

Bergeron Auto & 2021 Jeep JL History of Events
4/6/21

- In October of 2020, I went to Bergeron Auto in New Orleans, LA to order a jeep to be built to my specifications. This was done with the Sales Manager, Eddie Salminen. Almost every feature that I ordered on my 2021 80th Anniversary 2 Door Jeep Wrangler JL was a reflection of wanting to be in a safe vehicle. (Vin: [REDACTED])
- On December 23, 2020 I paid Bergeron \$30,016.10 for my brand-new Jeep. This reflected the balance after the trade-in of \$18,500 from my 2014 Jeep Sahara, also purchased from them in 2015. I also purchased a 10 year warranty on my car.
- On Dec. 31st I contacted Eddie Salminen by text to alert him that I was stopping by to drop off the seats for the old Sahara and that the video camera on the new jeep was not operating properly. At that time, the car would be started up and when put into reverse, the camera would not display the rear view. That was happening upon arrival at Bergeron and was witnessed by Eddie Salminen and other people in the garage. At that time, they re-installed software, to no avail.
- The rear video camera not working at start up continued to be an ongoing issue, and would go as long as multiple hours not working and then would kick in again. By the time I went back to Bergeron on March 22nd it had happened between 10-12 times, including during my AR trip.
- On March 11th I began an 8 hour trip to St. Joe, AR to visit my brother. While driving in the rain, I noticed that approximately 10 seconds after I put on the windshield wipers on, the dashboard light would dim significantly, which made it difficult and distracting to see the speed at which I was driving, or the Cruise Control.
- Not long after that, I noticed that the Cruise Control was also increasing the mph on its own, as much as 5mph which was also very disturbing.
- Once again I contacted Eddie Salminen by phone to alert him to all of the problems the car was having. He responded by text.
- Some hours after the issues with the dashboard dimming began, the dimming migrated to the monitor making it difficult to see what was happening with the GPS. Clearly there seemed to be an electrical issue in process. At all times, I had notified my brother by phone as to what was happening.
- On March 16th about 7:30 am I left my brothers home, and got on HWY 65 right outside of St. Joe, AR. While going somewhere between 40-50mph, the jeep shifted into Manual and I could no longer accelerate. Luckily, there was not a lot of traffic and I coasted to the side of the road and pulled into a parking lot where I stopped the car, shut it off, turned it back on. The car was still working, but I was scared by what clearly could have been a life-threatening issue if the

circumstances had been different. With an enormous amount of anxiety, I continued my trip home to New Orleans.

- The following Monday, March 22nd at approximately 8:30am I took the car back to Bergeron Auto with a list of everything that had happened while I was traveling, as well as the ongoing issue with the video camera intermittently not working. I gave that list to the Service Manager. Below is the list that I presented.

Problems with Maggie's Jeep 3/22/21

- Cruise Control seems to alter speeds when setting it sometimes.
 - Display & Monitor dims terribly when the wind shield wipers are on any setting. Seem to have fixed the Auto headlight setting but still happening on the other settings for the headlights.
 - Video Cam intermittently doesn't work when in reverse, screen is totally blank. Has happened approx 10-12 times. Later after driving it will start working again.
 - While in Drive mode, car on its own moved into Manual. This only happened once and thankfully could maneuver out of traffic to stop and start again.
 - While using You Connect with the phone plugged in, the audio for Maps becomes completely indiscernible while the radio is playing.
 - At the same time, Map will also not necessarily show up with details as seen on the phone on the monitor. Makes it difficult to follow the directions visually. This did not start happening until recently.
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- On Tuesday March 23rd I went to pick up the car from the dealership. At that time, they told me that they could not replicate the problem while driving, so essentially there was no problem with the transmission. Needless to say, I was upset because clearly it was a safety hazard.
 - It was clear from the dealership statement that the issues I printed out and gave them had not all been addressed. My sense was they ran diagnostics but did not directly address the list of their customer. Despite the fact that I had told them no codes had shown up while all of these issues were happening.
 - While the car was being delivered to me in the garage by an employee, it stopped driving in front of many employees and myself. The windshield wipers were going as fast as possible and rain was pouring down, which was why it was being delivered into the garage. A mechanic in the garage turned to me with concern and said is that the problem you're having? I said I don't

know what just happened, he replied the car had shifted to Manual—where it remained for quite a while. This same person told me that they were going to have to do further investigation and I left the car at the dealership again. The Service Manager was not in that day, as I recall.

