

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG2LW		Model Year	2020	Brand	JEEP
Body	JLJS74		Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Customer Provided VIN	1C4HJXFG2LW		Line of Business	CAC	Customer Assistance Center	
Batch Case Information						

Open Date	02/18/2020	CAIR Type	Regular	Status	Closed
Close Date	02/19/2020	Origin	Social	Reason	
Mileage	7,969 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer					
Customer Address					
	CHANDLER	AZ		USA	

Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE RAM	Dealer Phone	4809264000	
Dealer Address	1521 E DRIVERS WAY				
	GILBERT	AZ	85297 0402	USA	
Dealer Zone	West	Sales District		Service District	L

Subject	documentation: recall W01				
Synopsis	customer wanted to formally document concerns				
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	89	Steering/Suspension arms issue
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
02/18/2020 04:07 PM	New
02/18/2020 04:15 PM	Open
02/19/2020 04:25 PM	Closed

Initial Description

T0764K0

customers vehicle is not included in recall W01 for lower control arm bracket but is experiencing same concerns. Customer would like our team to document his situation.

Case Comments

Date	Comment
02/18/2020	customer contacted our team regarding recall W01. Customers vehicle does not fall under recall, however, he believes he is experiencing the same concerns as expressed in recall
02/18/2020	VIN: 1C4HJXFG2LW Current mileage: 7969 Dealer: Earnhardt dodge in Gilbert AZ

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEN5JW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/09/2020	CAIR Type	Regular	Status	Closed
Close Date	04/09/2020	Origin	Telephone	Reason	
Mileage	7,600 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	GREENWICH	CT		USA	
Dealer	67686	JEEP CHRYSLER DODGE RAM CITY	Dealer Phone	2035310505	
Dealer Address	631 W PUTNAM AVE				
	GREENWICH	CT	06830 6006	USA	
Dealer Zone	Northeast	Sales District		Service District	G
Subject	does not feels safe				
Synopsis	Vehicle was repaired, No response from CST. CM 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
03/09/2020 09:14 PM	Open
04/09/2020 12:35 PM	Closed

Initial Description

Cst called to discuss the steering failure that happened while he was driving. Cst stated that he does not feels safe in the vehicle since recall UA5 was completed and it failed again. Agent will send case to the jeep wave CM team for review.

Case Comments

Date	Comment
03/09/2020	Cst called to discuss the steering failure that happened while he was driving. Cst stated that he does not feels safe in the vehicle since recall UA5 was completed and it failed again. Agent will send case to the jeep wave CM team for review.
03/09/2020	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 email: Y/N Vehicle location: DLR Date and Time of Appointment: DLR 67686 Confirmed appointment with: DLR 67686 Customer in rental: Y/N N Rental start date: Authorized by:
03/10/2020	CM sent initial contact email
03/11/2020	☐ OB TO DLR ☐ Spoke With: SA Annie, customers vehicle is at the dealer, the track bar broke in half. They are sending a Chrysler tech to come and weld on the new track bar tomorrow. CM will follow up tomorrow. ☐ OB TO CST : No answer CM left VM.
03/12/2020	☐ OB TO DLR ☐ Spoke With: CM will follow up with SA tomorrow as not available today. ☐ OB TO CST : Read Disclaimer. CST states he is very unhappy with this vehicle. He feels it is unsafe. States he wants the vehicle fixed and a recall that was done before he go the vehicle that was repaired should not be broken already. CST states the DLR is not telling him anything. CM advised of the DLR update. CM is going to follow up with SM on more information for cst. CM will follow up with CST once I speak with SM. CM advised due to the inconvenience and to restore faith I can look into seeing what I can after the vehicle is repaired.
03/13/2020	☐ OB TO DLR ☐ Spoke With: Left VM for the SM to contact CM.
03/13/2020	☐ OB TO CST : Read Disclaimer. CST states he has a lemon and he does not want the vehicle. States this should not have happened and he is not comfortable driving the vehicle or putting his daughter in it as it is unsafe. CST states the DLR should not have sold him the vehicle knowing about the recalls. CST states he will wait to hear from the tech but wants to look into other options. CM advised I will send the case up for review upon his request but cannot guarantee anything and someone will contact him in 1-2 business days.
03/13/2020	Agent received call from Anthony from dlr. Agent transferred to CM
03/13/2020	☐ IB FROM DLR ☐ Spoke With : The SM Anthony there is a crack in the track bar bracket they are sending a welder out from Chrysler on Monday to fix it. The track bar has pulled away from the frame and broke. The vehicle was bought at Flemington Dodge. CM will follow up on Monday to confirm repairs. They will do an alignment as well.
03/13/2020	**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 case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader.

Date	Comment
03/17/2020	OB TO CST : Read Disclaimer. CM advised unfortunately at this time the vehicle did not qualify. Our priority is getting the vehicle fixed. CST understood. CM is going to follow up with DLR on repair than follow up with CST. OB TO DLR Spoke With: The tech is finishing up now, Re did the alignment and doing some finishing updates, CM thanked, OB TO CST : Read Disclaimer, CM provided DLR update, CST thanked, CM will follow up tomorrow.
03/18/2020	OB TO CST : No answer CM left VM. OB TO DLR Spoke With: Anthony, the vehicle has been picked up. CM trying to get information on customers question tech was out, CM will call after 1 to speak with suzanney.
03/18/2020	OB TO DLR Spoke With: SA Suzanney she states she spoke with customer and advised the issue should not happen again. States the recall was not done there but it was inspected, There is no rhyme or reason as to what caused the issue to happen. They ran the alignment, inspected everything, reprogrammed certain things and completed a test drive on the vehicle no issues, CST picked vehicle up. CM thanked.
03/18/2020	OB TO CST : Read Disclaimer, CM advised of answers from SA, CST states he believes the work is completed but it still makes him uneasy and uncomfortable to drive the vehicle due to a recall supposedly being completed and given the all clear yet it breaks almost 2 years later, CM advised I will look into seeing what we can do regarding the inconvenience and to restore faith back into the vehicle. CM is going to follow up with CST on Monday to verify no issues with vehicle and discuss compensation.
03/23/2020	OB TO CST : Read Disclaimer, CST states no issues, CM offered 7 year 100,000 mile Max Care service contract, CST requesting email with information, CM sending email. CM will follow up with CST on Wednesday to see if he wants to accept service contract.
03/25/2020	OB TO CST : Read Disclaimer, CST advised he had not had time to look through the contract information but is still wanting to trade the vehicle in, CM will follow up on Monday to see where were at.
03/30/2020	OB TO CST : Read Disclaimer, CST states he drove this weekend and he does not feel safe states he wants to try and get rid of the vehicle, States he is going to look over the warranty a little more, CM will follow up on Friday.
04/03/2020	OB TO CST : No answer left VM, CM will follow up on Monday.
04/06/2020	OB TO CST : No answer left VM.
04/08/2020	OB TO CST : No answer left VM.
04/09/2020	No response from CST, CM sent email. CM closing case.

Email(s)

Date	03/10/2020	Subject	Case	ref: 00Dj01qsDF_5003Z12ZNUM:ref]
From	jeepcustomercare@fcagroup.com	To		Sent Date/Time
03/10/2020 12:22 PM				
Dear				
Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.				
My name is Kailee and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:				
Your case number is				
The Chrysler Jeep Wave Case Management telephone number: 1-844-533-7928				
My direct extension: 4061284				
My work hours are: 8:00am-6:30pm Monday through Wednesday and 8:00am-1:00pm Thursday through Friday Eastern Standard Time.				
I will contact you within one business day of your appointment by telephone to discuss your case.				
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!				
Kailee				
Jeep Wave Specialist				
ref:_00Dj01qsDF_5003Z12ZNUM:ref				

Date	03/10/2020	Subject	RE: Cas [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com
Sent Date/Time	03/10/2020 21:48 PM		

Hello Kailee and Jeep Customer Care,

For the record, I am extremely unhappy with the turn of events regarding my Wrangler and leading to this point. Here's why:

I was driving down a residential road, and as the road curved right, and I turned the wheel right, the car did not respond. I went into the oncoming lane until I could radically turn the wheel to get the car to correct. I was shaken but thankful that my wife nor my children were driving or that I was not on a highway or that oncoming traffic did not hit me. I got to a side street and tested the steering to ensure that I could control the car enough to get it to the service center, and I immediately dropped it off.

I looked up the symptoms on the internet and found that they were symptomatic of the track bar bracket weld issue that was found, and that this issue had been the subject of a previous recall. I searched my VIN on MOPAR, and the site said that the recall work had been performed long before I purchased the car from a dealer. I was informed about a recall at the time of sale, but it was a bushing or damper recall and was described as no big deal. Disingenuous, is a generous interpretation. This track bar bracket IS A BIG DEAL. When it fails, the car doesn't steer! I can't believe that this car was sold this way without disclosure by the dealer even if it had been repaired. And if it was repaired, why did it fail? Is the recall work really a "fix". Obviously it is not. If it was inspected and the weld problem not found and repaired, I was put at risk.

Nothing I can come up with as to what occurred sounds remotely acceptable. What is worse is that I cannot see how fixing it again is a believable solution. It is deeply disturbing that I am supposed to just drive away believing that, at best, it has been repaired, even though the same repair didn't work the last time.

What am I supposed to do? I don't know the answer, but I did think that someone should know that I am really, really upset about it, and I am not at all sure that I want to keep this car.

[REDACTED]
Greenwich, CT
[REDACTED]

From: Jeep Customer Care [mailto:jeepcustomercare@fcagroup.com]
Sent: Tuesday, March 10, 2020 8:22 AM
To: [REDACTED]
Subject: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

[REDACTED]
Dear [REDACTED]

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

My name is Kailee and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

- * Your case number is [REDACTED]
- * The Chrysler Jeep Wave Case Management telephone number: 1-844-533-7928
- * My direct extension: 4061284
- * My work hours are: 8:00am-6:30pm Monday through Wednesday and 8:00am-1:00pm Thursday through Friday Eastern Standard Time.
- * I will contact you within one business day of your appointment by telephone to discuss your case.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Kailee
Jeep Wave Specialist

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[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000j0H6u]

ref:_00Dj01qsDF_5003Z12ZNUM:ref

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Date	03/12/2020	Subject	RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED] Sent Date/Time 03/12/2020 14:44 PM

Good Morning Mr. [REDACTED]

I am reaching out to you in regards to our phone call earlier. Please email me back by responding directly back to this email.

I will be trying to follow up with the service manager later today to gain more information on the vehicle repair status.

If you have any questions please email me or call me directly at 877-533-7928 ext: 4061284.

Warm Regards,

Kailee

Jeep Wave

ref:_00Dj01qsDF_5003Z12ZNUM:ref

Date	03/12/2020	Subject	RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com Sent Date/Time 03/12/2020 14:55 PM

Hi Kailee ☐ this is still just a general email and not a direct one. Please let me know any further info that you get. Anyway, the following is what I sent on Tuesday 3/10/2020:

Hello Kailee and Jeep Customer Care,

For the record, I am extremely unhappy with the turn of events regarding my Wrangler and leading to this point. Here☐s why:

I was driving down a residential road, and as the road curved right, and I turned the wheel right, the car did not respond. I went into the oncoming lane until I could radically turn the wheel to get the car to correct. I was shaken but thankful that my wife nor my children were driving or that I was not on a highway or that oncoming traffic did not hit me. I got to a side street and tested the steering to ensure that I could control the car enough to get it to the service center, and I immediately dropped it off.

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Nothing I can come up with as to what occurred sounds remotely acceptable. What is worse is that I cannot see how fixing it again is a believable solution. It is deeply disturbing that I am supposed to just drive away believing that, at best, it has been repaired, even though the same repair didn☐t work the last time.

What am I supposed to do? I don☐t know the answer, but I did think that someone should know that I am really, really upset about it, and I am not at all sure that I want to keep this car.

Greenwich, CT

From: Jeep Customer Care [mailto:jeepcustomercare@fcagroup.com]
Sent: Thursday, March 12, 2020 10:44 AM
To: [REDACTED]
Subject: RE: Case [REDACTED] [ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

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Date	03/17/2020	Subject	RE: Case [REDACTED] [ref:_00Dj01qsDF_5003Z12ZNUM:ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com
Sent Date/Time	03/17/2020 21:09 PM		

Hi Kailee,

I understand that the work has been completed on my vehicle. What I don't understand is why I didn't get any answers to my concerns or even any acknowledgement.

- Why did this problem occur?
- Was this something that was previously repaired and failed?
- What was done on the recall for this in 2018 prior to the car being sold?
- What work was actually done at this service? Welding the track arm bracket??
- If this was done before, why should I feel comfortable with it now?
- If it was not done before, why not? What happened?

