case. Thank you. Kevin M.

Updated: 12/22/2018 01:26:06 By IntgSvc

Sebastian, please update case with any changes. If the vehicle has been released to the customer, or no further assistance is needed, or the vehicle is repaired please close this case. Thank you. Kevin M.

Updated: 12/22/2018 01:26:06 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG3		Built Date	06/11/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/26/2018 16:39:23	By	T6294E0
Updated	11/26/2018 17:18:32	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 11/26/2018 16:39:23 By T6294E0

RESOLUTION

Ordered Type B parts Parts Required for Section B Repair Part Number Description Qty Bolts, Front Steering Gear 2 06512518AA Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 06512065AA Bolt, Stabilizer 2 06104718AA Nut, Stabilizer 2

Updated: 11/26/2018 17:18:30 By T6294E0

Customer Care Mon 11/26/2018 9:52 AM To: Star Management Group; Cc: Dan Johnson ; The dealership is still waiting on the parts to accompany the UA5 repair. It was a type 'B' inboard/replace rework. The dealership is: Suncoast Jeep 8755 park boulevard Seminole FL 33777 Contact: Dan Johnson 727 498-5020 est 271 djohnson@suncoastjd.com Please advise Dan if the parts have been shipped. Thank you. ----- From: Dan Johnson Sent: Monday, November 26, 2018 7:30:15 AM To: Customer Care Subject: STILL WAITING FOR PARTS TO BE SENT NEED SOME INFO WAS COMING TO WELD LAST FRI NOW STILL ON HOLD NEED BOLTS AND PART LET US KNOW IF POS DAN JOHNSON

Updated: 11/26/2018 17:18:32 By IntgSvc

Customer Care Mon 11/26/2018 9:52 AM To: Star Management Group; Cc: Dan Johnson ; The dealership is still waiting on the parts to accompany the UA5 repair. It was a type 'B' inboard/replace rework. The dealership is: Suncoast Jeep 8755 park boulevard Seminole FL 33777 Contact: Dan Johnson 727 498-5020 est 271 djohnson@suncoastjd.com Please advise Dan if the parts have been shipped. Thank you. ----- From: Dan Johnson Sent: Monday, November 26, 2018 7:30:15 AM To: Customer Care Subject: STILL WAITING FOR PARTS TO BE SENT NEED SOME INFO WAS COMING TO WELD LAST FRI NOW STILL ON HOLD NEED BOLTS AND PART LET US KNOW IF POS DAN JOHNSON

Updated: 11/26/2018 17:18:32 By IntgSvc

Ordered via Blue Zone Type B parts Parts Required for Section B Repair Part Number Description Qty Bolts, Front Steering Gear 2 06512518AA Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 06104718AA Nut, Stabilizer 2

Updated: 11/26/2018 17:18:32 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDN8		Built Date	05/19/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/03/2018 14:47:26	By	T6294E0
Updated	01/16/2019 08:33:52	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case for this VIN to repair a separate porosity issue.
 Updated: 12/03/2018 14:47:26 By T6294E0

RESOLUTION

Customer Care Fri 11/30/2018 11:06 AM To: jtareila@savageautogroup.com; Cc: briek@savageautogroup.com; Baltz Corey (FCA); Star Management Group; Joe, This VIN [REDACTED] is inspected and cleared for UA5. A STAR case has been opened on this vehicle for a separate porosity issue. Our Service technician will be contacting to schedule the repair. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Star Center, Please open a new case for this VIN to repair a separate porosity issue. Regards, Customer Care -----

----- From: Customer Care Sent: Thursday, November 29, 2018 5:25:47 PM
 To: jtareila@savageautogroup.com Cc: briek@savageautogroup.com; Corey Baltz Subject: Re: Safety Recall UA5 Update
 Joe, Sorry about the confusion. I found the original submissions for both VINs. I believe your concern is about VIN [REDACTED] I am going to send it back through the secondary review process and will have an answer for you Monday at latest. VIN [REDACTED] is still good for release. -Steve -----

----- From: Customer Care
 Sent: Monday, November 26, 2018 1:52:03 PM To: jtareila@savageautogroup.com Cc: briek@savageautogroup.com; Corey Baltz Subject: Re: Safety Recall UA5 Update
 Joe, The information for Vin # [REDACTED] came from a spreadsheet that is tracking this project. It stated the welds were approved and the dealer was notified on 11/1/18. I didn't see any pictures attached to the correct Vin # email so I can not comment about the re-welded statement. Thank you, Customer Care -----

----- From: jtareila@savageautogroup.com Sent: Monday, November 26, 2018 1:40:56 PM
 To: Customer Care Cc: briek@savageautogroup.com
 Updated: 12/04/2018 09:45:05 By S45811B

Hello Joe this is tony I am testing a response for you. Thank you, Tony R
 Updated: 12/04/2018 09:45:05 By S45811B

Hi Joe, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management
 Updated: 12/04/2018 09:45:05 By S45811B

Closing case due to inactivity
 Updated: 01/11/2019 13:34:18 By T1803DO

Hello Joe, after consulting with my support. what was stated to me was the porosity concern you documented was not the UA5 recall. So to better assist you what I would like you to do is attach photos of the porosity concern close enough to see concern, then far enough back to know what portion of the vehicle we are looking at. Tony R
 Updated: 01/16/2019 08:33:52 By IntgSvc

jtareila@savageautogroup.com Tue 12/4/2018 9:44 AM Inbox To: Star Management Group; Cc: Customer Care ;
briecck@savageautogroup.com; Baltz Corey (FCA); Orange Category Answered Good Morning, I am trying to get some
clarification concerning this vehicle. I received a call Friday concerning this vehicle being inspected. Is it an inspection or are
they going to reweld the bracket? I don't understand how the recall was "cleared" when there is a weld issue. I contacted
STAR and they referred me back to this email and to reply to the STAR case. Please provide clarification. Thanks, Joe Tareila
Service Manager Savage 61 Chrysler, Dodge, Jeep, Ram 484-709-3102

Updated: 01/16/2019 08:33:52 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG6		Built Date	05/21/2018	Mileage	8,416
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BE	CRACKED	
Created	12/04/2018 07:49:30	By	S70888Q
Updated	12/22/2018 04:52:50	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Advised by customer@trackbar.net to open a STAR care for a porosity issue after submitting weld photos for the UA5 recall. Please see attached photos and email.