- Once again, I contacted Eddie Salminen by phone regarding the transmission issue and my concern with it not being taken seriously. He stepped in to assist me and said he would contact the main mechanic boss who would take care of it, and in fact that person would contact me directly. I never heard from him. I thanked Eddie via text. The next day, I indicated by text no one had contacted me, and the same Service Manager contacted me shortly thereafter.

- When I returned on the morning of Friday March 26th, pick up the car, I was told it had shifted into Park not Manual, and that they had realigned the door which may have caused it. I do not believe that was the problem. At that time, the Service Manager told me, that because the car was not throwing codes they could not put a mechanic on it for even an hour because Chrysler would not reimburse them for their time. I said to the Service Manager that the car was not safe if it was shifting on its own while being driven. He said that they had not found any issues (despite it having happened AT THE DEALERSHIP) and that he would be comfortable with me driving the car, I asked if he'd be comfortable with his wife driving the car and he said yes even with his two kids in it. I replied that I found that hard to believe.

- It should also be noted that the Sales Manager, Eddie Salminen has at all times acted professionally and responsibly.

- The car clearly has serious safety problems with the transmission and the dealership seems unconcerned about the safety of their clients. The jeep continues to be a concern for me, and I do not feel safe driving it.

- This car is a brand-new car with 2000 miles on it when things started to go really wrong, and the integrity of the manufacturing and the dealership are certainly being called into question.

[REDACTED]
New Orleans, LA
[REDACTED]

Bergeron Auto & 2021 Jeep JL History of Events
4/7/21

- In October of 2020, I went to Bergeron Auto in New Orleans, LA to order a jeep to be built to my specifications. This was done with the Sales Manager, Eddie Salminen. Almost every feature that I ordered on my 2021 80th Anniversary 2 Door Jeep Wrangler JL was a reflection of wanting to be in a safe vehicle. (Vin: [REDACTED])
- On December 23, 2020 I paid Bergeron \$30,016.10 for my brand-new Jeep. This reflected the balance after the trade-in of \$18,500 from my 2014 Jeep Sahara, also purchased from them in 2015. I also purchased a 10-year warranty on my car.
- On Dec. 31st I contacted Eddie Salminen by text to alert him that I was stopping by to drop off the seats for the old Sahara and that the video camera on the new jeep was not operating properly. At that time, the car would be started up and when put into reverse, the camera would not display the rear view. That was happening upon arrival at Bergeron and was witnessed by Eddie Salminen and other people in the garage. At that time, they re-installed software, to no avail.
- The rear video camera not working at start up continued to be an ongoing issue, and would go as long as multiple hours not working and then would kick in again. By the time I went back to Bergeron on March 22nd it had happened between 10-12 times, including during my AR trip.
- On March 11th I began an 8-hour trip to St. Joe, AR to visit my brother. While driving in the rain, I noticed that approximately 10 seconds after I put on the windshield wipers on, the dashboard light would dim significantly, which made it difficult and distracting to see the speed at which I was driving, or the Cruise Control.
- Not long after that, I noticed that the Cruise Control was also increasing the mph on its own while being set, as much as 5mph which was also very disturbing.
- Once again I contacted Eddie Salminen by phone to alert him to all of the problems the car was having. He responded by text.
- Some hours after the issues with the dashboard dimming began, the dimming migrated to the monitor making it difficult to see what was happening with the GPS. Clearly there seemed to be an electrical issue in process. At all times, I had notified my brother by phone as to what was happening.
- On March 16th about 7:30 am I left my brothers home, and got on HWY 65 right outside of St. Joe, AR. While going somewhere between 40-50mph, the jeep shifted into Manual and I could no longer accelerate. Luckily, there was not a lot of traffic and I coasted to the side of the road and pulled into a parking lot where I stopped the car, shut it off, turned it back on. The car was still working, but I was scared by what clearly could have been a life-threatening issue if the

circumstances had been different. With an enormous amount of anxiety, I continued my trip home to New Orleans.