There is no uncertainty that my car failed. I was put at risk by a known problem. I am not comfortable with the vehicle.

Would someone please provide me a solution that is more than just returning my car to me?

Thank you,

[REDACTED]
Greenwich, CT

From: [REDACTED]
Sent: Thursday, March 12, 2020 10:55 AM
To: 'Jeep Customer Care' <jeepcustomercare@fcagroup.com>
Subject: RE: Case [REDACTED] [ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

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Sent: Thursday, March 12, 2020 10:44 AM
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Subject: RE: Case [REDACTED] [ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

Good Morning Mr. [REDACTED]

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I will be trying to follow up with the service manager later today to gain more information on the vehicle repair status.

If you have any questions please email me or call me directly at 877-533-7928 ext: 4061284.

Warm Regards,

Kailee

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From	jeepcustomercare@fcagroup.com	To	[REDACTED] Sent Date/Time 03/23/2020 19:48 PM

Good Afternoon Mr. [REDACTED]

I am reaching out to you in regards to our conversation earlier. I am offering you a 7 year, 100,000 mile 0 dollar deductible Max Care Service contract the benefits include:
MAXIMUM CARE provides for COMPLETE MECHANICAL COMPONENT COVERAGE Beyond the Vehicle's Factory Warranty.

IF IT'S MECHANICAL ... IT'S COVERED!

A choice of \$200/\$100/\$0 Deductible per repair visit (depending on Plan chosen). Includes all of the following:

\$100 Sign-And-Go Roadside Assistance¹
\$100 Towing Allowance
\$35 First Day Rental²
\$35/Day Car Rental Allowance²
\$600 Key Fob Repair/Replacement Coverage³
\$1,000 Trip Interruption Coverage
\$50 Plan Transfer Fee (in most states)

¹Roadside Assistance provided in the event coverage is not included in the Basic or Powertrain Warranties.

²Includes \$35 Taxi Reimbursement in lieu of Rental and all first day dealership service except bodywork.

³Total maximum coverage benefit of \$600 and up to 3 Key Fob repairs or replacements.

I will follow up with you on Wednesday to verify if you would like to accept the service contract and confirm no issues with the vehicle.

Warm Regards,

Kailee
Jeep Wave Specialist

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

From: [REDACTED]
Sent: 3/17/2020 9:09 PM
To: jeepcustomercare@fcagroup.com
Subject: RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref]

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[REDACTED]

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Greenwich, CT

From: Jeep Customer Care [mailto:jeepcustomercare@fcagroup.com]
Sent: Thursday, March 12, 2020 10:44 AM
To: [REDACTED]
Subject: RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

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Warm Regards,

Kailee

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Date	04/09/2020	Subject	RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED] Sent Date/Time 04/09/2020 12:34 PM

Good Morning Mr. [REDACTED]

My name is Kailee I am a case manager with Jeep Wave. I have been trying to follow up with you in regards to your case [REDACTED] but have been unable to get through. At this time due to no response we will be closing this case.

If you have any questions or concerns or any issues arise in the future please don't hesitate to contact Jeep Wave at 844-533-7928.

I hope you have a good day.

Kind Regards,
Kailee
Jeep Wave Specialist

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 3/23/2020 7:48 PM
To: [REDACTED]
Subject: RE: Case [REDACTED] [ref:_00Dj01qsDF_5003Z12ZNUM:ref]

Good Afternoon Mr. [REDACTED]

I am reaching out to you in regards to our conversation earlier. I am offering you a 7 year, 100,000 mile 0 dollar deductible Max Care Service contract the benefits include:

MAXIMUM CARE provides for COMPLETE MECHANICAL COMPONENT COVERAGE Beyond the Vehicle's Factory Warranty.

☐ IF IT'S MECHANICAL ... IT'S COVERED!☐

A choice of \$200/\$100/\$0 Deductible per repair visit (depending on Plan chosen). Includes all of the following:

\$100 ☐ Sign-And-Go ☐ Roadside Assistance¹
\$100 Towing Allowance
\$35 First Day Rental²
\$35/Day Car Rental Allowance²
\$600 Key Fob Repair/Replacement Coverage³
\$1,000 Trip Interruption Coverage
\$50 Plan Transfer Fee (in most states)

¹Roadside Assistance provided in the event coverage is not included in the Basic or Powertrain Warranties.

²Includes \$35 Taxi Reimbursement in lieu of Rental and all first day dealership service except bodywork.

³Total maximum coverage benefit of \$600 and up to 3 Key Fob repairs or replacements.

I will follow up with you on Wednesday to verify if you would like to accept the service contract and confirm no issues with the vehicle.

Warm Regards,

Kailee
Jeep Wave Specialist

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

From: [REDACTED]
Sent: 3/17/2020 9:09 PM
To: jeepcustomercare@fcagroup.com
Subject: RE: Case [REDACTED] [ref:_00Dj01qsDF_5003Z12ZNUM:ref]

Hi Kailee,

I understand that the work has been completed on my vehicle. What I don't understand is why I didn't get any answers to my concerns or even any acknowledgement.

- Why did this problem occur?
- Was this something that was previously repaired and failed?
- What was done on the recall for this in 2018 prior to the car being sold?
- What work was actually done at this service? Welding the track arm bracket??
- If this was done before, why should I feel comfortable with it now?
- If it was not done before, why not? What happened?

There is no uncertainty that my car failed. I was put at risk by a known problem. I am not comfortable with the vehicle.

Would someone please provide me a solution that is more than just returning my car to me?

Thank you,

[REDACTED]
Greenwich, CT
[REDACTED]

From: [REDACTED]
Sent: Thursday, March 12, 2020 10:55 AM
To: 'Jeep Customer Care' <jeepcustomercare@fcagroup.com>
Subject: RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

Hi Kailee [REDACTED] this is still just a general email and not a direct one. Please let me know any further info that you get. Anyway, the following is what I sent on Tuesday 3/10/2020:

Hello Kailee and Jeep Customer Care,

For the record, I am extremely unhappy with the turn of events regarding my Wrangler and leading to this point. Here's why:

I was driving down a residential road, and as the road curved right, and I turned the wheel right, the car did not respond. I went into the oncoming lane until I could radically turn the wheel to get the car to correct. I was shaken but thankful that my wife nor my children were driving or that I was not on a highway or that oncoming traffic did not hit me. I got to a side street and tested the steering to ensure that I could control the car enough to get it to the service center, and I immediately dropped it off.

I looked up the symptoms on the internet and found that they were symptomatic of the track bar bracket weld issue that was found, and that this issue had been the subject of a previous recall. I searched my VIN on MOPAR, and the site said that the recall work had been performed long before I purchased the car from a dealer. I was informed about a recall at the time of sale, but it was a bushing or damper recall and was described as no big deal. Disingenuous, is a generous interpretation. This track bar bracket IS A BIG DEAL. When it fails, the car doesn't steer! I can't believe that this car was sold this way without disclosure by the dealer even if it had been repaired. And if it was repaired, why did it fail? Is the recall work really a fix. Obviously it is not. If it was inspected and the weld problem not found and repaired, I was put at risk.

Nothing I can come up with as to what occurred sounds remotely acceptable. What is worse is that I cannot see how fixing it again is a believable solution. It is deeply disturbing that I am supposed to just drive away believing that, at best, it has been repaired, even though the same repair didn't work the last time.

What am I supposed to do? I don't know the answer, but I did think that someone should know that I am really, really upset about it, and I am not at all sure that I want to keep this car.

[REDACTED]
Greenwich, CT [REDACTED]

From: Jeep Customer Care [mailto:jeepcustomercare@fcagroup.com]
Sent: Thursday, March 12, 2020 10:44 AM
To: [REDACTED]
Subject: RE: Case [REDACTED] ref:_00Dj01qsDF_5003Z12ZNUM:ref] [EXTERNAL]

Good Morning Mr. [REDACTED]

I am reaching out to you in regards to our phone call earlier. Please email me back by responding directly back to this email.

I will be trying to follow up with the service manager later today to gain more information on the vehicle repair status.

If you have any questions please email me or call me directly at 877-533-7928 ext: 4061284.

Warm Regards,

Kailee
Jeep Wave [http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000j0Yvu]

ref:_00Dj01qsDF_5003Z12ZNUM:ref

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New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXEGXJW	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	03/11/2020	CAIR Type	Regular	Status	Closed
Close Date	09/01/2020	Origin	Chat	Reason	
Mileage	0 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer					
Customer Address					

Dealer	61884	TOM O'BRIEN CHRYSLER JEEP DODGE			Dealer Phone	3178054400
Dealer Address	4630 E 96TH STREET					
	INDIANAPOLIS			IN	46240 3742	USA
Dealer Zone	Great Lakes	Sales District		Service District	M	

Subject	Recall Information			Campaign	W12
Synopsis	Recall Interim Parts notification email sent to customer. Case closed via special job run.				
Customer Anomaly					
Contact Reason	C80	Recall Parts Backorder/Not Available		Customer Anomaly	

Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Part not available
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Case Status History

Create Date	Status
03/11/2020 03:33 PM	New
03/11/2020 04:34 PM	Open
03/11/2020 04:35 PM	Suspended
03/18/2020 11:15 AM	Open
09/01/2020 11:36 PM	Closed

Initial Description

Transcript will be loaded shortly

Live Chats

Date

03/11/2020

Chat Started: Wednesday, March 11, 2020, 11:33:44 (-0400)

Chat Origin: NAFTA Non Premium Brandsite Chat

Agent Beth-Anne

(16s) Beth-Anne: Hi, my name is Beth-Anne with FCA Customer Care, How may I help you?

(1m 57s) Visitor: hello, I have three Safety recalls on our families new JL wrangler purchased last year. The W12 campaign, dated 3/3/20 link is "dead" ? what is this and how are owners to be notified? I did not receive any notice, but rather read of it on a jeep forum, thanks

(2m 28s) Beth-Anne: Congratulations on your new Wrangler! I would certainly like to bring up your vehicle to start and see the recalls and do everything I can to assist.

(2m 51s) Visitor: ok

(4m 16s) Visitor: So, the W12 campaign "link" on my "garage" is DEAD. Also, the campaign is dated 3/3/20 - what is this and how are owners to be notified?

(5m 9s) Beth-Anne: I am just bringing up the vehicle to ensure yours has been included and I can provide further insight! While I bring up the vehicle can you provide the name, address, phone number and email on the vehicle for security purposes?

(5m 45s) Visitor: [REDACTED] westfield, IN [REDACTED]

(5m 50s) Visitor: [REDACTED]

(5m 58s) Visitor: [REDACTED]

(6m 31s) Visitor: you there?

(7m 53s) Beth-Anne: Thank you. I do see that the JT CLUTCH SLAVE CYLINER recall was added to your vehicle yesterday. We send out notices to affected customers and you should receive it within a few days. I have a different address on file, is the one you provided the current address?

(8m 6s) Beth-Anne: I want to ensure it is correct as this is where the recall notices are sent.

(9m 24s) Visitor: my address is [REDACTED] Westfield IN [REDACTED] same as in my Mopar.com account. Do you have something diff?

(10m 26s) Beth-Anne: Yes I have an address on [REDACTED] I will update that for us here.

(11m 55s) Visitor: The W12 recall posted on the JLWranglers forum says its "Stop Sale" for the man trans pressure plate over heating and causing a fire hazard, NOT a clutch slave cylinder.

(13m 10s) Visitor: [REDACTED] is our adult sons street. They own no Mopar products nor have anything to do with this vehicle

(13m 18s) Visitor: how did that get nto your system?

(14m 33s) Beth-Anne: I am not certain as to how the information was entered however I have updated this for you. I will send some information on the recall. There is also an open recall for the steering damper.

(14m 47s) Visitor: This vehicle was bought /paid for/registered /listed on MOPAR.COM under my correct address. I do not understand this at all

(15m 44s) Visitor: Yes, and the tracking bar bracket weld recall is shown as complete but it WAS NOT DONE CORRECTLY.

(15m 51s) Visitor: all three are open.

(16m 3s) Visitor: How can I get a copy of the W12 notice?

(16m 31s) Beth-Anne: I am sorry to learn that there was an issue with the recall that was completed. I am showing that as completed and would recommend having the dealership diagnose it so that we can ensure it was done correctly.

(16m 43s) Beth-Anne: I will copy information into the chat window!

(16m 45s) Beth-Anne: FCA US LLC is recalling an estimated 33,237 U.S.-market vehicles equipped with manual transmissions, to address a potential for clutch assembly overheating. Customer feedback prompted an FCA investigation that identified a potential for excessive clutch-component friction and subsequent overheating.

