

NHTSA Consumer Complaints as of March 5, 2018

11 11062349 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IN PARK, THE GEAR SHIFTER INDEPENDENTLY MOVED OUT OF GEAR AND ROLLED FORWARD. THE CONTACT HAD TO APPLY THE BRAKE PEDAL. THE VEHICLE WAS NOT INSPECTED AND DIAGNOSED BY A DEALER. THE MANUFACTURER WAS NOTIFIED TO DETERMINE IF A SOLUTION COULD BE PROVIDED. THE FAILURE MILEAGE WAS NOT AVAILABLE.

HERNDON VA Failure Date: 01/12/2018

11 11055179 2015 JEEP GRAND CHEROKEE Power Train I'VE REACHED OUT SEVERAL TIMES FOR THE LAST 2 YEARS WITH MY TRANSMISSION ISSUES WITH MY JEEP. I WAS TOLD FOR THE MAJORITY OF THE 2 YEARS THAT NOTHING COULD BE DONE TO FIX IT OR THAT IT WAS JUST THE WAY THE CAR DRIVES. AFTER GETTING CHRYSLER/JEEP INVOLVED AT THE DEALERSHIP AND HAVING A CASE MANAGER WHO WAS ABSOLUTELY USELESS, SOMEHOW AFTER 2 YEARS THEY MAGICALLY REALIZED THERE WAS SOMETHING WRONG WITH THE TRANSMISSION. THEY HAD THE CAR FOR OVER A WEEK AND WHEN I GOT IT BACK, IT WAS ABOUT 50% BETTER. I ASSUMED THAT WAS AS GOOD AS IT GETS SINCE JEEP DOESN'T REALLY FIX ANYTHING. AS OF THE LAST WEEK OR SO THE CAR IS NOW WORSE THAN WHEN I TOOK IT IN. IT HARD SHIFTS FROM FIRST TO SECOND GEAR THEN IT HARD SHIFTS DOWN FROM 3RD TO 2ND WHEN STOPPED AND THEN STUTTERS FORWARD. THE SHIFTING IS ERRATIC AND WHEN STOPPING AND THEN NEEDING TO ACCELERATE THE CAR JUST HESITATES LIKE IT DOESN'T KNOW WHAT TO DO. WHICH HAS CAUSED ME TO ALMOST GET HIT BY ANOTHER CAR SEVERAL TIMES. IT IS A LIABILITY NOT ONLY TO MYSELF BUT TO OTHER PEOPLE. IT HESITATES ON THE INTERSTATE WHEN ACCELERATING AND LEFT ME IN A SITUATION WHERE I WAS STUCK BETWEEN TWO SEMI TRUCKS AND THE CAR BASICALLY STALLED OUT. IT SHOULD NOT BE DRIVEN OR ON THE ROAD. IM GOING TO BE KILLED IN THE CAR. I DO NOT TRUST THAT JEEP KNOWS HOW TO FIX THE CAR OR EVEN HAS A FIX FOR THE ISSUE AT THIS POINT. IVE DONE RESEARCH AND IT SEEMS THAT ITS A KNOWN ISSUE WITH THE 2015 TRANSMISSIONS. I HAVE GIVEN JEEP SEVERAL CHANCES TO MAKE THE

NHTSA Consumer Complaints as of March 5, 2018

SITUATION RIGHT AND NOW I;M DONE DEALING WITH IT. NOW ITS A MATTER OF HOW MUCH VALUE JEEP PUTS ON A HUMAN LIFE. HOW MANY MORE LAWSUITS WILL JEEP HAVE BECAUSE OF THIS VEHICLE BEFORE SOMETHING IS DONE.

DENVER CO Failure Date: 12/18/2017

11 11054933 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE SHIFTER INDEPENDENTLY SHIFTED OUT OF PARK AND RESULTED IN A REAR END COLLISION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS PREVIOUSLY TAKEN TO FOLSOM LAKE CHRYSLER DODGE JEEP RAM (12545 FOLSOM BLVD, FOLSOM, CA) TO BE REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). SINCE THE REPAIR, THE CONTACT HAD NOT SEEN A DIFFERENCE IN THE PERFORMANCE OF THE SHIFTER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS TOWED, BUT WAS NOT DESTROYED. THERE WERE NO INJURIES. THE FAILURE MILEAGE WAS APPROXIMATELY 33,000. EL DORADO HILLS CA Failure Date: 12/15/2017

11 11044500 2015 JEEP GRAND CHEROKEE Power Train GEAR SHIFT SLIPS INTO REVERSE FROM THE PARK POSITION ON THE SELECTOR PANEL. OLIVE BRANCH MS Failure Date: 11/08/2017

11 11035998 2015 JEEP GRAND CHEROKEE Power Train I HAVE A 2015 GRAND CHEROKEE THAT HAS BEEN IN FOR THE ROLLAWAY RECALL. TONIGHT I PULLED INTO A PARKING LOT, GOT OUT OF THE CAR QUICKLY TO SEE HOW FAR I PULLED IN, AND THE CAR STARTED ROLLING BACKWARDS. I THOUGHT THE CAR WAS IN PARK BUT IN TURN IT WAS NOT. THE CAR WAS IN REVERSE. PREVIOUS TO TONIGHT I'VE HAD THIS HAPPEN AND AS SOON AS YOU LET GO OF THE BRAKE, IF THE DOOR IS OPEN, THE "AUTO PARK" KICKS IN AND THE VEHICLE GOES INTO PARK. THAT DID NOT HAPPEN. I WAS ABLE TO CATCH THE CAR BEFORE IT WENT TO FAR AND GET IT IN PARK. AFTER THAT INCIDENT I TOOK VIDEOS ON THE BEHAVIOR. REPEATEDLY GOING FROM PARK, TO REVERSE, OR DRIVE WITH THE DOOR OPEN, TAKING MY FOOT OF THE BRAKE AND EVERY TIME IT ROLLED AND AUTO PARK DID NOT APPLY.

NHTSA Consumer Complaints as of March 5, 2018

TURNED THE CAR OFF AND ON A FEW TIMES AND STILL, NO AUTO PARK. THE VIDEOS ARE TOO LARGE TO FIT INTO THE 5 MB LIMIT BUT CAN BE SENT BY ANY OTHER MEANS YOU HAVE AVAILABLE OR HERE IS A LINK TO THEM ON ONEDRIVE. [HTTPS://1DRV.MS/F/S!AIRASNB8AJCYG1XQR6WWNTQYIRJ8](https://1drv.ms/f/s!AIRASNB8AJCYG1XQR6WWNTQYIRJ8) I DO NOT FEEL SAFE DRIVING THIS CAR AS THE RECALL DOES NOT WORK. IF A SATISFACTORY FIX CANNOT BE MADE I WOULD LIKE TO DISCUSS WHAT OPTIONS ARE AVAILABLE TO ME. THANKS....UPDATED 11/13/2017 \*BF THE CONSUMER STATED THE ANOTHER TRIGGER FOR THE AUTO PARK WAS WEARING A SEATBELT. THE SEAT BELT HAS TO BE OFF, NOT IN PARK, AND THE DRIVER'S DOOR OPEN IN ORDER FOR IT TO WORK PROPERLY. THIS SEEMED TO BE THE INTENDED BEHAVIOR SO, THE CONSUMER WOULD LIKE TO HAVE THE COMPLAINT DISREGARDED. UPDATED 11/30/2017\*JS FORT COLLINS CO Failure Date: 10/23/2017

11 11041716 2015 JEEP GRAND CHEROKEE Power Train ON 10/21/19 MY 2015 JEEP GRAND CHEROKEE LIMITED MOUNT FUNCTIONED. WHILE TRYING TO SLOWLY BACK UP MY CAR IN A GARAGE THE VEHICLE SEIZED ALL DASHBOARD LIGHTS WENT OUT INCLUDING BACK UP CAMERA SCREEN. ONLY ONE LIGHT APPEARED BEFORE IMPACT WITH A POLE WHICH WAS THE SERVICE TRANSMISSION LIGHT. MY FOOT WAS OFF THE GAS WHEN IT JOLTED BACKWARDS INTO A LARGE POLE. THIS HAS HAPPENED MULTIPLE TIMES WHERE THE CAR WOULD SEIZE OR ACCELERATE INTO FIRST GEAR. IT HAS DONE THIS WHEN MY FOOT WAS NOT ON THE GAS PEDDLE AS WELL. I CONTACTED SAFFORD JEEP IN SPRINGFIELD VA THREE TIMES ABOUT MY CONCERN. NOTHING WAS CORRECTED NOW I HAVE BEEN IN AN ACCIDENT WITH VERY BAD VEHICLE BODY DAMAGE. CHRYSLER HAS DONE NOTHING AND WILL NOT GIVE ME ANY ANSWERS ON THE STATUS OF THEIR INVESTIGATION. THIS HAS NOW COST ME OUT OF POCKET BECAUSE THEY WANT TO DRAW THIS OUT AS LONG AS POSSIBLE. ALEXANDRIA VA Failure Date: 10/21/2017

11 11014283 2015 JEEP GRAND CHEROKEE Power Train AFTER WE PURCHASED THE JEEP GRAND CHEROKEE IT WAS TAKEN IN FOR A RECALL

NHTSA Consumer Complaints as of March 5, 2018

FOR THE TCM, TO BE SERVICED AND HAVE THE POWER STEERING FLUID CHECKED FOR LEAKS DUE TO THE WELL BEING EMPTY. WE WERE THEN TOLD WHEN WE PICKED UP THE VEHICLE AND THE POWER STEERING WELL WAS DRY THAT ALL JEEPS ARE LIKE THAT. AFTER QUESTIONING THAT STATEMENT THE TECH WENT TO VEHICLE AND FILLED THE WELL. AFTER THE DEALERSHIP REPLACED THE PART, THE VEHICLE WILL HOLD FOR 2 TO 3 SECONDS THEN BEGIN TO ROLL BACK FOR 10 TO 30 FEET DEPENDING ON THE GRADE OF THE INCLINE WHEN IN DRIVE. IT IS AN AUTOMATIC WITH THE HILL START ASSIST WHICH DOES HOLD THE BRAKES FOR THE ALLOTTED TIME. THE RECALL WAS FOR THE VEHICLE TO GO INTO PARK IF THE DRIVER TAKES OFF HIS SEATBELT AND EXITS THE CAR IN GEAR. THAT DOES WORK. THE JEEP WILL CONTINUE TO ROLL UNTIL IT JERKS ITSELF INTO NEUTRAL THEN STALLS THE MOTOR, IT WILL CONTINUE TO ROLL IF THE BRAKE IS NOT APPLIED. CHRYSLER AND THE DEALERSHIP CONTINUE TO SAY THAT ALL VEHICLES (AUTOMATICS) WILL ROLL BACK ON AN INCLINE I N DRIVE AND NOT STOP UNTIL YOU APPLY THE BRAKE NO MATTER THE DISTANCE. WE HAVE DISCUSSED THIS ISSUE WITH MULTIPLE CHRYSLER CERTIFIED MECHANICS AND THEY HAVE STATED THAT UNDER ANY CIRCUMSTANCE NO AUTOMATIC TRANSMISSION SHOULD ROLL BACK MORE THAN A FOOT. THE MANAGER OF THE SERVICE DEPARTMENT STATED THAT ALL VEHICLES ROLL BACK NO MATTER THE DISTANCE. I STATED MY KIA SOUL DOES NOT EVEN MOVE AN INCH BACKWARDS IN DRIVE ON AN INCLINE, HE RESPONDED WITH "YES IT DOES". HE THEN STATED THAT "DUE TO THE LEMON LAW WE CAN NOT GUESS WHAT IS WRONG, IF WE ARE FIX IT THREE TIMES YOU CAN RETURN THE VEHICLE AND THE TIME WE HAVE PUT INTO YOUR JEEP WE ARE NOT GETTING PAID FOR ". HE ALSO STATED THAT OUR JEEP DOES NOT IDLE HIGH ENOUGH AND CAN NOT BE ADJUSTED AND CHRYSLER SAYS WE ARE RESPONSIBLE TO HAVE CONTROL OF THE VEHICLE AT ALL TIMES. WE DON'T WANT TO RETURN THE JEEP WE WANT IT SAFE. WABASH IN

Failure Date: 07/29/2017

11 11010489 2015 JEEP GRAND CHEROKEE Power Train OUR 2015 GRAND CHEROKEE WAS PARKED IN A STORE PARKING LOT, IN PARK BUT RUNNING. THE SHIFT INDICATOR SHOWED IT IN PARK WHEN MY FIANC...

NHTSA Consumer Complaints as of March 5, 2018

EXITED THE JEEP SHE WENT INTO THE STORE, SOMEONE CAME IN AND INDICATED THAT THE JEEP WAS GOING CRAZY. THE JEEP HAD SHIFTED ITSELF INTO REVERSE, DROVE AROUND THE PARKING LOT TWICE AND FINALLY CRASHED INTO A TREE. CALLS TO FIAT/CHRYSLER HAVE BEEN LESS THAN HELPFUL BUT THEY HAVE TOLD US THAT AN INSPECTOR WILL BE COMING TO LOOK AT THE JEEP AND NOT TO DRIVE IT IN THE MEAN TIME. THIS IS A PROBLEM THAT FIAT/CHRYSLER IS AWARE OF SINCE THERE IS AN OPEN RECALL DEALING WITH THIS ISSUE BUT UNFORTUNATELY THEY WON'T PAY FOR A RENTAL OR PROVIDE A LOANER VEHICLE WHILE WE WAIT FOR AN INVESTIGATOR TO LOOK OVER THE JEEP. NEWPORT RI Failure Date: 07/20/2017

11 11001339 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED WITH THE ENGINE LEFT RUNNING, THE VEHICLE REVERSED INDEPENDENTLY INTO THE GARAGE WITHOUT WARNING AND CAUSED THE REAR WINDOW TO FRACTURE. THE VEHICLE WAS TAKEN TO A LOCAL DEALER CUETER CHRYSLER JEEP DODGE RAM LOCATED ON 2448 WASHTENAW AVE, YPSILANTI, MI, 48197, WHERE THEY INFORMED THE CONTACT THAT THEY WOULD SERVICE THE RECALL AND REPAIR THE REAR WINDOW. IN ADDITION, THE CONTACT STATED THAT SHE NEVER RECEIVED THE RECALL NOTIFICATION LETTER FOR NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN), HOWEVER THE VEHICLE WAS INCLUDED IN THE RECALL. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 28,000. BELLEVILLE MI

Failure Date: 06/25/2017

11 11005103 2015 JEEP GRAND CHEROKEE Power Train HAD JEEP RECALL PERFORMED FOR THE AUTO PARK ISSUE. SINCE THE RECALL, THE JEEP HAS TRIED TO ENGAGE AUTOPARK FOUR TIMES WHILE IN MOTION. THE FIRST TIME WE WERE 30 MILES FROM HOME, MERGING ON TO FREEWAY. JEEP WENT IN TO NEUTRAL, DISPLAY READ 'VEHICLE SPEED TOO FAST TO SHIFT I TO PARK'. OBVIOUSLY NOT TRYING TO SHIFT INTO PARK AS I MERGE IN

NHTSA Consumer Complaints as of March 5, 2018

HIGHWAY TRAFFIC! STOPPED IN SIDE OF ROAD, VEHICLE WOULD NOT SHIFT INTO PARK. SET EBRAKE, HAD VEHICLE TOWED IN. A FEW WEEKS LATER, TRANSFER CASE INTERNALLY EXPLODED. JUNE 19TH WIFE WAS GOING THROUGH AN INTERSECTION, VEHICLE WENT IN TO NEUTRAL AGAIN. THIS TIME DISPLAY SAYS 'AUTOPARK DISABLED. SHE COASTED IN TO A PARKING LOT, SHUT CAR OFF, STATED IT AND EVERYTHING WAS OK. FOUR DAYS AGO WIFE WAS BACKING OUT OF DRIVEWAY AND JEEP SLAMMED IN TO PARK, ON ITS OWN. SHE TRIED PULLING FORWARD AND IT SLAMMED INTO PARK AGAIN. AUTOPARK ONCE AGAIN TRIED TO ENGAGE ITSELF. THIS FEATURE SHOULD ONLY HAPPEN WHEN SPEEDS ARE 1.2 MPH OR SLOWER, OR IF AT HIGHER SPEEDS, IT SHOULD SHIFT TRANSMISSION INTO NEUTRAL. I'M SCARED TO DRIVE THIS JEEP NOW. IF IT'S SLAMMING INTO PARK AT 10 MPH, WHAT'S TO PREVENT IT FROM DOING IT AT 65/70 MPH? EAU CLAIREWI Failure Date: 06/19/2017

11 11039868 2015 JEEP GRAND CHEROKEE Power Train I  
PURCHASED A 2015 JEEP GRAND CHEROKEE FROM A CHRYSLER DODGE DEALERSHIP ON JUNE 3, 2016. THAT PARTICULAR DAY, THERE WERE NEW 2016 JEEP GRAND CHEROKEE'S BUT THEY WERE NOT FOR SALE AND HAD SOME TYPE OF "DO NOT SALE STICKERS" ON THEM. THE SALES REP STATED THE NEW 2016 JEEP GRAND CHEROKEES WERE UNDER RECALL AND COULD NOT BE SOLD UNTIL THE RECALL WAS FIXED. THERE WAS ONE PRE OWNED 2015 JEEP GRAND CHEROKEE AVAILABLE SO I ASKED IF IT UNDER RECALL TOO AND WAS TOLD NO SO I PURCHASED IT. IN OR AROUND SEPTEMBER 2016, I RECEIVED A RECALL NOTICE FOR THE VEHICLE. I WAS SO ANGRY AND FELT LIKE I HAD BEEN DUPED BECAUSE I SPECIFICALLY ASKED ABOUT A RECALL AND WAS TOLD THERE WAS NONE. I DID SOME RESEARCH AND LEARNED THERE IS NO STATE LAW THAT REQUIRES DEALERSHIPS TO DISCLOSE RECALLS ON PRE OWNED VEHICLES; THE STATE LAW ONLY GOVERNS BRAND NEW VEHICLES NOT BEING SOLD. I FELT DEFEATED AND LET IT GO, UNTIL THIS MONTH; WHEN I DECIDED TO HAVE THE RECALL COMPLETED (AT A DIFFERENT DEALER). THIS MADE ME ANGRY ALL OVER AGAIN SO I DID ADDITIONAL RESEARCH AND LOCATED THE NHTSA'S 2015 CONSENT ORDER AGAINST FCA

NHTSA Consumer Complaints as of March 5, 2018

USA AND DECIDED TO REPORT THIS ISSUE TO YOU FOR REVIEW. IN THE CONSENT ORDER, FCA WAS SUPPOSED TO "DEVELOP AND IMPLEMENT A PROCESS TO DETER DEALER SALES OF UNREMEDIED VEHICLE SUBJECT TO RECALLS, REGARDLESS OF WHETHER NEW OR USED. IN MY CASE, THAT DID NOT HAPPEN AND I DON'T WANT THIS TO HAPPEN TO ANYONE ELSE! MY QUESTION IS, DOES THE CONSENT ORDER APPLY TO MY SITUATION? IF SO, WHAT ARE MY OPTIONS? ATLANTA GA Failure Date: 06/03/2017

11 11029668 2015 JEEP GRAND CHEROKEE Power Train 2015 JEEP GRAND CHEROKEE. CONSUMER WRITES IN REGARDS TO ISSUES WITH VEHICLES U CONNECT. \*LD THE CONSUMER STATED THE VEHICLE EXPERIENCED A LIFE THREATENING TRANSMISSION DEFECT AND REQUESTED FOR THE VEHICLE TO BE REPAIRED. \*JS THE CONSUMER REQUESTED INFORMATION AND CORRECTION CONCERNING THE GEAR OR GEARS SHIFT FROM 'S' AND 'D' INTO NO GEARS. "NO GEARS IDENTIFICATION" APPEARS ON THE DISPLAY. THE SHIFT IS UNPREDICTABLE AND OCCURS WHILE DRIVING. \*JS BALTIMORE MD Failure Date: 06/01/2017

11 11061487 2015 JEEP GRAND CHEROKEE Power Train MY JEEP SHIFTS ROUGH WHILE INCREASING SPEED. IT JERKS AND HESITATES WHEN SHIFTING GEARS. ALSO THE GEAR SHIFTER MOVES VERY EASILY TO OTHER GEARS I.E. N, R, D WHILE DRIVING OR EVEN PARKED. BLOOMINGDALE IL Failure Date: 06/01/2017

11 10992219 2015 JEEP GRAND CHEROKEE Power Train MY VEHICLE'S BODY WAS DAMAGED DUE TO IT NOT GOING INTO PARK. I WAS BACKING A TRAILER INTO A GARAGE AND PUT IT IN PARK WHEN IT WAS STATIONARY. WHEN I GOT IT, IT ROLLED BACK, CAUSING BODY DAMAGE. DES MOINES IA Failure Date: 05/20/2017

11 10981549 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP CHEROKEE LATITUDE. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED A LOSS OF MOTOR POWER. THE CHECK ENGINE AND SERVICE TRANSMISSION WARNING INDICATORS ILLUMINATED.