- At some point, I spoke to the Service Manager by phone and he indicated that the dimming would be an easy fix, and suggested I take the car off auto lights. That was a partial fix, it seemed to continue happening if the lights were on other settings.
- The following Monday, March 22nd at approximately 8:30am I took the car back to Bergeron Auto with a list of everything that had happened while I was traveling, as well as the ongoing issue with the video camera intermittently not working. I gave that list to the Service Manager, see below:

Problems with Maggie's Jeep 3/22/21

- *Cruise Control seems to alter speeds when setting it sometimes.*
 - *Display & Monitor dims terribly when the wind shield wipers are on any setting. Seem to have fixed the Auto headlight setting but still happening on the other settings for the headlights.*
 - *Video Cam intermittently doesn't work when in reverse, screen is totally blank. Has happened approx 10-12 times. Later after driving it will start working again.*
 - *While in Drive mode, car on its own moved into Manual. This only happened once and thankfully could maneuver out of traffic to stop and start again.*
 - *While using You Connect with the phone plugged in, the audio for Maps becomes completely indiscernible while the radio is playing.*
 - *At the same time, Map will also not necessarily show up with details as seen on the phone on the monitor. Makes it difficult to follow the directions visually. This did not start happening until recently.*
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- On Tuesday March 23rd I went to pick up the car from the dealership. At that time, they told me that they could not replicate the shifting problem while driving, so essentially there was no problem with the transmission. Needless to say, I was upset because clearly it was a safety hazard.
 - It was clear from the dealership statement that the issues I printed out and gave them had not all been addressed. My sense was they ran diagnostics but did not directly address the list of their customer. Despite the fact that I had told them no codes had shown up while all of the dashboard / monitor were dimming or while shifting issue was happening.

- While the car was being delivered to me in the garage by an employee, it stopped driving in front of many employees and myself. The windshield wipers were going as fast as possible and rain was pouring down, which was why it was being delivered into the garage. A mechanic in the garage turned to me with concern and said is that the problem you're having? I said I don't know what just happened, he replied the car had shifted to Manual—where it remained for quite a while. This same person told me that they were going to have to do further investigation and I left the car at the dealership again. The Service Manager was not in that day, as I recall.
- Once again, I contacted Eddie Salminen by phone regarding the transmission shifting issue and my concern with it not being taken seriously. He stepped in to assist me and said he would contact the main mechanic boss who would take care of it, and in fact that person would contact me directly. I never heard from him. I thanked Eddie via text. The next day, I indicated by text no one had contacted me, and the same Service Manager contacted me shortly thereafter.
- When I returned, on the morning of Friday March 26th, to pick up the car, I was told it had shifted into Park not Manual, and that they had realigned the door which may have caused it. I do not believe that was the problem, the door had been having minor alignment issues but had never shifted into Park while that was happening. At that time, the Service Manager told me, that because the car was not throwing codes they could not put a mechanic on it for even an hour because Chrysler would not reimburse them for their time. I said to the Service Manager that the car was not safe if it was shifting on its own while being driven. He said that they had not found any issues (despite it having happened AT THE DEALERSHIP) and that he would be comfortable with me driving the car, I asked if he'd be comfortable with his wife driving the car and he said yes even with his two kids in it. I replied that I found that hard to believe.
- It should also be noted that the Sales Manager, Eddie Salminen has at all times acted professionally and responsibly.
- The car clearly has serious safety problems with the transmission shifting and the dealership seems unconcerned about the safety of their clients. The jeep continues to be a concern for me, and I do not feel safe driving it. To date the dimming seems resolved, although I have been driving the car as little as possible so am not really certain how resolved the dimming or rear video is. I do however think all of these issues are symptomatic of a larger transmission/electrical issues.
- This car is a brand-new car with 2000 miles on it when things started to go really wrong, and the integrity of the manufacturing and the dealership are certainly being called into question.

[REDACTED]
New Orleans, LA
[REDACTED]