If this condition occurs, it may cause a vehicle's clutch to slip, potentially leading to propulsion loss. In rare occurrences, an overheated clutch pressure plate may fracture or break, potentially creating a road hazard and/or posing fire risk. FCA is aware of a single related injury, which was minor and did not require hospital treatment. The Company is unaware of any related accidents.

The recall is limited to vehicles equipped with manual transmissions. Affected are certain model-year 2018-2020 Jeep Wrangler SUVs, and certain 2020 Jeep Gladiator pickups. Those equipped with automatic transmissions, which account for the vast majority of Wrangler and Gladiator sales, are not subject to recall.

Affected customers will be advised when service becomes available. In the interim, those who observe excessive or abnormal clutch-pedal travel, clutch slippage, and/or a strong odor, are advised to contact their dealers.

Customers with questions or concerns may call 1-800-853-1403.

An estimated 3,513 vehicles will also be subject to recall in Canada. No other markets are affected by this campaign.

(17m 40s) Visitor: That was done already. Three different welders/2 dealers says the weld repair is not correct. Case was opened with FCA, then closed.

(19m 19s) Beth-Anne: I would still recommend the dealership go over it when it is there for the other recall.

(20m 29s) Visitor: they said theyve done all they can do and are "done" with it

(23m 0s) Beth-Anne: I understand. When the vehicle arrives there you can contact us again and we can reach out to them to ensure it has been completed up to FCA standards.

(23m 47s) Visitor: vehicle is not safe to drive, according to the welders the inspected the repair.

(24m 16s) Visitor: i have only put 3800 miles on it in nearly a year

(24m 38s) Visitor: its been in dealers 6-8 times for the same issues

(24m 46s) Beth-Anne: For the recall issue?

(26m 9s) Visitor: the NHTSA mandated repair was NOT done correctly according to three welders and two dealers, yet FCA says is was done correctly (never having seen it)

(28m 29s) Visitor: Between the wobbly steering damper issue, the off-seam/faulty track bar bracket weld and now the pressure plate fire hazard, is it FCA's opinion that this vehicle should or should NOT be driven?

(30m 25s) Beth-Anne: We would recommend having the steering damper recall completed as soon as possible. This was launched last year and the parts are available. In regards to the bracket recall, if a dealership has advised it wasn't done correctly we would contact them when the vehicle is there. At that point we would take the next steps.

(30m 57s) Beth-Anne: I would like to create a case for you and escalate for special tracking with the clutch recall. We will email you as soon as the parts are available. Would that be okay?

(33m 7s) Visitor: sure but with all the issues, I will no longer put my family in this vehicle on the highway. Ive barely driven it and all three issues are a NHTSA safety hazard

(35m 29s) Beth-Anne: I understand where you are coming from and we can get the steering concern addressed right away. Please keep an eye out in your email when the parts are released!

(42m 55s) Beth-Anne: Hello [REDACTED]

(45m 16s) Visitor: yes

(45m 44s) Beth-Anne: I have created a case for you, case number [REDACTED] and we will reach out as soon as the parts become available.

(46m 7s) Visitor: what am I to do in meantime?

Date	
	(46m 40s) Beth-Anne: I would recommend scheduling an appointment to have the steering damper completed. (47m 40s) Visitor: And the improper track bar weld repair? I have had three welders tell me it was not done correctly. (47m 44s) Beth-Anne: Once the vehicle arrives at the dealership please contact us so that we can reach out to them. (49m 41s) Visitor: so I should continue to drive it? (52m 29s) Beth-Anne: In the letter it states "observe excessive or abnormal clutch-pedal travel, clutch slippage, and/or a strong odor," If any of these are present please contact your dealership right away. (56m 4s) Beth-Anne: Is there anything else I can do in the mean time to help? (1h 0m 20s) Beth-Anne: It seems we have lost connection. Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
Date	
03/11/2020	

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG1JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	04/27/2020	CAIR Type	Regular	Status	Closed
Close Date	04/27/2020	Origin	Telephone	Reason	
Mileage	61,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer					
Customer Address					
	SYLMAR	CA		USA	

Dealer	60657	VAN NUYS CHRYSLER DODGE JEEP RAM			Dealer Phone	8187870800
Dealer Address	6110-6114 VAN NUYS BLVD					
	VAN NUYS			CA	91401 3305	USA
Dealer Zone	California	Sales District		Service District	Y	

Subject	EECS OB				
Synopsis	customer has concerns but does not wish to work to resolve. Has retained attorney				
Customer Anomaly					
Contact Reason	C277	Customer requesting follow up to survey	Customer Anomaly		

Reason Code	Complaint - Feedback - After Sales - Outbound - Survey Follow Up				
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Case Status History

Create Date	Status
04/27/2020 05:56 PM	Open
04/27/2020 06:12 PM	Closed

Initial Description

Customer had previous engine/weld concerns

Case Comments

Date	Comment
04/27/2020	CUSTOMER CONTACT 04/27- Writer dialed customer at [REDACTED] spoke to customer. Customer states there are ongoing concerns, Customer states body paint is cracking in the back quarter panel. Customer states Bad frame welds in the lower control arms, driver side rear, Customer states Vehicle wanders steering feels loose, constantly over corrects. Customer states Wind Noise from the quarter panel. Customer states have tried to address these with dealer but has not corrected, Writer offered customer the chance to have a Specialist review issues and work with any dealer of customer choosing to rectify. Customer states does not wish to work with dealers and has contacted a lemon law attorney. Writer apologized to customer for experiences and thanked customer for their time. Ended call.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXCG8KW	Model Year	2019	Brand	JEEP
Body	JLJS72	Vehicle	JEEP WRANGLER RUBICON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/28/2020	CAIR Type	Regular	Status	Closed
Close Date	07/08/2020	Origin	Telephone	Reason	
Mileage	10,700 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SHREWSBURY	MA			USA
Dealer	42905	HARR CHRYSLER JEEP DODGE RAM		Dealer Phone	5084712600
Dealer Address	112 GOLD STAR BLVD				
	WORCESTER	MA	01606 2871	USA	
Dealer Zone	Northeast	Sales District		Service District	B
Subject	framework welding missed				
Synopsis	SC was offered and the customer had accepted.				
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
05/28/2020 03:25 PM	Open
07/08/2020 06:19 PM	Closed

Initial Description

framework welding problem per dealer diagnosis

Case Comments

Date	Comment
05/28/2020	Harr Chrysler diagnosed vehicle with damaged framework Customer wants to know Will the damaged framework be reported to Carfax Will he be compensated for the diminished value of vehicle Will they buy back vehicle and replace the aftermarket accessories and put on new vehicle. if repaired will they guarantee any future problems that should occur due to the repair as long as customer owns the vehicle
06/02/2020	Customer would like a call back as soon as possible
06/02/2020	called customer to let him know that we can efficiently look into some form of SC to provide for this concern following up with customer on Friday
06/09/2020	the customer called me back and I advised him that we are able to offer a 7 year/100,000 MAXcare SC and he wants more I advised him this is what we are able to offer, the customer is displeased and accepted the SC that was offered.
06/09/2020	called and left VM for the DLR
06/25/2020	called the customer to followup with the repair and see how everything is going. customer didn't answer left VM

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXCG8KW	Model Year	2019	Brand	JEEP
Body	JLJS72	Vehicle	JEEP WRANGLER RUBICON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/24/2020	CAIR Type	Regular	Status	Closed
Close Date	06/24/2020	Origin	Telephone	Reason	
Mileage	11,727 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SHREWSBURY	MA			USA
Dealer	42905	HARR CHRYSLER JEEP DODGE RAM		Dealer Phone	5084712600
Dealer Address	112 GOLD STAR BLVD				
	WORCESTER	MA	01606 2871	USA	
Dealer Zone	Northeast	Sales District		Service District	B
Subject	MVP Proposal				
Synopsis	Added plan				
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				
Contact Reason	C59	MVP Service Contracts Terms & Conditions	Customer Anomaly	89	Steering/Suspension arms issue
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Documentation - Service Contracts terms & Conditions				

Case Status History

Create Date	Status
06/24/2020 01:16 PM	Open
06/24/2020 07:47 PM	Closed

Initial Description

Incorrectly manufactured control arm. Needed to be re-welded. MVP proposal out of goodwill consideration. ECP34N

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXD9JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/14/2020	CAIR Type	Regular	Status	Closed
Close Date	10/29/2020	Origin	Telephone	Reason	
Mileage	27,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	LAS VEGAS	NV		USA	
Dealer	60687	Jim Marsh Chrysler Jeep		Dealer Phone	7029469000
Dealer Address	8575 CENTENNIAL PKWY				
	LAS VEGAS	NV	89149 4531	USA	
Dealer Zone	West	Sales District		Service District	J
Subject	Vehicle Concern				
Synopsis	Repaired and returned.				
Customer Anomaly	Steering / Suspension				
	Steering Wheel Controls				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	92	Steering wheel controls issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/14/2020 05:16 PM	Open
10/29/2020 10:20 PM	Closed

Initial Description

Vehicle making clicking noises

Case Comments

Date	Comment
10/14/2020	Customer called in stating that vehicle has been making clicking noises. Customer states that she brought vehicle in to dealership yesterday for the concern and was informed that welding is coming apart. Customer states that on one side it is coming apart and next side is completely off. Customer states that entire bracket is coming off and dealership is stating that this would not be covered under warranty. Customer seeking assistance with getting repair done. Customer working with SA John. Customer states that top piece of metal has no welding sign
10/16/2020	Cst requesting to speak to CM, Agent warm transferred Cst over to CM for further assistance
10/16/2020	☐ IB FROM CST: Customer called wanting to go over the situation with her vehicle. Customer states that the DLR advised her that the vehicle is not safe to drive as the back end can fall apart. Customer is seeking assistance with the repair as she has already made a report with NHTSA. Advised that CM will reach out to the DLR and get further information as well as info from corporate resources. Customer thanked. Emailed over contact information.
10/21/2020	☐ OB TO DLR Spoke With : John Left a message for a call back
10/21/2020	☐ IB EMAIL FROM CUSTOMER ☐ Customer sent over copy of email from NHTSA advising not to drive the vehicle. Cm will be sending an email to the SM.
10/21/2020	☐ OB EMAIL TO DLR ☐ We would need to look at the vehicle and inspect the weld. We have certified welders at our body shop. Perfect. When can we have the customer tow the vehicle in? He can have it towed anytime. Do you have all of his contact info? ☐ OB TO CST: Advised customer that the DLR has advised to have the vehicle towed in anytime. Customer asked about a rental and CM emailed the SD back to see if can accommodate the rental. Will call the customer once receive a response.
10/21/2020	SD said yes to the rental and Cm called to inform the customer.
10/21/2020	Vehicle has arrived at dealership Jim Marsh Chrysler Jeep and attended by dealer employee
10/27/2020	Email received from SD with quote and pictures of repair. Emailed over DM notes and advised to proceed with repair.
10/27/2020	☐ OB TO CST: Advised the customer that we are covering the repair and customer asked if the CM could speak to the attorney. Cm advised that the attorney will need to send a letter of representation and provided customer with the address. Customer thanked.
10/29/2020	☐ OB EMAIL TO DLR ☐ Asked for an update on the vehicle.
10/29/2020	Vehicle has been completed and picked up.
10/29/2020	☐ OB TO CST: Vehicle has been picked up and no further assistance is needed. Closing case.

Email(s)

Date	10/16/2020	Subject	Case # [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF._5003Z18iGYo:ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED] Sent Date/Time 10/16/2020 16:19 PM
Good Afternoon, My name is Jennifer with Jeep Wave Premium Care and your case has been escalated to me regarding your vehicle. My direct contact information is as follows: Hours: Mon & Wed 8:30 am to 5:00 pm EST / Tues, Thurs, & Fri 11:00 am to 7:30 pm EST Phone #: 844-533-7928 ext 4061102 Please reply with your preferred method of contact and best time to reach you within my business hours previously listed. Jennifer Jeep Wave Premium Care ref:_00Dj01qsDF._5003Z18iGYo:ref			

Date	10/16/2020	Subject	Re: Case #: [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF._5003Z18iGYo:ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com Sent Date/Time 10/16/2020 16:21 PM
Sent from my iPhone > On Oct 16, 2020, at 9:19 AM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote: > > □ Good Afternoon, > > My name is Jennifer with Jeep Wave Premium Care and your case has been escalated to me regarding your vehicle. My direct contact information is as follows: > > Hours: Mon & Wed 8:30 am to 5:00 pm EST / Tues, Thurs, & Fri 11:00 am to 7:30 pm EST > Phone #: 844-533-7928 ext 4061102 > > Please reply with your preferred method of contact and best time to reach you within my business hours previously listed. > > Jennifer > Jeep Wave Premium Care > > > ref:_00Dj01qsDF._5003Z18iGYo:ref			

Date	10/19/2020	Subject	Re: Case #: [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF._5003Z18iGYo:ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com Sent Date/Time 10/19/2020 19:33 PM

Hi Jennifer,

I hope you had a great weekend. I was wondering if there is any information available re this? I have been without a vehicle for a week now and it is making life really difficult.