NHTSA Consumer Complaints as of March 5, 2018

THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V529000 (POWER TRAIN) HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER WAS CONTACTED AND CONFIRMED THAT THE FAILURE WAS RELATED TO THE RECALL RECEIVED HOWEVER THEY WERE INFORMED BY OTHER DEALERS THAT THEY HAD PERFORMED THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 43,796. PARTS DISTRIBUTION DISCONNECT.

JACKSONVILLE FL Failure Date: 04/28/2017

11 10980347 2015 JEEP GRAND CHEROKEE Power Train I BACKED UP MY JEEP INTO A PARKING SPACE IN SFO SHORT TERM PARKING, I PUT THE TRANSMISSION IN P , APPLIED THE FOOT PARKING BRAKE TURNED OFF THE ENGINE AND EXITED THE CAR. WHEN I WENT OUT TO PICK UP MY SUITCASE, I COULD NOT OPEN THE TAILGATE SINCE THE CAR WAS TOO CLOSE TO THE WALL. I REENTERED INTO THE CAR, STARTED THE ENGINE AND MOVED THE CAR FEW FEET FORWARDS IN ORDER TO BE ABLE TO OPEN THE TAILGATE AND PICK UP MY SUITCASE, I MEANT TO DRIVE THE CAR BACK IN REVERSE TO PARK IT AFTER REMOVING THE SUITCASE, I MOVED THE GEAR SHIFTER FORWARDS AND BELIEVED THAT THE GEAR SELECTOR WAS IN PARK AND THE ENGINE WAS RUNNING I OPENED THE LIFT GATE, REMOVED MY SUITCASE , AND MANUALLY CLOSED THE TAILGATE, I PUT THE SUITCASE ON THE SIDE AND WENT BACK IN ORDER TO DRIVE THE CAR BACK, WHEN I SAW THE CAR MOVING FORWARDS, AND EVENTUALLY HIT THE WALL ON THE OTHER SIDE , ABOUT 40 FEET AWAY, I JUMPED INTO THE CAR IN ORDER STOP IT, I ENDED UP SITTING IN THE DRIVER SEAT APPLYING THE BRAKE, BUT A FRACTION OF A SECOND TOO LATE. THE FRONT OF THE CAR SUFFERED SUBSTANTIAL DAMAGE IN THE LEFT SIDE , THE AIRBAG HAS NOT DEPLOYED. I AM SURE THAT IT HAPPENED BECAUSE OF THE CONFUSING GEAR SHIFTER EMPLOYED IN THIS CAR AS INCLUDED RECALL S27 WHICH WHEN I WHEN I VISITED THE DEALER ( CHRYSLER OF STEVENS CREEK) FEW MONTH EARLIER, SOON AFTER I GOT THE RECALL LETTER, THEY WERE NOT READY TO PERFORM THE



NHTSA Consumer Complaints as of March 5, 2018

RECALL. RIGHT AFTER IT HAPPENED, I CONTACTED THE DEALER, THEY PERFORMED THE RECALL. I CAN SEE NOW THAT IF THE RECALL WOULD HAVE BEEN PERFORMED EARLIER THIS INCIDENT WOULD NOT HAVE HAPPENED. I ALSO WISH THEY WILL REPLACE THE SHIFTER, TO THE ONE WHICH THEY APPLIED TO THE NEXT YEAR MODEL, SINCE IT IS STILL DANGEROUS THAT IT IS ALMOST ALWAYS IMPOSSIBLE TO PUT THE SHIFTER FAST IN REVERSE TO AVOID ACCIDENT. CUPERTINO CA Failure Date: 04/04/2017

11 10970941 2015 JEEP GRAND CHEROKEE Power Train MY TRANSMISSION MAKE A HIGH PITCHED SQUEAL ANYTIME I AM GOING UP A MOUNTAIN SIDE OR EVEN ON A SLIGHT HILL IF I AM GOING OVER 2.5 RMP. IT ALSO HAS DIFFICULTY DOWNSHIFTING AND UPSHIFTING A SLOWER SPEEDS. SHIFTS VERY ROUGH AND SOMETIMES FEELS LIKE THE TRANSMISSION IS GOING TO FALL OUT. I ALSO HAVE HAD IT WHERE I NEED TO SPEED UP TO AVOID A HAZARD ONLY TO HAVE THE TRANSMISSION BOTTOM OUT FOR A SECOND OR TWO AND NOT KICK INTO THE MOTOR. SO I DON'T SPEED UP. I JUST KIND OF KEEP GOING AT THE SAME SPEED. I ONLY HAVE 22,000 MILES ON IT BUT IT FEELS LIKE THE TRANSMISSION IS FROM AND 1960'S CAR. THIS SHOULD BE INVESTIGATED. I BELIEVE THAT THE TRANSMISSION THAT WAS INSTALLED ON THESE MODELS WAS A NEWER TYPE THAT JEEP JUST STARTED USING AND I CAN SEE FROM MY OWN INTERNET RESEARCH THAT THERE ARE MANY MANY COMPLAINTS REGARDING THIS MODEL OF TRANSMISSION. LA CRESCENTA CA Failure Date: 03/31/2017

11 11033547 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 70 MPH, THE VEHICLE BEGAN TO LOSE POWER WHILE THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE WAS PULLED OVER TO A SHOULDER LANE, WHERE IT WAS ABLE TO RESTART AND RETURN TO NORMAL DRIVING. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (FIELDS CHRYSLER JEEP DODGE SANDFORD, 750 TOWNE CENTER BLVD, SANFORD, FL 32271). THE VEHICLE WAS NOT DIAGNOSED, BUT THE DEALER PLACED A RECORDING DEVICE IN THE VEHICLE TO RECORD THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE

NHTSA Consumer Complaints as of March 5, 2018

MANUFACTURER WAS NOTIFIED OF THE FAILURE AND A COMPLAINT WAS FILED. THE FAILURE MILEAGE WAS APPROXIMATELY 16,000. LAKE MARY FL Failure Date: 03/13/2017

11 10957861 2015 JEEP GRAND CHEROKEE Power Train I WAS TRAVELING UP INTERSTATE 95 JUST PASSED EXIT 26 IN CONNECTICUT. AS I APPROACHED EXIT 27 A A VEHICLE IN THE EXIT ONLY LANE MERGED INTO THE SLOW LANE IN FRONT OF ME. I PROCEEDED TO THEN ACCELERATE AROUND THE VEHICLE THAT HAD CROSSED IN FRONT OF ME AND IMMEDIATELY AS I ACCELERATED THE VEHICLE BEGAN TO ACCELERATE UNCONTROLLABLY TO AN UNSAFE SPEED. I SHIFTED THE CAR INTO NEUTRAL AND BRAKED AND STEERED APPROPRIATELY. AS MY VEHICLE BEGAN TO SLOW I THEN PROCEEDED TO SHIFT THE CAR BACK INTO DRIVE HOPING THAT THE ISSUE WOULD BE RESOLVED. WHILE MY VEHICLE WAS A NEUTRAL I TAPPED THE GAS PEDAL IN HOPES OF IF IT WAS JAMMED OR STOCK IT WOULD COME LOOSE AND I WOULD BE ABLE TO CONTROL THE ACCELERATION OF THE VEHICLE. UNFORTUNATELY THE PEDAL DID NOT COME ON STOCK AS I PROCEEDED TO DRIVE I REALIZE THAT MY SPEED WAS DROPPING TO AN UNSAFE RATE WHILE BEING ON AN INTERSTATE I PROCEEDED TO SHIFT MY CAR BACK INTO DRIVE ONLY TO HAVE THE PEDAL THAT WAS STILL PRESSED TO THE FLOOR ACCELERATE THE VEHICLE UNCONTROLLABLE T O AGAIN IN UNSAFE SPEED. AFTER I PROCEEDED TO STOMP ON THE THROTTLE IN HOPES OF LOOSENING IT FROM WHATEVER IT WAS THAT WAS CAUSING IT TO BE STUCK IN THE OPEN POSITION, THE PEDAL FINALLY RETURNED TO ITS ON STOCK POSITION WITH A LOUD BANG. I DON'T PROCEEDED TO STEER IMMEDIATELY OFF THE HIGHWAY AT THE NEXT AVAILABLE EXIT AND TURN THE VEHICLE OFF...UPDATED 04/20/17 \*BF ..UPDATED 05/09/17 \*BF THE CONSUMER STATED THE FLOOR MAT CLOSEST TO THE ACCELERATOR WAS TRIMMED, BUT THE FAILURE RECURRED. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. \*JS BRIDGEPORT CT Failure Date: 02/28/2017

11 10966099 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE APPROACHING A

NHTSA Consumer Complaints as of March 5, 2018

STOP SIGN, THE AUTO PARKING GAUGE INDICATOR ILLUMINATED AND THE VEHICLE SHIFTED INTO THE PARK POSITION. THE FAILURE RECURRED THREE ADDITIONAL TIMES. THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN), BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER, BUT THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE TOW TRUCK DRIVER WITNESSED THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 13,612. NORTH ANDOVER MA Failure Date: 02/22/2017

11 10955080 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT CALLED THE DEALER TO SCHEDULE AN APPOINTMENT SEVERAL TIMES, BUT THEY WERE UNABLE TO PROVIDE A REASONABLE TIME FRAME TO COMPLETE THE RECALL REPAIR. IN ADDITION, WHILE THE VEHICLE WAS PLACED IN PARK ON AN INCLINE, THE GEAR SELECTOR INDEPENDENTLY REVERSED DOWN THE INCLINE AND CRASHED INTO A FENCE. THE DRIVER SUSTAINED BRUISES TO THE KNEES AND SHOULDERS, WHICH REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TO BE TOWED TO A DEALER FOR FURTHER INSPECTION. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE CONTACT WAS WAITING ON AN INVESTIGATION TO DETERMINE THE MANUFACTURER'S SOLUTION. THE FAILURE MILEAGE WAS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. LITTLETON CO Failure Date: 02/08/2017

11 10957714 2015 JEEP GRAND CHEROKEE Power Train VEHICLE ROLLS FORWARD WHILE IN PARK WHILE IN DRIVEWAY. METHUEN MA Failure Date: 02/08/2017

11 10978508 2015 JEEP GRAND CHEROKEE Power Train DOES NOT ALWAYS ACHIEVE PARK GEAR WHEN SHIFTED TO IT. VERY OFTEN THE VEHICLE WILL NOT MAKE IT PAST NEUTRAL OR REVERSE WHEN ATTEMPTING TO SHIFT TO PARK RESULTING IN THE VEHICLE ROLLING FORWARD OR BACKWARD

## NHTSA Consumer Complaints as of March 5, 2018

DEPENDING ON THE PITCH OF THE ROAD, OR WILL LURCH BACKWARD IF THE ELECTRONIC SHIFTIER ONLY ACHIEVES REVERSE. ON 2 OCCASIONS WITH MY 2014 AND 2015 GRAND CHEROKEES AFTER SHIFTING TO WHAT I THOUGHT WAS PARK AND EXITED, THE VEHICLE ROLLED AWAY FROM ME. MOST RECENTLY ABOUT 5 WEEKS AGO I HAD BACKED INTO MY DRIVEWAY AND STOPPED ABOUT 6-8 FEET FROM MY GARAGE DOOR , SHIFTED TO WHAT I THOUGHT WAS PARK AND HAD ONLY ACHIEVED REVERSE. AT THE SAME TIME MY DAUGHTER HAD COME OUT OF THE HOUSE TO GO INTO THE GARAGE AND AS I TOOK MY FOOT OFF THE BRAKE THE CAR NOW IN REVERSE LURCHED BACKWARD AND HAD I NOT SLAMMED ON THE BRAKE MY 15 YEAR OLD DAUGHTER WOULD HAVE BEEN PINNED IN BETWEEN THE CAR AND GARAGE DOOR. I NOTIFIED CHRYSLER AND HAVE AN OPEN CASE WITH THEM BUT THEY HAVE OFFERED ME NO RESOLUTION AT THIS TIME SAYING THAT THE CAR PERFORMS AS EXPECTED. ALL I ASKED WAS TO BE RELEASED FROM MY LEASE TO GET INTO WITH A NEW GRAND CHEROKEE THAT HAS THE NEW SHIFTER. NOW I AM CONSIDERING LEGAL ACTION AND I AM STARTING HERE. WEST HAVERSTRAW NY Failure Date: 02/01/2017

11 10946555 2015 JEEP GRAND CHEROKEE Power Train AFTER PARKING MY 2015 IN THE DRIVEWAY, TURNING THE ENGINE OFF AND EXITING THE CAR, THE VEHICLE BEGAN ROLLING DOWN THE DRIVEWAY. OUR 12 YEAR OLD SON WAS OUTSIDE AND ALERTED ME OF THE ROLLING VEHICLE AND INSTINCTIVELY RAN TO TRY TO STOP IT. I WAS ABLE TO GET HIM AWAY FROM THE VEHICLE AND GET BACK INTO THE VEHICLE TO STOP IT BEFORE IT CROSSED THE STREET. THERE IS A KNOWN ISSUE WITH THE SHIFTING ON THIS MODEL. A RECALL WAS ISSUED. THIS INCIDENT OCCURRED AFTER THE RECALL WORK WAS COMPLETED ON THE VEHICLE. I BACKED THE CAR BACK INTO THE DRIVEWAY AND ENSURED THE CAR WAS IN PARK, ENGINE OFF, DOOR OPEN AND AGAIN, THE VEHICLE ROLLED FORWARD SEVERAL FEET. I STARTED THE VEHICLE AGAIN, BACKED IT BACK UP INTO THE DRIVEWAY, MADE CERTAIN IT WAS IN PARK AND SINCE WE HAD SOME ICY CONDITIONS, I ASKED MY SON TO VERIFY THE PASSENGER SIDE WHEELS WERE ROLLING AND NOT SLIDING WHILE I WATCHED THE DRIVER SIDE WHEELS. WE CONFIRMED THAT

NHTSA Consumer Complaints as of March 5, 2018

ALL 4 WHEELS WERE ROLLING. I AGAIN BACKED THE CAR UP, SET THE PARKING BRAKE, PUT A BLOCK IN FRONT OF THE WHEEL AND TOOK MY CAR TO THE DEALER THE NEXT MORNING. THE DEALER COULD NOT RE-CREATE THE ISSUE. THEY VERIFIED THE RECALL WAS PROPERLY COMPLETED. THEY CONTACTED CHRYSLER. CHRYSLER SAID THAT UNLESS IT COULD BE DUPLICATED, THEY COULD NOT DO ANYTHING. THIS COULD HAVE HAD A CATASTROPHIC CONSEQUENCE IF SOMEONE HAD BEEN IN FRONT OF THE RUNAWAY VEHICLE. THE TECHNICIAN AT THE DEALERSHIP HAD BEEN TOLD THAT THERE WAS A MECHANICAL ISSUE THAT COULD CAUSE THIS ROLL-AWAY, BUT SINCE THEY COULD NOT RE-CREATE THE PROBLEM, CHRYSLER WOULD NOT FIX IT UNDER WARRANTY. I CERTAINLY HOPE THAT NO ONE IS INJURED OR KILLED DUE TO CHRYSLER'S NEGLIGENCE IN GETTING TO THE ROOT OF THIS PROBLEM. RICHLAND WA Failure Date: 01/19/2017

11 10937884 2015 JEEP GRAND CHEROKEE Power Train PLACED VEHICLE INTO PARK TOOK FOOT OFF THE BRAKE BEFORE TURNING VEHICLE OFF. VEHICLE THEN BEGAN TO DRIVE FORWARD STRIKING CONCRETE BARRIER AT FUEL STATION. MINOR DAMAGE TO FRONT BUMPER OF VEHICLE. COLTONS POINT MD Failure Date: 12/27/2016

11 10937150 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER THE CONTACT RECENTLY PURCHASED THE VEHICLE, THE DEALER INDICATED THAT THE POWER TRAIN RECALL NEEDED TO BE COMPLETED. THE CONTACT WAS ADVISED TO SCHEDULE A REPAIR APPOINTMENT AS SOON AS POSSIBLE. THE CONTACT WAS UNCERTAIN AS TO WHY THE RECALL REPAIR WAS NOT COMPLETED BEFORE THE VEHICLE WAS SOLD. THE MANUFACTURER WAS NOT NOTIFIED. THE NHTSA CAMPAIGN NUMBER WAS NOT PROVIDED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PHILADELPHIA PA Failure Date: 12/13/2016

11 10936969 2015 JEEP GRAND CHEROKEE Power Train 2015 JEEP GRAND CHEROKEE. CONSUMER WRITES IN REGARDS TO TRANSMISSION ELECTRONIC SHIFT LEVER RECALL REPAIR ISSUES. \*SMD THE DEALER

NHTSA Consumer Complaints as of March 5, 2018

CLAIMED THE RECALL WAS PERFORMED. HOWEVER, THE RECALL LETTER THE CONSUMER RECEIVED STATED THE RECALL WAS NOT COMPLETE. \*JB

