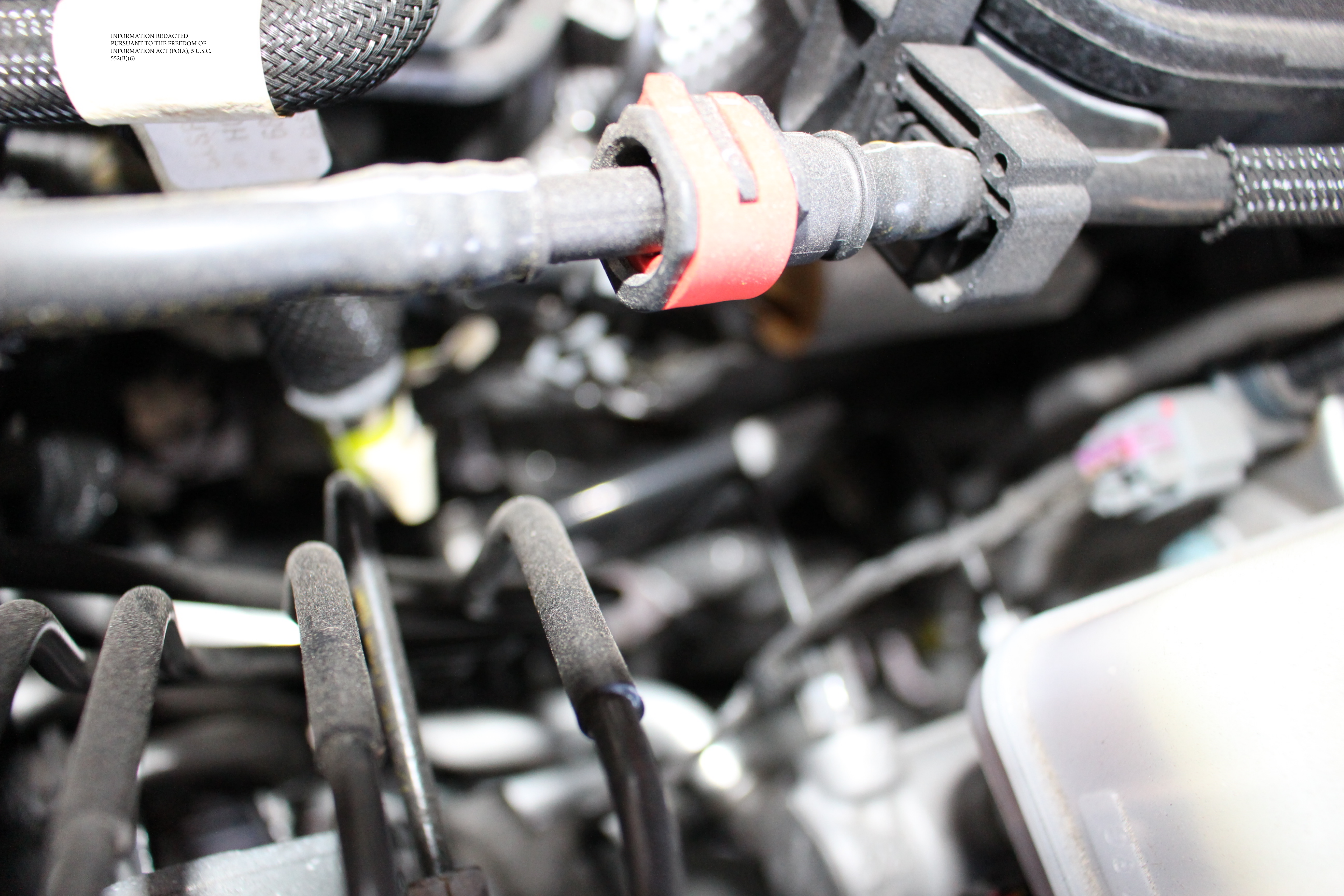






MISE EN GARDE: NETTOYER LE BOUCHON
AVANT DE LE RETIRER. UTILISER UN
DU LIQUIDE DOT 3 ET PROVENIR
CONTENA



BEFORE REMOVAL
DOT 3 FLUID FROM

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

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









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Regina Knox <regina.knox@fcagroup.com>

Fwd: [REDACTED]

1 message

Mike MacDonald <mike.macdonald@fcagroup.com>

Wed, Dec 23, 2020 at 5:47 AM

To: Regina Knox <regina.knox@fcagroup.com>

Good Morning Regina,

Here is the email that goes with the case you were assigned today.

Thank you

*Best regards,
Mike MacDonald**Executive Referrals Manager**Fiat Chrysler Automobiles**26001 Lawrence Ave., Center Line MI 48015**Office: (586) 274 8085 [REDACTED]*

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



----- Forwarded message -----

From: Joann Heck <joann.heck@fcagroup.com>

Date: Tue, Dec 22, 2020 at 2:34 PM

Subject: Fwd: [REDACTED]

To: Mike MacDonald <mike.macdonald@fcagroup.com>, Pullo Daniel (FCA) <daniel.pullo@fcagroup.com>, Marie Thomas <marie.thomas@fcagroup.com>

Mike - Over to Top Care. Thank you - JoAnn

----- Forwarded message -----

From: Michael Manley <mike.manley@fcagroup.com>

Date: Tue, Dec 22, 2020 at 9:44 AM

Subject: Fwd: [REDACTED]

To: Joann Heck <joann.heck@fcagroup.com>

----- Forwarded message -----

From: [REDACTED]

Date: Tue, Dec 22, 2020 at 9:36 AM

Subject: [REDACTED]

To: <mike.manley@fcagroup.com>

12/23/2020

Fiat Chrysler Automobiles Mail - Fwd: [REDACTED]

Good morning Mike,

I have a 2018 JLU Rubicon and it has been acting strange (loose steering, too much at play, feels odd when I turn right) and a few days ago was driving 45mph down a two lane back road in Knoxville Tennessee and the steering completely locked up for about 3 seconds.....if a car had been in the other lane coming at me we would have had a head on collision

Quite terrifying actually

I called me dealer and they are investigating but couldn't replicate the issue

Was reading some things online about aluminum vs steel steering box but I'm not a car guy

Can you please let me know if there is a solution or recall or TSB....I'm scared to drive the vehicle again not sure what to do

Thank you so much Mike and best wishes

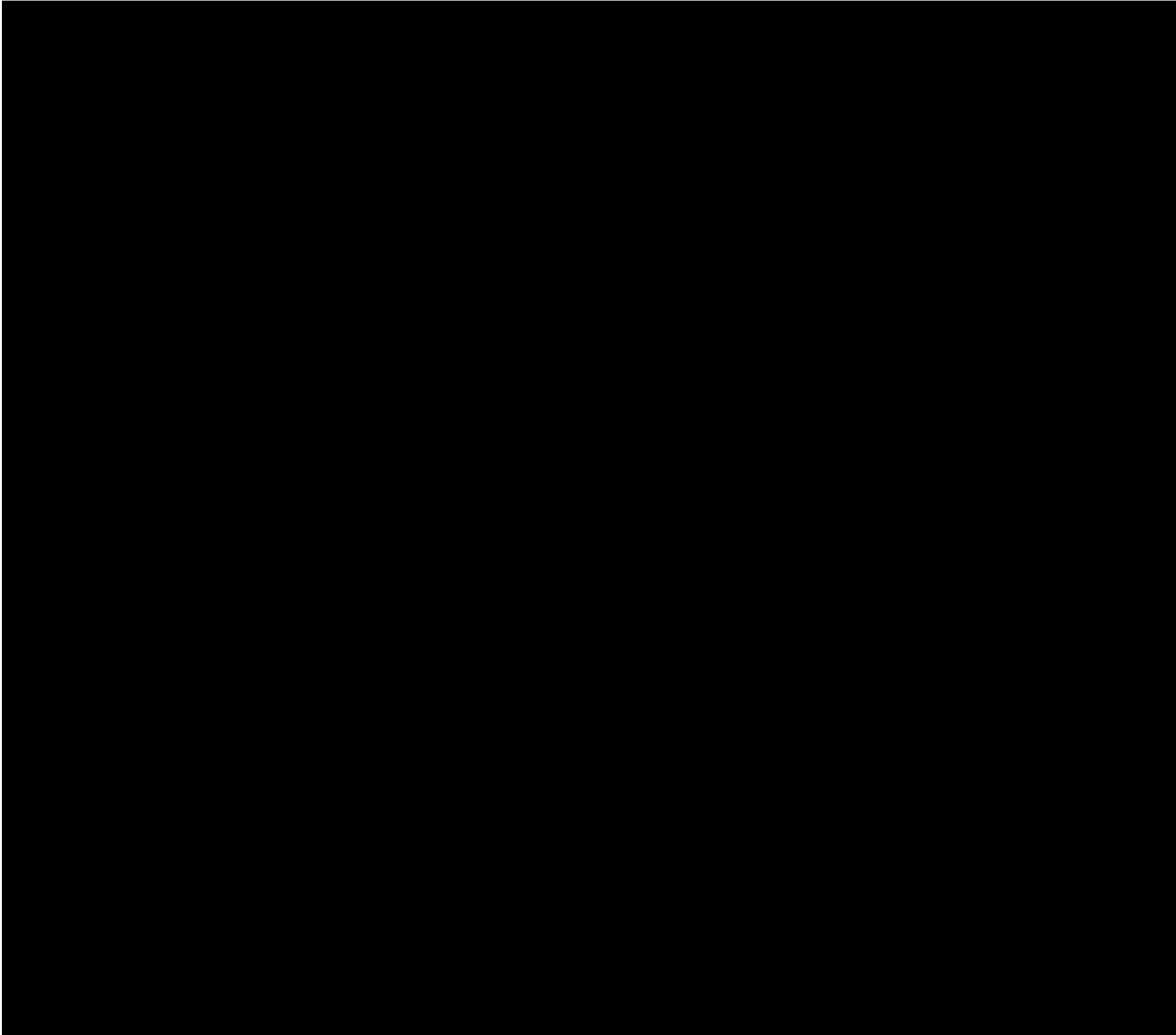
[REDACTED]