I hope this does not sound rude as I do not mean it that way but this is obviously a weld issue and with the investigation going on and the fact jeep is aware of this issue I am confused why this is taking so long?

Thank you for your time,

On Fri, Oct 16, 2020 at 9:20 AM [REDACTED] wrote:

>
>
> Sent from my iPhone
>
> On Oct 16, 2020, at 9:19 AM, Jeep Customer Care <
> jeepcustomercare@fcagroup.com> wrote:
>
> □ Good Afternoon,
>
> My name is Jennifer with Jeep Wave Premium Care and your case has been
> escalated to me regarding your vehicle. My direct contact information is as
> follows:
>
> Hours: Mon & Wed 8:30 am to 5:00 pm EST / Tues, Thurs, & Fri 11:00 am to
> 7:30 pm EST
> Phone #: 844-533-7928 ext 4061102
>
> Please reply with your preferred method of contact and best time to reach
> you within my business hours previously listed.
>
> Jennifer
> Jeep Wave Premium Care
>
> ref:_00Dj01qsDF_5003Z18iGYo:ref
>
>

Date	10/21/2020	Subject	Re: Case #.	[REDACTED]	2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF_5003Z18iGYo:ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com		Sent Date/Time 10/21/2020 15:27 PM

Please see email from highway safety advising me not to drive the vehicle.
Can I please get an update. Not having a vehicle is causing huge issues,

Thank you,

Sent from my iPhone

> On Oct 16, 2020, at 9:19 AM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:
>
> □ Good Afternoon,
>
> My name is Jennifer with Jeep Wave Premium Care and your case has been escalated to me regarding your vehicle. My direct contact information is as follows:
>
> Hours: Mon & Wed 8:30 am to 5:00 pm EST / Tues, Thurs, & Fri 11:00 am to 7:30 pm EST
> Phone #: 844-533-7928 ext 4061102
>
> Please reply with your preferred method of contact and best time to reach you within my business hours previously listed.
>
> Jennifer
> Jeep Wave Premium Care
>
> ref:_00Dj01qsDF_5003Z18iGYo:ref

Date	10/21/2020	Subject	Re: Case #.	[REDACTED]	2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF_5003Z18iGYo:ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED]		Sent Date/Time 10/21/2020 15:38 PM

I have left a message for the Dealership and am just waiting to hear back.

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

From: [REDACTED]
Sent: 10/21/2020 3:27 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: Case #: [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF_5003Z18iGYo:ref]

Please see email from highway safety advising me not to drive the vehicle.
Can I please get an update. Not having a vehicle is causing huge issues.

Thank you,

[REDACTED]

Sent from my iPhone

> On Oct 16, 2020, at 9:19 AM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

>

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>

> My name is Jennifer with Jeep Wave Premium Care and your case has been escalated to me regarding your vehicle. My direct contact information is as follows:

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> Jeep Wave Premium Care

>

>

> ref:_00Dj01qsDF_5003Z18iGYo:ref

Date	10/21/2020	Subject	Re: Case #: [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF_5003Z18iGYo:ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com
Sent Date/Time			10/21/2020 15:48 PM

Thank you for the update. It has been a week since we spoke, did jeep customer relations reply to you yet? You said you have to speak with them and then the dealership.

I am trying to be patient but not having a car is making me miss jobs and I am not able to even get to the store.

Thanks

Sent from my iPhone

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> > Jennifer

> > Jeep Wave Premium Care

> > ref:_00Dj01qsDF_5003Z18iGYo:ref

Date	10/27/2020	Subject	Re: Case #: [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF_5003Z18iGYo:ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED] Sent Date/Time 10/27/2020 19:26 PM

Mrs. [REDACTED]

Please have your Attorney send the letter of representation to:

FCA Customer Care
ATT: Special Investigations
P.O Box 21-8004
Auburn Hills, MI 48321

Regards,
Jennifer

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

From: [REDACTED]
Sent: 10/21/2020 3:48 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: Case #: [REDACTED] 2018 Jeep Wrangler Unlimited Sport [ref:_00Dj01qsDF_5003Z18iGYo:ref]

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> > Jeep Wave Premium Care

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New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG9JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/22/2020	CAIR Type	Regular	Status	Closed
Close Date	10/22/2020	Origin	Roadside Assistance	Reason	
Mileage	27,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	FCA		
Caller City	LAS VEGAS	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	LAS VEGAS	NV			USA

Dealer	60687	Jim Marsh Chrysler Jeep	Dealer Phone	7029469000	
Dealer Address	8575 CENTENNIAL PKWY				
	LAS VEGAS	NV	89149 4531	USA	
Dealer Zone	West	Sales District		Service District	J

Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Vehicle Inoperable				
Contact Reason	C88	Roadside Event	Customer Anomaly	125	Roadside - Vehicle Inoperable
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
10/22/2020 11:09 AM	Closed

Initial Description

JIM MARSH CHRYSLER JEEP
7029469000
60687

Please call when you get here. I am inside. I need to go to the dealership too but because of a faulty weld I can not drive the jeep.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXDG1JW	Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	07/29/2021	CAIR Type	Regular	Status	Closed
Close Date	07/29/2021	Origin	Telephone	Reason	
Mileage	31,314 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer					
Customer Address					
	WILLOWICK	OH		USA	

Dealer	45555	GANLEY VILLAGE CHRYSLER DODGE JEEP		Dealer Phone	4403544368
Dealer Address	2115 MENTOR AVE				
	PAINESVILLE		OH	44077 1369	USA
Dealer Zone	Great Lakes	Sales District		Service District	E

Subject	Dealer identified Right Lower Control Arm Bracket rattle				
Synopsis	Referred dealer to STAR Publication.				
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
07/29/2021 05:39 PM	Open
07/29/2021 05:47 PM	Closed
07/29/2021 05:48 PM	Open
07/29/2021 05:55 PM	Closed

Initial Description

Dealer 45555 has vehicle in used car inventory and finds vehicle has a suspension rattle. Tech identified right lower control arm bracket weld misplaced. Photos attached.

Case Comments

Date	Comment
07/29/2021	DM directed dealer follow procedures outlined in STAR Online Publication.

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG5JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/18/2021	CAIR Type	Regular	Status	Closed
Close Date	09/21/2021	Origin	Telephone	Reason	
Mileage	45,080 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Little Rock	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	Little Rock	AR			USA
Dealer	26899	LANDERS CHRYSLER DODGE JEEP RAM		Dealer Phone	5013744848
Dealer Address	401 COLONEL GLENN PLAZA LOOP				
	LITTLE ROCK	AR	72210 2862	USA	
Dealer Zone	Southwest	Sales District		Service District	Q
Subject	Vehicle Suspension Control Arms				
Synopsis	IRF online aftermarket parts and repair				
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
08/18/2021 08:57 PM	Open
09/21/2021 09:30 PM	Closed

Initial Description

Passenger side Rear Lower control Arm frame bracket, sheared off.

Case Comments

Date	Comment
08/18/2021	The cx was cold transferred to the agent. Cx says that the previous agent advised the cx to hold on and the next thing that he knew, The current agent picked up. The cx says that all he wants is someone that can assist him with this matter. Cx says that this part was not broken and he did nothing to cause this. The cx says that this is a defect and that the part was never connected. Cx is looking for technical assistance. Cx says that the dealer is informing him that this part needs to be welded back on the vehicle.
08/18/2021	Passenger side Rear Lower control Arm frame bracket, sheared off. The cx says that the bracket is currently off and only one side has a weld on it and that the weld bead does not touch the bracket. The cx says that there is paint all around it.
08/18/2021	Customer was frustrated on the issue related to his Suspensions having failed. Advised him to speak with MVP as he had a Maxcare plan. Case Closed
08/19/2021	*OB call to DLR, Service Dept, Mytel Voice Messaging mailbox is full and cannot accept messages. Dialed into SM Brent VM, Mail box full. *Gmail to DLR SM Brent requesting Diagnostic status
08/19/2021	*OB call to [REDACTED] he said he does not own a 2018 Jeep Rubicon, he does have another Jeep. Apologized for call.
08/19/2021	*OB call to [REDACTED] Phone VM answers as Arkansas Automatic Gate Co, Left brief message, intro and informed calling about the Jeep at the Steve Landers CDJR, Left contact info and will send email
08/19/2021	Inbound from CST requesting to speak to CM, CST was warned transferred at this time.
08/19/2021	*IB call from Mr [REDACTED] phone and email validated. Established name and ownership. Will send email to update ownership info. Reviewed situation with current owner [REDACTED] He goes by [REDACTED] but legally [REDACTED] He is not related to former owner [REDACTED] He reviewed circumstances, Voice of CST: He was driving with [REDACTED] year old son about 20mph when right rear control arm fell off, arm came up under vehicle, rear tires came up off ground and skidded on lower control arm. He took picture n July 24 and limped into DLR on July 26th and feels that some of people there dont care, tuff lick, just want him to take vehicle, told him to call his insurance, has not received much of any communication until he went down there and spoke to SM Brent who has god Customer service skills. Piece U shaped and never welded on inside, the weld is there but the weld never touched that piece of metal, can see the paint, weld sheared behind fuel tank and never made contact with the frame. CST feels is a serious Manufacturer defect. Took to DLR 3 weeks ago and took them 2 weeks to look at. DLR had a local body shop look at it and he would not work on it. There has been no communication. CM informed CST that she would send email today to update ownership, a 2nd email with intro contact info, Communicate with CST and DLR weekly or more if information available, DLR has been working on and created Star case with Specialist and trained technicians. SM Brent informed they are sending an investigator to look at Jeep.
08/19/2021	*Report Used Sale case created to update Owner info

Date	Comment
08/23/2021	*OB call to DLR, SA Heather, No update at this time.
08/24/2021	*Email to CST to let him know I received his VM and I am contacting DLR again this afternoon. I will keep him informed. *To (2) voice messages from CST 8/23/2021 at 5:04PM and today at 10:44AM, requesting update.
08/25/2021	*OB call to DLR SA Chris transfer to SA Heather, left VM for SA Heather
08/26/2021	*OB call to DLR, Cst care center message for hold or cb, scheduling answered, requested to be transferred to Brent SM Chris answered, Can't get an update on the Date Inspection due or status; Any determination; Is this due to Outside influence or Mfg Defect? *Gmail to DLR forward chain to SM Chris; What is the Date the inspector is expected?
08/26/2021	*Email response to CST, awaiting current status and inspection date from DLR *Gmail response from DLR SM Brent; Have not gotten an update at all.
08/30/2021	**** OUTBOUND CALL TO DEALER **** Spoke With SA Heather: SA Heather Says That the customer was tired of waiting so he picked up the vehicle ** Heather says they have had the diagnosis for over a week now, **VEHICLE IS NOT REPAIRED NOR WAS A REPAIR ATTEMPTED** Service Adviser Heather Says the customer was promised that a Licensed Tech From corporate was coming out to view the vehicle ** I Asked Heather who would tell the customer that ? because we don't send out Techs, You Would need to create a STAR Case ** Heather Declined and Says she doesn't know CM Then Asked SA Heather "So What has been going on , the vehicle has just been sitting at the dealership ? SA Disconnected the Line ** CM IS LEAVING A NOTE "CASE OWNER SHOULD REACH OUT TO THE AM ASAP"
09/07/2021	Review email for DLR response, no updates. Task set for DLR/AM contact
09/08/2021	*OB call to DLR, phone line connection was poor and disconnected
09/09/2021	***PREP SHEET*** 1C4HJXFG5JW [REDACTED] 2018 JEEP WRANGLER UNLIMITED RUBICON Dealer Code: 26899 In-Service Date: 6/1/2018 Mileage: 45080 Original Owner??No, 3rd owner, [REDACTED] (is not related to [REDACTED] prev owner) Loyalty Score: 0000/0, HH 6 rows under his name Warranty Status: BASIC, 36/36, June 1, 2021, Expired (Time) POWERTRAIN: 60/60, June 1, 2023, Active MVP Mechanical SC: pre-owned Max Care ACTIVE Is customer in rental? No Parts on B/O??No STAR Case; Yes, [REDACTED] 8/16, rear control arm fell off, check welds Days off road: Current location of vehicle: With CST, prev at DLR Steve Landers Repeat issue??No Previous Related Cases/Goodwill/DM Notes: Customer Concern/Issue/Request: Rear control arm fell off, CST feels was defective weld, took pictures and he can see area
09/09/2021	* Separate case (2) created and email sent to update owner documents * Email to Customer, case notes that he has picked up the vehicle from the DLR and he emailed that he ordered a bracket himself.
09/10/2021	*CST replied to email, he completed the repair himself
09/16/2021	DOCS received and review in progress
09/17/2021	DOC-6332471 Poly performance Rear Lower control arms \$ 325.00 DOC-6332472 Cheap Jeep parts Online; Order for Lower Control Arm Bracket Package \$ 313.92, to tal 406.64 includes shipping DOC-6332473 Picture DOC-6332474 Picture DOC-6332475 Picture of part DOC-6332476 Picture under vehicle DOC-6332477 Picture under vehicle Weld does not appear to meet part-- DOC-6332478 Picture under vehicle DOC-6332479 Picture under vehicle DOC-6332480 Picture under vehicle DOC-6332481 Picture under vehicle
09/20/2021	*OB call to CST, Answering service said not answering phone right now, informed would send an email
09/20/2021	*Walk decline email sent. The receipts submitted were not from an Authorized Jeep Dealership selling genuine Mopar parts. They would be considered after market parts and the installation was not done by trained, certified technicians. Not the original owner and we do not know if anything else occurred prior to current ownership. Outside of Basic.