CHESTERFIELD VA Failure Date: 12/01/2016

11 10928860 2015 JEEP GRAND CHEROKEE Power Train MY CAR TRANSMISSION SHIFTED WAS RECALLED AND I HAD THE FIXES MADE IN JUNE OF 2016. PRIOR TO THAT THERE WERE SEVERAL INSTANCES MY SAFETY HAD BEEN COMPROMISED DUE TO THE SHIFTER. SINCE THEN I HAVE CONTINUED TO HAVE ISSUES WITH THE SHIFTER COMING OUT OF PARK INTO NEUTRAL. TODAY I PULLED INTO A PARKING SPOT AND PLACED MY CAR INTO PARK. I REACHED BEHIND ME TO GRAB MY PURSE FROM THE BACK SEAT AND IN THAT TIME MY CAR HAD GONE FROM PARK TO NEUTRAL ROLLED FORWARD, HITTING THE PARKED CAR IN FRONT OF ME. IT WAS A MINOR COLLISION BUT COULD HAVE BEEN MUCH WORSE. THE ELECTRONIC SHIFTERS IN THESE CARS ARE NOT SAFE. CAYUCOS CA Failure Date: 11/30/2016

11 10927811 2015 JEEP GRAND CHEROKEE Power Train I ENTERED THE PARKING LOT OF A GAS STATION AND PUT THE VEHICLE IN PARK BUT LEFT THE ENGINE RUNNING. I EXITED THE VEHICLE AND WHEN I RETURNED 30 SECONDS LATER I FOUND IT HAD ROLLED 50 FEET AND STRUCK A BUILDING. INSTEAD OF "PARK" I FOUND THE VEHICLE IN "NEUTRAL". NOBODY WAS INJURED BUT I HAVE DAMAGE TO MY VEHICLE AND PROPERTY DAMAGE TO A LIBRARY. ROSCOE IL Failure Date: 11/23/2016

11 10939998 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT ROLLED AWAY AND CRASHED INTO A PARKED VEHICLE. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER INFORMED THE CONTACT THAT AN INVESTIGATOR WOULD DIAGNOSE THE VEHICLE THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. UPDATED 02/21/17\*LJ DETRIOT MI Failure Date: 11/07/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10909563 2015 JEEP GRAND CHEROKEE Power Train WOULD  
KEEP JUMPING INTO PARK WITH EACH ATTEMPT TO PUT IN DRIVE OR  
REVERSE SEVERAL TIMES- FINALLY WENT INTO DRIVE FIRST TIME  
HAPPENED. LOTTSBURG VA Failure Date: 09/25/2016

11 10908470 2015 JEEP GRAND CHEROKEE Power Train I WAS IN A  
DRIVEWAY AND PUT THE CAR IN REVERSE AND ACCELERATED SINCE IT WAS A  
VERY SLIGHT INCLINE WHEN THE CAR AUTOMATICALLY WENT INTO AUTO  
PARK. THIS HAPPENED 4 TIMES. I SHUT THE CAR OFF, RESTARTED. THE  
SHIFTER WORKED. I DROVE TO THE DEALER, THEY LOOKED AT IT AND SAID  
NOTHING IS WRONG. SEEMS LIKE A SAFETY ISSUE TO ME STONY  
POINT NY Failure Date: 09/21/2016

11 10920444 2015 JEEP GRAND CHEROKEE Power Train TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 35 MPH, THE  
VEHICLE INDEPENDENTLY SHIFTED GEARS WITHOUT WARNING. IN ADDITION,  
THE VEHICLE SHUTTERED. THE CONTACT STATED THAT THE FAILURE  
OCCURRED AFTER THE VEHICLE WAS TAKEN TO BE SERVICED PER NHTSA  
CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE RECURRED  
SEVERAL TIMES. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE.  
THE FAILURE MILEAGE WAS 3,500. UPDATED 01/05/2017\*CT UPDATED  
01/17/17.\*JB JOLIET IL Failure Date: 09/15/2016

11 10906470 2015 JEEP GRAND CHEROKEE Power Train TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER PULLING THE  
VEHICLE INTO A PARKING SPACE, THE VEHICLE INADVERTENTLY SHIFTED INTO  
DRIVE AND CRASHED INTO A TREE. THE AIR BAGS DID NOT DEPLOY. A POLICE  
REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS  
TOWED TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE  
WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN),  
BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED. THE  
APPROXIMATE FAILURE MILEAGE WAS 13,200. THE VIN WAS NOT AVAILABLE.  
MURRIETA CA Failure Date: 09/13/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10907577 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER SHIFTING THE GEAR TO REVERSE OR DRIVE, THE GEAR SHIFTED TO PARK INDEPENDENTLY. THE FAILURE RECURRED TWICE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 38,000. PFLUGERVILLE TX Failure Date: 09/05/2016

11 10926158 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT EXPERIENCED DIFFICULTY SHIFTING THE VEHICLE. THE FAILURE DID NOT OCCUR UNTIL AFTER THE VEHICLE WAS REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE VEHICLE WAS NOT REPAIRED DUE TO THE TECHNICIAN STATING THAT THE VEHICLE PERFORMED AS INTENDED. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE THE FAILURE MILEAGE WAS APPROXIMATELY 12,000. UPDATED 01/05/2017\*CT UPDATED 05/09/17\*LJ THE CONSUMER STATED THE 2 WEEKS AFTER THE RECALL WAS PERFORMED THE TRANSMISSION MALFUNCTIONED. AFTER SHUTTING THE ENGINE OFF AND RESTARTING IT 3 TIMES IT SHIFTED INTO GEAR. ON ANOTHER OCCASION THE WHILE TRAVELING DOWN A HILL AT 65MPH, ON CRUISE CONTROL, THE ENGINE WENT FROM 2000RPM TO 5000RPM. THE ODOMETER WENT FROM 65MPH TO 75 MPH. THE VEHICLE WAS SLOWING DOWN WHILE THE ENGINE WAS LOUD AND RUNNING AT A HIGH RPM. THE ONLY WAY TO STOP IT WAS TO HIT THE BRAKE OR SHIFT TO NEUTRAL. ALSO, WHEN ACCELERATING FROM A STOP THE TRANSMISSION WOULD MAKE A NOISE AND BUMP AS IF REAR-ENDED. UPDATED 08/03/2017\*JS COLUMBUS OH Failure Date: 08/31/2016

11 10899366 2015 JEEP GRAND CHEROKEE Power Train MY WIFE CAME HOME FROM STORE AND PUT HER IN PARK , SAT IN THE CAR WHILE MAKING A OIL CHANGE APPOINTMENT . EXITED CAR CAME IN THE CAR FOR 5 MINUTES , MY DAUGHTER HAD WENT OUTSIDE 6 MINUTES LATER AND OPENED HER OWN CAR DOOR MY WIFE'S CAR HAD BEGAN TO ROLL CRUSHING HER



NHTSA Consumer Complaints as of March 5, 2018

CAR DOOR BACKWARDS . MY DAUGHTER HAD TO CRAWL THROUGH HER OWN CAR TO GET INTO THE GRAND CHEROKEE TO RE PUT IT IN PARK , CAUSING 1000S IN DAMAGE. GREELEY CO Failure Date: 08/29/2016

11 10898577 2015 JEEP GRAND CHEROKEE Power Train RECEIVED A RECALL FOR THE TRANSMISSION ON MY GRAND CHEROKEE TOOK IT TO THE DEALER FOR RECALL BUT WORK WAS NOT DONE CALLED DEALER AND JEEP CHYSLER TO COMPLAIN BUT ALL I GET IS A RUN AROUND I WILL NOT BRING IT BACK TO HERB CHAMBERS IN DANVERS MA THEY DON'T CARE IF THE CAR IS UNSAFE TO DRIVE THEY GOT YOU TO BUY THIS GARBAGE THEY GOT THERE MONEY WAS TOLD TO TAKE IT SOME WHERE ELSE THEY WOULD NO TAKE A LOOK AT THE CAR AND I CANT BRING IT BACK ANYWHERE ELSE TILL A REGIONAL MGT APPROVES IT. THE VEHICLE IS UNSAFE TO DRIVE  
LOWELL MA Failure Date: 08/24/2016

11 10898445 2015 JEEP GRAND CHEROKEE Power Train NHTSA ID NUMBER: 10894308 THIS SAME ISSUE HAPPENED TO OUR 2015 GRAND CHEROKEE AFTER THE SOFTWARE SAFETY RECALL OF THE TRANSMISSION CONTROL LEVER. PROCEEDING IN DRIVE ON A HIGHWAY, THE LEVER WAS GENTLY BRUSHED - NOT HIT HARD - AND THE TRANSMISSION WENT INTO NEUTRAL. THE THUMB BUTTON WAS NOT DEPRESSED. THIS IS A SIGNIFICANT SAFETY ISSUE, AND WE DID NOT EXPERIENCE IT PRIOR TO THE SOFTWARE UPDATE. IT HAS NOW BEEN REPLICATED SEVERAL TIMES, AND A VIDEO CAN BE PROVIDED IF NECESSARY. MCLEAN VA Failure Date: 08/18/2016

11 10894261 2015 JEEP GRAND CHEROKEE Power Train VEHICLE WAS BEING PARKED IN MY GARAGE MOVING SLOWLY FORWARD WITH NO APPLICATION OF THROTTLE AND BEGAN TO SUDDENLY ACCELERATE. STANDING ON THE BRAKE WOULD NOT FULLY HOLD IT AND IT WENT INTO REAR WALL . LOUDON TN Failure Date: 08/07/2016

11 10937943 2015 JEEP GRAND CHEROKEE Power Train  
PURCHASED JEEP SEPT. 2015. RECEIVED NOTICE OF RECALL. TOOK IN AUG.2016. NEVER ANY PROBLEM UNTIL THEY UPDATED IT. SINCE THEN,IT HAS

NHTSA Consumer Complaints as of March 5, 2018

WENT INTO PARK WHEN TRYING TO BACK UP, WHEN IN N, REFUSES TO GO INTO PARK. AFTER SEVERAL ATTEMPTS, FINALLY DOES. VERY CONCERNED IT WILL DECIDE TO JUMP INTO PARK WHEN I'M ON INTERSTATE GOING 65 MPH. TOOK IT IN AGAIN AND THEY CKD IT OUT AND SAID NOTHING WRONG. I'M NOT CONVINCED, AT ALL. CALLED DEALER I LEASED IT FROM. HE SAID MAKE SURE YOU BRAKE FIRST BEFORE ENGAGING. WELL, I'VE BEEN DRIVING SINCE I WAS 16, HAVE NEVER JUST PUT INTO ANY GEAR BEFORE BRAKING. THE WHOLE SITUATION IS VERY ANNOYING AND CONCERNING . NOW WHAT? \*TR

AVON IN Failure Date: 08/06/2016

11 10893241 2015 JEEP GRAND CHEROKEE Power Train I WANTED TO LET YOU KNOW THAT THE RECALL FIX ON THE 2015 JEEP CHEROKEE FOR THE TRANSMISSION PROBLEM (DIFFICULTY GETTING THE CAR INTO PARK, GOING INTO REVERSE INSTEAD) IS STILL OCCURRING AFTER THE RECALL REPAIR BY CHRYSLER. I HAVE OWNED A 2015 JEEP CHEROKEE SUMMIT SINCE DECEMBER 2014. THERE IS A CHANGE TO THE SHIFTING MECHANISM WITH THE RECALL REPAIR, HOWEVER, PROBLEMS STILL EXIST IN GETTING THE CAR INTO PARK. I STILL HAVE TO BE EXTREMELY CAREFUL AND DOUBLE CHECK TO MAKE SURE THAT THE CAR IS IN PARK AND NOT REVERSE WHEN I ATTEMPT TO EXIT THE CAR. THE SHIFT TO PARK SHOULD BE EASY AND THE CASUAL DRIVER (RENTER/ BORROWER/ YOUNG ADULT DRIVER) OF THIS TYPE OF VEHICLE IS IN DANGER OF A LIFE THREATENING INCIDENCE IF THEY ARE NOT ADEQUATELY TRAINED ON HOW TO EFFECTIVELY PLACE THE CAR IN PARK. IT JUST DOES NOT OPERATE SAFELY AND REQUIRES TOO MUCH ATTENTION TO EXECUTE, WHAT SHOULD BE, A SIMPLE DRIVER FUNCTION. AFTER THE RECALL REPAIR, I AM STILL EXPERIENCING INCIDENCES WHERE THE CAR WILL ROLL IN REVERSE WHEN I THINK IT SHOULD BE IN PARK. PLEASE, PLEASE, PLEASE ADDRESS THIS AGAIN WITH CHRYSLER AND REQUIRE THEM TO PROVIDE A PERMANENT FIX TO THIS SEVERE AND DANGEROUS ISSUE. NICHOLASVILLE KY Failure Date: 08/04/2016

11 10889230 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS

NHTSA Consumer Complaints as of March 5, 2018

BEING PARKED, THE VEHICLE BEGAN TO ROLL FORWARD AND CRASHED INTO A BIG BOULDER AND SHRUB. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. IN ADDITION, THE VEHICLE WAS TOWED TO A TOW YARD AND BEGAN TO ROLL FORWARD OFF THE TOW TRUCK. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 9,000.

LAUREL MT Failure Date: 07/27/2016

11 10888178 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE STOPPED OR IN PARK, THE VEHICLE'S GEAR JUMPED INTO REVERSE AND ROLLED INTO THE WATER. THE CONTACT WAS ABLE TO STOP THE VEHICLE BY DEPRESSING THE BRAKE PEDAL. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS 14,000. LOAMI IL Failure Date: 07/23/2016

11 10889038 2015 JEEP GRAND CHEROKEE Power Train HAD S27 TRANSMISSION SHIFTER SOFTWARE FIX APPLIED. ASKED DEALER WHAT HAPPENS WHEN DRIVER'S DOOR IS OPENED AT CRUISING SPEED (OR DOOR CLOSED SWITCH FAILS WHILE DRIVING). WILL TRANSMISSION AUTOMATICALLY SHIFT TO PARK - DESTROYING THE TRANSMISSION AND POSSIBLY INJURING SOMEONE? WHAT SPECIFIC CONDITIONS MUST BE MET FOR TRANSMISSION TO AUTOMATICALLY SHIFT TO PARK? DEALER DOES NOT KNOW. CALLED CHRYSLER - THEY DON'T KNOW. DEALER DID NOT PROVIDE NEW USER MANUAL PAGES AS INDICATED BY THE RECALL LETTER - PERHAPS THIS INFORMATION IS IN THESE PAGES. BOCA RATON FL Failure Date: 07/22/2016

11 10887346 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THE

NHTSA Consumer Complaints as of March 5, 2018

CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. PARTS DISTRIBUTION DISCONNECT. ROCKY MOUNT VA Failure Date: 07/21/2016

11 10888565 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE DRIVING FROM A COMPLETE STOP, THE TRANSMISSION INDEPENDENTLY SHIFTED INTO THE PARK POSITION. THE VEHICLE WAS RESTARTED AND IT FUNCTIONED AS NORMAL. THE FAILURE OCCURRED ONLY AFTER THE VEHICLE WAS SERVICED UNDER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT MENTIONED THAT THE RECALL REMEDY WAS INSUFFICIENT AND SCHEDULED AN APPOINTMENT WITH THE DEALER FOR THE VEHICLE TO BE DIAGNOSED AND REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 36,200. WEST ORANGE NJ Failure Date: 07/21/2016

11 10889199 2015 JEEP GRAND CHEROKEE Power Train TWO WEEKS AGO, THE JEEP DEALER COMPLETED THE AUTOMATIC TRANSMISSION RECALL WHICH INSURES THE TRANSMISSION IS IN PARK WHEN A DRIVER DOOR IS OPENED. HOWEVER, THE PROBLEM OF KNOWING WHAT GEAR THE JEEP IS IN REMAINS.. SINCE THE RECALL WAS INSTALLED, THERE HAVE BEEN TWO INSTANCES WHERE I THOUGHT THE JEEP WAS PLACED IN ONE GEAR BUT ACTUALLY WAS IN A DIFFERENT GEAR. ONCE, I THOUGHT I HAD SHIFTED THE JEEP INTO PARK BUT IT WAS IN REVERSE. A 2ND TIME I THOUGHT I WAS IN DRIVE BUT ACTUALLY WAS IN NEUTRAL. THE SAFETY ISSUE REMAINS THAT IF A DRIVER IS MILDLY DISTRACTED AFTER THINKING HE/SHE HAS SWITCHED THE TRANSMISSION INTO PARK; BUT ACTUALLY THE TRANSMISSION IS IN REVERSE, THE JEEP COULD BACK OVER A PERSON OR HIT SOMETHING BEHIND IT. SCOTTSDALE AZ Failure Date: 07/20/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10886055 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE TECHNICIAN STATED THAT THE VEHICLE WAS NOT REPAIRED DUE TO A TECHNICAL ISSUE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. BROOKLYN NY Failure Date: 07/18/2016

11 10893561 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHENEVER THE ENGINE WAS TURNED OFF OR IF THE DOORS WERE OPEN IN ANY GEAR SELECTION EXCEPT FOR PARK, THE GEAR SHIFTER WOULD SHIFT INDEPENDENTLY INTO THE PARK POSITION. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS PREVIOUSLY REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS 8,500. OLD BRIDGE NH Failure Date: 07/18/2016

11 10884878 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. PARTS DISTRIBUTION DISCONNECT. WEST MINSTER CO Failure Date: 07/14/2016

11 10883263 2015 JEEP GRAND CHEROKEE Power Train IN ADDITION TO THE UNSAFE ELECTRONIC GEAR SHIFTER, WHICH HAS NO ACTUAL FIX, THIS CARE HAS HAD REPEATED PROBLEMS WITH STAGNATION IN SHIFTING GEARS AND IS VERY ROUGH AND UNPREDICTABLE IN ITS SHIFT PATTERN AND ENGINE RPM. WE HAD THIS CAR IN ONCE ALREADY FOR THIS

NHTSA Consumer Complaints as of March 5, 2018

ISSUE AND AFTER A "SOFTWARE" UPDATE THE SHIFTING PROBLEMS HAVE WORSENERD. VERY UNHAPPY WITH THE SAFETY IMPLICATIONS OF THIS ENTIRE TRANSMISSION AND SHIFTING SYSTEM. WEST DES

MOINES IA Failure Date: 07/07/2016

11 10883419 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING AT ANY SPEED, THE GEAR SHIFTER DOWNSHIFTED BY ITSELF WITHOUT WARNING. THE VEHICLE WAS PULLED OVER AND THE ENGINE WAS RESTARTED. THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 10,000. TOWNSEND GA Failure Date:

07/07/2016

11 10896236 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE CONTACT'S VEHICLE WAS PARKED, IT INDEPENDENTLY SWITCHED INTO REVERSE AND CRASHED INTO ANOTHER VEHICLE. THE FAILURE OCCURRED WITHOUT WARNING. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED AND NO INJURIES WERE SUSTAINED. THE VEHICLE WAS AT THE DEALER WHERE THE FAILURE OCCURRED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN), BUT HAD NOT BEEN DIAGNOSED BECAUSE THE DEALER REFUSED TO REMEDY THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 6,245. WEST HAVERSTRAW NY Failure Date: 07/07/2016