Updated: 12/04/2018 08:22:32 By S70888Q

RESOLUTION

customer@trackbar.net

Updated: 12/12/2018 14:41:03 By T1887JW

closing ticket

Updated: 12/22/2018 04:52:50 By IntgSvc

Jarrold, Track Bar customer care representative will review the position of the welds and will respond within 48 hours or sooner with a determination if the welds are acceptable or a repair is required. Jerome

Updated: 12/22/2018 04:52:50 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT		
VIN	1C4HJXDG0		Built Date	06/05/2018	Mileage	2,932
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	2E	PULLS	
Created	12/05/2018 12:40:36	By	S76911E
Updated	02/12/2019 11:00:26	By	S76911E

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

After recall UA5 was completed by replacing track bar bracket customer is complaining vehicle pulls to the left

Updated: 12/05/2018 12:49:14 By S76911E

I loosened suspension and drove around lot then retorqued , put on alignment and thrust angle still out -0.43. I checked the angle of track bar bracket on a new jl and its at 90 degrees and it measures from right frame rail to center of track bar bracket bolt 30.25", on this vehicle the bracket is at 82 degrees and measures 29.375. this is the issue

Updated: 12/07/2018 17:47:17 By T5646AR

let me know if the alignment sheet didn't attach

Updated: 12/07/2018 17:47:17 By T5646AR

see if you can see this

Updated: 12/10/2018 17:29:40 By T5646AR

alignment sheet with track bars loos and front track bar bolt removed and photo of bracket

Updated: 12/11/2018 17:44:29 By T5646AR

RESOLUTION

re-weld

Updated: 12/24/2018 15:13:32 By T5646AR

Bobby, called in and we discussed the concern. I suggested that loosen up every single suspension component that has a bushing, and also loosen up all the engine, trans, and axle mounts. Than drive it around the parking lot slowly and carefully. Then put the vehicle on an alignment rack and jounce the vehicle 4-5 times, once it settles, tighten everything you loosen up. Make sure it's all to spec. Let me know what your results are from this test. Also attach alignment sheet to case. If concern still present ma need to take to frame shop to make sure in spec. Thank you, Tony R.

Updated: 12/27/2018 07:18:20 By IntgSvc

Hello Bobby, after consulting with my support, please loosen the track bar bolts while on the alignment rack and jounce then recheck the alignment to determine if the thrust angle fall back within spec. If the thrust angle does not change, remove a bolt for the track bar then jounce the vehicle with the plate pins removed from the alignment rack then re-check. Also attach another alignment sheet to the case for review. Thank you, Tony R

Updated: 12/27/2018 07:18:20 By IntgSvc

Hello Bobby, I have been informed T.A. has been contacted and they are trying to get weld team back out there. Please keep me posted on what happens once they have fixed bracket. Tony R

Updated: 12/27/2018 07:18:20 By IntgSvc

Hello Bobby, I received the alignment spec but the photo is so low resolution I can not read it. Please see if you can attach a bigger file. Thank you, Tony R

Updated: 12/27/2018 07:18:20 By IntgSvc

Thank you Bobby, I will bring results to my support. Tony R

Updated: 12/27/2018 07:18:20 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG2		Built Date	06/07/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION		
Customer Complaint	BRR		SERVICE BULLETINS / RECALLS / RRT		
Created	12/12/2018 08:50:52		By	T6294E0	
Updated	12/22/2018 04:33:18		By	IntgSvc	

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 12/12/2018 08:50:52 By T6294E0

RESOLUTION

Corrected and ordered repair parts for Procedure A per clarification with Customer Care. 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1

Updated: 12/13/2018 08:56:29 By T6294E0

Corrected and ordered repair parts for Procedure A per clarification with Customer Care. 06512061AA Bolt, Front Track Bar 1 06104719AA Nut, Front Track Bar 1

Updated: 12/22/2018 04:33:18 By IntgSvc

Customer Care Tue 12/11/2018 7:11 PM To: Doug Norton ; Star Management Group; We are going to send a weld specialist to review and repair the outboard weld (Procedure B, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Star Center, Please supply parts required for UA5 procedure B Regards, Customer Care

----- From: Customer Care Sent: Monday, December 10, 2018 9:44:08 AM To: Doug Norton Subject: Re: 1C4HJXEG2JW We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

----- From: Doug Norton Sent: Monday, December 10, 2018 8:35:26 AM To: Customer Care Subject: 1C4HJXEG2JW Napleton's Northwestern CDJR Dealer Code 66272 5950 N Western Ave. Chicago, IL 60659 Doug Norton 773-334-3400 dnorton@napletonmail.com

Updated: 12/22/2018 04:33:18 By IntgSvc

Ordered via Blue Zone Parts for repair B

Updated: 12/22/2018 04:33:18 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG3		Built Date	05/23/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/12/2018 13:53:17	By	T6294E0
Updated	12/22/2018 04:50:47	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

UA5 Recall
Updated: 12/12/2018 13:53:17 By T6294E0

RESOLUTION

Ordered repair parts for Procedure B (inboard weld) Bolts, Front Steering Gear 2 Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 Nut, Stabilizer 2

Updated: 12/12/2018 14:14:21 By T6294E0

Customer Care Tue 12/11/2018 7:19 PM To: Jared Albritton Jr ; Star Management Group; Jared, We are going to send a weld specialist to review and repair the inboard weld (Procedure C, per UA5) Please confirm the following and we will begin the process of arranging the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Star Center, Please supply parts required for UA5 procedure C Regards, Customer Care

From: Customer Care Sent: Monday, December 10, 2018 3:08:13 PM
To: Jared Albritton Jr Subject: Re: 1C4HJXEG3JW We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: Jared Albritton Jr Sent: Monday, December 10, 2018 3:04:39 PM To: Customer Care Subject: 1C4HJXEG3JW Dealership name: Shottenkirk Chrysler dodge Jeep ram Dealer code: 26995 Address: 200 Liberty Blvd canton ga 30114 Contact name: Phone number:

Updated: 12/22/2018 04:50:47 By IntgSvc

Ordered via Blue Zone repair Parts procedure B Bolts, Front Steering Gear 2 06512518AA Bolts, Rear Steering Gear 2 06512061AA Bolt, Front Track Bar 1 Nut, Front Track Bar 1 Bolt, Stabilizer 2 Nut, Stabilizer 2

Updated: 12/22/2018 04:50:47 By IntgSvc

This was corrected to reflect as repair Procedure B per clarification with Customer Care.