Email(s)

Date	08/19/2021	Subject	Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]		
From	uscustomercare@fcagroup.com	To		Sent Date/Time	08/19/2021 15:50 PM
Dear					
Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.					
My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:					
Your case number is					
Jeep Southwest Case Management					
Telephone number: 1-844-378-0575, My direct extension: 4060754					
My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday					
I will contact you again on Monday after speaking with the Steve Landers Dealership.					
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!					
Kind Regards, Susan JEEP Customer care Specialist Stellantis Case Management - Southwest Business Center ref:_00Dj01qsDF_5003Z1ISzCg:ref					

Date	08/23/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]
From	[REDACTED]	To	uscustomer@fcagroup.com
Sent Date/Time	08/23/2021 21:05 PM		

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
Jeep Southwest Case Management
Telephone number: 1-844-378-0575, My direct extension: 4060754
My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday
I will contact you again on Monday after speaking with the Steve Landers Dealership.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Kind Regards,
Susan
JEEP Customer care Specialist
Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	08/24/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	08/24/2021 15:13 PM

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update, the last info I have is the Specialist Technicians are supposed to provide an update this week.

Kind Regards,

Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern, Our primary focus is your satisfaction, My name is Susan and I will be your advocate to ensure all questions and issues are addressed, Here is some information that will be helpful for you to have:

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Stellantis Case Management - Southwest Business Center

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Date	08/24/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]		
From	uscustomercare@fcagroup.com	To	[REDACTED]	Sent Date/Time	08/24/2021 15:13 PM

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Susan
JEEP Customer care Specialist

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From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern, Our primary focus is your satisfaction, My name is Susan and I will be your advocate to ensure all questions and issues are addressed, Here is some information that will be helpful for you to have:

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Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	08/25/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]		
From	[REDACTED]	To	uscustomercare@fcagroup.com	Sent Date/Time	08/25/2021 16:34 PM

I would like to know if the tech will be there today or tomorrow. I really am starting to consider this a breach of contract on the part of Mopar Protection. I have an extended Max Protect warranty, yet in over 30 days I cannot get my vehicle even inspected properly, much less repaired. This is clearly a manufacturing defect AND part of the suspension, therefore should be covered one way or the other.

I have been informed repeatedly by the dealership service staff that the bracket that sheared off is not available and a WHOLE NEW FRAME has to be installed. This is not true. I have found the MOPAR bracket available as a kit: pn# 68394640AA □ Lower control arm bracket package, Right inner and outer package. □ This would not be a major repair □ anyone who can weld would be able to do it. I have found the part available and in stock at Los Angeles, and it may be at other locations.

I am requesting that this be ordered immediately and the repair scheduled. My position is that this has been at the dealership an excessive amount of time and reasonable steps are not being taken to restore the vehicle to my use.

Thank you for your help.

[REDACTED]
Little Rock, AR

[REDACTED]
From: US Customer Care <uscustomer@fcagroup.com>
Date: Tuesday, August 24, 2021 at 10:13 AM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update, the last info I have is the Specialist Technicians are supposed to provide an update this week.

Kind Regards,

Susan
JEEP Customer care Specialist

----- Original Message -----
From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
Little Rock, AR

[REDACTED]
From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM

To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

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JEEP Customer care Specialist

Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF._5003Z1ISzCg:ref

Date	08/26/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]	
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time 08/26/2021 18:18 PM

Mr [REDACTED]

I read your email, I called the Dealership today, Heather was with a Customer, I spoke with Chris requesting current status and a date on the inspection. I followed up with an email request and am awaiting a response.
I will update you as soon as I have information.

Thank you for your patience.

Kind Regards,

Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/25/2021 12:34 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

I would like to know if the tech will be there today or tomorrow. I really am starting to consider this a breach of contract on the part of Mopar Protection. I have an extended Max Protect warranty, yet in over 30 days I cannot get my vehicle even inspected properly, much less repaired. This is clearly a manufacturing defect AND part of the suspension, therefore should be covered one way or the other.

I have been informed repeatedly by the dealership service staff that the bracket that sheared off is not available and a WHOLE NEW FRAME has to be installed. This is not true. I have found the MOPAR bracket available as a kit: pn# 68394640AA □ Lower control arm bracket package, Right inner and outer package. □ This would not be a major repair □ anyone who can weld would be able to do it. I have found the part available and in stock at Los Angeles, and it may be at other locations.

I am requesting that this be ordered immediately and the repair scheduled. My position is that this has been at the dealership an excessive amount of time and reasonable steps are not being taken to restore the vehicle to my use.

Thank you for your help.

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Tuesday, August 24, 2021 at 10:13 AM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update. the last info I have is the Specialist Technicians are supposed to provide an update this week.

Kind Regards,

Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
Jeep Southwest Case Management
Telephone number: 1-844-378-0575, My direct extension: 4060754
My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday
I will contact you again on Monday after speaking with the Steve Landers Dealership.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Kind Regards,
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JEEP Customer care Specialist
Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	08/26/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]		
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	08/26/2021 18:18 PM

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From: [REDACTED]
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To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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Date	08/26/2021	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]	
From	[REDACTED]	To	uscustomer@fcagroup.com	Sent Date/Time 08/26/2021 18:33 PM

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[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomecare@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Mr [REDACTED]

I read your email, I called the Dealership today, Heather was with a Customer, I spoke with Chris requesting current status and a date on the inspection. I followed up with an email request and am awaiting a response.
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JEEP Customer care Specialist

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From: [REDACTED]
Sent: 8/25/2021 12:34 PM
To: uscustomecare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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Little Rock, AR
[REDACTED]

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Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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Your case number is [REDACTED]

Jeep Southwest Case Management

Telephone number: 1-844-378-0575, My direct extension: 4060754

My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday

I will contact you again on Monday after speaking with the Steve Landers Dealership.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Kind Regards,

Susan

JEEP Customer care Specialist

Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	09/09/2021	Subject	Jeep Case Management - CASE	
From	uscustomer@fcagroup.com	To		Sent Date/Time 09/09/2021 18:51 PM

Mr. [REDACTED]

I reviewed your email. My apologies for slow replay. I was out of office for 10 days and an Associate Case Manager followed up on my cases. She called Steve Landers Dealership and it was noted that you picked the Jeep up. In your email you wrote that you have ordered the bracket.

Earlier communication was delayed, the case was originally set with contact information for another Mr. [REDACTED] I did send an email to you to update ownership information and I did not see a reply or update there. When we discovered this I sent an email to update ownership and there has been no reply so I send a 2nd email out today to this email to update your documents records.

You also wrote that you hoped to apply some pressure to the Dealership; we work with the Dealership and advocate on your behalf to communicate with the Dealership, work to resolve issues, speed parts orders, etc. The Dealerships are independently owned so we do not put pressure on them so to speak, we work in co-operation with them.

Let me know your thoughts on where this stands now since the Jeep is no longer at the Dealership, how would you like to proceed?

Kind Regards,

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JEEP Customer Care Specialist

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

From: [REDACTED]
Sent: 8/26/2021 2:33 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

In full disclosure, I have ordered that part for my Jeep. The bracket is easily obtainable despite what I was told by the dealership. I will have the part tomorrow. It does not seem that anyone is willing to actually work on it, so I guess I am going to take care of this myself. It does not speak well of the Mopar extended warranty or of the level of customer service. I guess I just thought that someone at Chrysler FCA would be able to get some pressure applied to at least inspect the vehicle and a solution determined. This is not personal to you, but as this has been going on 5 weeks with no movement, schedule or proposed fix - I don't have an patience left.

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Mr. [REDACTED]

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Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
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To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

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From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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[REDACTED]
Little Rock, AR
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From: US Customer Care <uscustomer@fcagroup.com>
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JEEP Customer care Specialist

Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	09/09/2021	Subject	Re: Jeep Case Management - CASE [REDACTED]
From	[REDACTED]	To	uscustomer@fcagroup.com
		Sent Date/Time	09/09/2021 19:56 PM

I could not reply to the email as the requested, as the registration was in the Jeep, which was at the dealership. With no communication indicating when it would be inspected or movement on the repair, I decided to repair myself. I had been denied use of my vehicle at that point for 5 weeks and there was absolutely no schedule for inspection, much less repair. Jeep (FCA/ Stellantis) should have made a better effort to at least inspect the vehicle and prescribe a solution. This took about 4 hours for two people who had never done it before. With experience and a lift, I'd say it's a 2 hour job.

I ordered a Mopar:

68394640AALower Control Arm Bracket Package

From the Jeep dealership in Tuscon, AZ (CheapJeep.) I called and spoke with their parts department before ordering to confirm. Cost with shipping \$406.64

I ordered the lower control arm replacement from Synergy Mft / Poly Performance. Part# SYN-8052, as this was the aftermarket part installed on the Jeep that was destroyed by the bracket failure. I was given a generous discount on this replacement by Synergy, with the cost being \$360 with shipping.

The labor was paid for by myself to two of my employees that were qualified to weld. I had to pay them cash out of pocket totaling \$300, plus lunch. Of course, there is no receipt for that.

Before and after photos are attached. I am sure that they are jumbled together, but you obviously can see which are which. There was a weld on one side, with none on the other. Now it is fully welded on both sides.

I think that at minimum that I should be reimbursed for the parts and shipping, since there was a complete failure to resolve my issue. It would still not be repaired and perhaps not inspected, if we had not done it.

[REDACTED]
Little Rock, AR

[REDACTED]
From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, September 9, 2021 at 1:51 PM
To: [REDACTED]
Subject: Jeep Case Management - CASE [REDACTED]

Mr. [REDACTED]

I reviewed your email. My apologies for slow replay. I was out of office for 10 days and an Associate Case Manager followed up on my cases. She called Steve Landers Dealership and it was noted that you picked the Jeep up. In your email you wrote that you have ordered the bracket.

Earlier communication was delayed, the case was originally set with contact information for another Mr. [REDACTED]. I did send an email to you to update ownership information and I did not see a reply or update there. When we discovered this I sent an email to update ownership and there has been no reply so I send a 2nd email out today to this email to update your documents records.

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[REDACTED]

Little Rock, AR

[REDACTED]

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To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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Little Rock, AR

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To: [REDACTED]
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Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	09/10/2021	Subject	Re: Jeep Case Management - CASE [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
Sent Date/Time			09/10/2021 22:21 PM

[REDACTED]

I received your email and attachments. I opened several and they appeared legible. I will be reviewing the information in more detail next week and follow up with you on Wednesday.

Kind Regards,

Susan
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----- Original Message -----

From: [REDACTED]
Sent: 9/9/2021 3:56 PM
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From: US Customer Care <uscustomercare@fcagroup.com>
Date: Thursday, September 9, 2021 at 1:51 PM
To: [REDACTED]
Subject: Jeep Case Management - CASE [REDACTED]

Mr. [REDACTED]

I reviewed your email. My apologies for slow replay. I was out of office for 10 days and an Associate Case Manager followed up on my cases. She called Steve Landers Dealership and it was noted that you picked the Jeep up. In your email you wrote that you have ordered the bracket.

Earlier communication was delayed, the case was originally set with contact information for another Mr. [REDACTED] I did send an email to you to update ownership information and I did not see a reply or update there. When we discovered this I sent an email to update ownership and there has been no reply so I send a 2nd email out today to this email to update your documents records.