11 10882580 2015 JEEP GRAND CHEROKEE Power Train SHIFT LEVER DESIGN DOES NOT PROPERLY ALLOW SELECTION OF GEARS, I.E. PARK VS. REVERSE VS. DRIVE. HAVE EXPERIENCED SITUATIONS WHERE IMPROPER GEAR WAS SELECTED, LEADING TO UNANTICIPATED VEHICLE MOVEMENT. VEHICLE HAS BEEN INADVERTENTLY IN REVERSE, WHEN THOUGHT TO BE IN PARK, BUTTON WAS PUSHED TO STOP ENGINE, BUT KEPT ON RUNNING; STARTED TO EXIT AND VEHICLE ALMOST CRASHED INTO GARAGE DOOR. INDICATOR LIGHTS ARE NOT ALWAYS VISIBLE DUE TO STEERING WHEEL,

NHTSA Consumer Complaints as of March 5, 2018

BLOCKING VIEW OF DASH, AND/OR BRIGHT AMBIENT LIGHT. PROBLEM OF GEAR SELECTION IS ESPECIALLY CRITICAL WHEN MANEUVERING A TRAVEL TRAILER, AS THIS VEHICLE IS OCCASIONALLY USED FOR TOWING, AND HITCHING AND/OR PARKING OF TRAILER IS A BACK AND FORTH PROCESS. HAVE RECALL NOTICE (NO. 16V-240), BUT SUPPOSEDLY THE FIX IS NOT YET AVAILABLE. NEWS REPORTS INDICATE THAT SOLUTION WILL BE TO ADD AUDIBLE WARNINGS? THAT DOESN'T FIX THE PROBLEM; BETTER BE LOUD AND DISTINCTIVE, LIKE "HEY STUPID, YOU'RE NOT IN PARK!". SOLUTION SHOULD BE TO RETURN TO A TRADITIONAL MECHANICAL SHIFTER WITH DEFINITE POSITIONS FOR EACH GEAR. CURRENT ARRANGEMENT IS TOO MUCH LIKE PUSH BUTTONS OR TOUCH SCREEN. GOULDSBORO PA Failure Date: 07/04/2016

11 11041072 2015 JEEP GRAND CHEROKEE Power Train THE AUTOMATIC TRANSMISSION DOWNSHIFTS HARSHLY WITH A BANG. UP SHIFTS ARE ALSO HARSH AT TIMES. TRANSMISSION SOFTWARE HAS BEEN UPDATED TWICE BUT THE ISSUE CONTINUED. RECENTLY THE TRANSMISSION VALVE BODY WAS REPLACE AND THE ISSUE HAS GOTTEN MUCH WORSE. MY JEEP IS CURRENTLY BACK AT THE DEALERSHIP. EDGEWATER NJ

Failure Date: 07/01/2016

11 10884793 2015 JEEP GRAND CHEROKEE Power Train I BACKED UP TO A PARKING STALL AND SHIFTED TRANSMISSION IN WHAT I THOUGHT WAS PARK. BUT THE TRANSMISSION WAS STILL IN REVERSE. WHEN I WAS EXITING THE CAR, IT STARTED TO MOVE BACKWARDS. I HIT THE BRAKE PEDAL, BUT THE CAR HIT A POST. THERE WAS SOME DAMAGE TO THE REAR BUMPER. CARPENTERSVILLE IL Failure Date: 06/30/2016

11 10894308 2015 JEEP GRAND CHEROKEE Power Train WHILE DRIVING, THE GEAR SHIFT CONTROL MECHANISM WILL SHIFT INTO NEUTRAL WHEN INADVERTENTLY BUMPED. THIS HAS OCCURRED ON A FEW OCCASIONS WHILE I WAS REACHING ACROSS TO THE GLOVE COMPARTMENT, PASSENGER SEAT, RADIO, OR PHONE CHARGER CONSOLE AREA. ALL OF THESE AREAS ARE NEAR, OR IN LINE WITH, THE GEAR SHIFT CONTROL WHICH IS LOCATED IN

NHTSA Consumer Complaints as of March 5, 2018

THE MIDDLE OF THE CAR BELOW THE ARM REST ON THE DRIVER'S RIGHT HAND SIDE. TWICE THIS HAS OCCURRED ON THE HIGHWAY WHEN I WAS REACHING FOR CHANGE FOR A TOLL. PER THE DESIGN (ACCORDING TO MY DEALER'S CUSTOMER SERVICE REPRESENTATIVE), THE GEAR SHIFT BUTTON DOESN'T REQUIRE IT TO BE PUSHED IN WHEN SHIFTING FROM DRIVE TO NEUTRAL. SO, WHEN/IF I LIGHTLY BUMP IT (AS I HAVE WITHOUT REALIZING IT), IT WILL SIMPLY & QUIETLY SHIFT FROM DRIVE INTO NEUTRAL. IT IS A DESIGN FLAW THAT IS VERY DANGEROUS. THE BUTTON ON THE GEAR SHIFT LEVER SHOULD REQUIRE THE DRIVER TO PRESS IT FOR ANY SHIFT CHANGES. THE CUSTOMER SERVICE AGENT AT THE DEALERSHIP TOLD ME ALL THE JEEP GEAR SHIFTS WERE DESIGNED THIS WAY. I ASKED HIM IF I SHOULD FILE A COMPLAINT WITH JEEP CHRYSLER AND HE TOLD ME IF I WANTED TO I COULD BUT ... THEN HE JUST SHRUGGED HIS SHOULDERS. SO, RATHER THAN TAKING THE CHANCE OF BEING IGNORED I FELT IT WAS IMPORTANT FILE A COMPLAINT WITH THE NHTSA BEFORE SOMEONE GETS INJURED OR KILLED. NEWPORT NH Failure Date: 06/30/2016

11 10881396 2015 JEEP GRAND CHEROKEE Power Train THE DESIGN OF THE AUTOMATIC TRANSMISSION GEAR SHIFTER CAN LEAD TO INCORRECT GEAR SELECTION. MANY TIMES I HAVE SWITCHED FROM D TO R ONLY TO BE STUCK IN NEUTRAL OR GONE ALL THE WAY TO P. VICE VERSA, ON SWITCHING FROM P TO D THE CAR MAY GO TO N BECAUSE THE JOYSTICK WAS NOT HELD QUITE LONG ENOUGH. THE "NOTCHES" THAT INDICATE THE GEAR SELECTION VIA TACTILE FEEDBACK TO THE DRIVER ARE VERY SUBTLE AND CAN BE EASILY MISINTERPRETED OR MISCOUNTED. HOUSTON TX Failure Date: 06/28/2016

11 10881638 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN IN FOR RECALL REPAIRS ASSOCIATED WITH NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE SAFETY REMEDY WAS NOT COMPLETED. THE CONTACT WAS INFORMED BY THE DEALER THAT THE COMPONENT FOR THE RECALL WAS NOT GOING TO BE



NHTSA Consumer Complaints as of March 5, 2018

REPAIRED, AND THEY WOULD REPAIR THE VEHICLE TO DISABLE STARTING IF THERE WERE ANY DOORS AJAR. THE CONTACT DID NOT FEEL SAFE DRIVING THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND NO FURTHER REPAIRS WERE MADE. THE FAILURE MILEAGE WAS 21,434.

ALEXANDRIA VA Failure Date: 06/28/2016

11 10875874 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. AT TIMES, WHEN THE GEAR SHIFT WAS PLACED IN PARK, THE VEHICLE REVERSED WITHOUT WARNING. IN ORDER TO STOP THE VEHICLE, THE BRAKE PEDAL HAD TO BE DEPRESSED AND THE VEHICLE PLACED IN PARK OR EVEN TURNED OFF COMPLETELY. THE FAILURE RECURRED. THE FAILURE MILEAGE WAS 30,000. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. PARTS DISTRIBUTION DISCONNECT.

NOVI MI Failure Date: 06/22/2016

11 10887444 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. WHILE THE VEHICLE WAS PARKED, THE CONTACT BELIEVED THAT THE VEHICLE ACCELERATED FORWARD WITHOUT WARNING. THE CONTACT LOST CONSCIOUSNESS TEMPORARILY. WHEN THE CONTACT REGAINED CONSCIOUSNESS, HE WAS OUTSIDE THE VEHICLE AND HIS LEFT FOOT WAS UNDER THE FRONT DRIVER SIDE TIRE. THE CONTACT WAS UNSURE OF THE EVENTS THAT OCCURRED. THE CONTACT RECEIVED INJURIES TO THE RIBS, LEG, FOOT, ANKLE, AND KNEE, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT REPAIRED. THE

NHTSA Consumer Complaints as of March 5, 2018

APPROXIMATE FAILURE MILEAGE WAS 900. PARTS DISTRIBUTION DISCONNECT.  
UPDATED 09/22/16\*LJ                      DES PLAINES              IL              Failure Date: 06/22/2016

11      10875663      2015      JEEP GRAND CHEROKEE              Power Train      I HAVE A  
2015 GRAN CHEROKEE WHILE PARKED IN MY GARAGE THE JEEP ROLLED  
FORWARD HITTING THE GARAGE DOORS , CALLED CHYSLER WAS TOLD THERE  
IS A RECALL BUT I'M NOT DOING IT RIGHT ? I ASKED , WHAT PLACING THE CAR  
IN PARK? OR BUYING A CAR THAT IS A SAFETY HAZARD !!!, WE SHOULD HAVE  
BEEN WARNED THIS CAR WAS GOING TO KILL SOMEONE.!!!!  
            LOWELL      MA      Failure Date: 06/21/2016

11      10971369      2015      JEEP GRAND CHEROKEE              Power Train      NTSB:2015  
JEEP GRAND CHEROKEE OVERLAND ECODIESEL RECALL. RECAL STATED  
PROBLEMS WITH THE SHIFT LEVER . \*BF                      CROCKETT CA      Failure Date:  
06/21/2016

11      10875341      2015      JEEP GRAND CHEROKEE              Power Train      EVERY  
TIME I DRIVE THE VEHICLE I HAVE PROBLEMS PROPERLY SHIFTING INTO THE  
CORRECT GEAR, ESPECIALLY REVERSE AND PARK. SOMETIMES THE SHIFTER  
DOESN'T MOVE AT ALL, SOMETIMES IT SHIFTS TOO FAR. THIS PROBLEM IS  
WELL KNOWN BY JEEP AND THEY HAVE DONE NOTHING EXCEPT RECOGNIZE  
THERE IS A PROBLEM AND SUGGEST I USE MY PARKING BRAKE AND OTHER  
UNNECESSARY PROCEDURES IN ORDER TO ENSURE I DON'T LEAVE THE  
VEHICLE WHEN IT IS NOT IN PARK AND KILL MYSELF LIKE ANTON YELCHIN DID.  
I DEMAND AN IMMEDIATE REFUND OF THE PURCHASE PRICE INCLUDING THE  
COST OF TAXES AND WARRANTY UPGRADES AND INTERIOR/EXTERIOR  
PROTECTION PACKAGES PURCHASED FOR THIS VEHICLE. IT IS ABSURDLY  
DIFFICULT TO OPERATE AND UNSAFE. I AM DRIVING CHILDREN AROUND IN A  
DEFECTIVE VEHICLE THAT IS KILLING PEOPLE.                      LA GRANGE IL  
            Failure Date: 06/20/2016

11      10881442      2015      JEEP GRAND CHEROKEE              Power Train      TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHEN THE CONTACT  
PARKED AND EXITED THE VEHICLE, IT ROLLED FORWARD OVER THE

NHTSA Consumer Complaints as of March 5, 2018

CONTACT'S LEFT FOOT. THE CONTACT WAS DRIVEN TO THE HOSPITAL WITH A FRACTURED FOOT AND STAYED THERE OVERNIGHT. THE CONTACT RECEIVED A RECALL NOTICE REGARDING THE SHIFTER NOT ENGAGING IN GEAR AND TO BE CAREFUL WHILE PARKING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE NHTSA CAMPAIGN NUMBER WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 6,200. FT  
KENT ME Failure Date: 06/18/2016

11 10881724 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IN PARK, IT BEGAN TO REVERSE WITHOUT WARNING. THE FAILURE RECURRED. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE APPROXIMATE FAILURE MILEAGE WAS 523. HUNTINGTON BEACH CA Failure Date: 06/17/2016

11 10877084 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE GEAR SHIFT BUTTON FAILED TO PLACE THE VEHICLE COMPLETELY INTO THE PARK POSITION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN), BUT THE PART WAS UNAVAILABLE FOR A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. EL DORADO HILLS CA Failure Date: 06/15/2016

11 10881528 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 10 MPH, THE VEHICLE SHIFTED INTO A LOWER GEAR INDEPENDENTLY. THE FAILURE WAS INTERMITTENT. THE VEHICLE WAS TAKEN TO BE DIAGNOSED, BUT WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE

NHTSA Consumer Complaints as of March 5, 2018

APPROXIMATE FAILURE MILEAGE WAS 13,600. UPDATED 09/22/16\*LJ

GILBERT AZ Failure Date: 06/15/2016

11 10895762 2015 JEEP GRAND CHEROKEE Power Train I  
CURRENTLY LEASE A 2015 JEEP GRAND CHEROKEE LTD. WHILE DRIVING AT 65MPH THE CAR DOWNSHIFTED WITHOUT ANY INPUT FROM DRIVER NEARLY CAUSING A COLLISION. IN A SEPARATE INCIDENT, CAR TRAVELING ABOUT 65MPH CAR UPSHIFTED INDEPENDENTLY WHILE IN DRIVE GEAR. CAR FINALLY STOPPED SAFELY, RESTARTED AND WAS NORMAL. ANOTHER INCIDENT, CAR HAD BEEN PARKED WITH ENGINE OFF FOR MORE THAN 20 MINUTES IN PARKING PLACE. VEHICLE PUT INTO REVERSE, SHOWING ON INSTRUMENT PANEL, GEAR SHIFT, AND BACKUP REMOTE CAMERA. WHEN ACCELERATOR PRESSED WHILE IN REVERSE, VEHICLE SHOT FORWARD NEARLY HITTING BRICK WALL. VEHICLE SHIFTING IS SLOW TO REACT WHEN STOPPED AND THEN PUT IN REVERSE AND THEN DRIVE WHEN PARKING, MERGING INTO TRAFFIC, ETC. RECALL 16V240000 WAS INSTALLED IMMEDIATELY UPON COMPLAINT TO DEALER. VEHICLE STILL SHIFTS ROUGHLY WHILE IN MOTION. CONTACTED CHRYSLER AND DEALER ABOUT DANGEROUS CONDITIONS TO NO AVAIL. DEALER CANNOT HELP WITHOUT APPROVAL OF CHRYSLER CAPITAL :LEASING TO CHANGE OUT VEHICLE! I COULD NOT LIVE WITH MYSELF IF VEHICLE SHOULD ACT ON ITS OWN AND KILL OR HURT SOMEONE ELSE! I HAVE NEVER HAD AN ACCIDENT IN MORE THAN 50 YEARS OF DRIVING AND HAVE DRIVEN AND OWNED MORE THAN 10 DIFFERENT MAKES OF VEHICLES, INCLUDING 5 JEEP GRAND CHEROKEES. JEEP'S BRAND HAS BEEN DAMAGED IRREPARABLY WHEN A VEHICLE'S MANUFACTURER REFUSES TO TAKE A DANGEROUS VEHICLE OFF THE ROAD AFTER MULTIPLE RECALLS FOR THE SAME MODEL AND OTHERS IN ITS MODEL LINE! IT IS ALSO NOTED THAT THE FIRST 11 DIGITS OF THE VIN (WITH SIMILAR PROBLEMS ARE WITHIN ONE NUMBER OF NINE), APPEARS ON THIS WEBSITE! WHEN FIRST SPEAKING WITH FCA EMPLOYEES, THE ONUS WAS PUT ON THE OPERATOR, NOT THE VEHICLE! FCA NEEDS TO BE ACCOUNTABLE FOR THEIR OWN PRODUCTS! FCA REFUSED ADDITIONAL HELP BECAUSE VEHICLE WASN'T TAKEN TO DEALER ENOUGH TIMES! ISSUES DO NOT SHOW ON DIAGNOSTICS. VEHICLE MILEAGE

NHTSA Consumer Complaints as of March 5, 2018

APPROX. 3600 AT TIME OF INCIDENTS. VERNON CT Failure Date:  
06/15/2016

11 10876715 2015 JEEP GRAND CHEROKEE Power Train I ALSO HAD PROBLEMS WITH THE MONOSTABLE ELECTRONIC (E-SHIFT) GEARSHIFT. AS I CAME TO A STOP TO GET MY MAIL, I SHIFTED MY GEARSHIFT TO PARK. HOWEVER IT JUMPED BACK TO REVERSE, AND AS I OPENED THE DOOR AND STEPPED OUT, IT WAS ALREADY ROLLING BACKWARDS ONTO THE STREET. THE DOOR SLAMMED ME DOWN AND THE FRONT LEFT TIRE ROLLED OVER MY KNEES CAUSING A DISLOCATED SHOULDER AND SOME KNEE ABRASIONS. MY NIECE AND DAUGHTER WERE IN THE CAR AS IT ROLLED AWAY ONTO THE STREET. THANKFULLY THERE WERE NO CARS ON THE STREET, BUT MY DAUGHTER HAD TO JUMP INTO THE DRIVER SEAT TO STOP THE CAR. MY NEIGHBOR CALLED 911 AND THE AMBULANCE, PARAMEDICS, FIREFIGHTERS, AND POLICE CAME. I WAS SENT TO THE ER BECAUSE OF THESE INJURIES. I ALSO HAVE ALL OF THIS CAPTURED THROUGH MY DASHBOARD CAMERA AND HAVE A POLICE REPORT. I WAS WELL AWARE OF THE RECALL NOTICE I RECEIVED IN THE MAIL, BUT BECAUSE THE DESIGN OF THIS GEARSHIFT, IT IS INEVITABLE THAT MORE AND MORE INJURIES ARE OCCURRING. JUST ONE WEEK LATER WHEN THIS INCIDENT OCCURRED, ANTON YELCHIN DIED BECAUSE OF THIS DEFECT. THERE NEEDS TO BE A LAWSUIT AND PROPER COMPENSATION FOR THESE INJURIES. BALDWIN PARK CA Failure Date:  
06/13/2016

11 10897115 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT HAD NOT EXPERIENCED ANY FAILURES BEFORE THE DEALER COMPLETED A SOFTWARE UPDATE PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). WHILE THE VEHICLE WAS PARKED, THE GEAR SHIFTED OUT OF POSITION. THE VEHICLE LUNGED FORWARD AT A HIGH RATE OF SPEED AND CRASHED INTO A WOODEN STRUCTURE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE CONTACT WAS ABLE TO RE-ENTER THE VEHICLE TO ENSURE THE VEHICLE WAS PLACED IN PARK. THE DEALER WAS UNABLE TO REPLICATE