Updated: 12/22/2018 04:50:47 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFN2		Built Date	05/17/2018	Mileage 3,368
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	B4	APPEARANCE	
Created	12/19/2018 16:33:30	By	S67428A
Updated	01/16/2019 08:06:55	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

CAME IN FOR RECALL UA5 AND PER PICTURES SENT TO CUSTOMER CARE A DIFFERENT ISSUE WAS NOTICED

Updated: 12/19/2018 16:39:49 By S67428A

GOOD MORNING JIM W CUSTOMER CARE ASKED ME TO FORWARD AND START A CASE WITH YOU (STAR) BECAUSE OF A WELD ISSUE FOUND IN THE PICTURES BUT NOT RELATED TO THE RECALL

Updated: 12/20/2018 08:45:29 By T6000JW

SEE ATTACHED CORRESPONDED

Updated: 12/20/2018 08:45:29 By T6000JW

JIM WELDING COMPANY CALLED ME THIS MORNING AND ARE ON THERE WAY HERE AND CUSTOMER IS BRING CAR BACK TONIGHT

Updated: 12/20/2018 09:31:45 By T6000JW

NEW PICTURE ADDED

Updated: 12/21/2018 07:39:03 By T6000JW

CAN YOU PLEASE CLOSE THIS CASE I CAN NOT ON MY SIDE

Updated: 01/10/2019 16:28:52 By T1887JW

RESOLUTION

weld team going to the dealership

Updated: 01/10/2019 16:30:52 By T1887JW

Hello Philip, I will forward these photos to my support team for further investigations, Jim W

Updated: 01/16/2019 08:06:55 By IntgSvc

Philip, After consulting with my support team was advised The 3rd picture is not viewable to make a determination The 2nd one with porosity needs a rule/scale measure to determine, it does look questionable. lets take another photo showing a ruler in the photo and retake photo #3 Jim W

Updated: 01/16/2019 08:06:55 By IntgSvc

Philip, were these photos also sent to customer cair for inspection ?

Updated: 01/16/2019 08:06:55 By IntgSvc

Thanks for adding the additional photos Philip, Do to the weld team coming to repair this please close this case. Jim W

Updated: 01/16/2019 08:06:55 By IntgSvc

Thanks for the update Philip, If no further assistance is required please close this case, Jim W

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEGX		Built Date	05/31/2018	Mileage 4,248
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	11/13/2018 16:47:15	By	T6294E0
Updated	12/21/2018 16:34:35	By	T6294E0

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T6294E0		

CUSTOMER CONCERN

UA5 Recall
 Updated: 11/13/2018 16:47:15 By T6294E0
 vehicle set to have weld repair on friday 11/16/2018
 Updated: 11/14/2018 16:28:41 By IntgSvc

RESOLUTION

Star Management Group Tue 11/13/2018 5:00 PM To: Customer Care ; Yellow Category Please confirm repair type so parts can be ordered. Thanks, STAR Management ----- From: Customer Care Sent: Tuesday, November 13, 2018 3:40 PM To: Service Cc: Star Management Group; Michael Ciavattone Subject: Re: Trackbar Welds Photos 1C4HJXEGXJW We apologize for the delay. Our service coordinator will reach out to you and schedule repair. Thank you! Regards, Customer Care ----- From: Service Sent: Monday, November 12, 2018 12:16:11 PM To: Customer Care Cc: Star Center; Michael Ciavattone Subject: Trackbar Welds Photos 1C4HJXEGXJW Good afternoon. I was hoping you could provide me a status update to schedule the weld repair to this vehicle? They have been in an Enterprise Rental since last Monday. Thank you! Brad Chase Service Consultant Dan's JEEP, Chrysler, Dodge 82 Turnpike Rd Westborough, MA 01581 (508) 366-8888 From: Customer Care [mailto:customercare@trackbar.net] Sent: Tuesday, October 30, 2018 12:37 PM To: Service Cc: Star Center Subject: Re: Trackbar Welds Photos Brad, We are going to repair the weld. Please confirm the following and we will make arrangements for a welder to come out and complete the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Thank You, Customer Care On Mon, Oct 29, 2018 at 12:41 PM Customer Care wrote: Brad, We are sending your case to further review. We will let you know when the analysis is complete. Thank you, Customer Care On

Updated: 11/14/2018 09:37:22 By IntgSvc

Star Management Group Tue 11/13/2018 5:00 PM To: Customer Care ; Yellow Category Please confirm repair type so parts can be ordered. Thanks, STAR Management ----- From: Customer Care Sent: Tuesday, November 13, 2018 3:40 PM To: Service Cc: Star Management Group; Michael Ciavattone Subject: Re: Trackbar Welds Photos 1C4HJXEGXJW We apologize for the delay. Our service coordinator will reach out to you and schedule repair. Thank you! Regards, Customer Care ----- From: Service Sent: Monday, November 12, 2018 12:16:11 PM To: Customer Care Cc: Star Center; Michael Ciavattone Subject: Trackbar Welds Photos 1C4HJXEGXJW Good afternoon. I was hoping you could provide me a status update to schedule the weld repair to this vehicle? They have been in an Enterprise Rental since last Monday. Thank you! Brad Chase Service Consultant Dan's JEEP, Chrysler, Dodge 82 Turnpike Rd Westborough, MA 01581 (508) 366-8888 From: Customer Care [mailto:customercare@trackbar.net] Sent: Tuesday, October 30, 2018 12:37 PM To: Service Cc: Star Center Subject: Re: Trackbar Welds Photos Brad, We are going to repair the weld. Please confirm the following and we will make

arrangements for a welder to come out and complete the repair... 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Thank You, Customer Care On Mon, Oct 29, 2018 at 12:41 PM Customer Care wrote: Brad, We are sending your case to further review. We will let you know when the analysis is complete. Thank you, Customer Care On

Updated: 11/14/2018 09:37:22 By IntgSvc

Case opened without type repair noted in email. Waiting for Customercare@trackbar to confirm type repair with dealer.

Updated: 11/14/2018 16:28:22 By T6294E0

Called dealer and confirmed with Mike that weld repair for Procedure A performed on track bar.

Updated: 12/21/2018 16:34:06 By T6294E0

Confirmed with Mike that weld repair for Procedure A performed to track bar.

Updated: 12/21/2018 16:34:35 By T6294E0

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
VIN	1C4HJXFG7		Built Date	06/02/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/03/2018 10:24:45	By	T6294E0
Updated	02/13/2019 16:55:43	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

A STAR case has been opened on this vehicle for a separate porosity issue.

Updated: 12/03/2018 10:24:45 By T6294E0

RESOLUTION

new case to be open.