You also wrote that you hoped to apply some pressure to the Dealership; we work with the Dealership and advocate on your behalf to communicate with the Dealership,

work to resolve issues, speed parts orders, etc. The Dealerships are independently owned so we do not put pressure on them so to speak, we work in co-operation with them.

Let me know your thoughts on where this stands now since the Jeep is no longer at the Dealership, how would you like to proceed?

Kind Regards,

Susan
JEEP Customer Care Specialist

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

From: [REDACTED]
Sent: 8/26/2021 2:33 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

In full disclosure, I have ordered that part for my Jeep. The bracket is easily obtainable despite what I was told by the dealership. I will have the part tomorrow. It does not seem that anyone is willing to actually work on it, so I guess I am going to take care of this myself. It does not speak well of the Mopar extended warranty or of the level of customer service. I guess I just thought that someone at Chrysler FCA would be able to get some pressure applied to at least inspect the vehicle and a solution determined. This is not personal to you, but as this has been going on 5 weeks with no movement, schedule or proposed fix - I don't have an patience left.

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Mr [REDACTED]

I read your email, I called the Dealership today, Heather was with a Customer, I spoke with Chris requesting current status and a date on the inspection. I followed up with an email request and am awaiting a response.
I will update you as soon as I have information.

Thank you for your patience.

Kind Regards,

Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/25/2021 12:34 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

I would like to know if the tech will be there today or tomorrow. I really am starting to consider this a breach of contract on the part of Mopar Protection. I have an extended Max Protect warranty, yet in over 30 days I cannot get my vehicle even inspected properly, much less repaired. This is clearly a manufacturing defect AND part of the suspension, therefore should be covered one way or the other.

I have been informed repeatedly by the dealership service staff that the bracket that sheared off is not available and a WHOLE NEW FRAME has to be installed. This is not true. I have found the MOPAR bracket available as a kit: pn# 68394640AA □ Lower control arm bracket package, Right inner and outer package. □ This would not be a major repair □ anyone who can weld would be able to do it. I have found the part available and in stock at Los Angeles, and it may be at other locations.

I am requesting that this be ordered immediately and the repair scheduled. My position is that this has been at the dealership an excessive amount of time and reasonable steps are not being taken to restore the vehicle to my use.

Thank you for your help.

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Tuesday, August 24, 2021 at 10:13 AM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update. the last info I have is the Specialist Technicians are supposed to provide an update this week.

Kind Regards,

Susan
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----- Original Message -----

From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
Jeep Southwest Case Management
Telephone number: 1-844-378-0575, My direct extension: 4060754

My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday
I will contact you again on Monday after speaking with the Steve Landers Dealership.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Kind Regards,
Susan
JEEP Customer care Specialist
Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	09/10/2021	Subject	Re: Jeep Case Management - CASE [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED] Sent Date/Time 09/10/2021 22:21 PM

I received your email and attachments. I opened several and they appeared legible. I will be reviewing the information in more detail next week and follow up with you on Wednesday.

Kind Regards,

Susan
JEEP Customer Care Specialist

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

From: [REDACTED]
Sent: 9/9/2021 3:56 PM
To: uscustomercare@fcagroup.com
Subject: Re: Jeep Case Management - CASE [REDACTED]

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I ordered a Mopar:

68394640AALower Control Arm Bracket Package

From the Jeep dealership in Tuscon, AZ (CheapJeep.) I called and spoke with their parts department before ordering to confirm. Cost with shipping \$406.64

I ordered the lower control arm replacement from Synergy Mft / Poly Performance, Part# SYN-8052, as this was the aftermarket part installed on the Jeep that was destroyed by the bracket failure. I was given a generous discount on this replacement by Synergy, with the cost being \$360 with shipping.

The labor was paid for by myself to two of my employees that were qualified to weld. I had to pay them cash out of pocket totaling \$300, plus lunch. Of course, there is no receipt for that.

Before and after photos are attached. I am sure that they are jumbled together, but you obviously can see which are which. There was a weld on one side, with none on the other. Now it is fully welded on both sides.

I think that at minimum that I should be reimbursed for the parts and shipping, since there was a complete failure to resolve my issue. It would still not be repaired and perhaps not inspected, if we had not done it.

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Thursday, September 9, 2021 at 1:51 PM
To: [REDACTED]
Subject: Jeep Case Management - CASE [REDACTED]

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JEEP Customer Care Specialist

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From: [REDACTED]
Sent: 8/26/2021 2:33 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Mr [REDACTED]

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I will update you as soon as I have information.

Thank you for your patience.

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

From: [REDACTED]
Sent: 8/25/2021 12:34 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

I would like to know if the tech will be there today or tomorrow. I really am starting to consider this a breach of contract on the part of Mopar Protection. I have an extended Max Protect warranty, yet in over 30 days I cannot get my vehicle even inspected properly, much less repaired. This is clearly a manufacturing defect AND part of the suspension, therefore should be covered one way or the other.

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I am requesting that this be ordered immediately and the repair scheduled. My position is that this has been at the dealership an excessive amount of time and reasonable steps are not being taken to restore the vehicle to my use.

Thank you for your help.

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Tuesday, August 24, 2021 at 10:13 AM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update. the last info I have is the Specialist Technicians are supposed to provide an update this week.

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Susan
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From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
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Telephone number: 1-844-378-0575, My direct extension: 4060754

My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday
I will contact you again on Monday after speaking with the Steve Landers Dealership.
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Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	09/20/2021	Subject	JEEP CASE MANAGEMENT Case # [REDACTED]
From	uscustomer@fcagroup.com	To	uscustomer@fcagroup.com
		Sent Date/Time	09/20/2021 19:10 PM

MR [REDACTED]

Hello [REDACTED]

Thank you for contacting Jeep Customer Care.

In regards to your 2018 JEEP WRANGLER UNLIMITED RUBICON, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

The receipts you submitted were not from an Authorized Jeep Dealership selling genuine Mopar parts. They would be considered after market parts and the installation as you provided was not done by trained, certified technicians. You are not the original owner and we do not know if anything else occurred prior to your ownership.

I apologize for your inconvenience and if it would help I can offer a Service contract for three oil changes and tire rotations to help mitigate the expense.

We're sorry we cannot provide a more favorable reply.

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

Best wishes,

Susan

Jeep Customer Care

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

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

Sent: 9/10/2021 6:21 PM

To: [REDACTED]

Subject: Re: Jeep Case Management - CASE [REDACTED]

I received your email and attachments. I opened several and they appeared legible. I will be reviewing the information in more detail next week and follow up with you on Wednesday.

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

From: [REDACTED]

Sent: 9/9/2021 3:56 PM

To: uscustomer@fcagroup.com

Subject: Re: Jeep Case Management - CASE [REDACTED]

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I think that at minimum that I should be reimbursed for the parts and shipping, since there was a complete failure to resolve my issue. It would still not be repaired and perhaps not inspected, if we had not done it.

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomecare@fcagroup.com>
Date: Thursday, September 9, 2021 at 1:51 PM
To: [REDACTED]
Subject: Jeep Case Management - CASE [REDACTED]

Mr. [REDACTED]

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Kind Regards,

Susan
JEEP Customer Care Specialist

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

From: [REDACTED]
Sent: 8/26/2021 2:33 PM
To: uscustomecare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]

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[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomecare@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]

Mr [REDACTED]

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Thank you for your patience.

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Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/25/2021 12:34 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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Thank you for your help.

[REDACTED]
Little Rock, AR

[REDACTED]
From: US Customer Care <uscustomercare@fcagroup.com>
Date: Tuesday, August 24, 2021 at 10:13 AM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update. the last info I have is the Specialist Technicians are supposed to provide an update this week.

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Little Rock, AR
[REDACTED]

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Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
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Date	09/20/2021	Subject	JEEP CASE MANAGEMENT Case # [REDACTED]
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com
		Sent Date/Time	09/20/2021 19:11 PM

MR [REDACTED]

Hello [REDACTED]

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Little Rock, AR

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Subject: Jeep Case Management - CASE [REDACTED]

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[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]

Mr [REDACTED]

I read your email, I called the Dealership today, Heather was with a Customer, I spoke with Chris requesting current status and a date on the inspection. I followed up with an email request and am awaiting a response.
I will update you as soon as I have information.

Thank you for your patience.

Kind Regards,

Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/25/2021 12:34 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

I would like to know if the tech will be there today or tomorrow. I really am starting to consider this a breach of contract on the part of Mopar Protection. I have an extended Max Protect warranty, yet in over 30 days I cannot get my vehicle even inspected properly, much less repaired. This is clearly a manufacturing defect AND part of the suspension, therefore should be covered one way or the other.

I have been informed repeatedly by the dealership service staff that the bracket that sheared off is not available and a WHOLE NEW FRAME has to be installed. This is not true. I have found the MOPAR bracket available as a kit: pn# 68394640AA "Lower control arm bracket package, Right inner and outer package." This would not be a major repair – anyone who can weld would be able to do it. I have found the part available and in stock at Los Angeles, and it may be at other locations.

I am requesting that this be ordered immediately and the repair scheduled. My position is that this has been at the dealership an excessive amount of time and reasonable steps are not being taken to restore the vehicle to my use.

Thank you for your help.

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Tuesday, August 24, 2021 at 10:13 AM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

MR [REDACTED]

Good Morning, I received your voice mail messages. I spoke to Service Advisor Heather at the Steve Landers Dealership late yesterday afternoon and she said there was no update at this time. I will continue to contact the Dealership on your behalf and update you on the status. I will be calling the Dealership again this afternoon to request an update. the last info I have is the Specialist Technicians are supposed to provide an update this week.

Kind Regards,

Susan
JEEP Customer care Specialist

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

From: [REDACTED]
Sent: 8/23/2021 5:05 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
Little Rock, AR
[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
Jeep Southwest Case Management
Telephone number: 1-844-378-0575, My direct extension: 4060754
My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday
I will contact you again on Monday after speaking with the Steve Landers Dealership.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Kind Regards,
Susan
JEEP Customer care Specialist
Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

Date	09/20/2021	Subject	JEEP CASE MANAGEMENT Case # [REDACTED]	
From	uscustomer@fcagroup.com	To	uscustomer@fcagroup.com	Sent Date/Time 09/20/2021 19:11 PM

MR [REDACTED]

Hello [REDACTED]

Thank you for contacting Jeep Customer Care.

In regards to your 2018 JEEP WRANGLER UNLIMITED RUBICON, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

The receipts you submitted were not from an Authorized Jeep Dealership selling genuine Mopar parts. They would be considered after market parts and the installation as you provided was not done by trained, certified technicians. You are not the original owner and we do not know if anything else occurred prior to your ownership.

I apologize for you inconvenience and if it would help I can offer a Service contract for three oil changes and tire rotations to help mitigate the expense.

We're sorry we cannot provide a more favorable reply.

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

Best wishes,

Susan

Jeep Customer Care

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

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

Sent: 9/10/2021 6:21 PM

To: [REDACTED]

Subject: Re: Jeep Case Management - CASE [REDACTED]

I received your email and attachments. I opened several and they appeared legible. I will be reviewing the information in more detail next week and follow up with you on Wednesday.

Kind Regards,

Susan

JEEP Customer Care Specialist

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

From: [REDACTED]

Sent: 9/9/2021 3:56 PM

To: uscustomer@fcagroup.com

Subject: Re: Jeep Case Management - CASE [REDACTED]

I could not reply to the email as the requested, as the registration was in the Jeep, which was at the dealership. With no communication indicating when it would be inspected or movement on the repair, I decided to repair myself. I had been denied use of my vehicle at that point for 5 weeks and there was absolutely no schedule for inspection, much less repair. Jeep (FCA/ Stellantis) should have made a better effort to at least inspect the vehicle and prescribe a solution. This took about 4 hours for two people who had never done it before. With experience and a lift, I'd say it's a 2 hour job.

I ordered a Mopar:

68394640AALower Control Arm Bracket Package

From the Jeep dealership in Tuscon, AZ (CheapJeep.) I called and spoke with their parts department before ordering to confirm. Cost with shipping \$406.64

I ordered the lower control arm replacement from Synergy Mft / Poly Performance. Part# SYN-8052, as this was the aftermarket part installed on the Jeep that was destroyed by the bracket failure. I was given a generous discount on this replacement by Synergy, with the cost being \$360 with shipping.

The labor was paid for by myself to two of my employees that were qualified to weld. I had to pay them cash out of pocket totaling \$300, plus lunch. Of course, there is no receipt for that.

Before and after photos are attached. I am sure that they are jumbled together, but you obviously can see which are which. There was a weld on one side, with none on the other. Now it is fully welded on both sides.