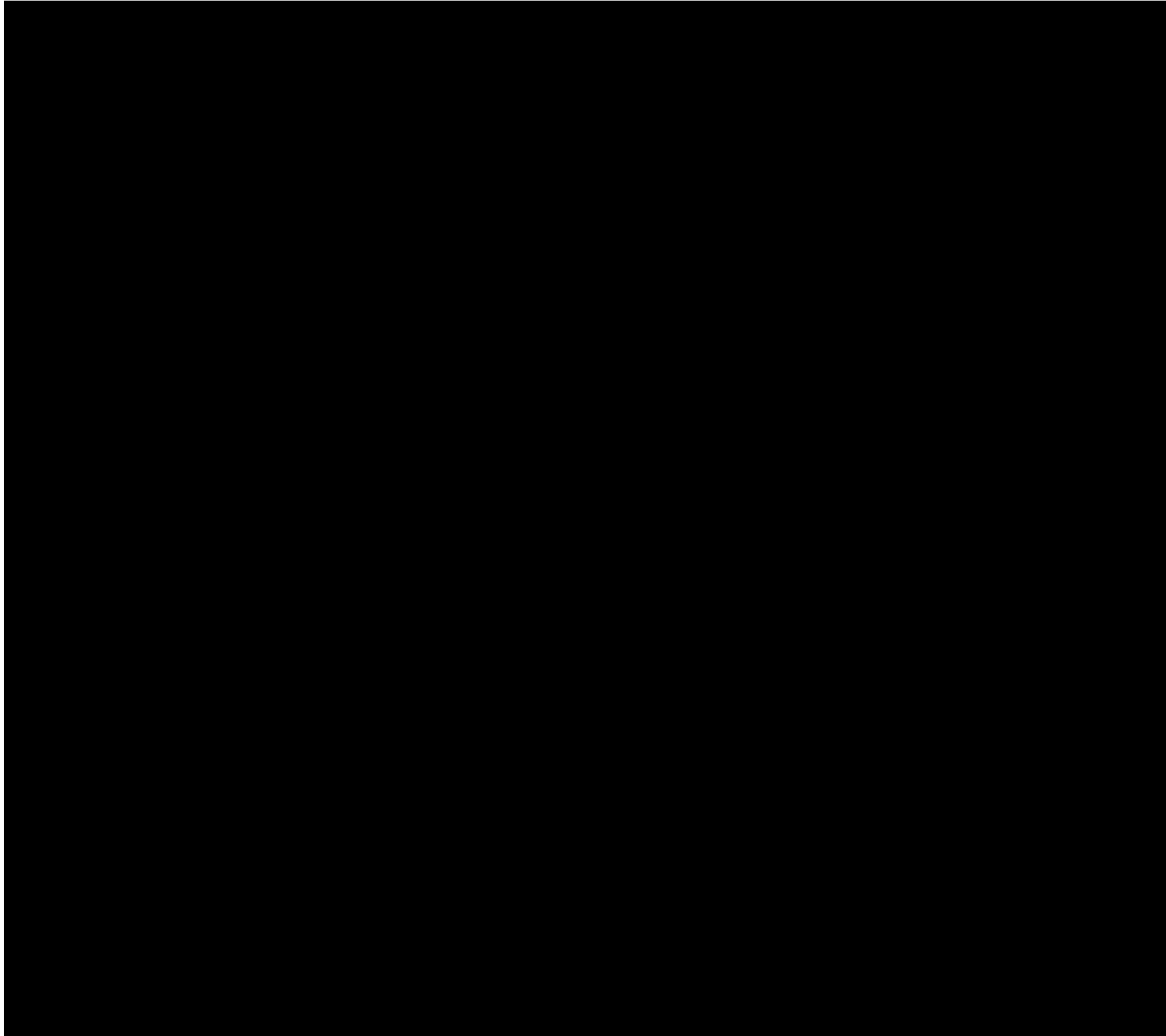
[REDACTED]

This email transmission may contain information that is proprietary, privileged and/or confidential and is intended exclusively for the person(s) to whom it is addressed. Any use, copying, retention or disclosure by any person other than the intended recipient or the intended recipient's designees is strictly prohibited.

--
JoAnn Heck
Director, Customer Care and Experience
FCA US
[REDACTED]

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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

BAILEYS MOTOR SALES
425 TEN ROD RD
NORTH KINGSTOWN, RI 02852
(401) 295-8856



Sale



VISA

Entry Method: Chip

Total: \$ 99.90

01/05/21

10:34:10

Inv #

Apprvd: Online

Retrieval Ref:

VISA DEBIT

ALL

TSI

TVR

Customer Copy

THANK YOU!

ENCRYPTED TRANSACTION

Customer in

Invoice

INVOICE



PAGE 2

CHRYSLER - JEEP - DODGE - RAM
 425 TEN ROD ROAD,
 NORTH KINGSTOWN, RHODE ISLAND 02852
 TELEPHONE: (401) 884-1900 (401) 295-8855
 FAX: (401) 295-3299
 www.baileydeal.com

JAMESTOWN, RI

Home Bus:

Cell:

Email: EMAIL

SERVICE ADVISOR: 8801 MICHAEL COSTA

SERVICE ADVISOR: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	18	JEEP WRANGLER	1C4HJXEG5 [REDACTED]	[REDACTED]	39748/ 39756		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN20			WAIT 05JAN21		0.00	CC	05JAN21
R.O. OPENED		READY	OPTIONS: DLR:63166 ENG:3.6_Liter				
05JAN21		05JAN21					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

A PERFORM MULTI POINT INSPECTION, CHECK TIRE WEAR, CHECK STEERING, SUSPENSION COMPONENTS, CHECK LIGHTS, ADVISE OF ANY OIL OR COOLANT LEAKS WITH VISUAL INSPECTION.

26MPI PERFORM MULTI POINT INSPECTION, CHECK TIRE WEAR, CHECK STEERING, SUSPENSION COMPONENTS, CHECK LIGHTS, ADVISE OF ANY OIL OR COOLANT LEAKS WITH VISUAL INSPECTION.

9431 CC hrs.
 COIN-VERIFY EMAIL ADDRESS IN DealerConnect IS ACCURATE
 999 CC hrs.

0.00 0.00

0.00 0.00

B C/S STEERING BINDS UP ON HIGHWAY. PLEASE CHECK AND ADVISE.