Updated: 02/13/2019 16:55:33 By T2415EB

Customer Care Tue 11/27/2018 3:39 PM To: Shane Cawley ; Star Management Group; UA5 Inspected and closed. A STAR case has been opened on this vehicle for a separate porosity issue. We our Service technician will be contacting to schedule the repair. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR." Star Center, Please open a new case for VIN [REDACTED] to repair a separate porosity issue. Regards, Customer Care ----- From: Shane Cawley Sent: Tuesday, November 13, 2018 8:30:29 AM To: Customer Care Subject: Re: WELDS Was checking to see if there has been a decision on this ro so we can update our customer??? --- Shane Cawley Service Manager Bob Caldwell Chrysler 614-438-5500 -----Original Message----- From: "Customer Care" Sent: Thursday, November 8, 2018 5:18pm To: scawley@caldwellautomotive.com Subject: Re: WELDS Your case is still on hold and now waiting for further review by FCA for further review. We hope to hear back by COB Friday. We are sorry for the wait. Thank you VIN [REDACTED] Regards, Customer Care On Tue, Nov 6, 2018 at 3:32 PM Customer Care wrote: We are sending this case to further review. We will let you know when the analysis is complete for Vin # [REDACTED] Thank you, Customer Care On Tue, Nov 6, 2018 at 9:18 AM Shane Cawley wrote: To recall central, please advise of welds..... Vin # 1C4HJXFG7JW [REDACTED] --- Shane Cawley Service Manager Bob Caldwell Chrysler 614-438-5500 -- Sincerely, Track Bar Customer Care customercare@trackbar.net

Updated: 02/13/2019 16:55:43 By IntgSvc

Hi Shane, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 02/13/2019 16:55:43 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG9		Built Date	05/23/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION		
Customer Complaint	BRR		SERVICE BULLETINS / RECALLS / RRT		
Created	12/03/2018 09:19:32		By	T6294E0	
Updated	02/14/2019 16:25:34		By	IntgSvc	

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case for VIN [REDACTED] to repair a separate porosity issue.

Updated: 12/03/2018 09:19:32 By T6294E0

RESOLUTION

Safety Recall UA5 - Track Bar Frame Bracke

Updated: 02/14/2019 16:25:24 By T2415EB

Hi Michael, We have opened STAR cas [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 02/14/2019 16:25:34 By IntgSvc

To: mikerowe@pearsoncjd.com; Star Management Group; Judy Bane ; UA5 Inspected and closed. A STAR case has been opened on this vehicle for a separate porosity issue. We our Service technician will be contacting to schedule the repair.

Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR." Star Center, Please open a new case for VIN [REDACTED] to repair a separate porosity issue. Regards, Customer Care On Tue, Nov 13, 2018 at 12:20 PM Customer Care wrote: Your case is still on hold and now waiting for further review by FCA for further review. We hope to hear back soon. We are sorry for the wait. Thank you VIN [REDACTED] Regards, Customer Care On Sat, Nov 10, 2018 at 4:45 PM Customer Care wrote: Mike, We're sending this case (VIN [REDACTED]) to further review. We will let you know when the analysis is complete. -Customer Care On Fri, Nov 9, 2018 at 3:13 PM wrote:

1C4HJXEG9JW [REDACTED] 60411 MIKEROWE@PEARSONCJD.COM MIKE ROWE SERVICE & PARTS DIRECTOR
PEARSON CHRYSLER JEEP DODGE 8250 WEST BROAD STREET RICHMOND VA 23294 804-965-0300

Updated: 02/14/2019 16:25:34 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA		
VIN	1C4HJXEG8		Built Date	05/24/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/03/2018 14:17:00	By	T6294E0
Updated	02/18/2019 16:01:24	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case for VIN [REDACTED] to repair a separate porosity issue.

Updated: 12/03/2018 14:17:00 By T6294E0

RESOLUTION

UA5 Inspected and closed. A STAR case has been opened on this vehicle for a separate porosity issue

Updated: 02/18/2019 16:01:03 By T2415EB

Customer Care Thu 11/29/2018 3:46 PM To: Izzio, Tonya ; Reed, Ronald ; Cc: Pate, James ; Star Management Group; Tonya, The inspection should be submitted to UA5, but the repair will be through Star Center (in copy). -Customer Care -----

----- From: Izzio, Tonya Sent: Thursday, November 29, 2018 3:38:35 PM
To: Customer Care; Reed, Ronald Cc: Pate, James Subject: Re: RECALL U-5 Do I need to just submit the recall for and inspection only? Tonya Izzio Automation CDJR Mobile Warranty Administrator 251-338-6155 -----

----- From: Customer Care Sent: Thursday, November 29, 2018 2:35:05 PM To: Reed, Ronald Cc: Pate, James; Izzio, Tonya Subject: Re: RECALL U-5 UA5 Inspected and closed. A STAR case has been opened on this vehicle for a separate porosity issue. Our Service technician will be contacting to schedule the repair. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR." Star Center, Please open a new case for VIN [REDACTED] to repair a separate porosity issue. Regards, Customer Care -----

----- From: Reed, Ronald Sent: Thursday, November 29, 2018 9:42:47 AM To: Customer Care Cc: Pate, James; Izzio, Tonya Subject: Re: RECALL U-5 Thank you!! {0} Title Company -----

----- From: Customer Care Sent: Thursday, November 29, 2018 5:59:39 AM To: Reed, Ronald Cc: Pate, James; Izzio, Tonya Subject: Re: RECALL U-5 We are sending this case to further review. We will let you

Updated: 02/18/2019 16:01:24 By IntgSvc

Hi Ronald, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 02/18/2019 16:01:24 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT	
VIN	1C4HJXDG8		Built Date	05/23/2018	Mileage 1,311
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	13 - FRAME & BUMPERS
Customer Complaint	87	RUSTED/CORRODED	
Created	03/01/2019 07:48:33	By	S60434N
Updated	03/25/2019 13:33:20	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

PERFORMED UA5 RECALL AND RECALL IS GOOD, THEY SENT EMAIL BACK STATING TO CONTACT YOU GUYS FOR A SEPARATE POROSITY ISSUE ON THE INBOARD WELD. SAYS OUR SERVICE TECH WILL BE CONTACTING YOU TO SCHEDULE REPAIR. LET ME KNOW IF THERE IS ANYTHING ELSE WE NEED TO DUE

Updated: 03/01/2019 07:59:43 By S60434N

I ATTACHED 4 PICS OF WELD AND OF VIN TAG, I DO NOT HAVE VEHICLE HERE BUT CUSTOMER DOES WORK HERE, THOSE ARE THE SAME PICS WENT SENT FOR THE RECALL

Updated: 03/04/2019 11:39:23 By T1205BS

OK THANK YOU

Updated: 03/04/2019 17:15:51 By T1205BS

BRIAN, FROM WHAT I WAS JUST TOLD FROM MY WARRENTY DIRECTOR THERE IS A FRAME GUY COMING OUT TO OUR SHOP THIS WENSDAY TO LOOK AT THIS JEEP

Updated: 03/04/2019 17:15:51 By T1205BS

RESOLUTION

Mark, I will need some clear pictures of this porous weld, both close-up and farther away to see the area around it. I will get those reviewed and let you know our next step afterward. Thanks. Brian S.

Updated: 03/01/2019 14:40:33 By IntgSvc

Use some chalk to outline the effected weld.