I think that at minimum that I should be reimbursed for the parts and shipping, since there was a complete failure to resolve my issue. It would still not be repaired and perhaps not inspected, if we had not done it.

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, September 9, 2021 at 1:51 PM
To: [REDACTED]
Subject: Jeep Case Management - CASE [REDACTED]

Mr. [REDACTED]

I reviewed your email. My apologies for slow replay. I was out of office for 10 days and an Associate Case Manager followed up on my cases. She called Steve Landers Dealership and it was noted that you picked the Jeep up. In your email you wrote that you have ordered the bracket.

Earlier communication was delayed, the case was originally set with contact information for another Mr. [REDACTED] I did send an email to you to update ownership information and I did not see a reply or update there. When we discovered this I sent an email to update ownership and there has been no reply so I send a 2nd email out today to this email to update your documents records.

You also wrote that you hoped to apply some pressure to the Dealership; we work with the Dealership and advocate on your behalf to communicate with the Dealership, work to resolve issues, speed parts orders, etc. The Dealerships are independently owned so we do not put pressure on them so to speak, we work in co-operation with them.

Let me know your thoughts on where this stands now since the Jeep is no longer at the Dealership, how would you like to proceed?

Kind Regards,

Susan
JEEP Customer Care Specialist

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

From: [REDACTED]
Sent: 8/26/2021 2:33 PM
To: uscustomer@fcagroup.com
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]

In full disclosure, I have ordered that part for my Jeep. The bracket is easily obtainable despite what I was told by the dealership. I will have the part tomorrow. It does not seem that anyone is willing to actually work on it, so I guess I am going to take care of this myself. It does not speak well of the Mopar extended warranty or of the level of customer service. I guess I just thought that someone at Chrysler FCA would be able to get some pressure applied to at least inspect the vehicle and a solution determined. This is not personal to you, but as this has been going on 5 weeks with no movement, schedule or proposed fix - I don't have an patience left.

[REDACTED]

Little Rock, AR

[REDACTED]

From: US Customer Care <uscustomer@fcagroup.com>
Date: Thursday, August 26, 2021 at 1:18 PM
To: [REDACTED]
Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF._5003Z1ISzCg:ref]

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Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

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Thank you for your help.

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MR [REDACTED]

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Susan
JEEP Customer care Specialist

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

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Subject: Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Does this email return to you? I was wondering if you were able to contact the Steve Landers dealership and also if this inspection is moving forward?

[REDACTED]
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[REDACTED]

From: US Customer Care <uscustomeercare@fcagroup.com>
Date: Thursday, August 19, 2021 at 10:50 AM
To: [REDACTED]
Subject: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Z1ISzCg:ref]

Dear [REDACTED] Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Susan and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

Jeep Southwest Case Management

Telephone number: 1-844-378-0575, My direct extension: 4060754

My work hours are: 9:00AM till 5:30PM, EST, Monday through Friday

I will contact you again on Monday after speaking with the Steve Landers Dealership.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Kind Regards,

Susan

JEEP Customer care Specialist

Stellantis Case Management - Southwest Business Center

ref:_00Dj01qsDF_5003Z1ISzCg:ref

New Customer Assistance Inquiry Record (CAIR)#

VIN	1C4HJXFG9JW	Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	03/02/2022	CAIR Type	Regular	Status	Closed
Close Date	03/11/2022	Origin	Telephone	Reason	
Mileage	58,995 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address			Source	Customer	
Caller City		Caller Country		Caller Postal Code	

Customer					
Customer Address					
	BAKERSFIELD	CA			USA

Dealer	61339	JACK POWELL CHRYSLER DODGE JEEP	Dealer Phone	7607452880
Dealer Address	1625 AUTO PARK WAY			
	ESCONDIDO	CA	92029 2008	USA
Dealer Zone	California	Sales District	Service District	N

Subject	DI Taken				
Synopsis	answered all cst questions				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		

Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				
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Case Status History

Create Date	Status
03/02/2022 07:23 PM	Open
03/09/2022 11:08 PM	Closed
03/11/2022 12:32 AM	Open
03/11/2022 01:10 AM	Closed

Initial Description

DI Taken

Case Comments

Date	Comment
03/02/2022	Customer called us to let us know that pictures were taken of a known issue. Customer is working with SD [REDACTED] Customer requesting technical assistance and working with dealer on file. Reassigning.
03/03/2022	IB call from cx stating that he wants an update from cm and first contact with cm is for 3/4 and spring perch is cracked and metal never touched since the weld stress from bad welding is causing cracks on the other left end of the vehicle, pictures were taken but not submitted for warranty review, bottom side of suspension where it meets the frame, cx is the second owner, angel to call and ask for SA gary to find out if the pictures were submitted for warranty review, it is an internal process they have to follow, cx understood.
03/04/2022	*****CASE PREP***** Dealer Code: 61339 In-Service Date: 8/24/2018 Mileage: 58,995 Original Owner? N Loyalty Score: 000 Is vehicle within Warranty? UNCLEAR WHAT REPAIR IS Is customer in rental? UNCLEAR Parts on B/O? UNCLEAR Open STAR Case? N Days off road: UNLEAR Current location of vehicle: Jack Powell Chrysler Dodge Jeep Ram Repeat issue? N Open Recalls? Y (Y95) Previous Related Cases/Goodwill/DM Notes: N Customer Concern: TECHNICAL ASSISTANCE
03/04/2022	****OUTBOUND TO DLR**** Agent reached out to the DLR and was unable to get in contact with anyone, Agent LVM due to no response
03/04/2022	****OUTBOUND TO CST**** Agent reached out to the cst to give/get an update on the case, Agent corrected the cst email on file and advised that outreach was made to the DLR and agent is waiting on a response Cst provided SD (Mark B) phone number (760-658-6801) for agent to get in contact with Agent advised that outreach will be made and agent will reach out to the cst with an update on Monday Cst understood and thanked
03/04/2022	**NEXT STEPS** Follow up with the SD ((Mark B) phone number (760-658-6801)) and suggest STAR involvement for technical assistance, Update the cst
03/07/2022	****OUTBOUND TO DLR**** (760-658-6801) Agent reached out to the SD Mark and was unable to get in contact with him, Agent LVM due to no response
03/07/2022	****OUTBOUND TO CST**** Agent reached out to the cst to give/get an update on the case, Agent advised that VM was left for the SD Mark with technical assistance steps, Agent advised that agent will provide update when the SD reaches back out Cst understood and thanked
03/07/2022	**NEXT STEPS** Follow up with the SD ((Mark B) phone number (760-658-6801)) and suggest STAR involvement for technical assistance, Update the cst
03/09/2022	****OUTBOUND TO DLR**** Agent reached out to the DLR and spoke with the SM/SD Gary, SD/SM stated that there is some broken welds that may or may not be caused by factory but there is no warranties on the cst vehicle for them to cover it and it is extremely modified (lifted, modified tires, etc), SM/SD Gary also stated that they have an appointment for April with the cst ****OUTBOUND TO DLR**** Agent reached out to the DLR and spoke with the SM/SD Gary, Agent wanted to clarify if DI was taken and submitted SM/SD Gary stated that he took pictures but not to submit for warranty because there is no warranty on the cst vehicle

Date	Comment
03/09/2022	****OUTBOUND TO CST***** Agent reached out to the cst to give/get an update on the case. Agent advised the cst that outreach was made to the SD Gary and the SD stated that DI was taken of the cst concern but not submitted because the cst has no warranties. Agent declined cost assistance due to cst being second owner and vehicle not meriting with GW. Agent advised that once cst goes into appointment then he can call back for technical assistance but case will be closed from here due to no assistance being offered Cst understood
03/11/2022	Customer called in because he stated that he heard a cracking / popping noise coming from the back of his Jeep. He noticed the whole weld isn't connected to the actual frame. He stated that his SA informed him that it's a manufacture defect. I did advise the customer of the notes left by the previous CM however the customer requested to speak with her. I did contact CM and warm transferred the customer over for further assistance.
03/11/2022	****INBOUND FROM CST***** Cst was warm transferred. Cst wanted to ask the agent some questions in regards to his vehicle. Cst asked why a factory detected (his frame) is not being covered? Agent advised the cst that his manufacture warranty expired and we cannot extend it. Cst stated that there is recalls that fit the description of his vehicle Agent explained the recalls are issued through NHTSA and we cannot add recalls to vehicles because they are VIN specific based off of factory build, time frame, and car type. Agent referred cst to NHTSA website and advised case will be closed due to no assistance being offered Cst understood and thanked

Email(s)

Date	03/04/2022	Subject	CASE MANAGEMENT - [REDACTED]	Sent Date/Time	03/04/2022 20:47 PM
From	jeepcustomercare@fcagroup.com	To	[REDACTED]		
Hello Mrs./Ms. [REDACTED] My name is Tere and, I will be your case manager moving forward. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation. My Office hours are Monday- Friday 11:00 PM - 7:30 PM Eastern standard time (8:00 AM- 4:30 PM Pacific time). I will gather some information about your issue from my resources, and the dealership. I will be in contact with you after I have gathered all necessary information. Case Number: [REDACTED] My phone number is 844-888-0601 Best Regards, Tere Stellantis Customer Care (844)-888-0601 Ext.4062219 ref:_00Dj01qsDF_5003Z1NhXZK:ref					

Date	03/04/2022	Subject	CASE MANAGEMENT - [REDACTED]	Sent Date/Time	03/04/2022 20:50 PM
From	jeepcustomercare@fcagroup.com	To	[REDACTED]		
Hello Mrs./Mr. [REDACTED] My name is Tere and, I will be your case manager moving forward. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation. My Office hours are Monday- Friday 11:00 PM - 7:30 PM Eastern standard time (8:00 AM- 4:30 PM Pacific time). I will gather some information about your issue from my resources, and the dealership. I will be in contact with you after I have gathered all necessary information. Case Number: [REDACTED] My phone number is 844-888-0601 Best Regards, Tere Stellantis Customer Care (844)-888-0601 Ext.4062219 ref:_00Dj01qsDF_5003Z1NhXZK:ref					

Date	03/09/2022	Subject	CASE CLOSURE	Sent Date/Time	03/09/2022 23:08 PM
From	jeepcustomercare@fcagroup.com	To	[REDACTED]		
Hello Ms. [REDACTED] This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Jeep customer! Best Regards, Tere Stellantis Customer Care (800)-992-1997 ref:_00Dj01qsDF_5003Z1NhXZK:ref					

Continuous Quality Insight Report

VIN	1C4HJXDG7LW	Model Year	2020	Body	JLJL74	JEEP WRANGLER UNLIMITED SPORT
Built Date	10/12/2019	Market	U	US	Plant	2462 TOLEDO ASSEMBLY PLANT NORTH
Color	PAU	GRANITE CRYSTAL MET, CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial #	6255910744
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)			Serial #	K277962164
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

Report #		System Key		Report Version	5	Open Date	02/08/2020
Close Date	02/08/2020	Narrative Date	02/17/2020	Mileage	0		
MDH	101212	Sold Date	12/31/2019	Built Date	10/12/2019		

Dealer	19028	CHRYSLER CORPORATION				
Dealer Address	800 CHRYSLER DRIVE					
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757	

Detail on High Rated Items	
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Exhaust sound is not loud but nuce when accelerating.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Paint just looks good. Nothing specila but I have no complaints.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	I really like the new design, makes the JK look really old. Some YJ touch on the new design.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Overall exterior design is very good.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Instrument cluster is something I found very well designed and a lot of small cool details.
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.	Overall exterior design is very good.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	Interior lights are bright as they should have been before. No need of aftermarket parts.
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 really like the new grill with the bend like the YJ.

Overview	
What can we do to improve your likelihood to recommend your vehicle?	Replace vehicle with a well built one.
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. Mark jeep dodge lake charles
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).
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	Poor quality, steering issue is a major safety issue. Frame welds are horrible and not covered with paint. Axles have several spots missed at the painting stage, overall, the under side of the vehicle shows multiple rust spots and this is a brand new vehicle that should not have this issue.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).
Overall, how satisfied are you with the quality of your new vehicle?	Very 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).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
How likely are you to recommend this vehicle to family, friends or colleagues?	0.
Was the trouble resolved to your satisfaction?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Many of our 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.).
How many visits did you make to the dealer?	3 visits.