X TECH AND FOREMAN UNABLE TO DUPLICATE. APPLIED STEERING MODULE UPDATE PER TSB RE-CONFIGURED STEERING. IF ISSUE PERSISTS, NEEDS STEERING GEAR.

9431 CC hrs.
 ESTIMATE TO REPLACE STEERING GEAR: \$943.72 - PARTS WOULD HAVE TO BE ORDERED.

49.95 49.95

C C/S ODOMETER IS SHOWING ALL "9'S" ACROSS THE ODOMETER. PLEASE CHECK AND ADVISE.

X PERFORMED INSTRUMENT PANEL SOFTWARE UPDATE TO RESOLVE ODOMETER ISSUES.

9431 CC hrs.

49.95 49.95

D Due to the current times with COVID-19 we are asking customers to leave their vehicle rather than waiting at our facility for service/repairs. For your convenience, please use our night drop box to register vehicle for drop off, put envelope in box.

999 CC hrs.

0.00 0.00




DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose. Buyer shall not be entitled to recover from us any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. However, dealer does guarantee that the labor performed in this repair shop has been competently performed and that any defect which occurs will be

DISPOSAL OF HAZARDOUS WASTE

The State of Rhode Island requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

"Thank You"

from

Paul Bailey's

CHRYSLER
 JEEP
 DODGE
 RAM

DESCRIPTION	TOTALS
LABOR AMOUNT	99.90
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	99.90
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.90

Customer Copy

VIN#: 1C4HJXEG5JW112/09

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Thank you

[REDACTED]

On Jan 11, 2021, at 4:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [REDACTED]

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

My name is Michelle 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 Premium Customer Case Management telephone number: 1-844-533-7928 and my direct extension: 4061503. My work hours are: 8:00 am - 4:30 pm Eastern Standard Time Monday-Friday. You can also reply to this email.

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

Thank you for your patience and co-operation!

Michelle
Premium Case Manager
Fiat Chrysler Automotive
844-533-7928
EXT 4061503

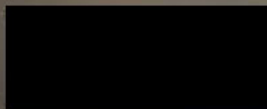
□

[REDACTED]

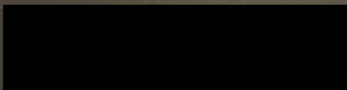
Receipt

Road Links Towing, Inc.

2 SKYTOP GARDENS
PARLIN, NJ 08859
9176028769

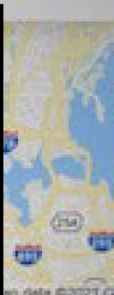
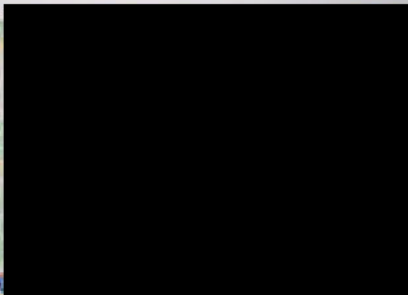
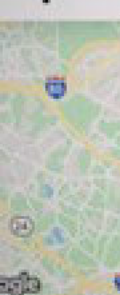


Total: \$98.00 USD



Question about this receipt? Call us at .

Tip Details

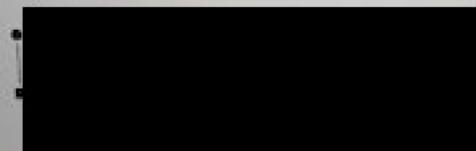


Today, 3:01 PM

Toyota Sienna U57JYW

\$36.09

[Add a tip](#)



[Receipt](#)



You rated Eric

★★★★★





Yesterday,

enterprise

Site & Name	Location
Site 1 25. 0001 25. 0002	25. 0. 0001 07 25. 0. 0001 07 25. 0. 0001 07
Site 2 25. 0001 25. 0002	25. 0. 0001 07 25. 0. 0001 07 25. 0. 0001 07

100

DUPLIC

	Price/Tax	
ONE & PAYABLE SLUG - \$6,00	1.00 @ 6% interest	\$600.00
CORPORATE INCOME TAX	1.00 @ 6% interest	\$600.00
SINGLE CORP. INCOME TAX	1.00 @ 6% interest	\$600.00
TOTAL TAX	3.00 @ 6%	\$1800.00
Rental Charges		\$0.00
Total Tax		\$1800.00



ent from my iPhone

egin forwarded message:

See More



DoNotReply@erac.com

Yesterday

ENTERPRISE Rental Agreement

Enterprise

Vehicle & Terms

Location

Vehicle

4/25, 2009

2009

200 S. 5th Ave ST

ENTERPRISE, MI 48103-4130

2013-000000

Vehicle

4/25, 2009

2009

200 S. 5th Ave ST

ENTERPRISE, MI 48103-4130

2013-000000

Vehicle

Make/Model: HUMV/MCHT

Color: PER HPS

Weight: 93

Net Qty: 1.0/1.0

Color

Net Qty

Weight

Net Qty

DUPLICATE

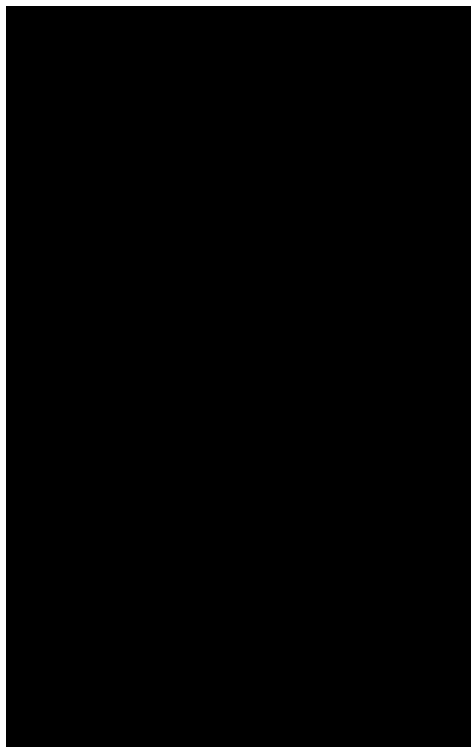
Vg

	Price/Unit	
400 S. 5th Ave ST - 400	1.00000000	400.00
ENTERPRISE RENTAL FEE	1.00000000	100.00
ENTERPRISE COST RENTAL FEE	1.00000000	100.00
ENTERPRISE FEE	1.00000000	100.00
ENTERPRISE FEE	1.00000000	100.00
Total Charges		400.00
Change To		

400 S. 5th Ave ST - 400

See More











RA #: [REDACTED]

Renter: [REDACTED]

Dates & Times	Location
Pickup Jan 25, 2021 4:08 PM	280 S. DEAN ST ENGLEWOOD, NJ 07631 4138 2013469041
Return Jan 27, 2021 2:33 PM	280 S. DEAN ST ENGLEWOOD, NJ 07631 4138 2013469041

Vehicle	
Make/Model: HYUN/ACNT	
Color: PER MFG	
Mileage: 93	
Fuel Out: 15/16	Fuel In: 15/16
License: [REDACTED]	
Unit #: [REDACTED]	Vehicle [REDACTED]

Charges	Price/Unit	Total
TIME & DISTANCE 01/25 - 01/27	2.0 @ \$34.84/DAY	\$69.68
DOMESTIC SECURITY FEE	2.0 @ \$5.00/DAY	\$10.00
VEHICLE COST RECOVERY FEE	2.0 @ \$0.50/DAY	\$1.00
SALES TAX	6.6250%	\$4.68
Total Charges:		\$85.36
Charge To: [REDACTED]		

2021 01 27 14:37:01



280 S. DEAN ST
ENGLEWOOD, NJ 07631-4138

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

02/12/2021

BILL TO

BROOKLYN, NY -

RENTAL INFORMATION

Date/Time Out
02/03/2021 09:51 AM

Date/Time In
02/12/2021 09:00 AM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out In
SSILVER				24,941 25,383
VIN: 1G11Z5S30				

CLAIM INFORMATION

Claim# / PO# / RO#	Insured
Date of Loss	Type of Loss
	Type of Vehicle
	Repair Shop

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	3 DAY	61.60	184.80
TIME & DISTANCE	6 DAY	57.51	345.06
FUEL SERVICE OPTION	1 RNT	23.76	23.76

Subtotal 553.62

DOMESTIC SECURITY FEE	9 DAY	5.00	45.00
VEHICLE COST RECOVERY FEE	9 DAY	0.50	4.50
SALES TAX	PCT	6.62	35.40

Total Charges (USD) 638.52

PAYMENTS

Refund	-638.52
Payment	-638.52
Payment	-638.52

Total Payments (USD) -638.52

Amount Due (USD) 0.00

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

For Billing Inquiries / Payment Terms :

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :
ENTERPRISE RENT-A-CAR
1550 NJ-23
WAYNE, NJ 07470-

Amount Due (USD) 0.00

Paid By:

Fed Tax Id: 43-1487854

Account #

Rental Agreement

Amount
0.00

GPBR

Thank you

[REDACTED]

On Jan 11, 2021, at 4:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [REDACTED],

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

My name is Michelle 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 Premium Customer Case Management telephone number: 1-844-533-7928 and my direct extension: 4061503. My work hours are: 8:00 am - 4:30 pm Eastern Standard Time Monday-Friday. You can also reply to this email.