NHTSA Consumer Complaints as of March 5, 2018

AND DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED, BUT THE STRUCTURAL DAMAGES WERE TO BE ADDRESSED BY THE INSURANCE COMPANY. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT WAS UNABLE TO DETERMINE WHEN THE FAILURE WOULD RECUR. THE MANUFACTURER PROVIDED NO SOLUTION. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS NOT AVAILABLE. UPDATED 11/17/16\*LJ            COSHOCTON            OH            Failure Date: 06/13/2016

11    10872522    2015 JEEP GRAND CHEROKEE            Power Train VEHICLE WAS PUT IN PARK. I EXITED THE CAR. WIFE WAS SITTING IN CAR IN PASSENGER SEAT. CAR WAS NOT MOVING. WIFE EXITED CAR TO RETRIEVE ITEM FROM HOUSE. RETURNED TO FIND VEHICLE DOWN THE HILL AND IN THE WOODS.            WAVERLY HALL            GA            Failure Date: 06/04/2016

11    10874342    2015 JEEP GRAND CHEROKEE            Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE SHIFTING TO THE PARK POSITION, THE VEHICLE FAILED TO STOP AND CRASHED INTO A GARAGE DOOR. THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE.            MASSAPEQUA            NY            Failure Date: 06/04/2016

11    10872465    2015 JEEP GRAND CHEROKEE            Power Train THE VEHICLE LOCKED WHEN I WAS STOPPED IN TRAFFIC IN THE HIGHWAY, RENDERING THE VEHICLE DISABLED IN TRAFFIC WHILE IN DRIVE. I PRESSED ON THE GAS PEDAL BUT DID NOT MOVE. I HIT MY EMERGENCY LIGHTS PLACED THE CAR IN PARK AND THEN SHIFTED BACK TO DRIVE BUT GOT NO MOVEMENT. I THEN TURNED OFF THE VEHICLE AND RESTARTED THE VEHICLE AND WAS ABLE TO MOVE OFF THE HIGHWAY AND TOOK THE SURFACE STREETS TO GET HOME. I SAW ON THIS "SITE" THERE IS A RECALL FOR 2016 MODELS WHICH IS RECALL S28.            LOS ANGELES            CA            Failure Date: 06/03/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10877057 2015 JEEP GRAND CHEROKEE Power Train WHEN PLACING THE CAR INTO PARK, THOUGHT IT HAD GONE INTO PARK WHEN IN FACT THE CAR WAS IN NEUTRAL. AS I WENT TO LEAVE THE CAR, IT STARTED TO ROLL A BIT. LUCKILY, I WAS ABLE TO JUMP BACK IN THE SEAT AND STOP THE CAR. THE DISPLAY LIGHT ON THE SHIFTER, DEPENDING ON THE LIGHT IS DIFFICULT TO SEE AS WELL AS THE SHIFTER ITSELF BEING HARD TO TELL WHAT GEAR YOU ARE IN BECAUSE OF ITS POSITION. THIS IS A MAJOR SAFETY ISSUE. I AM SOON TO HAVE A BABY AND I AM VERY CONCERNED ABOUT THIS AND WANT TO TURN THIS CAR BACK IN BEFORE SOMETHING SERIOUS HAPPENS! CHRYSLER NEEDS TO LET FOLKS TURN CARS BACK IN AND WALK AWAY BEFORE MORE INJURIES OCCUR. I DO NOT WANT TO CONTINUE MY LEASE ON THIS CAR. I MAKE MY PAYMENTS EVERY MONTH ON A CAR I THOUGHT WAS SAFE AND THIS ONE SURELY IS NOT! NEWARK DE Failure Date: 06/03/2016

11 10876900 2015 JEEP GRAND CHEROKEE Power Train AUTOMATIC TRANSMISSION GEAR SELECTOR IS CONFUSING AND SLOW. SEVERAL TIMES WHEN MAKING A "K" U TURN WHICH REQUIRES QUICKLY SELECTING AND SHIFTING BETWEEN DRIVE AND REVERSE, I WAS MISTAKENLY IN NEUTRAL AND THE TIME DELAY CAUSED MY CAR TO BE SITTING IN TRAFFIC FOR TOO LONG A PERIOD WHILE I FUSSED WITH THE SHIFTER TO GET THE CAR INTO THE PROPER GEAR IN ORDER TO MOVE. CARS WERE FAST APPROACHING BUT NARROWLY AVOIDED A COLLISION. EDISON NJ Failure Date: 06/02/2016

11 10884034 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY, IT ROLLED BACKWARDS. THE FAILURE RECURRED TWICE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) AND STATED THAT THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE

NHTSA Consumer Complaints as of March 5, 2018

RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 6,290. PARTS DISTRIBUTION DISCONNECT. STATEN ISLAND NY Failure Date: 06/01/2016

11 10915695 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER SWITCHING TO THE PARK POSITION, THE VEHICLE SUDDENLY MOVED OR ROLLED BACKWARDS. ALSO, WHILE DRIVING AT VARIOUS SPEEDS, THE TRANSMISSION WOULD SWITCH OUT OF GEAR AND WOULD NOT ACCELERATE. THE VEHICLE ALSO EXPERIENCED A CLUNKING NOISE WHEN SWITCHING FROM SECOND, THIRD, AND FOURTH GEARS. THE VEHICLE WAS TAKEN TO THE DEALER AND THE VALVE BODY WAS REPLACED. AFTER REPLACING THE VALVE BODY, A CLUNKING NOISE AND JERKING WERE PRESENT WHEN DOWNSHIFTING. WHILE ACCELERATING UP A HILL, THE VEHICLE WOULD VIBRATE WHEN SHIFTING GEARS. IN 2013, THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 16V24000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 5,000. HERSHEY PA  
Failure Date: 06/01/2016

11 10872786 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE ELECTRONIC SHIFTER WAS IN PARK, THE VEHICLE INDEPENDENTLY MOVED BACKWARDS AND STRUCK ANOTHER VEHICLE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO THE MECHANIC WHO STATED THAT THE REAR PASSENGER SIDE BUMPER WAS DAMAGED AND NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 15,823. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.  
GRESHAM OR Failure Date: 05/28/2016

11 10871655 2015 JEEP GRAND CHEROKEE Power Train THE TRANSMISSION SEEMS TO SLIP WHEN I COME TO A STOP AND THEN TRY TO ACCELERATE AT INTERSECTIONS. I'LL DEPRESS THE GAS, NOTHING HAPPENS,



NHTSA Consumer Complaints as of March 5, 2018

AND THEN SUDDENLY IT JERKS FORWARD. IT DOES IT ALL THE TIME, BUT WORSE WHEN THE VEHICLE IS COLD/HADN'T BEEN DRIVEN. THE TRANSMISSION SEEMS TO CONSTANTLY STRUGGLE TO KNOW WHICH GEAR TO BE IN, ESPECIALLY AT LOWER SPEEDS AND ESPECIALLY BETWEEN GEARS 1 AND 2, AND STOPPING AND STARTING FROM INTERSECTIONS. THERE IS SUCH A DELAY WHILE THE TRANSMISSION TRIES TO DECIDE WHAT GEAR TO BE IN TO ACCELERATE AWAY FROM AN INTERSECTION STOP, THAT I'LL OFTEN HAVE PEOPLE STEAL MY TURN AT THE INTERSECTION BECAUSE THEY DON'T THINK I AM GOING TO TAKE MY TURN. I'M WAITING FOR THE TRANSMISSION TO LURCH AND HAVE SOMEONE PULL OUT IN FRONT OF ME AND HIT THEM OR BE HIT. THIS IS SUCH A DANGEROUS VEHICLE. I WILL BE HAVING THE DEALERSHIP LOOK AT IT THIS WEEK, BUT HAVE HEARD MULTIPLE REPORTS ONLINE THAT THE SOFTWARE "FIX" BEING APPLIED TO THE TRANSMISSIONS DOES NOT REMEDY THE SITUATION. THIS IS THE MOST DIFFICULT TO DRIVE AUTOMATIC TRANSMISSION I HAVE EVER EXPERIENCED IN LOW SPEED SITUATIONS. CHUGS AND LURCHES IN PARKING LOTS WHEN TAKING FOOT OFF GAS TO COAST. HAVE NEVER EXPERIENCED SUCH A HORRIBLE AND DANGEROUS TRANSMISSION. SHOREVIEW MN Failure Date: 05/26/2016

11 10871391 2015 JEEP GRAND CHEROKEE Power Train R ROLLED INTO TREE, DRIVERS DOOR WAS JAMMED. WALKED TO HOUSE GOT KEYS AND HUSBAND WHO CLIMBED OVER THE CONSOLE AND BACKED THE CAR OUT FROM BETWEEN TWO TREES DROVE TO OUR HOUSE. THE CAR WAS ORIGINALLY IN PARK STANDING STILL I WAS NOT IN THE CAR WHEN THIS HAPPENED, HOME IS LOCATED ON A RURAL ROAD. THE DAMAGE WAS EXTENSIVE. HARVARD IL Failure Date: 05/25/2016

11 10875247 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNED A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IN THE PARK POSITION, IT VOLUNTARILY SHIFTED INTO REVERSE AND ROLLED INTO A LAKE. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOTIFIED OF THE

NHTSA Consumer Complaints as of March 5, 2018

FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. EAST ST  
LOUIS IL Failure Date: 05/25/2016

11 10887565 2015 JEEP GRAND CHEROKEE Power Train THE  
PROBLEM IS WITH THE TRANSMISSION ELECTRONIC SHIFT LEVER ON THE  
JEEP GRAND CHEROKEE 2015. CHRYSLER JEEP KNOW ABOUT THE PROBLEM  
AND THERE IS A RECALL. THIS IS THE SAME VEHICLE THAT RECENTLY MADE  
WORLD PRESS WHEN THE 2015 JEEP ROLLED BACK AND KILLED THE FAMOUS  
MOVIE ACTOR IN CALIFORNIA. ON TWO SEPARATE TIMES, WHEN WE PUT THE  
CAR INTO PARK, THE SHIFTER SLIPS OUT OF PARK AND GOES INTO NEUTRAL  
AND ROLLS. DURING ONE OF THE OCCASIONS THE JEEP CAME OUT OF PARK  
AND ROLLED AND HIT OUR GARAGE. THERE WAS NO MAJOR DAMAGE AND  
FORTUNATELY NO ONE WAS INJURED OR KILLED, BUT IT DID CRACK THE  
BUMPER AND PUSHED IT UP. AND ALTHOUGH JEEP STATED IN THEIR RECALL  
NOTICE THAT THEY INTEND TO REPAIR THE VEHICLE FREE OF CHARGE, THEY  
HAVE REFUSED TO ASSUME ANY RESPONSIBILITY FOR THE ACCIDENT AND  
YET THEY HAVE CONTACTED ME A NUMBER OF TIMES TO MAKE SURE I TAKE  
MY VEHICLE IN TO GET THE RECALL REPAIRED. FIAT CHRYSLER  
AUTOMOBILES HAS BEEN INCOMPETENT AND UNETHICAL IN HANDLING THIS  
PROBLEM. IN MY OPINION, FCA IS MORE CONCERNED WITH COVERING UP  
THE PROBLEM AND THE ACCIDENTS THAT HAVE OCCURRED THEN TAKING  
RESPONSIBILITY FOR THEIR FAULTY PARTS AND CONSTRUCTION. STEVENS  
POINT WI Failure Date: 05/25/2016

11 10917385 2015 JEEP GRAND CHEROKEE Power Train MAY 2016  
OUR JEEP GC ROLLED DOWN THE DRIVEWAY AND SMASHED INTO OUR  
GARAGE. MY WIFE SWEARS SHE PUT IT IN PARK TO EXIT THE VEHICLE AT THE  
TOP OF THE DRIVEWAY BUT IT DIDN'T GO INTO PARK. SHE TRIED TO GET IN TO  
STOP IT AND WAS ALMOST PULLED UNDER THE JEEP AS IT ROLLED. NEIGHBOR  
SCREAMED TO HER TO LET IT GO AND SHE DID BEFORE SHE GOT HURT.  
CALLED THE POLICE, NOTIFIED MY INSURANCE AGENT AND MY JEEP DEALER'  
WHO IS A GOOD FRIEND. JEEP DEALER INFORMED ME OF A RECALL THAT WAS  
JUST ISSUED FOR THE ELECTRONIC SHIFTER NOT GOING INTO PARK. (S27)

NHTSA Consumer Complaints as of March 5, 2018

YOUR 16V240000. I NOTIFIED FCA AND ASKED WHY I WAS NOT NOTIFIED OF THE RECALL. TOOK THREE WEEKS TO GET A COPY OF RECALL. THE RECALL SAYS" YOUR VEHICLE MAY ROLL AWAY IF THE ENGINE IS RUNNING, THE PARKING BRAKE IS NOT ENGAGED AND THE VEHICLE IS NOT IN THE PARK POSITION BEFORE EXITING. DRIVERS MAY INADVERTENTLY FAIL TO ACHIEVE THE PARK POSITION BEFORE EXITING THE VEHICLE.THE ELECTRONIC SHIFT LEVER IN YOUR VEHICLE DOES NOT MOVE LIKE A CONVENTIONAL SHIFTER." I HAD THE JEEP REPAIRED AND THE DAMAGE TO OUR HOUSE GARAGE. HAD THE RECALL PREFORMED ON THE JEEP. THEY JUST FLASHED THE COMPUTER SO IF THE DOOR IS NOW OPEN THE TRANSMISSION AUTOMATICALLY GOES TO PARK. THE RECALL SAYS "FCA WILL REPAIR THE VEHICLE FREE OF CHARGE BUT A PERMANENT REMEDY IS UNDER DEVELOPMENT. IF YOU HAVE ALREADY EXPERIENCED THIS CONDITION AND HAVE PAID TO HAVE IT REPAIRED FCA WILL REIMBURSE YOU." I KNOW THE \$1000 DEDUCTIBLE WE PAID TO OUR INSURANCE COMPANY TO HAVE THE JEEP REPAIRED WASN'T A REPAIR TO THE SHIFTER BUT THERE WASN'T ANYTHING BROKEN WITH IT. IT WAS JUST NOT PROPERLY PROGRAMMED FROM FCA IN THE BEGINNING. I AM TRYING TO GET OUR \$1000 DEDUCTIBLE REFUNDED. IF FCA DIDN'T HAVE A PROBLEM, WHY WERE THE JEEPS RECALLED AND REPROGRAMMED. THIS COULD HAVE BEEN A CATASTROPHIC ACCIDENT IF SOMEONE WAS KILLED. WE HAVE OWNED 16 JEEPS SINCE 1981. I HAVE ALL MY RECORDS AND COMMUNICATION. WHEELING WV Failure Date: 05/23/2016

11 10870571 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED ON AN INCLINE, THE CONTACT STARTED THE VEHICLE AND IT ROLLED BACKWARDS IN REVERSE. THE CONTACT'S VEHICLE CRASHED INTO A PARKED VEHICLE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE

NHTSA Consumer Complaints as of March 5, 2018

FAILURE MILEAGE WAS 11,000. WESTLAKE VILLAGE CA Failure Date:  
05/22/2016

11 10871852 2015 JEEP GRAND CHEROKEE Power Train VEHICLE  
WAS STATIONARY, IN PARK WITH ENGINE IDLING. STANDING OUTSIDE OF  
VEHICLE, I OPENED DOOR TO REACH IN TO TURN IGNITION OFF. AS SOON AS I  
HIT IGNITION, CAR ACCELERATED FORWARD DRAGGING ME ABOUT 10 YARDS.  
I WAS NOT IN VEHICLE AND HELD ON TO STEERING WHEEL AND OPEN DOOR  
TO KEEP FROM GETTING RUN OVER. IT COLLIDED WITH VEHICLE PARKED IN  
FRONT OF ME, LUCKILY IN AN EMPTY PARKING LOT AND NO ONE WAS INJURED.  
THERE IS SURVEILLANCE CAMERA ON SITE AND THIS INCIDENT WAS  
CAPTURED ON VIDEO. WITNESSES WERE PRESENT AND CO-WORKERS  
VIEWING IT WERE FRIGHTENED BY IT...CAR SEEMED TO HAVE A MIND OF ITS  
OWN. HAVERHILL MA Failure Date: 05/20/2016

11 10875634 2015 JEEP GRAND CHEROKEE Power Train ON FRIDAY  
MAY 20, 2016 I STOPPED AT THE SHELL GAS STATION TO GET A CUP OF  
COFFEE. I PLACED THE VEHICLE IN PARK (ENGINE RUNNING) AND EXITED THE  
VEHICLE. AS I WALKED TO THE STORE, OUT OF THE CORNER OF MY EYE I SAW  
MY GRAND CHEROKEE BACKING UP ACROSS THE LOT. I RAN TO THE VEHICLE,  
OPENED THE DRIVERS DOOR AND TRIED TO STEP ON THE BRAKE (FROM  
OUTSIDE THE VEHICLE), BUT THE DRIVERS DOOR KNOCKED ME DOWN,  
RUNNING OVER MY LEFT ANKLE. IN THE FALL, I BROKE THE LITTLE FINGER ON  
MY LEFT HAND. ANOTHER GAS STATION PATRON WAS ABLE TO JUMP IN MY  
JEEP AND APPLY THE BRAKES AS I LAY WRITHING ON THE GROUND. THE  
NEXT DAY MY ANKLE WAS QUITE SWOLLEN AND BLACK AND BLUE, SO I WENT  
TO THE URGENT CARE. X-RAYS SHOWED NO BROKEN BONES IN MY FOOT,  
BUT REVEALED MY BROKEN LITTLE FINGER. THE VEHICLE NEVER HIT  
ANYTHING. I THOUGHT I MUST HAVE FORGOTTEN TO PUT THE VEHICLE IN  
PARK THROUGH MY ERROR (I KNEW I HAD PUT THE VEHICLE IN PARK), BUT  
RECENT EVENTS AND DEATHS CONCERNING THIS ISSUE WITH THE JEEP  
GRAND CHEROKEE HAS MADE ME REALIZE THAT T HERE IS AN ISSUE WITH  
THE SHIFTER. MOORPARK CA Failure Date: 05/20/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10874338 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNED A 2015 JEEP GRAND CHEROKEE. WHILE PARKED IN A PARKING LOT, THE CONTACT'S VEHICLE ROLLED AWAY AND ANOTHER VEHICLE CRASHED INTO THE REAR OF THE CONTACT'S VEHICLE. THE VEHICLE WAS DESTROYED AND TOWED TO AN UNDISCLOSED LOCATION. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS APPROXIMATELY 6,000. UPDATED 08/30/16\*LJ OLIVE HILL KY