Water leaks into vehicle	
Approximate mileage when trouble was first noticed was:	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_back. 5-44 5-45 6-44 6-45 Wrangler4_top. 7-26 7-27 26-26 26-27 Wrangler4_front. 5-41 5-42 6-41 6-42
Please indicate the location of the water leak (check all that apply):	Other water leak location (please describe in Additional Comments box below). Water is not leaking into the vehicle when front doors are closed, however, the gutter pours water straight on the floor mats when door is opened and it is still raining. Both front doors.
Please describe conditions when this trouble occurs:	When raining

Water leaks into vehicle	Water leaks into vehicle.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How severe is the water leak?	Moderate.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle pulls noticeably to the left/right	
Approximate mileage when trouble was first noticed was:	0-999.
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).
Vehicle pull is:	Severe.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
What direction does the vehicle pull when driving?	Both Left and Right - Varies with conditions.
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.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	5.
Overall rating of the driver seat	4.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	4.
Transmission gear change performance (smoothness)	5.
What are your favorite parts of your new vehicle?	The overall concept of being a Wrangler. I like how the grill has the bend pont lje the YJ used to. Redesign has been well done without changing the wrangler DNA.
What is your attitude overall towards the BRAND of your new car?	2.
Is there anything about your new vehicle you would like to see changed?	Better weld quality, back to mechanic hydraulic steering system or make an electric one without issues. You should start including basic features that are not a luxury thing anymore, the base models are very basic for the money.
How was your purchasing experience (the dealer/dealership)?	3.
Comfort of driver seat back	4.
How do you feel about the VALUE of your new car? (i.e., got what you wanted relative to price)	2.
Safety and visibility while driving	1.
Clarity of sound	4.
Comfort of driver headrest	4.
Comfort of driver bottom seat cushion	4.
Engine exhaust sound	5.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Appearance of exterior paint	5.
Vehicle storage and space usage	4.
Exterior design and appearance (overall impression)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Steering and handling (responsiveness, stability)	1.
How do you feel about the durability of your new vehicle?	1.
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	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of adjusting rear seats to desired position	4.
How well the driver seat holds you in place while cornering	4.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Headlight illumination/performance during night-time driving	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Wheels, rims, and tires appearance and styling	4.
Climate control operation (function and ease of use)	3.
Ease of getting into and out of vehicle	4.
Engine sound	4.
What is your attitude overall towards your new car?	2.
Comfort of the rear (2nd row) seats	4.
Feel of the seat material	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Ride quality	4.

About You

When considering this vehicle, did you: (Check all that apply)	Research online.
Vehicle availability	1.
Dealership treatment	3.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your gender	Male.
Ability to test drive	1.
Please tell us about the vehicle you replaced (if applicable)	2011. Land Rover. Range Rover Sport. Replaced Vehicle: Purchased Used.
Convenience of dealership location	1.
Trade-in allowance	1.
Primary vehicle you were considering:	Land Rover. Primary Considered Vehicle: New. Defender 110.
Which of the following best describes the area you live in?	Urban.
Vehicle fuel economy	3.
Which, if any, influenced your purchase decision? (check all that apply):	Other (please describe). I went for the wrangler because the defender 110 is first year they release the new model, I was thinking that the wrangler was already proved and all issues fixed after 2 years, I was wrong. I should have got the Land Rover.
Price	3.
Vehicle performance	5.
Did you purchase or lease your vehicle?	Purchase.
What is your primary language?	Spanish.
Vehicle quality	5.
Vehicle styling	5.
Please indicate the primary driver's age.	
Please indicate your ethnicity	Hispanic/Latino.
Financing options	1.

Steering system/wheel is misaligned/not centered	
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was:	0-999.
Steering wheel pulls to:	Cannot determine.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Steering system/wheel has too much play, feels loose	
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0-999.

Steering and Handling	
Steering and Handling	Vehicle pulls noticeably to the left/right. Steering system/wheel has too much play, feels loose. Steering system/wheel is misaligned/not centered.

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.

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.	If I crawl under the vehicle, I see tons of spots missed at the painting stage and already rusted, if I was living in a place where they salt the roads, this vehicle would not last long.
You rated safety and visibility while driving Low. Use this space to provide any specific comments you would like to share.	Not the visibility but because of the safety concern about the steering issue.
You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.	Vehicle is not staying in lane, very dangerous driving on a vehicle like this. Already had a near miss.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Vehicle Exterior. Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler Group LLC to contact you by phone regarding your 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.	Safety concerns, rust concerns. [REDACTED]

Continuous Quality Insight Report

VIN	1C4HJXFG8JW	Model Year	2018	Body	JLJS74	JEEP WRANGLER UNLIMITED RUBICON	
Built Date	06/22/2018	Market	U	US	Plant	2462	TOLEDO ASSEMBLY PLANT NORTH
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial #	6163820124
Transmission	DFT	8-SPD AUTO 850RE TRANS (MAKE)				Serial #	K170861710
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report #		System Key		Report Version	5	Open Date	04/13/2020
Close Date	04/13/2020	Narrative Date	04/20/2020	Mileage	0		
MDH	062208	Sold Date	07/24/2018	Built Date	06/22/2018		

Dealer	19028	CHRYSLER CORPORATION				
Dealer Address	800 CHRYSLER DRIVE					
Dealer City	AUBURN HILLS	State	MI	Zip	48326-2757	

Paint blemish/dirt in paint/foreign material under surface	
Additional Comments:	Identified when picking up vehicle from purchase
Please indicate the location of the paint issue (check all that apply):	Front panel/grille, Uneven paint, clumps Roof, Freedom panel, uneven, clumps in paint.
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. 15-16 17-16 Wrangler4_top. 7-26 7-27 7-28 7-29
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Strut problem/shock absorber problem	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Additional Comments:	Steering stabilizer was replaced twice.

Recall related parts / components	
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
When was the replacement made on your vehicle?	12-18 months into ownership.

Vehicle Satisfaction Ratings	
Comfort of the rear (2nd row) seats	3.
Ease of using system displays while driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Ease of folding rear seats to desired position	3.
Ease of adjusting rear seats to desired position	3.
Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	4.
Comfort of driver seat back	4.
What is your attitude overall towards your new car?	4.
Comfort of driver headrest	4.
Comfort of driver bottom seat cushion	4.
Navigation system route accuracy	3.
Headlight illumination/performance during night-time driving	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	5.
Rear view styling (rear fascia, bumper)	2.
Brake responsiveness/effort	3.
Ease of adjusting driver seat to desired position	3.
Engine sound	4.
Overall rating of the driver seat	4.
What are your favorite parts of your new vehicle?	Offroad capability
Is there anything about your new vehicle you would like to see changed?	Welds done correctly, mileage reset at gas fill ups easier to get to, better leather, ventilated seat option, better back up camera
Steering and handling (responsiveness, stability)	3.
How do you feel about the VALUE of your new car? (i.e., got what you wanted relative to price)	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Integration with phones	5.
Feel of the seat material	4.

Support for popular music/video formats	3.
Appearance of exterior paint	3.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
How well the driver seat holds you in place while cornering	4.
Overall audio, entertainment, and navigation system impression	3.
Steering wheel adjustment	3.
Clarity of sound	4.
Integration with media players	4.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Fuel economy and driving range	3.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.

About You	
Primary vehicle in your household:	A7. Audi. 2012. Primary Household Vehicle: Purchased New.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	13-15 mpg.
What year were you born?	
Please indicate the primary driver's age.	
Please indicate your ethnicity	White.
What is your primary language?	English.
Please indicate your gender	Male.
Which of the following best describes the area you live in?	Suburban.

Steering system/wheel has too much play, feels loose	
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Lumbar support adjustment controls are difficult to understand/use; in a poor location	
Please indicate which seat's controls are difficult to understand/use (check all that apply):	Driver's seat.
Please indicate why the controls are difficult to understand/use (check all that apply):	Operation of controls is confusing/doesn't make sense.
Please indicate which type of seat controls are difficult to understand/use (check all that apply):	Manual adjustment controls.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand.

Adjustments and Controls	
Adjustments and Controls	Lumbar support adjustment controls are difficult to understand/use; in a poor location.

Steering and Handling	
Steering and Handling	Steering system/wheel has too much play, feels loose.

Radio/CD player/CD changer	
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	9-12 months into ownership.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Visible rust/corrosion. Paint is uneven: has sags, runs, overspray, thin spots, etc.. Paint blemish/dirt in paint/foreign material under surface.

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).	Wrangler4_front. 15-52 15-53 16-54 17-55 18-34 19-32 20-31 20-49 20-50 21-47 22-42 22-43 22-45 23-39 23-41 25-36 Wrangler4_back. 18-31 19-27 19-29 19-32 22-26 22-27
Approximate mileage when trouble was first noticed was:	Less than 10,000.

To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate the location of the rust/corrosion (check all that apply):	Other location (please describe). Frame, also welding of frame was poorly done in multiple spots. Front shock tower mounts were completely missed with weld. Sent to dealer, was told VIN doesn't qualify for recall.

Overview	
Did you review the Printed User Guide?	Yes.
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.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from, Premier Buena Park
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?	Satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
How many visits did you make to the dealer?	2 visits.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Stated welds were not manufacturing responsibility and didn't qualify for the recall due to vin
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide format is easy to understand and use	4 (agree).
How likely are you to recommend this vehicle to family, friends or colleagues?	9.

What Can We Do Better?	
What has Chrysler done right?	Lots, Best keep I've owned, #6 for me. Service is poor from the dealerships. Attitude mostly and blaming the corporate for when things don't align with what they promised.
Feedback/Concerns:	With the Jeep Wrangler being the most modified vehicle, and MOPAR offering modified products, refrain from constantly using modifications that MOPAR offers as excuses for items failing. Work on backup camera as well. Fails intermittently

Other	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	At purchase.
Please describe the other trouble you experienced:	Welds in frame are not completed in some spots and has gaps in others. Poor weld quality.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.

Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	Navigation System. Radio/CD player/CD changer.

Seat material concerns	
Seat material trouble is:	Seat material seams are loose/parting/separating.
Please indicate which seat has trouble with its material (check all that apply):	Front passenger seat. Driver's seat.
Please describe conditions when this trouble occurs:	Normal use, early in ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
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_DSeat 2, 23-25 23-29 23-30 23-31 24-26 24-27 25-29 Pacifica_Pseat, 24-36 24-38 25-35
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	11PRO
Please choose your cell phone carrier	Verizon Wireless.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Other. Seats. Entertainment/Navigation System/Connectivity. Vehicle Exterior.

Steering stabilizer	
How much did the replacement cost?	Under \$100.
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.

Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Navigation system	
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
How much did the replacement cost?	Under \$100.
Paint is uneven: has sags, runs, overspray, thin spots, etc.	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate the location of the paint issue (check all that apply):	Front panel/grille. Roof.
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. 15-15 16-16 17-16 18-15 Wrangler4_top. 6-30 7-27 7-28 7-31 8-27 8-28 8-29
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler Group LLC to contact you by phone regarding your vehicle?	No.
Seat Squeak/Rattle/Loose	
Seat Squeak/Rattle/Loose	Seat Squeak/Rattle/Loose.
Please indicate which seat has a squeak/rattle (check all that apply):	Driver's seat. When Offroad, seat squeaks.
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_DSeat 2. 28-21 28-22 28-23 30-36 31-35 32-32 32-33 32-34
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Trouble occurs under these surface conditions (check all that apply):	Bumpy or uneven surface.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which seat is loose (check all that apply):	Driver's seat.
Engine oil / filter	
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Uconnect, with SiriusXM Guardian Connected Services (if equipped)	
Uconnect, with SiriusXM Guardian Connected Services (if equipped)	Over-the-air Vehicle Software Update.
Vehicle Recall Notice	
Vehicle Recall Notice	Recall related parts / components.
Built-in Voice Activation / Recognition doesn't recognize command	
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When entering information.
Do you usually set HVAC vent direction toward ceiling?	No.
What button did you use?	Steering wheel and ent system button
Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Built-in Voice Activation / Recognition	
Built-in Voice Activation / Recognition	Built-in Voice Activation / Recognition doesn't recognize command.
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.	Same as previous. Service is challenging, large concerns around modifications as excuse for poor workmanship from factory. Back up camera, seat leather, all could be improved.
Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Steering stabilizer.
Engine Components	
Engine Components	Engine oil / filter.
Ride Quality	
Ride Quality	Strut problem/shock absorber problem.
Seat Material	
Seat Material	Seat material concerns.
Over-the-air Vehicle Software Update	

Over-the-air Vehicle Software Update	Problem with over-the-air vehicle software update.
Problem with over-the-air vehicle software update	
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	When in remote areas, camping for example, it will repeatedly start and stop, draining the battery unnecessarily. Screen comes on at night and draws attention to the vehicle, Recommend small text rolling or use driver screen only. No need to have full Nav screen to refresh during update.
Please describe conditions when trouble occurs:	Night time
What date did you notice the software update problem?	August