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

Thank you for your patience and co-operation!

Michelle
Premium Case Manager
Fiat Chrysler Automotive
844-533-7928
EXT 4061503

[REDACTED]

[REDACTED]

Road Links Towing, Inc.

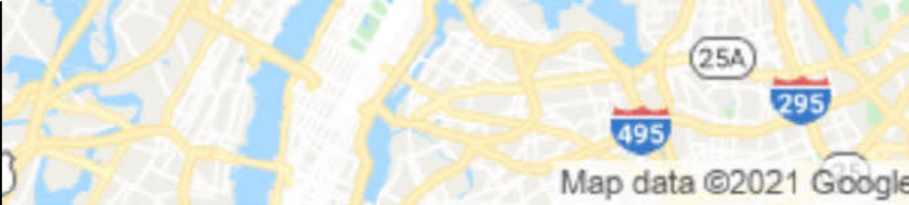
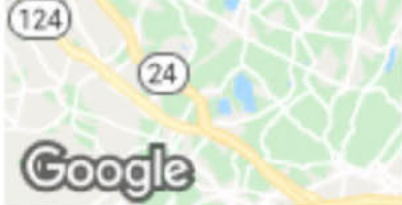
2 SKYTOP GARDENS
PARLIN, NJ 08859
9176028769

01/06/2021 07:29:51 PM

Ref #

Auth

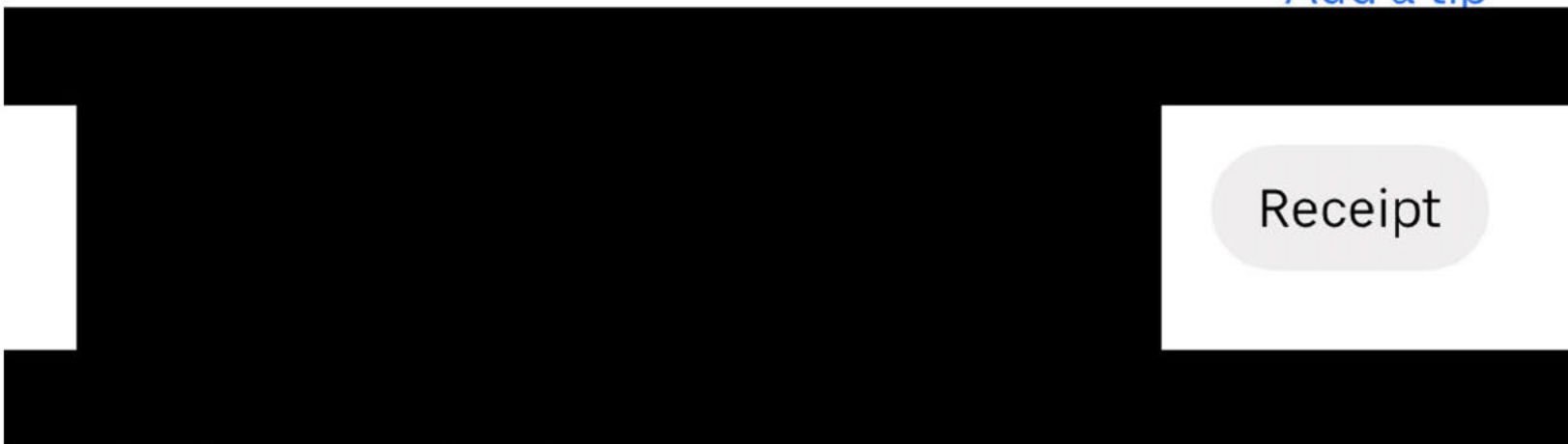
Total: \$98.00 USD



12/12/20, 2:51 PM

\$31.75

[Add a tip](#)



Receipt



Your trip with Hyun

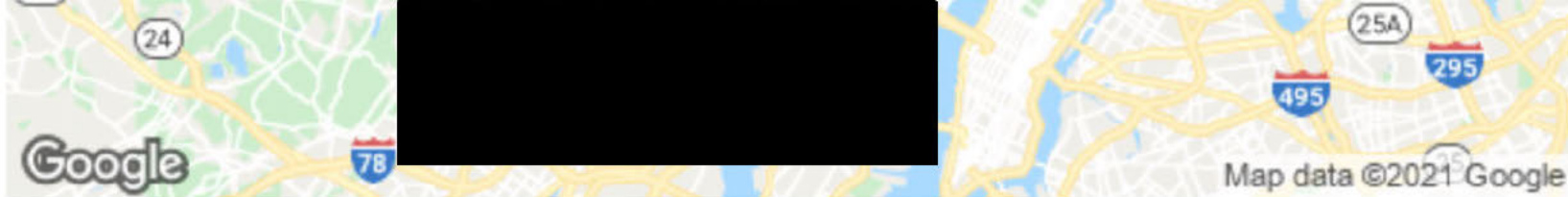


After your trip, driver can't see your pickup
or dropoff address details

[View what your driver sees](#)



Help



12/22/20, 8:31 AM

\$37.48

880304R

[Add a tip](#)



Receipt



You rated Reynold

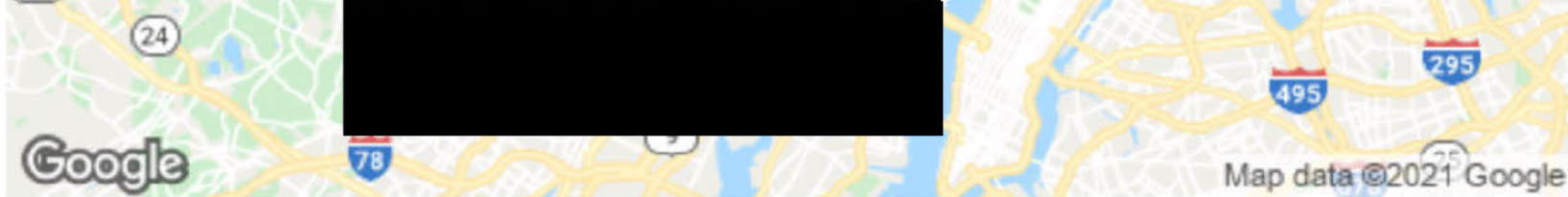


After your trip, driver can't see your pickup
or dropoff address details

[View what your driver sees](#)