Failure Date: 05/19/2016

11 10865480 2015 JEEP GRAND CHEROKEE Power Train RECALL 16V-240: LAST NIGHT, I RECEIVED A CALL WHILE IN THE GROCERY STORE THAT MY CAR HAD BEEN INVOLVED IN AN ACCIDENT. WHEN I WENT OUTSIDE, MY CAR HAD RUN INTO THE CAR FRONT OF ME IN THE PARKING LOT. THE CAR WAS RUNNING, THE DOORS WERE LOCKED AND THE ENGINE WAS IN GEAR. THERE APPEAR TO BE SEVERAL FAILURES HERE. FIRST, THE GEAR SHIFTER DOES NOT MOVE INTO A GEAR, BUT INSTEAD SEEMS TO OPERATE AS A TOGGLE SWITCH. SO YOU NEVER KNOW FOR SURE IF YOU ARE IN OUT OF GEAR LIKE YOU DO IN EVERY OTHER AUTOMATIC TRANSMISSION CAR I'VE EVER OWNED. SECOND, WHEN I PUSHED THE ON/OFF BUTTON, THE CAR APPARENTLY REMAINED ON. SHOULDN'T I HAVE AT LEAST BEEN ALERTED THAT I HAD ATTEMPTED TO TURN OFF THE CAR WHILE IN GEAR. THIRD, I OPENED THE DOOR WITH THE CAR IN GEAR. SHOULDN'T I HAVE BEEN ALERTED AGAIN. FOURTH, I USED THE FOB TO LOCK THE CAR AND THEN WALKED AWAY WITH THE ROC, ALL WHILE IT WAS RUNNING AND IN GEAR. AGAIN, SHOULDN'T I HAVE BEEN ALERTED. I'M SURE THERE WERE SOME ELECTRONIC BEEPS WHEN I DID SOME OF THESE THINGS, BUT THAT'S CLEARLY NOT ENOUGH. MY WIFE'S CAR HAS THE HORN HONK WHEN YOU LEAVE THE CAR WITH THE FOB AND THE ENGINE IS JUST RUNNING. I THINK I SHOULD HAVE RECEIVED MUCH MORE ATTENTION-GRABBING WARNINGS THAN ANY I MAY HAVE RECEIVED GIVEN THE DANGER POSED BY MY CAR STILL RUNNING AND IN GEAR. GLENVIEW IL Failure Date: 05/16/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10875772 2015 JEEP GRAND CHEROKEE Power Train THIS SAFETY COMPLAINT IS RELATED TO THE MONOSTABLE GEAR SHIFTER ON MY 2015 JEEP GRAND CHEROKEE. I HAD A MINOR ACCIDENT A COUPLE MONTHS AGO THAT I INITIALLY ATTRIBUTED TO MY OWN ERROR, ALTHOUGH I HAD A HARD TIME BELIEVING I JUST GOT OUT OF THE CAR WITH IT STILL IN GEAR. WHEN I SAW THE NATIONAL NEWS COVERAGE AFTER THE TRAGIC DEATH OF ACTOR A. YELCHIN AND THE SAFETY RECALL, I QUICKLY REALIZED THAT MY INCIDENT MAY HAVE BEEN RELATED TO THE SAME PROBLEM. ....UPDATED 0711/16 \*BF HERE'S WHAT HAPPENED: I STARTED BACKING OUT OF MY DRIVEWAY ON MY WAY TO A MEETING, THEN REALIZED I LEFT MY WATER BOTTLE IN THE FRIDGE ∅ SO I PULLED BACK INTO THE DRIVEWAY, PUT THE CAR IN PARK, AND WALKED THROUGH MY GARAGE INTO THE HOUSE. I WALKED TO THE FRIDGE, GRABBED THE WATER, SAID A FEW WORDS TO MY WIFE AND KIDS, AND HEADED FOR THE DOOR. WHEN I OPENED THE DOOR, I WAS SURPRISED TO SEE MY CAR ROLLING TOWARD ME. IT HAD BEEN APPROXIMATELY 30 SECONDS SINCE I GOT OUT OF THE CAR. LUCKILY, MY CAR ROLLED INTO MY WIFE∅S 2008 JEEP PATRIOT, WHICH WAS PARKED IN THE GARAGE. THIS RESULTED IN MINOR BODY DAMAGE TO BOTH OF OUR VEHICLES (SEE ATTACHED PICTURES OF THE DAMAGE. I'VE SINCE APPLIED TOUCH-UP PAINT ON MY CAR TO PREVENT RUST, ETC). HAD MY CAR BEEN SIX INCHES TO THE RIGHT, IT WOULD HAVE MISSED MY WIFE∅S CAR AND ROLLED DIRECTLY AT THE DOOR I WAS WALKING OUT OF. WHILE THE DRIVEWAY HAS A LITTLE SLOPE TO IT, THE GARAGE IS FLAT, SO THE CAR WOULD HAVE PICKED UP ADDITIONAL SPEED BEFORE HITTING THE HOUSE, AND MY WIFE AND TWO KIDS WERE RIGHT BEHIND ME IN THE KITCHEN. MY KIDS WERE PLAYING OUTSIDE AND IN THE GARAGE JUST BEFORE THIS HAPPENED, AND HAD LUCKILY JUST GONE IN TO EAT DINNER. THIS COULD HAVE BEEN A MUCH, MUCH WORSE OUTCOME. I∅M INTERESTED IN HAVING THE SHIFTER FIXED AS PART OF THE RECALL, AND WOULD ALSO LIKE TO SEE FIAT CHRYSLER TAKE RESPONSIBILITY FOR THE DAMAGE TO OUR VEHICLES. UPDATED 11/17/17\*JS NEW BALTIMORE MI Failure Date: 05/16/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10865011 2015 JEEP GRAND CHEROKEE Power Train THERE ARE A TOTAL OF THREE INCIDENTS THAT HAD OCCURRED, ALL WITHIN A COUPLE MONTHS OF EACH OTHER. THE FIRST INCIDENT HAPPENED LATE DECEMBER/EARLY JANUARY. FINISHING UP WORK I LEAVE THE BUILDING AND START MY CAR UP. WHEN I PUT IT IN REVERSE, TO PULL OUT, THE JEEP LURCHED VIOLENTLY FORWARD COLLIDING WITH THE CEMENT BARRIER. I TOOK IT TO THE DEALERSHIP WHERE THEY HELD ON TO MY CAR FOR SEVERAL WEEKS, REFUSING TO DISCLOSE ANY INFORMATION TO ME ABOUT THE STATUS OF MY VEHICLE. ONCE THEY RETURNED MY JEEP TO ME THEY CONCLUDED NOTHING WAS WRONG, AND DECLINED ANY FINANCIAL ASSISTANCE. THE SECOND INCIDENT I WAS DRIVING ON THE HIGHWAY, LATE MARCH DURING THE EVENING. ADMITTEDLY SPEEDING SLIGHTLY, I WAS GOING ONLY FIVE-SEVEN OVER. AND JUST RANDOMLY MY JEEP STARTS ACCELERATING BY ITSELF. AT ITS PEAK I WAS GOING 80-85 MPH AND CONTINUED AT THAT SPEED FOR SEVERAL MINUTES BEFORE I WAS ABLE TO REGAIN CONTROL OF MY VEHICLE. THE THIRD INCIDENT OCCURRED ON MAY 14TH, WHERE I WAS COMING OFF THE RAMP ABOUT TO MERGE ON TO THE HIGHWAY, WHEN MY CAR INEXPLICABLY KICKED IN ITS FOUR-WHEEL DRIVE AND DROPPED GEARS IN TO LOW. THE CAR VIOLENTLY SHUDDERED TO AN ALMOST NEAR STOP WITH BUSY TRAFFIC COMING FROM BEHIND, RESULTING IN A VERY CLOSE COLLISION. HOW IT WAS ABLE TO CHANGE GEARS, AND WHY, I HAVE NO IDEA. BUT I DEFINITELY DO NOT FEEL SAFE IN MY VEHICLE ANYMORE. GREEN BAY WI Failure Date: 05/14/2016

11 10864937 2015 JEEP GRAND CHEROKEE Power Train VEHICLE STARTED TO JERK/HARD SHIFT AND SLIP WHEN SHIFTING FROM 1-2 AND 2-3 WHILE DRIVING ON A CITY STREET. I TOOK THE VEHICLE INTO THE DEALER WHO REPLACED THE VALVE BODY, RAN THE FLASH SOFTWARE UPDATE AND REPROGRAMMED THE PCM. THE DEALER TEST DROVE THE VEHICLE AND INDICATED THAT THE "TRANS SHIFTS VERY SMOOTH NOW". 20 MILES LATER WHILE I WAS DRIVING THE VEHICLE ON CITY STREETS IT BEGAN TO CLUNK AND JERK WHEN DECELERATION AT 30 MPH AND THEN AGAIN AT 8 MPH; MUCH WORSE THAN BEFORE DURING ACCELERATION. THE VEHICLE ALSO NOW

NHTSA Consumer Complaints as of March 5, 2018

LUNGES FORWARDS AND SHAKES WHEN YOU COME TO A STOP AT A LIGHT/ STOP SIGNS WITH YOUR FOOT ON THE BRAKE. I TOOK THE VEHICLE RIGHT BACK TO THE DEALER WHO HAS ORDERED A NEW TRANSMISSION. THE VEHICLE ONLY HAS 6500 MILES ON IT. THIS VEHICLE IS VERY UNSAFE WITH ALL THE JERKING AND CLUNKING AND CONTROL ISSUES. IT APPEARS THESE VEHICLES HAVE TRANSMISSION ISSUES WITH NO "FIX" AVAILABLE; SO I ANTICIPATE THE SAME PROBLEM TO OCCUR WHEN I GET THE VEHICLE BACK FROM THE DEALERSHIP WITH THE NEW TRANSMISSION. JENISON

MI Failure Date: 05/11/2016

11 10872370 2015 JEEP GRAND CHEROKEE Power Train I PUT THE CAR IN PARK (ENGINE STILL RUNNING) TO GO OUT OF THE VEHICLE TO TALK TO SOMEONE. I TURNED AROUND AND THE CAR WAS ROLLING BACKWARDS. IT GAINED SPEED AS IT APPROACHED A HILL, CROSSED OVER A SIDEWALK AND SLAMMED INTO A TREE. I HAD 2 BIKES ON A BIKE RACK ON THE BACK, WHICH TOOK THE BRUNT OF THE CRASH. THE BIKES, THE BIKE RACK AND THE REAR OF THE CAR WERE CRUSHED. THERE WAS NO WARNING NOISE OR OTHER INDICATION THAT MY CAR HAD NOT GONE INTO PARK. SOUTH LAKE

TAHOE CA Failure Date: 05/10/2016

11 10864826 2015 JEEP GRAND CHEROKEE Power Train THE SHIFTER DOES NOT ALWAYS GO INTO PARK. I HAVE TO SOMETIMES MAKE MULTIPLE ATTEMPTS PUSHING UP ON THE SHIFTER FOR IT TO GO TO PARK. THIS HAS HAPPENED MORE THAN A DOZEN TIMES. FOR EXAMPLE, ONCE I WAS GOING INTO PARK I PUSHED THE LEVER UP ALL THE WAY UNTIL IT STOPPED. I BELIEVED I WAS IN PARK BECAUSE THE LEVER WOULD NOT GO UP ANYMORE, BUT I WAS IN REVERSE. WHEN I WOULD PUSH IT UP AGAIN IT WENT TO NEUTRAL AND STOPPED. THEN I WOULD REPEAT TO GO INTO PARK. THE LAST INCIDENT I WAS ACTUALLY IN REVERSE AND DID NOT KNOW AND THE KIDS WERE ATTEMPTING TO GET OUT OF THE CAR AND THE VEHICLE BEGAN MOVING BACKWARDS. ALTHOUGH I WAS NOT PHYSICALLY LOOKING AT THE GEAR I WAS IN...I FELT AS THOUGH I SHOULD HAVE BEEN IN PARK. I AM 36 YEARS OLD AND HAVE OWNED OVER 15 BRAND NEW VEHICLES (CHEVY,



NHTSA Consumer Complaints as of March 5, 2018

SUBARU, FORD, TOYOTA ETC.) I HAVE NEVER HAD THIS HAPPEN TO ME BEFORE AS I AM A VERY GOOD DRIVER WITH A CLEAN RECORD AND NEVER HAVE BEEN INVOLVED IN ANY TYPE OF ACCIDENT. THIS TELLS ME THAT BEYOND THE SHIFTER BEING TOTALLY DIFFERENT THAN WHAT PEOPLE ARE USED TO...IT SOMETIMES DOES NOT EVEN GO INTO PARK WHEN YOU ARE TRYING AND SOMETIMES NEEDS MULTIPLE ATTEMPTS. MASURY OH

Failure Date: 05/06/2016

11 10807066 2015 JEEP GRAND CHEROKEE Power Train 2015 JEEP GRAND CHEROKEE. CONSUMER SENT ADDITIONAL CORRESPONDENCE. \*SMD THE CONSUMER STATED THE VEHICLE HAD TRANSMISSION RELATED DEFECTS THAT COULD CAUSE TEMPORARY LOSS OF CONTROL. UPDATED 11/22/2017\*JS BALTIMORE MD Failure Date: 05/02/2016

11 10864724 2015 JEEP GRAND CHEROKEE Power Train

TRANSMISSION CANNOT BE PLACED FROM NEUTRAL INTO DRIVE IF THE VEHICLE IS MOVING. THE VEHICLE AND DRIVER WAS IN A CAR WASH (DELTA SONIC) BEING MOVED BY AN AUTOMATED CONVEYOR SYSTEM. AT THE END OF THE CAR WASH CYCLE, THE DRIVER IS INSTRUCTED BY CAR WASH LIGHTS TO MOVE THE CAR FORWARD OUT OF THE CAR WASH BAY. HOWEVER, THE CAR IS STILL IN MOTION AND THE TRANSMISSION CANNOT BE PLACED IN DRIVE. BRAKING THE CAR TO A FULL STOP ALLOWS THE TRANSMISSION TO BE PLACED INTO DRIVE, HOWEVER, THE CONVEYOR SYSTEM CONTINUES FORWARD CAUSING THE CAR TO JUMP OUT OF THE CONVEYOR ROLLERS. THIS PLACES THE CAR IN JEOPARDY OF BEING STRUCK BY THE FOLLOWING CAR STILL PROGRESSING IN THE CONVEYOR. ALSO, WHILE DRIVING FORWARD OUT OF THE CAR WASH BAY, THE VEHICLE MUST NOW PROGRESS OVER THE CONVEYOR ROLLERS AND HOPEFULLY NOT OFF THE SIDES OF THE CONVEYOR. TESTING THE CAR ON FLAT AND SLOPED PAVEMENTS SHOWS THAT WITH THE CAR IN NEUTRAL, STOPPED AND NOT MOVING, THE CAR CAN BE MOVED INTO DRIVE. WITH THE CAR IN NEUTRAL AND ROLLING DOWN A SLOPED PAVEMENT, THE TRANSMISSION CANNOT BE MOVED FROM NEUTRAL TO DRIVE. THERE IS NO MENTION TO THE OWNER THAT THIS

NHTSA Consumer Complaints as of March 5, 2018

CONDITION EXISTS AND COULD POTENTIALLY RESULT IN AN ACCIDENT.

WHEATON IL Failure Date: 05/01/2016

11 10865176 2015 JEEP GRAND CHEROKEE Power Train I AM PUTTING IN A COMPLAINT FOR MY 2015 JEEP GRAND CHEROKEE AND THE ELECTRONIC SHIFTER. ON MULTIPLE OCCASIONS, I HAVE BEEN IN A SITUATION WHERE QUICKLY SELECTING GEARS OR SWITCHING GEARS WAS NECESSARY IN ORDER TO AVOID A HAZARDOUS SITUATION. I HAVE ALSO EXPERIENCED INSTANCES WHERE I THOUGHT I HAD PUT THE CAR IN PARK WHEN I HAD ACTUALLY SELECTED REVERSE, BECAUSE THE TACTICAL FEEDBACK OF THE SHIFTER VARIES FROM TIME TO TIME, AND IS NOT CONSISTENT AT ALL. I AM EXTREMELY DISAPPOINTED IN THE CHOICE OF SHIFTER FOR THIS VEHICLE. I HAVE HAD ABOUT 15 CARS IN MY LIFE, BOTH MANUAL AND AUTOMATIC, AND THIS IS BY FAR THE WORST DESIGN I'VE EVER SEEN/USED. THIS IS A DANGEROUS SHIFTER AND SHOULD BE COMPLETELY SWITCHED OUT FOR ONE OF A DIFFERENT DESIGN. CARS SHOULD NEVER BE ALLOWED TO USE THE MONO-STABLE SHIFTER DESIGN. THEY ARE TERRIBLE. PLEASE HELP FIX THIS PROBLEM BEFORE SOMEONE ELSE GETS HURT!

WINNABOW NC Failure Date: 04/26/2016

11 10859858 2015 JEEP GRAND CHEROKEE Power Train THE VEHICLE RECENTLY ROLLED AWAY AFTER BEING PLACED INTO WHAT I BELIEVED WAS "P" PARK. THE ELECTRO IN TRANSMISSION SHIFTER DOES NOT SEEM TO FUNCTION PROPERLY AND FAILS TO PROVIDE CERTAINTY AS TO WHEN THE VEHICLE IS TRULY IN PARK. THE INCIDENT HAPPENED IN MY DRIVEWAY AND FORTUNATELY NOBODY WAS HURT IN THE INCIDENT. I HAVE HAD ELECTRONIC SHIFTING CARS BEFORE AND THIS HAS NEVER BEEN AN ISSUE. THE SALESPERSON DID MENTION THAT THE 2016 MODELS WERE GOING BACK TO A TRADITIONAL SHIFTING MECHANISM, SO HE OBVIOUSLY KNEW OF THE ISSUE. UNFORTUNATELY, I DID NOT PICK UP ON THIS DURING THE SALES PROCESS. THIS ISSUE ABSOLUTELY NEEDS TO BE REPAIRED. WAXHAW NC Failure Date: 04/15/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10888269 2015 JEEP GRAND CHEROKEE Power Train JEEP SENT OUT A SAFETY RECALL MONTHS AGO ABOUT THE TRANSMISSION STICKING IN FIRST GEAR. VERY DANGEROUS WHEN PULLING INTO TRAFFIC. TWO DIFFERENT DEALERS SAY NO PARTS AVAILABLE TO REPAIR. I WOULD SELL IT BECAUSE OF THIS PROBLEM, BUT CAN'T HONESTLY SELL IT WITH PROBLEM. TWICE THEY CLAIM TO HAVE FIXED IT WITH "SOFTWARE". BOTH TIMES CARE WAS STILL UNDER MANUFACTURER'S WARRANTY I HAVE OWNED OVER 40 VEHICLES, AND THIS IS THE WORST SERVICE I HAVE EVER SEEN BAR NONE. I DON'T THINK JEEP HAS EVEN DESIGNED A FIX YET.