Updated: 03/01/2019 14:40:33 By IntgSvc

Mark, I have sent those over to my support guys for their review and will get back to you when I hear from them. Thanks. Brian S.

Updated: 03/04/2019 16:31:08 By IntgSvc

no update

Updated: 03/25/2019 13:33:14 By T8447JT

Very good Mark. I spoke to my engineer and he was impressed with how fast they were getting to this.. Let me know if you need anything else from us. Thanks. Brian S.

Updated: 03/25/2019 13:33:20 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL72	JEEP WRANGLER SPORT
VIN	1C4GJXAG6		Built Date	06/14/2018 Mileage 1,000
Plant	W	Toledo North Assembly	Market	U US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/17/2018 08:48:18	By	T6294E0
Updated	03/05/2019 09:41:56	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 12/17/2018 08:48:18 By T6294E0

RESOLUTION

Hi Tom, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 03/05/2019 09:41:42 By T2415EB

Customer Care Fri 12/14/2018 5:11 PM To: Tom Seibold ; Star Management Group; This VIN [REDACTED] has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue. Our service technician will be contacting you to schedule the repair for the porosity issue. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Regards, -Customer Care

From: Customer Care Sent: Friday, December 14, 2018 2:16:11 PM To: Tom Seibold Subject: Re: vin [REDACTED] The pictures are being sent for further review. I will get back to you as quickly as possible. Thank you,

From: Tom Seibold Sent: Friday, December 14, 2018 2:14:16 PM To: Customer Care Subject: vin [REDACTED] Good morning, I have a track bar recall for this vin# 1C4GJXAG6JW [REDACTED] Repair Order [REDACTED] Dealer code 26550 Bob Baker CJDR. Pictures attached! Thanks! Tom Seibold Bob Baker CJDR Service 760-431-3000 Ext. 336

Updated: 03/05/2019 09:41:56 By IntgSvc

Hi Tom, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 03/05/2019 09:41:56 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJL72	JEEP WRANGLER SPORT
VIN	1C4GJXAN3	JW1	Built Date	05/15/2018 Mileage 1,000
Plant	W	Toledo North Assembly	Market	U US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/03/2018 13:44:34	By	T6294E0
Updated	03/12/2019 10:54:40	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case for VIN 191765 to repair a separate porosity issue.

Updated: 12/03/2018 13:44:34 By T6294E0

RESOLUTION

Hi Missy, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 03/12/2019 10:54:23 By T2415EB

Customer Care Tue 11/27/2018 11:38 PM To: Missy Roeder ; Star Management Group; UA5 Inspected and closed. A STAR case has been opened on this vehicle for a separate porosity issue. Our Service technician will be contacting to schedule the repair. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR." Star Center, Please open a new case for VIN [REDACTED] to repair a separate porosity issue. Regards, Customer Care ----- From: Customer Care Sent: Tuesday, November 27, 2018 12:26:13 PM To: Missy Roeder Subject: Re: [REDACTED] recall UA5 We are sending this case to further review. We will let you know when the analysis is complete for Vin # 191765. Thank you, Customer Care -----

----- From: Missy Roeder Sent: Tuesday, November 27, 2018 11:45:13 AM To: Customer Care Subject: [REDACTED] recall UA5 Track bar recall pictures attached [REDACTED] Dwayne Lane Jeep dodge 67847 10515 Evergreen way Everett, Wa 98204 425-551-5428 mroeder@dwaynelane.com Missy Roeder

Updated: 03/12/2019 10:54:40 By IntgSvc

Hi Missy, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 03/12/2019 10:54:40 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON		
VIN	1C4HJXFG9	JW	Built Date	06/05/2018	Mileage	1,000
Plant	W	Toledo North Assembly	Market	U	US	

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/12/2018 10:17:52	By	T6294E0
Updated	03/12/2019 11:16:14	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 12/12/2018 10:17:52 By T6294E0

RESOLUTION

Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 03/12/2019 11:15:47 By T2415EB

Customer Care Tue 12/11/2018 7:26 PM To: bwales@landersmclartydcj.com; Star Management Group; This VIN () has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue. Our service technician will be contacting you to schedule the repair for the porosity issue. Moving forward, please use customer@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Regards, -Customer Care

From: Customer Care Sent: Monday, December 10, 2018 11:51:33 AM To: bwales@landersmclartydcj.com Subject: Re: vin JW We are sending this case to further review. We will let you know when the analysis is complete for Vin # Thank you, Customer Care

From: bwales@landersmclartydcj.com Sent: Monday, December 10, 2018 10:35:31 AM To: Customer Care Subject: vin JW VIN JW Landers Mclarty DCJR DEALER CODE 60379 Barbara Wales Warranty Admin Landers McLarty Chrysler Dodge Ram Jeep 6533 University Dr. NW Huntsville, AL. 35806 bwales@landersmclartydcj.com 256-830-6450 ext 339

Updated: 03/12/2019 11:16:14 By IntgSvc

Hi Barbara, We have opened STAR case for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 03/12/2019 11:16:14 By IntgSvc

Field Report

VEHICLE

Model Year	0	Body	JLJP74	JEEP WRANGLER UNLIMITED SAHARA	
VIN	1C4HJXEGX	JW	Built Date	05/23/2018	Mileage 1,000
Plant	W	Toledo North Assembly	Market	U	US

GENERAL

Case Ref		Component Group	02 - FRONT SUSPENSION
Customer Complaint	BRR	SERVICE BULLETINS / RECALLS / RRT	
Created	12/19/2018 08:29:20	By	T6294E0
Updated	03/12/2019 11:18:36	By	IntgSvc

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR			

CUSTOMER CONCERN

Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 12/19/2018 08:29:20 By T6294E0

RESOLUTION

Please open a new case with STAR on this vehicle for a separate porosity issue.