Help

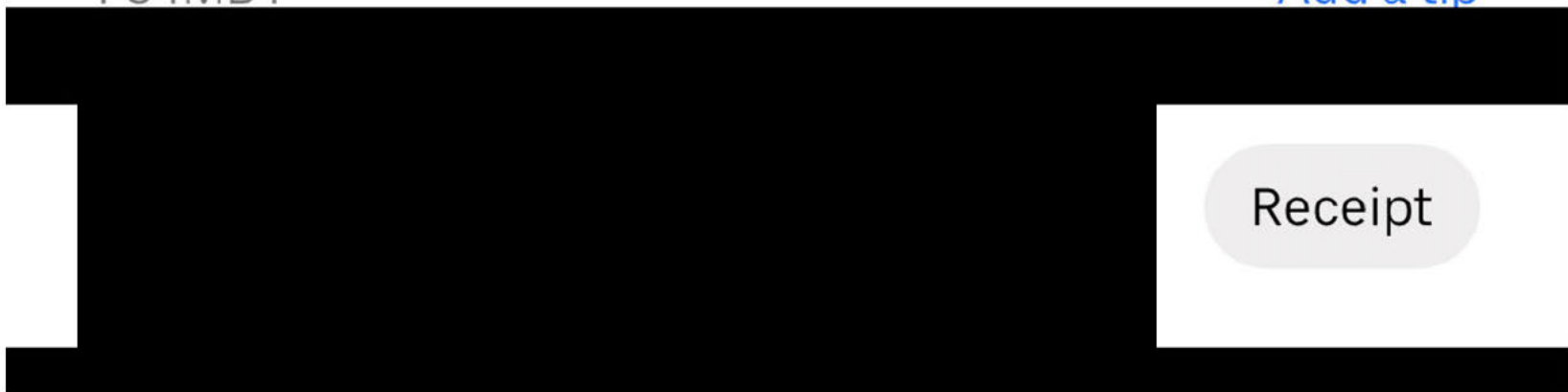


12/29/20, 11:49 AM

\$28.52

P34MDT

[Add a tip](#)



Receipt



Your trip with Valerio



After your trip, driver can't see your pickup
or dropoff address details

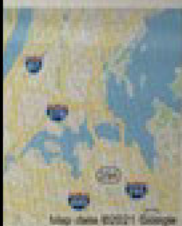
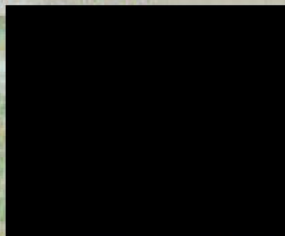
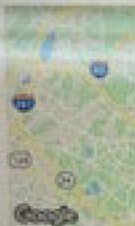
[View what your driver sees](#)



Help



Trip Details



12/12/20, 2:51 PM

\$31.75

[Add a tip](#)

[Receipt](#)



Your trip with Hyun

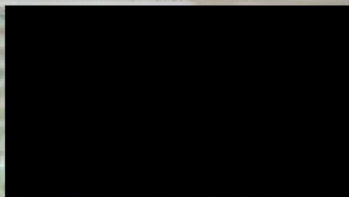
After your trip, driver can't see your pickup
or dropoff address details

[View what your driver sees](#)



January 12, 2021 at 6:02:36 PM

174 mi (280 km)

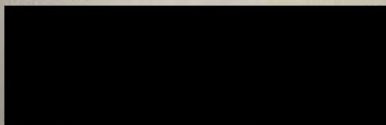


12/22/20, 8:31 AM

880304R

\$37.48

[Add a tip](#)



[Receipt](#)



You rated Reynold

★★★★★

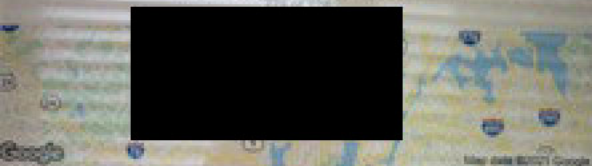
After your trip, driver can't see your pickup
or dropoff address details

[View what your driver sees](#)



[Help](#)

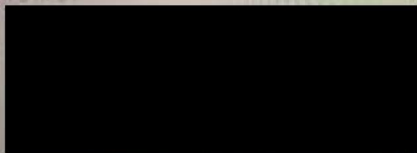
January 14, 2021 at 3:02:54 PM



12/29/20, 11:49 AM
P34MDT

\$28.52

[Add a tip](#)



[Receipt](#)



Your trip with Valerio

★★★★★

After your trip, driver can't see your pickup
or dropoff address details

[View what your driver sees](#)



[Help](#)

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GUPTON

Celebrating over 50 years of Customer Satisfaction
Chrysler • Dodge • Jeep • Ram

Printed: 01/22/2021 13:59

8 NASHVILLE, TN

DATE	QUOTE NO.	CUST. NO.
01/22/2021		
SOLD BY	PAY TYPE	P.O. NO.

643

Amount Due
Quote

TERMS: NO RETURNS WITHOUT THIS INVOICE. NO RETURNS
AFTER 30 DAYS. NO RETURNS ON ELECTRICAL OR SPECIAL
ORDER ITEMS.

QTY	PART NUMBER	DESCRIPTION	BIN	LIST	NET	AMOUNT
1	68507576AA	GEAR POWER	SOT	382.00	320.60	320.60
1		CLEAN CORE		75.00	75.00	75.00
4	6513396AA	BOLT NONE	6	6.95	5.81	23.24
1	68088485AB	*FLUID-POWERSTEERING	CHEM	18.20	15.26	15.26
1	6506950AA	SCREW-HEX FLANGE HEAD	7	3.95	3.29	3.29
Sub Total						437.39
Tax						42.65
TOTAL QUOTE-DO NOT PAY						480.04
QUOTE - QUOTE - QUOTE - QUOTE						

PRT

LABOR

1.9 hrs

\$ 170.81

TOTAL
CLAIM

\$ 650.85

Thank You

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

Received by

Page 1

CUSTOMER COPY

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NUMBER: 08-003-21

GROUP: 08 - Electrical

DATE: January 9, 2021

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This bulletin supersedes Technical Service Bulletin 08-074-20 REV. F, date of issue December 03, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** additional notes.**

SUBJECT:

Improved Steering Feel

OVERVIEW:

This bulletin involves replacing the steering gear and updating the Electric Hydraulic Power Steering (EHPS) software, checking sales codes and performing vehicle reconfig, if required.

NOTE: Review and perform all steps necessary to complete the Repair Procedure. If any steps are missed this may lead to undesired handling characteristics.

MODELS:

2018 - 2020	(JL)	Jeep Wrangler
2020	(JT)	Jeep Gladiator

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, EMEA, APAC and LATAM.

SYMPTOM/CONDITION:

The customer may describe one or more of the following:

- Steering wander.
- Vehicle has a lead/pull to the right or left.

NOTE: The lead/pull will be more noticeable in hot ambient temperatures.

- Steering feels like it has excessive play.

NOTE: This Technical Service Bulletin (TSB) repair will NOT correct a sustained steering shake, shimmy or vibration. Video aid has been developed for this issue. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>19 - Steering / Linkage / Damper, Steering /Removal and Installation.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

CAUTION! Verify that the steering gear part number is correct, as per the listed applications bellow. Installation of the incorrect steering gear will lead to undesired handling characteristics, and most likely not address the customer's concern.

Qty.	Part No.	Description
1 (AR)	68507570AA	Gear, Steering - Four Door, Right Hand Drive (JL) Gear Ratios 14.2:1
1 (AR)	68507572AA	Gear, Steering - Two Door, Right Hand Drive (JL) Gear Ratios 16.14:1
1 (AR)	68507575AA	Gear, Steering - Right Hand Drive (JT) Gear Ratios 13.3:1
1 (AR)	68507574AA	Gear, Steering Four Door, Left Hand Drive (JL) With 3.0L (EXJ) Diesel Gear Ratios 13.7:1
1 (AR)	68507569AA	Gear, Steering - Four Door, Left Hand Drive (JL) Without 3.0L (EXJ) Diesel Gear Ratios 14.2:1
1 (AR)	68507571AA	Gear, Steering - Two Door, Left Hand Drive (JL) Gear Ratios 16.14:1
1 (AR)	68507576AA	Gear, Steering - Left Hand Drive (JT) Gear Ratios 13.3:1
1 (AR)	06506950AA	Bolt, I-Shaft
1 (AR)	06513396AA	Bolts, Frame - Steering Gear (4 Bolts Per Package) (Warranty Claim must be filled out with (4) 06513396AA Bolts)
(AR)	68088485AB	Fluid, Electric Steering Pump

NOTE: The aluminum steering gear frame bolts will have two different size bolts. The new steel gear frame bolts are all the same size.