BENNETTSVILLE SC Failure Date: 04/15/2016

11 10854911 2015 JEEP GRAND CHEROKEE Power Train INTENDING TO BACK INTO MY DRIVEWAY, I SHIFTED INTO REVERSE. THE VEHICLE WAS NOT IN REVERSE AND CRASHED INTO THE VEHICLE THAT WAS PARKED ON THE CITY STREET ACROSS THE STREET DIRECTLY ACROSS FROM MY DRIVEWAY. ROCHESTER HILLS MI Failure Date: 04/11/2016

11 10875306 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART NEEDED TO PERFORM THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. STATEN ISLAND

NY Failure Date: 04/11/2016

11 10872521 2015 JEEP GRAND CHEROKEE Power Train I PURCHASED A BRAND NEW 2015 GRAND CHEROKEE LATE LAST YEAR, AND I'VE BEEN HAVING ISSUES WITH THE SHIFTER SINCE DAY ONE. I WAS DRIVING ON THE FREEWAY COMING HOME FROM WORK AND THE GEAR SLIPPED OUT OF PLACE. I'VE BEEN DOWN TO THE DEALERSHIP TO COMPLAIN ABOUT IT BUT OF COURSE THEY DON'T CARE. IT REALLY HURTS MY FEELINGS THAT WE PAID THIS MUCH MONEY ON A CARE I FEEL ABSOLUTELY UNSAFE IN. THE SHIFTER

NHTSA Consumer Complaints as of March 5, 2018

DOESN'T STAY INTO PARK, AND I WORK FROM MY VEHICLE AS A DELIVERY DRIVER. SO A LOT OF THE TIMES I HAVE TO BE QUICK AND SWIFT, AND IT'S BEEN TO MANY TIMES WHEN MY SHIFTER SLIPS OUT OF PLACE. MY SHIFTER DOESN'T LOCK AT ALL, WHEN I TRY AND PUT IT INTO GEAR. I'LL BE GETTING READY TO DRIVE OUT A GAS STATION AND MY SUV SHIFTER WON'T EVEN STAY IN DRIVE, IT'LL BE NEUTRAL . I'LL HAVE TO CLICK A FEW TIMES FOR IT TO TRY AND STAY IN PLACE. LASVEGAS NV Failure Date: 04/10/2016

11 10870332 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, THE VEHICLE ACCELERATED WITHOUT WARNING AND CRASHED INTO THE CONTACT'S GARAGE WITH A PASSENGER IN THE VEHICLE. THE PASSENGER WAS NOT INJURED. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000. TEXAS CITY TX Failure Date: 03/30/2016

11 10862203 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER PARKING AND EXITING THE VEHICLE, IT ROLLED AWAY WITHOUT WARNING AND CRASHED INTO A TREE. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE REPORTED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DUPLICATE OR DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 6,800. UPDATED 06/29/16\*LJ ORACLE AZ Failure Date: 03/29/2016

11 10872512 2015 JEEP GRAND CHEROKEE Power Train THE JEEP'S ELECTRONIC TRANSMISSION DID NOT FULLY SHIFT IN TO THE "PARK" POSITION WHILE STILL RUNNING. MY WIFE EXITED THE VEHICLE TO TAKE OUR 3 YEAR OLD FROM THE BACK SEAT AND THE JEEP BEGAN TO ROLL AWAY. SHE RAN AND JUMPED IN TO THE DRIVER'S SEAT TO STOP IT AND IN THE PROCESS HER FOOT SLIPPED FROM THE BRAKE TO THE GAS PEDAL DRIVING THE CAR INTO/

NHTSA Consumer Complaints as of March 5, 2018

THROUGH A HOUSE. SIGNIFICANT DAMAGE WAS DONE TO THE VEHICLE AND THE HOME BUT NO ONE WAS INJURED. BOWLING GREEN KY

Failure Date: 03/28/2016

11 10853352 2015 JEEP GRAND CHEROKEE Power Train I HAVE HAD TWO INCIDENTS INVOLVING Y 2015 JEEP GRAND CHEROKEE WHEREAS I PUT THE GEAR SHIFTER INTO PARK AND BOTH TIMES THE VEHICLE MOVED IN GEAR. THE FIRST INCIDENT I WAS LOADING MY BOAT AND TRAILER INTO LAKE POWELL AND PLACED THE SHIFTER INTO PARK AND THE VEHICLE KEEP ROLLING BACK. THE ONLY THING THAT SAVED ANYONE FROM GETTING HURT WAS I PLACED THE PARKING BRAKE ON IMMEDIATE. THE SECOND INSTANCE WAS I WAS BACKING INTO MY GARAGE WHEN I PLACED THE SHIFTER INTO PARK AND THE VEHICLE KEPT DRIVING BACKWARDS IN REVERSE GEAR. THIS CAUSES MY VEHICLE TO CRASH INTO OVERHEAD STORAGE AND CAUSE APPROXIMATELY \$1500 IN DAMAGE TO VEHICLE. I CALLED CHRYSLER AND THEY DID NOTHING TO HELP BUT GAVE ME THE RUN AROUND. I AM CONCERNED WITH MY PERSONAL SAFETY NOW DUE TO THIS ISSUE.

FLAGSTAFF AZ Failure Date: 03/26/2016

11 10870302 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE HESITATED TO SHIFT GEARS WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS 2,340. THE VIN WAS UNAVAILABLE. WILLOW GROVE PA Failure Date: 03/19/2016

11 10850433 2015 JEEP GRAND CHEROKEE Power Train THE ELECTRONIC GEAR SHIFTER IS DIFFICULT TO USE AND OFTEN SHIFTS INTO AN UNINTENDED GEAR DURING USE. FOR INSTANCE, WHEN PULLING INTO A DRIVEWAY AND THEN REVERSING, I OFTEN GET DELAYED IN THE MANEUVER AS THE SHIFTER WILL SHIFT TO N INSTEAD OF R FROM D, OR WHILE TRYING TO REVERSE FROM P, IT WILL SHIFT TO N INSTEAD OF R. IN TIMES OF TRAFFIC, THIS SHIFTER REQUIRES ME TO TAKE MY EYES OFF OF THE ROAD AND ONTO

NHTSA Consumer Complaints as of March 5, 2018

THE SHIFTER ITSELF TO MAKE SURE IT IS SHIFTING INTO THE EXACTLY THE RIGHT GEAR, WHICH CAN BE HAZARDOUS. ALSO, WHEN ATTEMPTING TO PLACE THE VEHICLE IN P, IT WILL SHIFT INTO R JUST AS EASILY AS IT WILL SHIFT INTO P. I HAVE LEFT MY VEHICLE BEFORE WHEN IT IS IN R THINKING IT WAS IN P. ST LOUIS PARK MN Failure Date: 03/17/2016

11 10850049 2015 JEEP GRAND CHEROKEE Power Train WITH A COLD TRANSMISSION (USUALLY) THE VEHICLE HAS A HARD TIME GOING FROM 1ST GEAR TO 2ND. THERE IS LAG/DELAY AND THEN WHEN IT SHIFTS THERE IS A LURCH FORWARD MOVEMENT. THIS IS HAPPENING WHEN SHIFTING FROM PARK TO DRIVE AND THEN MOVING...I.E. OUT OF A PARKING SPACE OR OUT OF THE DRIVEWAY ENTERING THE STREET. THIS HAPPENS DAILY. COAL CITY IL Failure Date: 03/16/2016

11 10851339 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHEN PLACING THE VEHICLE IN PARK, IT ROLLED AWAY WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 5,000. WOODRUFF SC Failure Date: 03/16/2016

11 10851265 2015 JEEP GRAND CHEROKEE Power Train GEAR SELECTOR LEVER IS VERY DIFFICULT TO ENSURE THAT THE OPERATOR HAS SELECTED THE PROPER GEAR. WHAT WAS AN INTUITIVE FUNCTION IN ALMOST ALL VEHICLES IS IN THE VEHICLE NOW REQUIRES TOO MUCH TIME TO MAKE VISUAL CHECKS THAT PROPER GEAR SELECTION IS MADE. ITS POSSIBLE TO SHIFT UP INTO WHAT YOU THINK IS PARK, ONLY TO FIND THE VEHICLE STILL IN REVERSE. INADVERTENT BUMPS OF THE SHIFT LEVER CAN TAKE THE TRANSMISSION OUT OF "D" DRIVE SELECTION AND PLACE THE VEHICLE INTO "S" SPORT SHIFT MODE WITHOUT THE DRIVER BEING AWARE. THE OPERATOR OVER TIME WILL ADAPT, BUT OCCASIONALLY STILL ERROR AT TIMES. AN OVERLY COMPLEX DEVICE FOR WHAT IS AND SHOULD BE A SIMPLE FUNCTION. IT IS ENTIRELY POSSIBLE TO GET OUT OF THIS VEHICLE THINKING

NHTSA Consumer Complaints as of March 5, 2018

YOUR CAR IS IN PARK, WHEN ITS IN REVERSE. FUQUAY VARINA  
NC Failure Date: 03/15/2016

11 10851352 2015 JEEP GRAND CHEROKEE Power Train OUR 2015  
JEEP GRAND CHEROKEE ROLLED DOWN A RAMP IN A VALET PARKING AREA.  
VALET ATTENDANT LEFT VEHICLE IN PARK AND VEHICLE TOOK OFF. CAUSED  
FRONT END TO RECEIVE MAJOR DAMAGE. EAGLE PASS TX  
Failure Date: 03/12/2016

11 10846325 2015 JEEP GRAND CHEROKEE Power Train  
TRANSMISSION FREQUENTLY STUCK BETWEEN GEARS WHEN STARTING  
FROM A NEAR STOP. DEALER IS ABLE TO REPRODUCE ISSUE AND COMPUTER  
REPORTS THAT "DOG CLUTCH" IS CONFUSED ON WHICH GEAR TO BE IN. WHEN  
APPLYING THROTTLE, CAR WILL NOT MOVE UNTIL CLUTCH DISENGAGES  
CAUSING A STRONG SURGE. CHRYSLER ENGINEERING IS REFUSING TO  
ADDRESS THE ISSUE. I FEEL IT IS A SAFETY CONCERN AS THE CAR DOESN'T  
MOVE WHEN PRESSING THROTTLE UNTIL THE TRANSMISSION DECIDES WHICH  
GEAR TO ENGAGE. ELYRIA OH Failure Date: 03/11/2016

11 10851654 2015 JEEP GRAND CHEROKEE Power Train AFTER  
PUTTING THE VEHICLE IN WHAT I THOUGHT WAS PARK IN MY CIRCULAR DRIVE,  
I HIT THE POWER BUTTON AND EXITED THE VEHICLE. IT MUST HAVE BEEN IN  
NEUTRAL BECAUSE WHEN I TURNED AROUND TO GO BACK TO THE CAR TO  
FIGURE OUT WHAT WAS GOING ON WITH THE NOISE, I SAW MY 10 YEAR OLD  
PULL THE TRANSMISSION INTO DRIVE FROM THE BACK SEAT. THE CAR  
STARTED MOVING FORWARD AT AN ANGLE (THE WHEELS WERE TURNED DUE  
TO CIRCLE DRIVE) AND I HAD TO RUN TO GET IT. AFTER I GOT IN THE CAR AND  
BEFORE I COULD GET MY FOOT ON THE BREAK, MY LEFT LEG THAT WAS STILL  
OUTSIDE THE DOOR WAS SMASHED WHEN THE CAR SWIPED A TREE AND THE  
RIGHT SIDE OF THE CAR HIT A ROCK. I WAS TOLD THE DAMAGE WAS OVER  
\$1300 TO REPAIR. I DID NOT SEEK MEDICAL TREATMENT FOR MY LEG.  
CARLISLE MA Failure Date: 03/11/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10851001 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED AND UNOCCUPIED, IT ROLLED BACKWARDS, JUMPED A CURB, AND CRASHED INTO A TREE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. ON NUMEROUS OCCASIONS, THE GEAR LEVER FAILED TO SHIFT INTO THE SELECTED GEAR. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000. BRANFORD CT Failure Date: 03/09/2016

11 10851479 2015 JEEP GRAND CHEROKEE Power Train 3/7/16 CAR WAS PARKED AT WALMART PARKING LOT, ENGINE WAS LEFT RUNNING WITH MY WIFE IN PASSINGER SEAT. AFTER APPROX. 20 MIN. THE CAR BEGAN TO REVERSE. CAR WENT APPROX. 60 FT AND HIT ANOTHER PARKED CAR, MOVING IT APPROX. 1 1/2 FT SIDEWAYS. THE OTHER CAR WAS HIT ON DRIVER SIDE BETWEEN THE DOORS. MY WIFE ATTEMPTED TO STOP THE JEEP AFTER IT HIT THE OTHER CAR WHILE SHE WAS STILL IN THE PASSINGER SEAT, AND THE CAR WENT FORWARD TO THE SAME PARKING SPOT, JUMPED 12 IN CURB, WENT UP A THREE BERM AND STOPPED WHEN IT HIT A CONCRETE BASE FOR A LIGHT POLE. I'M 81 YEARS OLD AND I'VE OWNED MANY CARS AND THIS IS THE WORST SHIFTING SYSTEM I'VE EVER HAD. I HAVE ALSO RENTED MANY CARS IN MANY COUNTRIES AND NEVER HAD A SHIFTER AS BAD AS THIS JEEP. THIS JEEP IS NOT SAFE!!! FOR PICTURES AND INCIDENT REPORT #16-14797, CALL POLICE OFFICER JENNIFER HINES #134 CITY OF LOVELAND, CO, PHONE: 970-962-2502 EXT. 1134 LOVELAND CO  
Failure Date: 03/07/2016

11 10861046 2015 JEEP GRAND CHEROKEE Power Train VEHICLE DOES NOT GO INTO PARK AT FIRST ATTEMPT. GOES TO REVERSE AND IF NOT CAREFUL YOU THINK YOU HAVE PLACED IT IN PARKED AND IT WILL ROLL AWAY OR MOVE IN REVERSE. I NOTICED THEY CHANGED THE GEAR SHIFT CONTROL MECHANISM IN 2016, THEY NEED TO CORRECT THESE 2015 WITH THE SAME FIX THE MANUFACTURE FELT WAS NEEDED FOR THE 2016 MODELS, THEY



NHTSA Consumer Complaints as of March 5, 2018

MUST OF KNOWN OF THE ISSUE                      MADISON    MS    Failure Date:  
03/02/2016

11    10861197    2015    JEEP GRAND CHEROKEE                      Power Train    SHIFTER  
DESIGN IS VERY POOR. CANNOT TELL WHEN IT IS IN PARK OR REVERSE. ALSO  
CANNOT SHIFT BETWEEN DRIVE AND REVERSE WITHOUT GOING INTO PARK  
FIRST. ON MORE THAN ONE OCCASION I HAD TO SHUT THE VEHICLE OFF AND  
RESTART BEFORE IT WOULD GO INTO REVERSE. THAT CREATED AN UNSAFE  
SITUATION. I WAS ON A BUSY CITY STREET AND PARALLEL PARKING.

                    WHARTON    NJ                      Failure Date: 03/01/2016

11    10838846    2015    JEEP GRAND CHEROKEE                      Power Train    AFTER  
PLACING MY VEHICLE IN PARK, I EXITED THE VEHICLE WITH IT STILL RUNNING  
AND ENTERED MY HOUSE FOR 3-4 MINUTES. WHEN I CAME OUT OF THE  
HOUSE, THE CAR HAD BACKED DOWN MY DRIVEWAY AND DONE A U-TURN AND  
BACKED INTO A SNOW BANK. THE CAR WAS IN NEUTRAL, THEN.

                    CLOUDCROFT                      NM                      Failure Date: 02/22/2016

11    10840344    2015    JEEP GRAND CHEROKEE                      Power Train    TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE IDLING, THE VEHICLE  
INDEPEDENTLY SHIFTED OUT OF PARK AND ROLLED BACKWARDS. AS A  
RESULT, THE VEHICLE STRUCK A POLE AND KEPT ROLLING UNTIL IT CRASHED  
INTO A FENCE ON THE TOP OF A BOULDER. THE VEHICLE WAS TOWED TO AN  
INDEPENDENT MECHANIC AND DEALER, BUT WAS NOT DIAGNOSED. THE  
MANUFACTURER WAS NOTIFIED OF THE FAILURE. THERE WERE NO INJURIES  
AND A POLICE REPORT WAS NOT FILED. THE FAILURE MILEAGE WAS  
APPROXIMATELY 2,000.                      OJAI    CA                      Failure Date: 02/18/2016

11    10861139    2015    JEEP GRAND CHEROKEE                      Power Train    ON MORE  
THAN ONE OCCASION I HAVE STARTED TO GET OUT OF MY JEEP TO FIND THAT  
IT WAS NOT IN PARK. ON ONE OCCASION IT WAS IN NEUTRAL RATHER THAN  
PARK AND THE CAR ROLLED DOWN THE DRIVEWAY UNOCCUPIED. IT ROLLED  
INTO A DITCH. IT IS ALSO VERY EASY TO LEAVE THE CAR WITH THE ENGINE  
RUNNING BY MISTAKE. SERIOUS DESIGN PROBLEM.    KEY FOBS ARE ALSO

NHTSA Consumer Complaints as of March 5, 2018

LESS SAFE THAN A KEY WHAT MUST BE TURNED AND PULLED OUT BEFORE LEAVING. RENONV Failure Date: 02/17/2016

11 10851253 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IDLING AT A DRIVE-THRU, THE TRANSMISSION WAS SHIFTED INTO PARK. ONCE THE BRAKE PEDAL WAS RELEASED, THE VEHICLE LUNGED FORWARD. AS A RESULT, THE CONTACT'S VEHICLE CRASHED INTO THE REAR OF ANOTHER VEHICLE. A POLICE REPORT WAS FILED AND NO INJURIES WERE SUSTAINED. THE VEHICLE WAS TOWED TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPROGRAMMED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 1,600. UPDATED 05/18/16\*LJ  
ROCK HILL SC Failure Date: 02/15/2016

11 10825285 2015 JEEP GRAND CHEROKEE Power Train SAW ARTICLES THIS WEEK REGARDING NHTSA INVESTIGATION OF TRANSMISSION SHIFTER IN 2015 JEEP GRAND CHEROKEE. WHILE I AM NOT CONCERNED FOR MY SAFETY (AS I HAVE LEARNED TO KEEP FOOT ON BREAK UNTIL I LOCATE ONE OF THE INDICATORS THAT SHOWS PARK WHILE I KEEP PUSHING THE SHIFTER FORWARD) I AM CONCERNED EVERY TIME BOCA CAR WASH PARKS MY VEHICLE NEXT TO FEDERAL HIGHWAY IN DOWNTOWN BOCA RATON AFTER GOING THROUGH THEIR WASH; OR WHEN A RESTAURANT VALET PARKS MY VEHICLE. UNLESS YOU KNOW THIS SHIFTER, YOU EVENTUALLY WILL STEP OUT WHEN IT IS IN REVERSE. JUST A MATTER OF TIME. MAYBE THE OWNER COULD BE DEEMED RESPONSIBLE TO MAKE MULTIPLE ATTEMPTS TO GET HIS VEHICLE INTO PARK WITH THIS QUIRKY SHIFTER, BUT NOT THE VALETS OR OTHER PEOPLE WHO MAY DRIVE THE CAR. BOCA RATON  
FL Failure Date: 02/10/2016

11 10825276 2015 JEEP GRAND CHEROKEE Power Train THE ELECTRONIC GEAR SHIFT IS POORLY DESIGNED AND UNSAFE. YOU NEVER KNOW WHEN OPERATING THE SHIFT GEAR IF YOU ARE IN PARK, NEUTRAL, DRIVE OR REVERSE. IT IS CONFUSING AND DANGEROUS. I FOUND MYSELF ON