Updated: 03/12/2019 11:18:21 By T2415EB

Customer Care Tue 12/18/2018 4:50 PM To: David Rains ; Star Management Group; To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, click here. To always show content from this sender, click here. This VIN [REDACTED] has been inspected and cleared for UA5. Please open a new case with STAR on this vehicle for a separate porosity issue. Our service technician will be contacting you to schedule the repair for the porosity issue. Moving forward, please use customercare@trackbar.net for UA5 related photos/issues only. Any other weld issue should go through STAR. Please also provide the following to schedule repair 1) Point of contact at the dealership 2) Dates and hours of operation that our tech will be able to work there 3) Is there any weld equipment available? If so, what gas and wire is available? 4) What power source will be available (110v or 220v?) Regards, -Customer Care

----- From: Customer Care Sent: Tuesday, December 18, 2018 12:37:34 PM To: David Rains
Subject: Re: RECALL We are sending this case to further review. We will let you know when the analysis is complete for Vin #

[REDACTED] Thank you, Customer Care ----- From: David Rains Sent:
Tuesday, December 18, 2018 12:27:41 PM To: Customer Care Subject: RECALL VIN# 1C4HJXEGXJW [REDACTED] David Rains
Service Manager Bill Estes Chrysler Dodge Jeep Ram (317) 456-1642 office davidr@billestes.com

Updated: 03/12/2019 11:18:36 By IntgSvc

Hi David, We have opened STAR case [REDACTED] for this separate porosity issue. Please assign a technician to this case for further action. Thanks, STAR Management

Updated: 03/12/2019 11:18:36 By IntgSvc

November 14, 2018

VIA U.S. CERTIFIED MAIL: [REDACTED]

FCA US, LLC
c/o Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

11/14
RECEIVED

NOV 21 2018

Special Investigations

Re: North Carolina New Motor Vehicle Warranty Claim
Client: [REDACTED]
Vehicle: 2018 Jeep Wrangler Unlimited Sahara
VIN: 1C4HJXEG8JW [REDACTED]
Date of Sale: June 07, 2018

To Whom it May Concern:

Please be advised that I represent [REDACTED] in a warranty claim related to the above-referenced 2018 Jeep Wrangler Unlimited Sahara. Pursuant to the North Carolina New Motor Vehicles Warranties Act, the North Carolina Uniform Commercial Code, and the Magnuson-Moss Warranty Act, I am putting you on formal notice that my client has experienced significant problems with this vehicle since its purchase on June 07, 2018. Specifically, the Vehicle has experienced problems with the following components or systems:

- Substandard and defective factory welds

These issues have not been fixed and have been present since the vehicle left the factory for delivery. The manufacturer's warranty covers the defect or condition, or series of defects or conditions, which began within the warranty period. You have had at least three unsuccessful repair attempts, lasting approximately 20 days. As of the date of this letter, the Vehicle is still undergoing repairs. These unresolved problems create a significant concern for the Vehicle's long-term mechanical soundness, substantially impair its value to my client, and have caused her to lose confidence in the Vehicle's safety and reliability.

**NOTICE OF OPPORTUNITY FOR FINAL REPAIR ATTEMPT AND
FINAL OPPORTUNITY TO COMPLY WITH N.C.G.S. § 20-351.3**

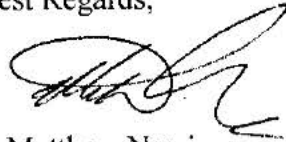
Pursuant to the North Carolina New Motor Vehicles Warranties Act, please consider this letter your statutory notice that you now have fifteen (15) calendar days during which to correct the above-mentioned nonconformity or series of nonconformities. If you are unable to do so, then client requests that the Vehicle be repurchased or replaced with a comparable new vehicle pursuant

to N.C.G.S. § 20-351.3. Refusal to comply with this statutory requirement will be deemed to be unreasonable.

This letter also serves as the required ten-day written notice under N.C.G.S. § 20-351.7 of my client's intent to commence legal proceedings against FCA US, LLC if the needed repairs are not completed, and we cannot reach a mutually agreeable resolution to this dispute.

Please be sure to direct all future contact with my client through this office. Thank you for your time and attention to this matter. I look forward to working with you to achieve an amicable resolution.

Best Regards,

A handwritten signature in black ink, appearing to read "J. Matthew Norris", with a stylized flourish at the end.

J. Matthew Norris

cc: 

NORRIS
Law Firm PLLC

P.O. Box 1318
WAKE FOREST, NC 27588

CERTIFIED MAIL

RALEIGH

275

NOV '18

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US POSTAGE
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FCA US, LLC
c/o Customer Assistance Center
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Auburn Hills, MI 48321-8004

DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Legal Backup_Weld

Claim Letter_



Schott

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law

P.O. Box 645

Montevallo, AL 35115

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

October 25, 2018

RECEIVED

NOV 07 2018

**MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.**

FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

Re: [REDACTED]
Vehicle: 2018 Jeep Wrangler JL
VIN: 1C4HJXDG4JW [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client in reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, all damages, attorney fees and costs that the consumer is entitled to, then we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects. Although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law, you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but are not limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Christine Fontana

Of Counsel Attorney for Plaintiff

CC: Dothan Chrysler Dodge Jeep Ram, 4074 Ross Clark Cir, Dothan, AL 36303

RETURN RECEIPT REQUESTED ELECTRONICALLY

Lemon Law Group Partners PLC
3353 163rd St Suite 504
North Miami Beach FL 33160

USPS CERTIFIED MAIL



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CMSI

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FCAUS LLC
Office of the General Counsel

NOV 05 2018
By  Mail/Reg. Agent/
Sec. of State/Proc. Server



FCA US LLC
P.O. Box 21-8004
Auburn Hills MI 48321



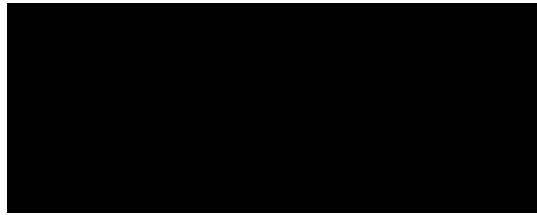
DP18-004

FCA

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ENCLOSURE 4

DP18-004_Legal Backup_Weld



DP18-004

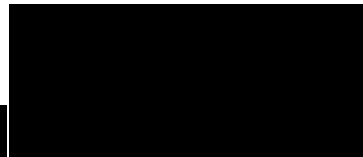
FCA

5/30/2019

ENCLOSURE 4

DP18-004_Legal Backup_Weld

TxDMV Claim Letter





Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

December 11, 2018

Patriot Chrysler Dodge Jeep
916 S George Nigh Expy
McAlester, Oklahoma 74501
VIA US MAIL

Texas Dodge
7800 I-40 Frontage Rd
Amarillo, Texas 79106
VIA US MAIL

All Star Dodge Chrysler Jeep
4600 Canyon Dr
Amarillo, Texas 79109
VIA US MAIL

Jan Kershaw
FCA US LLC
Po Box 397
Industry, Texas 78944-0397
VIA US MAIL AND EMAIL

RE: [REDACTED] Complainant vs.
FCA US LLC, Respondent
CASE NO. [REDACTED]

To the Parties Addressed:

A file has been opened with the Texas Department of Motor Vehicles on the above reference complaint. The complaint will be processed under Section **2301.604 (Repurchase/Replacement)** of the Texas Occupations Code until further review.

Please review the enclosed copy of the complaint and send your written comments along with the repair history, repair orders, and any other information available to the below address within **twenty (20) days** of the date of this letter.