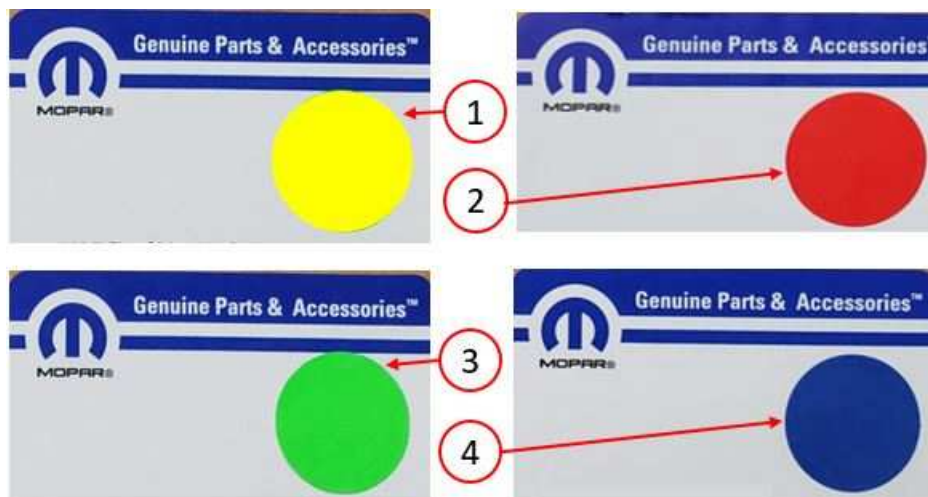


Fig. 1

The Steering Gear Parts Label Has A Color Dot On It To Help Confirm The Correct Steering Gear Was Order

- 1 - Yellow Dot, 68507576AA (JT Left Hand Drive (LHD))
- 2 - Red Dot, 68507569AA (JL 4 Door LHD, **W/O EXJ 3.0 Diesel**)
- 3 - Green Dot, 68507574AA (JL 4 Door LHD, **With EXJ 3.0 Diesel**)
- 4 - Blue Dot, 68507571AA (JL 2 Door LHD)

REPAIR PROCEDURE:

NOTE: Vehicles that have professionally installed lift kits, that are within the limits of the service wheel alignment specifications, are eligible for the repair described in this TSB. However, if the vehicle has been lifted or modified beyond the limits of the service wheel alignment specifications, this TSB is not likely to address the customer's concern of wander, leads and pulls.

NOTE: For early built (prior to 01/22/19) JL only, the track bar must be inspected and replaced, if not at the latest level at the conclusion of this repair procedure. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding the track bar replacement.

1. Record all radios presets on the work order, so they can be put back into the radio at the end of this repair procedure.

NOTE: ****Review and perform all steps available in DealerCONNECT/Service Library necessary to complete the Repair Procedure. This includes performing a wheel alignment after the steering gear has been replaced. If any steps are missed this may lead to undesired handling characteristics.****

2. Replace the steering gear. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: 19 - Steering / Gear / Removal and Installation.

NOTE: The steering gear frame bolts and I-shaft pinch bolt will need to be replaced with new bolts.

3. Check if the EHPS has the latest available software. Is the EHPS software up to date?
 - YES >>> Proceed to [Step 5](#).
 - NO >>> Proceed to [Step 4](#).
4. Reprogram the EHPS with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

5. Check the vehicle's Sales Codes. Does it have Sales Code 5SY?
 - YES >>> Proceed to [Step 6](#).
 - NO >>> Proceed to [Step 7](#).
6. Remove Sales Code 5SY from the vehicle list. Go to DealerCONNECT > Service > Warranty Administration > Vehicle Option Update.
7. Is the vehicle a 2018 or 2019 JL?
 - YES>>> Proceed to [Step 8](#).
 - NO>>> Proceed to [Step 9](#).
8. Add Sales Code 70F to the vehicle list. Go to DealerCONNECT > Service > Warranty Administration > Vehicle Option Update.
9. Using wiTECH 2, perform "Restore Vehicle Configuration" routine. This routine can be found in Guided Diagnostics. Follow all screen prompts to complete this routine.
10. Clear any DTCs that may have been set in any module due to performing a Restore Vehicle Reconfiguration.
11. Install the radio presets that were recorded on the work order in [Step 1](#) of the repair procedure.
12. Is this vehicle a JL that was built on or before January 22, 2019?
 - YES>>> Proceed to [Step 13](#).
 - NO>>> This bulletin has been completed.
13. Using VIP check the vehicle's history to see if the track bar has been replaced. Was the front track bar replaced?
 - YES>>> This bulletin has been completed.
 - NO>>> Replace the track bar. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding the replacement of the track bar.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
19-00-01-9B	Steering Gear - Replace, Reprogram (EPS) Electric Power Steering, Includes Removing Sales Code 5SY, Restore Vehicle Configuration and **Wheel Alignment.** (2 - Skilled)	6 - Electrical and Body Systems	1.9 Hrs.

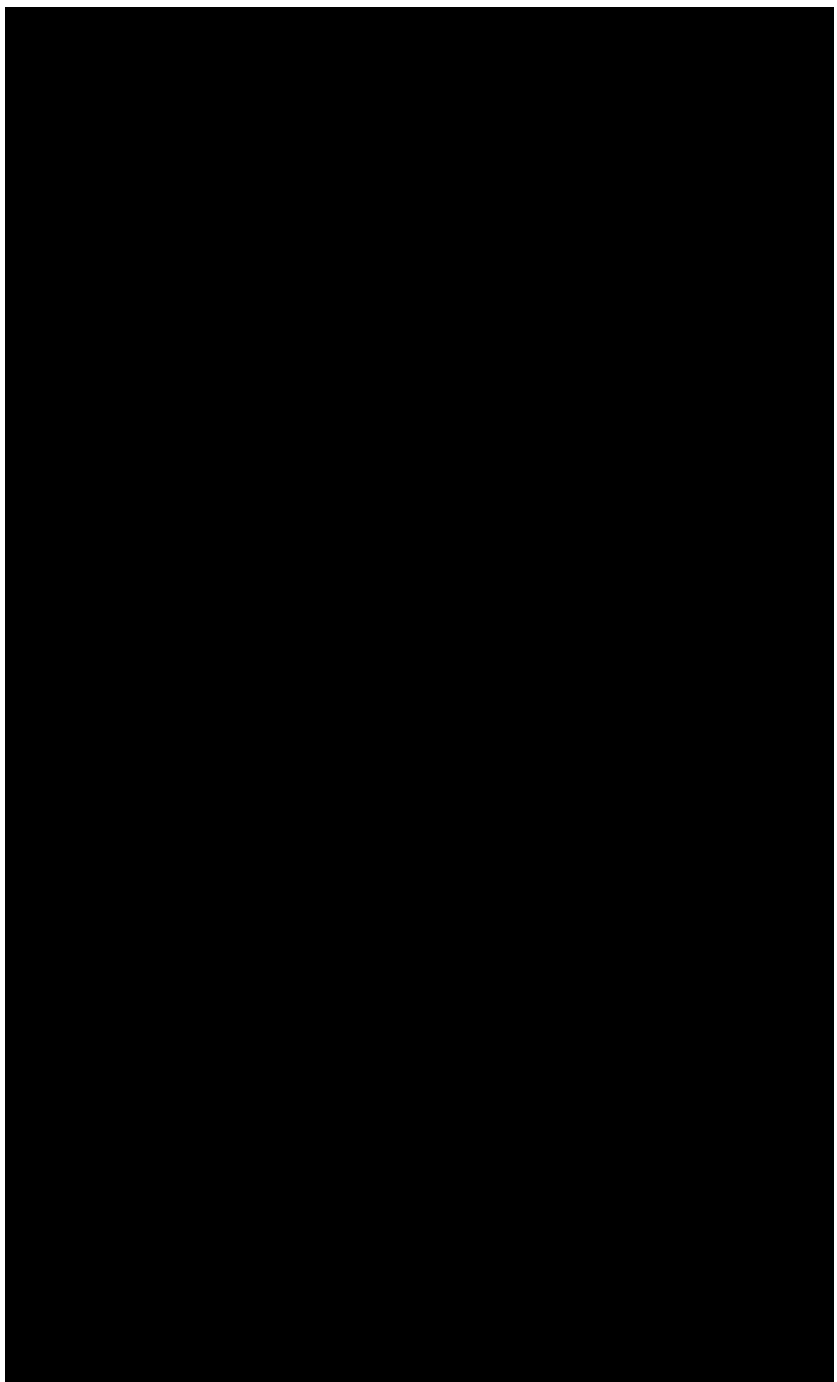
OPTIONAL EQUIPMENT:

Labor Operation No:	Description	Skill Category	Amount
19-00-01-6D	3.0L Turbo Diesel Equipped (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Sent from my iPhone

On Feb 23, 2021, at 9:36 AM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

Dear [REDACTED]

I received the receipt for the rental that you have acquired when your 2018 JEEP WRANGLER UNLIMITED SPORT was in for repairs.