Although written comments are being requested from the selling and servicing dealers, as applicable, they will usually not be joined as parties or respondents to the proceeding.

If you have any questions about the above information, write to the below address or call (512) 465-4080.

Sincerely,

John DuFour

John DuFour, Case Advisor
Lemon Law Section

Enclosures

Lemon Law Complaint Form

Case Number

[REDACTED]

Complainant Information

Complainant First Name

[REDACTED]

Complainant Last Name

[REDACTED]

Co-complainant First Name

[REDACTED]

Co-complainant Last Name

[REDACTED]

Complainant Address Line 1

[REDACTED]

Complainant Address Line 2

Complainant City

Canyon

Complainant State

Texas

Complainant Zip

[REDACTED]

Complainant Country

USA

Complainant Mobile/Home Phone

Complainant Email

[REDACTED]

Vehicle Identification Number (VIN)

1C4HJXFG9JW [REDACTED]

Purchase Date

06/29/2018

Vehicle Year

2018

Vehicle Make

Jeep

Vehicle Model

Wrangler

Vehicle Purchase Type

New

Current Mileage

5000

Mileage at the time of purchase

11

Date vehicle reached 24000 miles

Sent Date of Written Notice of Problem

10/02/2018

Describe any options added by the dealer.

Dealer Name	Type	Dealer Phone Number	Address Line 1	Address Line 2	City	State	Zip	Country
Patriot Chrysler Dodge Jeep	Selling Dealer		916 S George Nigh Expy		McAlester	Oklahoma	74501	USA
Texas Dodge	Servicing Dealer		7800 I-40 Frontage Rd		Amarillo	Texas	79106	USA
All Star Dodge Chrysler Jeep	Servicing Dealer		4600 Canyon Dr		Amarillo	Texas	79109	USA

Defect Description	Repair Visit Date IN	Repair Visit Date Out	Mileage
On August 7th after hearing reports of poor frame welds on the 2018 Jeep Wranglers, I discovered welds on my frame that appeared to have porosity and were misaligned. I decided to take the Jeep to the closest dealership (All Star Dodge in Amarillo) on August 24th. At this time, I also notified the dealership of excessive play in the steering wheel that results in the vehicle being difficult to maintain a lane at highway speeds and especially difficult to drive in the high winds of West Texas. My wife and I were informed that nothing was found to be wrong with the vehicle by the Service Advisor. I decided to take the vehicle in for a second time after seeing an FCA STAR bulletin () displaying images of welds labeled as "Out of Spec" that were similar to mine. Prior to this appointment (09/18), I coordinated with Jeep Cares to see if that may help. Once again, the Service Advisor stated that everything appeared to be okay to the technicians, even after I showed the images of my frame welds and the examples in the STAR bulletin to the advisor. I contacted my FCA rep who told me that there was nothing he could do if the dealership did not find anything wrong. I then decided to take the vehicle to the next closest dealership, Texas Dodge in Amarillo. This visit was also coordinated with my FCA representative. I dropped the vehicle off on Monday (09/18) and was provided with a rental vehicle after some discussion. On Thursday I called to check on the Jeep and was told that they would not look at the steering because of my aftermarket tires and that they were not aware of any issues with the frame welds. I immediately drove up to the dealership and informed the Service Advisor that they were mistaken. The tires on the Jeep were the stock tires supplied with every Rubicon and I displayed the images of my Jeep frame welds along with the STAR bulletin. Each of these images was emailed to him along with links to information about each issue. The following day I called the Service Advisor to check-in on the vehicle and was told that nothing was wrong with the steering but they did find issues with the frame welds but were not sure how or if they could even be fixed. The Service Advisor had called FCA for guidance on the issue. The following day (Saturday) I called again to check on the progress and was told that FCA had not responded. I requested that I pick up the vehicle so that I could store it in my garage instead of sitting on the lot and quickly drove to the dealership. I left the rental cars keys with the Service Advisor and took the Jeep home. This is the last time I heard from this Service Advisor despite repeated emails and phone calls. I wonder if they would have kept the Jeep all of this time had I not picked it up. I did receive a call several weeks later from the rental car company asking about its status. I guess that the car had never been returned and I was expected to pay for the 4 weeks that I had the car and that the dealership was refusing to pay. I promptly told the lady that the keys had been left with the Service Advisor as he instructed and that I would not be paying for the rental. She then stated that it was my name on the contract and I was liable. After I repeated that I would not be paying for	09/24/2018	09/29/2018	0

promptly received a response from Mayone Nevils who has been extremely helpful. She repeatedly called the dealership to try and help resolve the issue and was denied access to the Service Advisor by his assistant. She then called the Service Manager and still had no luck. After a couple of weeks of "stonewalling", she contacted the Regional Manager. I was informed that I would need to bring the Jeep back in to be looked at by a Technical Advisor on November 14th and would be provided a rental car. I arrived that morning at 0800 and was told that the Advisor was delayed and to come back at 1400. I arrived back at 1400 and was told to wait in the service area. At 1700 I approached the Service Advisor and told him that I needed to leave, he said that the Technical Advisor was finished and soon after delivered my Jeep with instructions that I would receive a report the following week on his findings. It has now been nearly a month with no word on what will be done with my vehicle or even if it is safe to drive. We have now had it nearly 6 months and have yet to be able to take a trip in it due to concerns about its safety. Mayone Nevils has communicated through numerous emails over the past few weeks that the Technical Advisor has been out of town or I will receive something soon. I am beyond frustrated and have suffered numerous setbacks and costs due to these issues, including dozens of phone calls, emails, and hours upon hours of research, follow-ups, and dealership visits in an attempt to have these issues remedied. I have yet to receive any type of resolution to any of the identified problems. I am hopeful that an agreement can be reached to remedy the situation. I have made every attempt to find a resolution at numerous levels of the FCA organization and have nowhere else to go at this point. I can no longer afford to make payments on a vehicle that has multiple known safety issues that limit my families ability to utilize it. Known Issues 1. Frame Welds 2. Loose Steering 3. Audio Cutting In & Out 4. Audio Rattle Under the Dash

Same as above	09/18/2018	09/18/2018	2500
Same as above	11/14/2018	11/14/2018	0
Same as above	08/24/2018	08/24/2018	0

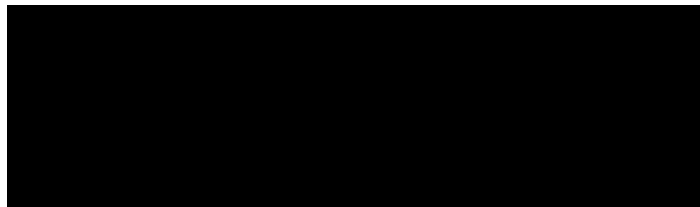
DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Legal Summaries_Weld



MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED])
CAIR #	[REDACTED]
DATE OF INCIDENT	N/A
DATE OF NOTICE	10/6/2018
MODEL / MODEL YEAR	2018 Jeep Wrangler Unlimited Sahara
VIN	1C4HJXEG8JW [REDACTED]
MILEAGE	6,800
OWNER	[REDACTED] Eastover, NC [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Frame; Component-Other; factory welds
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On 10/6/2018 the vehicle owner contacted FCA US because the part for Recall UA5 was not yet available. She demanded a rental vehicle to drive because of the wording on the recall which stated it could cause the vehicle to wreck. She claimed she had pictures showing the welds are very porous and weak/thin, other welds were not connecting the part to the frame at all. She stated her welds were inspected by a certified 30 year welder that would be willing to testify at Arbitration. She claimed multiple welds are showing signs of failure

	and asked for an x-ray of the welds. She returned to the dealer several times requesting that the welds be inspected for the Recall UA5 condition. Inspection, revealed no problems with the welds.
ANALYSIS	A FCA US Area Tech Advisor inspected the vehicle and determined no repairs were needed. There were no problems with the welds.

DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Legal Summaries_Weld



MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	N/A
DATE OF NOTICE	9/17/2018
MODEL / MODEL YEAR	2018 Jeep Wrangler Unlimited Rubicon
VIN	1C4HJXFG9JW[REDACTED]
MILEAGE	2,500
OWNER	[REDACTED] Canyon, TX [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Frame; Component-Not Specified Steering; Component-Not Specified
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner claimed there was excessive play in the steering wheel resulting in difficulty maintaining a lane at highway speeds and in high winds. He first contacted FCA US regarding these issues on 9/17/2018. On, or about, 12/11/2018, FCA US received a claim letter which states that on 8/7/2018, "after hearing reports of poor frame welds on 2018 Jeep Wranglers, I discovered welds on my frame that appear to have porosity and were misaligned." The owner also claimed that the last dealer that examined the vehicle said there were problems with the welds that they did not know how to address. The Dealer Repair Order states "pictures will be submitted to area manager for further direction regarding welds on frame." On 10/4/2018, the owner contacted FCA US again stating that the frame welds exhibited excessive porosity and misaligned weld joints. He also stated he supplied a STAR Bulletin and photographs to the second dealer that he took the vehicle to. This vehicle was presented to a dealer three times for this complaint. The welds were found to be

	within specifications on all three occasions. On the third visit, the owner took the vehicle to a different dealer seeking a second opinion. The owner claims the first visit to a dealer was on 8/24/2018 (mileage unknown) and he returned to that same dealer on 9/18/2018 and the dealer found no problem with the steering or the frame. FCA has no record of these repair visits. The owner provided a copy a Dealer Repair Order for the third visit on 9/20/2018 at 2,983 miles. The dealer noted that the vehicle had large tires and drove normally when they road tested it. The Dealer Repair Order states "pictures will be submitted to area manager for further direction regarding welds on frame." The dealer also did not hear a noise that the owner described as a muffled sound coming from under the steering wheel that he thought was some type of module malfunction. The warranty claim submitted by the dealer noted that they found no problem with the steering. The dealer also advised that they found no problem with the welds.
ANALYSIS	FCA US did not inspect the subject vehicle.

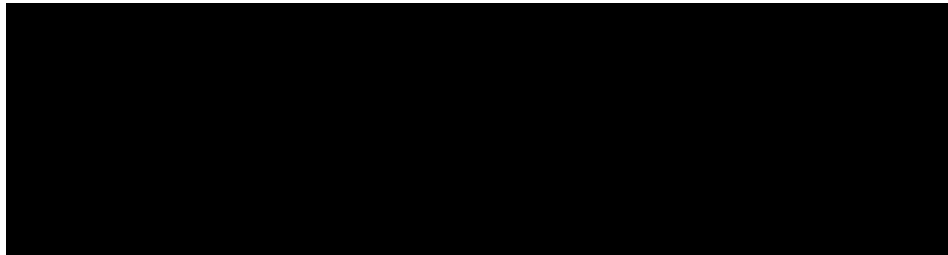
DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Legal Summaries_Weld



MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED] t)
CAIR #	[REDACTED]
DATE OF INCIDENT	
DATE OF NOTICE	10/11/2018
MODEL / MODEL YEAR	2018 Jeep Wrangler Unlimited Sport
VIN	1C4HJXDG4JW [REDACTED]
MILEAGE	10,372
OWNER	[REDACTED] Dothan, AL [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Driveability
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On July 30, 2018 at 5,184 miles, the dealer performed the inspection for Recall U48 (Steering Intermediate Shaft). At that time the dealer noted no cracks were found in the steering intermediate shaft. No repairs were needed. On 10/15/2018 at 10,372 miles, the owner returned to the dealer stating welds under vehicle were rusted, incomplete and separated. The dealer told the owner the welds were okay. The owner also complained of a noise in the front end when turning. The dealer removed and replaced the Axle U-joint on the right front to address this noise issue. In late October 2018, Tower Automotive inspected this vehicle. Weld repairs were performed. On November 6, 2018 at 11,851 miles, the owner returned to dealer reporting a popping sound in front end when turning. The dealer noted a clicking noise in both front lower ball joints upon further inspection the dealer tech found both front lower ball joint nuts were

	loose. The tech torqued both side lower ball joints to specifications. Per STAR record, the dealer racked the vehicle and removed all four wires and removed both batteries main and stop/start batteries, after welding then reinstalled both batteries and all four tires. On December 14, 2018 at 12,997 miles, the owner returned to dealer again stating the welds were rusting all around vehicle. The owner stated after ball joints were tightened the vehicle just did not drive the same and stated it's like it wants to do the "death wobble." On March 15, 2019 at 18,121 miles, the owner claimed there were issues with frame welds after the recall repair was made. The dealer inspected the welds. The welds looked good. There was no evidence of rusting or cracking.
ANALYSIS	FCA US did not inspect the subject vehicle.

DP18-004

FCA

5/30/2019

ENCLOSURE 4

DP18-004_Table 1 - Keyword Search
Criteria_Weld

Keyword Search Criteria

Word/Phrase			AND	Word/Phrase		
1	weld	or		1	penetr	or
2	bracket	or		2	porous	or
3	brkt	or		3	poros	or
4		or		4	pit	or
5		or		5	crack	or
6		or		6	track bar	or
7		or		7	steer	or
8		or		8	suspension	or
9		or		9	hole	or
10				10	weld	

Table 1: Keyword Search Criteria

A report had to match a word from each of the first and second Word/Phrase columns to be returned for review.