I will need to also have the Repair Order that was for the time the vehicle was in for repairs.

I will be able to submit for possible reimbursement once I have that information

Best Regards

Kris Jeep Customer Care

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

From: [REDACTED]

Sent: 2/22/2021 9:25 PM

To: jeepcustomercare@fcagroup.com

Subject: Re: reimbursement review [REDACTED]

Sent from my iPhone

> On Feb 22, 2021, at 4:07 PM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

[REDACTED]

[REDACTED]

> Please reply to this email with documents attached for reimbursement review.

>

> Thanks.

[REDACTED]

On Mar 1, 2021, at 9:31 AM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

Good Morning [REDACTED]

I received an email but there is not any attachment with it.

Can you please resend the repair order for the time was in for repairs.

Best Regards

Kris Jeep Customer Care

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

From: [REDACTED]
Sent: 2/23/2021 2:49 PM
To: jeepcustomercare@fcagroup.com
Subject: Re: reimbursement review [REDACTED]

Also, just so you know the steering went out again the next day and still is not fixed. At this point how do we start the lemon law process?

Thanks,

> On Feb 23, 2021, at 9:36 AM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

>
> Dear [REDACTED]
>
> I received the receipt for the rental that you have acquired when your 2018 JEEP WRANGLER UNLIMITED SPORT was in for repairs.
>
> I will need to also have the Repair Order that was for the time the vehicle was in for repairs.
>
> I will be able to submit for possible reimbursement once I have that information.
>
> Best Regards
>
> Kris Jeep Customer Care
>
>

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

> From: [REDACTED]
> Sent: 2/22/2021 9:25 PM
> To: jeepcustomercare@fcagroup.com <<mailto:jeepcustomercare@fcagroup.com>>
> Subject: Re: reimbursement review [REDACTED]

> Sent from my iPhone

>> On Feb 22, 2021, at 4:07 PM, Jeep Customer Care <jeepcustomercare@fcagroup.com> <<mailto:jeepcustomercare@fcagroup.com>>> wrote:

>>
>> [REDACTED]
>>
>> Case number [REDACTED]
>>
>> Please reply to this email with documents attached for reimbursement review.
>>

>> Thanks

>>

>>

>> [REDACTED]

>>

Active Basket:

Viewing Report 2 of 22

DEALER NARRATIVE INFORMATION DETAIL REPORT : Version 1

Related Reports

O
LN
CC
PT ☐
QI ☐

Additional Sources of Information

[GCS Warranty Claims](#)
[Vehicle Sales Code](#)
[Component Traceability](#)
[WTECH/SQDF](#)

9 ☐ Do you want to refine the list you already have, which includes/excludes some "Key Words"?
6 Add any words you feel is the "Key word" to the list of INCLUDE /
4 EXCLUDE and then press "Go" button to get a drilled down list of reports.
1
1

Refine Search

Including all words :

Excluding all words

:

REQUESTS STEERING LOOSES ASSIST WHEN DRIVING AT TIMES MOSTLY OVER 30 MPH AND CANT TURN AT ALL
INSTALLED NEW EPS MODULE AND TEST DROVE VEHICLE APPROXIMATELY 20 MILES. STEERING IS OPERATING AS DESIGNED AT THIS TIME. LABOR \$435, PART \$850, GUEST HAS \$50 DEDUCTIBLE. ALL IN AT \$1 135.77.
VERIFIED CONCERN, POWER STEERING WILL BECOME HARD TO TURN INTERMITTENTLY. VERIFIED POWER AND GROUND AND BUS SIGNALS. ALL WIRING TESTS GOOD, CLEANED ASSOCIATED GROUND CABLES. CONTACTED STAR AND WAS TOLD TO REPLACE THE EPS MODULE.

DIAG STEERING GUEST STATES OR REQUESTS STEERING LOOSES ASSIST WHEN DRIVING AT TIMES MOSTLY OVER 30 MPH AND CANT TURN AT ALL
INSTALLED NEW EPS MODULE AND TEST DROVE VEHICLE APPROXIMATELY 20 MILES. STEERING IS OPERATING AS DESIGNED AT THIS TIME. LABOR \$435, PART \$850, GUEST HAS \$50 DEDUCTIBLE. ALL IN AT \$1 135.77.
VERIFIED CONCERN, POWER STEERING WILL BECOME HARD TO TURN INTERMITTENTLY. VERIFIED POWER AND GROUND AND BUS SIGNALS. ALL WIRING TESTS GOOD, CLEANED ASSOCIATED GROUND CABLES. CONTACTED STAR AND WAS TOLD TO REPLACE THE EPS MODULE.

Name: Zone/Cd: 66-26633
Repair Date: 02/18/2021 Name: FERMAN CHRYSLER JEEP DODGE RAM
Mileage: 42470 Address: 4023 US HIGHWAY 19
Advisor: NEW PORT RICHEY , FL 34625946
Phone: 727 847-5555

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



NAPLES'S CHRYSLER DODGE JEEP RAM

6381 Apollo Road N.
NAPLES, FL 34109
PH: (239) 279-2109

REPAIR ORDER

START: as per vehicle condition
as per customer request
as per inspection
as per repair order

RECOMMENDED SERVICES:

REPAIR ORDER
DATE: 10/11/13
TIME: 10:00 AM

REPAIR ORDER
DATE: 10/11/13
TIME: 10:00 AM

STATE OF FLORIDA (FV)

DATE: 10/11/13
TIME: 10:00 AM

SERVICE HISTORY

DATE	TIME	DESCRIPTION	BY
10/11/13	10:00 AM	REPAIR ORDER	1
10/11/13	10:00 AM	REPAIR ORDER	1
10/11/13	10:00 AM	REPAIR ORDER	1

SALES/REPAIR ORDER

DATE: 10/11/13
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All parts are new or factory reconditioned unless otherwise indicated.
U Used, R/Rebuilt, RC Reconditioned,
NG No Grease/Nut, RD Rebuilt/Discard

RECOMMENDED SERVICES

UNPAID SERVICES				STATE OF FLORIDA MV#			
OPERATION	OPERATION DESCRIPTION	NORM	TOTAL	OPERATION	OPERATION DESCRIPTION	NORM	TOTAL
03002030	30000 MILE SERVICE	NO					

SERVICE HISTORY

SERVICE HISTORY

DATE	VEHICLE	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/12/20		15928	1419	3842	C	TTCC0204	*MULTIPOINT INSP.
02/28/20		7795	6174	3842	C	0500205	CAR CARE 34
				1607	W	0000271	*OIL CHANGE
				1607	W	46D0204	*ROTATE TIRES
09/20/19		2073	6864	1607	C	00D0204	*MULTIPOINT INSP.
				1607	C	46D0206	TIRE REPAIR

SALESPERSON NO. 5875 ALEX SANDRO DA SILVA

S E R V I C E

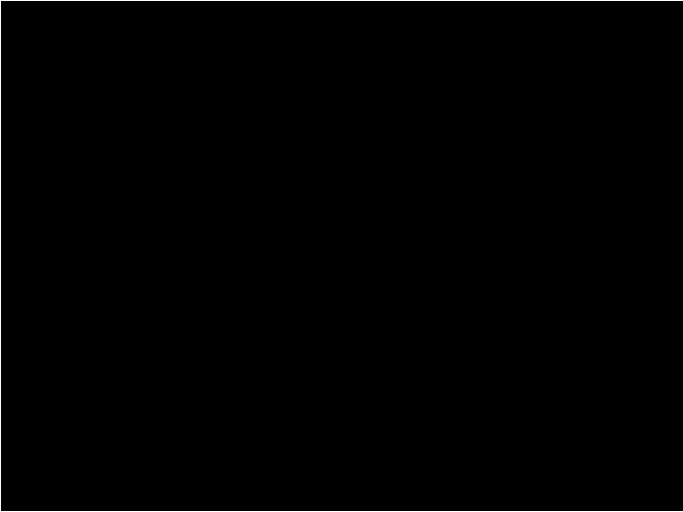
STATE REG

STATE REC		STATE REC	
104H IXEN01		WRANGLER UNLIM/4DR SUV 4WD	
41118		FIDELITY	
08/07/19		73	
STING-GRAY/BLK CL		/07/22	
Y DOZZ		Y Y A	
16,000		9734	
STINACE/DIAG FEE		CHINA	
10:44am		01/20/21	
12:54pm		3	
PORT-HOURLY AS		AFTERNOON	
PER HOUR		AFTERNOON	

C* 00DOZ04 ***MULTIPOINT INSP.**
PERFORM COMPLETE MULTI-POINT INSPECTION

CONTACT AUTHORIZATION

The dealer or repair shop would like to be able to contact you in order to ensure that you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary maintenance or service your vehicle may need, and to



MADE BY FCA US LLC

DATE OF MANUFACTURE 9-16

CURR FRONT: 1225 KG 2780 LB

18X7.5

CURR REAR: 1361 KG 3000 LB

18X7.5

CURR: 2495 KG 5520 LB

255/70R18 113T T1RES

250 MPa (36 PSI) COLD

255/70R18 113T T1RES

250 MPa (36 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE.

VIN: 1C4HJXEN9[REDACTED] TYPE: [REDACTED]

VEHICLE MADE IN U.S.A. PAINT: PCN

86AA

TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
365 KG OR 850 LB

SPARE

REAR

FRONT

TIRE

ORIGINAL TIRE SIZE

COLD TIRE INFLATION
PRESSURE

255/70R18 113T

250 kPa / 36 PSI

255/70R18 113T

250 kPa / 36 PSI

255/70R18 113T

250 kPa / 36 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



*This Vehicle
Reconditioned by*



Pit Stop

DETAILING & CONCIERGE



BRAKE +



Press Brake
and
Push Button
to Start

17207 mi



BAGS
LY INJURED BY
E FOR CHILDREN
EAT IN THE FRONT.
RESTRAINTS
INFORMATION ABOUT



⚠ MISE AVEC DES SACS GONFLABLES

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÉCURITAIRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SYSTÈMES DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.

HIGHER ROLLOVER RISK
EXCESSIVE SPEED
OTHER INFORMATION



MISE EN GARDE

PLUS GRAND RISQUE
DE CAPOTAGE

- ÉVITER LES MANŒUVRES ABRUPTES ET LA VITESSE EXCESSIVE.
- TOUJOURS PORTER LES CEINTURES DE SÉCURITÉ.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR DE PLUS AMPLES RENSEIGNEMENTS.

POUR ENFANT L'ON
TURES DE SÉCURITÉ ET LES SYSTÈMES DE RETENUE
AUTOMOBILISTE POUR OBTENIR PLUS DE
SACS GONFLABLES.

GARDE PLUS GRAND RISQUE
DE CAPOTAGE

RES ABRUPTES ET LA VITESSE EXCESSIVE.
ES CEINTURES DE SÉCURITÉ.
E DE L'AUTOMOBILISTE POUR DE
EIGNEMENTS.





NAPLES

Jeep

239-594-2100

	Good	Fair	Poor
Tires	☒	☐	☐
Brakes	☒	☐	☐
Battery	☒	☐	☐

THANK YOU FOR
YOUR BUSINESS

NEXT SERVICE DUE:
DATE: 07/25/2021
MILES: 23423



























































ENTURE

DOT

4BXJ

JH1R

2318

E73



118T

255/70R18

REINFORCED LAYER

K

1131

OR18

REINFORCED LAYER

MADE IN CHINA







ALL-TEMPERATURE
ADVENTURE

DOT 48XJ JHR

2318











ALL-WEATHER
RADIAL TIRE

DOT 3BK JHR

2318

















SAHARA

Jeep

WRANGLER
UNLIMITED













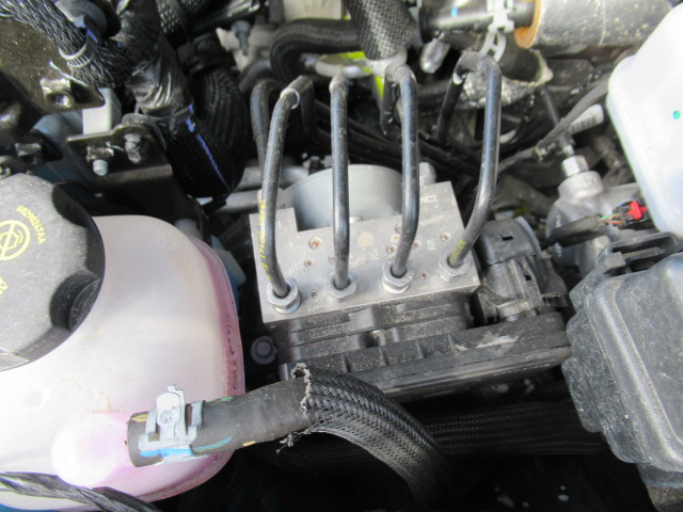
































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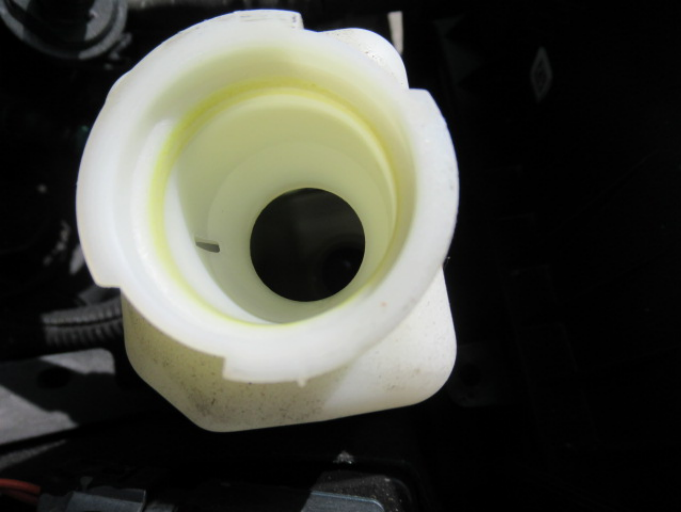


MOPAR



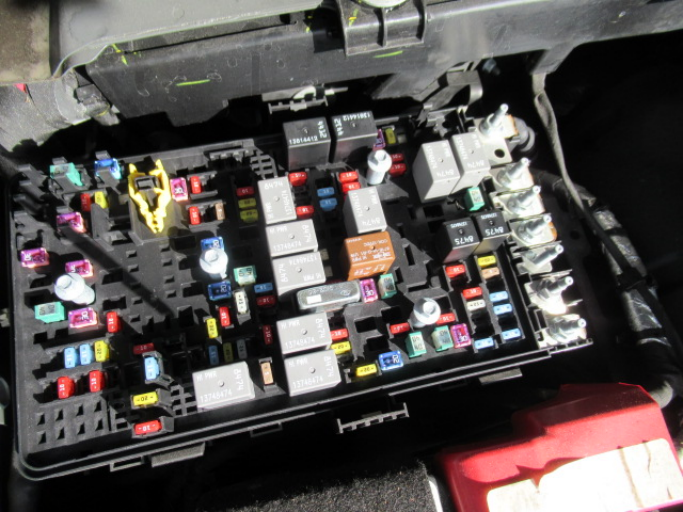






















Jeep
4.0L

68312602AB
30514
08/2011















SAHARA

The image shows the interior of a vehicle, focusing on the front seats. The seats are upholstered in a dark grey or black fabric with a fine, woven texture. The word "SAHARA" is embroidered in a light-colored, sans-serif font on the upper backrest of each seat. The seat design includes vertical stitching lines and a central panel with a slightly different texture. A black seatbelt is visible on the left side of the foreground seat. The headrests are also covered in the same fabric. In the background, the interior of the vehicle is visible, including the ceiling with a circular light fixture and a speaker, and the windows showing a bright, sunny day outside.

SAHARA