NHTSA Consumer Complaints as of March 5, 2018

MANY OCCASIONS, THINKING THAT THE LEVER WAS IN PARK, WHEN IN REALITY I WAS STILL IN REVERSE OR DRIVE. I OPEN THE DOOR TO GET OUT OF THE VEHICLE AND THE VEHICLE STARTS MOVING. I AM IN MY 60'S AND HAVE SLIPPED COUPLE TIMES, WHEN THESE INCIDENTS OCCURRED. I MENTIONED THESE INCIDENTS TO MY LOCAL DEALERSHIP AND THEY FOUND THE POWER TRAIN FUNCTIONING AS DESIGNED. AURORA IL Failure Date: 02/09/2016

11 10824876 2015 JEEP GRAND CHEROKEE Power Train SHIFTING MECHANISM DOES NOT ALWAYS GO INTO PARK WHEN THE LEVER IS ACTIVATED AND DIRECTED TO THE PARKING INDICATOR.. ONE NEW SYMPTOM LAST COUPLE OF DAYS.. THE COMPUTER SCREEN DISPLAY INDICATES IT WILL NOT GO INTO PARK BECAUSE THE VEHICLE IS STILL MOVING - YET THE VEHICLE IS SETTING STILL. BLOOMFIELD HILLS MI Failure Date: 02/08/2016

11 10824972 2015 JEEP GRAND CHEROKEE Power Train THE CONSOLE SHIFTER IS NOT ATYPICAL OF A NORMAL AUTOMATIC TRANSMISSION SHIFTER. THE GATE DOES NOT HAVE A FEEL THAT ALLOWS THE DRIVER TO SENSE WHICH GEAR THEY ARE IN. I JUST RECENTLY LEFT THE CAR IN NEUTRAL WHILE STOPPING TO GO MAIL A LETTER AT HE MAILBOX. THE JEEP STARTED TO ROLL AND I WAS STRUCK BY THE MIRROR. I AM JUST GLAD I WAS ABLE TO GET BACK INTO THE VEHICLE AND APPLY THE BRAKES. OCEANSIDENY Failure Date: 02/08/2016

11 10825037 2015 JEEP GRAND CHEROKEE Power Train THE AUTOMATIC TRANSMISSION SHIFTER DOES NOT HAVE A POSITIVE FEEL AND IS DIFFICULT TO FIND THE CORRECT GEAR. SHIFT GATES ARE MINIMAL. IT IS VERY EASY TO UNINTENTIONALLY LEAVE THE CAR IN "REVERSE" WHEN YOU INTEND TO PUT IT IN "PARK". ON ONE OCCASION I STEPPED OUT OF THE CAR WHILE IT WAS IN "REVERSE" AFTER I THOUGHT THE CAR WAS IN "PARK". YOU REALLY HAVE TO APPLY FORCE AND DOUBLE CHECK THE DASH DISPLAY TO MAKE SURE THE CAR IS IN "PARK". AFTER MY INCIDENT, I ALWAYS FIND I HAVE TO DOUBLE CHECK TO MAKE SURE THE CAR IS IN "PARK". SHOULDN'T BE

NHTSA Consumer Complaints as of March 5, 2018

THAT WAY - POOR ENGINEERING. WE HAVE NOT HAD AN INCIDENT IN SOME TIME BUT IT TAKES A LOT OF PRACTICE TO "MASTER" THE ELECTRONIC SHIFTER. I HAVE NOTICED JEEP HAS GONE TO A GATED SHIFT FOR THE 2016 MODEL YEAR. THIS WOULD BE THE SAFEST AND MOST APPROPRIATE FIX. THIS ELECTRONIC SHIFT COULD BE VERY DANGEROUS TO SOMEONE WHO ISN'T FAMILIAR WITH THE CAR. SILVER SPRING MD Failure Date: 02/08/2016

11 10825228 2015 JEEP GRAND CHEROKEE Power Train THE SHIFT UNIT FAILS TO POSITIVELY ENTER THE PARK POSITION WHEN SHIFTED TO THAT POSITION. IT HAS ENTER THE REVERSE MODE! THIS HAS HAPPENED SEVERAL TIMES. IF THE SHIFTER IS ACCIDENTALLY BUMPED TO THE NEUTRAL POSITION WHILE IN MOTION SUCH AS IF YOU ARM IS ON THE CONSOLE AND HARD BRAKING CAUSED YOUR HAND/ARM SLIDE FORWARD CONTACTING THE SHIFTER PUTTING THE UNIT IN NEUTRAL, THE BRAKE MUST BE APPLIED BEFORE THE UNIT CAN BE SHIFTED BACK INTO GEAR. THE VEHICLE WILL BE STILL IN MOTION! THE UNIT IS NOT USER FRIENDLY IN SELECTING A GEAR. YOU MUST VISUALLY ASSURE YOU ARE IN THE DESIRED GEAR. THE DIAL KNOB SYSTEM CHRYSLER HAD IN VEHICLES WITHOUT A CONSOLE WAS MUCH MORE USER FRIENDLY! THIS ISSUE SHOULD BE ADDRESSED! I BELIEVE SEVERAL YEARS BACK IN THE 70S FORD HAD A SIMILAR ISSUE WITH THE CAR MOVING FROM PARK TO REVERSE ON ITS OWN. I PERSONALLY KNOW OF ONE LADY WHO WAS DRAGGED BY THE CAR AFTER THE DOOR KNOCKED HER DOWN AS THE CAR WENT INTO REVERSE! THESE ISSUES WITH MY 2015 JEEP HAVE OCCURRED SEVERAL TIMES SINCE I HAVE OWNED THIS VEHICLE. STUART FL Failure Date: 02/08/2016

11 10825057 2015 JEEP GRAND CHEROKEE Power Train I HAVE OWNED A 2015 JEEP GRAND CHEROKEE FOR 6 MONTHS NOW. ON AT LEAST 3 DIFFERENT OCCASIONS I HAVE EXITED THE VEHICLE WITH THE ENGINE RUNNING THINKING IT WAS IN 'PARK' ONLY TO FIND LATER UPON RE-ENTERING THE VEHICLE THAT IT WAS ACTUALLY IN 'REVERSE'. THE ONLY THING THAT KEPT THE VEHICLE FROM ROLLING AWAY WAS THAT I HAD FIRMLY ENGAGED

NHTSA Consumer Complaints as of March 5, 2018

THE EMERGENCY BRAKE. LUCKILY, I HAVE A HABIT OF ALWAYS USING MY EMERGENCY BRAKE. IN TWO INSTANCES, WITH THE ENGINE RUNNING AND THINKING THE VEHICLE WAS IN 'PARK' I EXITED THE VEHICLE AND WENT BEHIND IT TO OPEN THE TAILGATE. WHEN THE TAILGATE WOULD NOT OPEN I WENT BACK TO THE DRIVER'S SIDE ONLY TO REALIZE THE VEHICLE WAS ACTUALLY IN 'REVERSE' (WHICH IS WHY THE TAILGATE WOULD NOT OPEN). AGAIN, THE ONLY THING THAT KEPT THE VEHICLE FROM ROLLING AWAY (OR ONTO ME) WAS THE FIRMLY ENGAGED EMERGENCY BRAKE. I THINK THE DESIGN OF THE GEAR SHIFT SELECTOR IS A SERIOUS SAFETY ISSUE THAT COULD EASILY RESULT IN INJURY, DEATH, AND/OR PROPERTY DAMAGE.

PHOENIX AZ Failure Date: 02/06/2016

11 10840106 2015 JEEP GRAND CHEROKEE Power Train VEHICLE WAS STATIONARY IN PARK AFTER EXITING VEHICLE WHILE ENGINE WAS RUNNING WITH DRIVERS DOOR OPEN VEHICLE STARTED MOVING IN REVERSE. I HAD TO CHASE VEHICLE AND JUMP IN TO STOP VEHICLE. THANKFULLY THERE WAS NOTHING BEHIND VEHICLE SHELBY TWP MI Failure Date: 02/06/2016

11 10824960 2015 JEEP GRAND CHEROKEE Power Train IT IS VERY DIFFICULT TO FIND PARK OR REVERSE WITH THE SHIFTER. HAVE LEFT IT IN REVERSE OR NUETRAL WITH ENGINE RUNNING AND EXITING THE CAR. FORTUNATELY THE PARKING BRAKE WAS ENGAGED WHICH PREVENTED THE CAR FROM MOVING. NEEDS TO BE FIXED. ROXKCILLE MD Failure Date: 02/03/2016

11 10824962 2015 JEEP GRAND CHEROKEE Power Train THE SHIFTER IN THIS VEHICLE IS NOT INTUITIVE, STICKS IN GEARS AND HAS POOR TACTILE FEEDBACK FOR DESIRED GEAR. OFTEN THE VEHICLE STAYS IN REVERSE GEAR WHEN PUSHED ALL THE FORWARD WHEN PARKING FROM DRIVE. IN MULTIPLE INSTANCES I THOUGHT THE CAR WAS IN PARK AND EXITED THE VEHICLE WITH THE CAR RUNNING TO FIND IT WAS STILL IN REVERSE. THE CAR STARTED TO ROLL BACKWARDS AS I WAS GETTING OUT. ALSO, PADDLE SHIFTERS ARE ERRATIC AND DO NOT SHIFT WHEN UNDER HIGH

NHTSA Consumer Complaints as of March 5, 2018

RPM. I COMPLAINED TO THE DEALER A FEW TIMES ONLY TO BE TOLD "IT TAKES SOME GETTING USED TO". THIS IS A SERIOUS SAFETY ISSUE. I'VE OWNED 5 GRAND CHEROKEES INCLUDING THE 2011 YEAR WITH A PERFECTLY FUNCTIONAL AND SAFE GEAR SELECTOR. KANSAS CITY MO

Failure Date: 02/01/2016

11 10825079 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER SWITCHING TO THE PARK POSITION AND EXITING WITH THE ENGINE RUNNING, THE VEHICLE SUDDENLY DROVE FORWARD AND STRUCK A SECOND VEHICLE. THE CONTACT SUSTAINED AN INJURED RIGHT ARM. MEDICAL ATTENTION WAS NOT REQUIRED. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DUPLICATE THE FAILURE. ALSO, WHILE DRIVING AT VARIOUS SPEEDS, THE COLLISION AVOIDANCE SYSTEM RANDOMLY ACTIVATED AND CAUSED THE BRAKING SYSTEM TO ABRUPTLY STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 1,000. LOS GATOS CA

Failure Date: 02/01/2016

11 10823466 2015 JEEP GRAND CHEROKEE Power Train VEHICLE ROLLS BACKWARD WHILE SHIFTER IS IN THE PARK POSITION NORTH SALT LAKE UT Failure Date: 01/30/2016

11 10854992 2015 JEEP GRAND CHEROKEE Power Train I WAS DROPPING OFF A DVD RENTAL, I LEFT THE CAR RUNNING AND PUSHED THE 'RETURN TO CENTER' SHIFTER ALL THE WAY UP TO THE STOP LIMIT QUICKLY AND GOT OUT OF THE VEHICLE. MY 23 YEAR OLD SON WAS IN THE PASSENGER SEAT AND YELLED OUT "DAD THE CAR IS MOVING" I JUMPED BACK IN PUT MY FOOT ON THE BRAKE AND WATCHED THE SHIFT INDICATOR AS I SLOWLY MOVED THE SHIFTER UP SO IT INDICATED PARK. I HAVE TEST DRIVEN THE JEEP GRAND CHEROKEE 2016 AND WOULD LIKE THE REDESIGNED SHIFTER PUT IN MY CAR, IT HAS A MECHANICAL FEEL TO IT AND I

NHTSA Consumer Complaints as of March 5, 2018

WAS ABLE TO BE ASSURED THAT THE TRANSMISSION WAS IN THE INTENDED GEAR. WALTON IN Failure Date: 01/23/2016

11 10822442 2015 JEEP GRAND CHEROKEE Power Train VEHICLE ROLLS FORWARD WHILE IN PARK. SHIFT SELECTOR IS IN PARK AND THE VEHICLE ROLLS. MARKED CRASH DUE TO ONE INSTANCE WHERE IT ROLLED IN TO THE HOUSE DECK. NO DAMAGE TO EITHER VEHICLE OR DECK OTHER THAN MINOR SCRATCHES. THIS HAS HAPPED SEVERAL TIMES AND I HAVE A VIDEO OF THE VEHICLE ROLLING WHILE SHIFT SELECTOR IS IN PARK.

ANCHORAGE AK Failure Date: 01/20/2016

11 10824819 2015 JEEP GRAND CHEROKEE Power Train THE ELECTRONIC GEAR SHIFT CAN BE CONFUSING SINCE IT IS EASY TO LOSE TRACK OF THE NUMBER OF 'VIRTUAL' STEPS IT HAS MOVED IN EITHER DIRECTION. THE DASHBOARD DISPLAY CAN BE OBSCURED BY THE STEERING WHEEL SPOKES IF IN A TURNING POSITION SO ONE CAN THINK THE TRANSMISSION IS IN PARK WHILE THE ENGINE IS IDLING AND EXIT THE VEHICLE. BOTTOM LINE YOU HAVE TO BE VERY PROACTIVE ABOUT DETERMINING WHAT STATE THE TRANSMISSION IS IN SINCE THE FEEDBACK BY CLICK / FEEL IS SUBTLE AND THE DASH DISPLAY CAN BE OBSCURED. IN SHORT I AM NOT SURPRISED SOME HAVE BEEN SURPRISED BY THIS TRANSMISSION SHIFT MECHANISM AS I FIND MYSELF OFTEN MOVING THE SHIFT ARM TOO FAR OR NOT ENOUGH. ONE GOOD FEATURE IS NOT BEING ABLE TO SHUT OFF THE ENGINE IF THE TRANSMISSION IS NOT IN "PARK". SO THAT IS A USEFUL CLUE. BUT THAT STILL ALLOWS THE DISTRACTED DRIVER TO EXIT THE VEHICLE, MOTOR IDLING, AND THE TRANSMISSION NOT IN PARK. I UNDERSTAND THE SHIFT MECHANISM HAS BEEN CHANGED FOR 2016 WHICH MAY BE AN IMPROVEMENT. PERSONALLY, IT SOUNDS TO ME LIKE THEY KNEW THEY HAD A POTENTIAL PROBLEM. ALAMO CA Failure Date:

01/16/2016

11 10825263 2015 JEEP GRAND CHEROKEE Power Train MY WIFE AND I HAVE BEEN CONFUSED WITH THE ELECTRONIC SHIFTER ON OUR 2015 GRAND CHEROKEE. THIS ISSUE HAS HAPPENED AT LEAST 7 TIMES WHEN WE

NHTSA Consumer Complaints as of March 5, 2018

THOUGHT THE CAR WAS IN PARK BUT WAS ACTUALLY IN REVERSE OR DRIVE AND ALMOST HAD AN ACCIDENT HITTING OTHER PARKED CARS WHEN LEAVING A PARKING LOT AT A STORE. IT HAS ALSO HAPPENED TO ME IN MY GARAGE MORE THAN A FEW TIMES WHERE I THOUGHT THE CAR WAS IN REVERSE BUT WAS IN DRIVE AND AGAIN ALMOST HIT THE GARAGE WALL. THANK GOD WE NEVER HIT ANYTHING BUT WE ARE VERY NERVOUS ABOUT DRIVING THIS CAR NOW. I HOPE THIS DOESN'T HAPPEN TO ANYONE ELSE AS IT IS VERY NERVE RACKING. THE LAST TIME IT HAPPENED WAS ON 1/14/2016. SMITHTOWN NY Failure Date: 01/14/2016

11 10824980 2015 JEEP GRAND CHEROKEE Power Train ON  
JANUARY 12 2016 AT 9AM I WAS PARKING IN AN OFFICE PARKING LOT. AFTER COMING TO A STOP IN THE PARKING SPACE BEHIND A CEMENT CURB AND 2 TO 3 FEET FROM AN OFFICE BUILDING I STARTED MOVE THE GEAR SHIFT FROM "DRIVE" TO "PARK." THE CAR SUDDENLY SURGED FORWARD AT FAST ACCELERATION OVER THE CURB AND INTO THE BUILDING. MY FOOT WAS ON THE BRAKE BUT THE CAR WAS ONLY STOPPED BY THE BRICK BUILDING. THERE WAS CONSIDERABLE DAMAGE TO THE CAR AND BUILDING. I CONTACTED CHRYSLER CORPORATION AND THE CAR WAS TOWED TO THE DEALERSHIP WHERE I HAD PURCHASED IT LESS THAT TWO MONTHS PREVIOUSLY. ON JANUARY 22, 2016 CHRYSLER RESPONDED THEY COMPLETED AN INVESTIGATION AND THAT THEY DID NOT BELIEVE THE ACCIDENT WAS DUE TO A MANUFACTURING RESPONSIBILITY. I REQUESTED A COPY OF THE INVESTIGATION BUT CHRYSLER HAS REFUSED SAYING IT IS CONFIDENTIAL AND THEY HAVE CLOSED THE CASE. THE CAR IS BEING REPAIRED AT THE DEALERSHIP BUT WE DO NOT FEEL IT IS SAFE TO DRIVE UNLESS CHANGES ARE MADE TO THE TRANSMISSION. I HAVE REQUESTED A LETTER FRO M CHRYSLER THAT THEY FEEL THE VEHICLE IS SAFE TO DRIVE. TROY MI Failure Date: 01/12/2016

11 10825520 2015 JEEP GRAND CHEROKEE Power Train THREE  
TIMES I HAVE EXITED FROM THE VEHICLE AFTER I HAD PUT THE JEEP INTO WHAT I THOUGHT WAS PARK AND THEN HIT THE BUTTON TO SHUT IT OFF,



NHTSA Consumer Complaints as of March 5, 2018

WHEN REALLY IT WAS ONLY IN REVERSE AND THE ENGINE WAS STILL RUNNING WHEN I EXITED THE VEHICLE. SEVERAL OTHER TIMES I HAVE PULLED INTO A PARKING SPOT, PUT IT INTO WHAT I THOUGHT WAS PARK AND THE VEHICLE STARTED MOVING IN REVERSE. WHEN IN A HURRY, IT IS VERY EASY TO PUT THE VEHICLE INTO PARK, THOUGH THE ELECTRONIC SHIFTER ACTUALLY STOPS IN REVERSE. WHEN I HIT THE POWER BUTTON (AND IT IS REALLY IN REVERSE) YOU GET A SINGLE DING, WHICH AGAIN WHEN IN A HURRY I THOUGHT WAS THE CAR TURNED OFF. THE FIRST TIME IT HAPPENED I WAS IN MY GARAGE, WHEN MY FEET HIT THE FLOOR THE VEHICLE STARTED GOING BACKWARDS, THE DRIVER DOOR HIT ME, THOUGH FORTUNATELY DID NOT KNOCK ME DOWN. I WAS ABLE TO JUMP INTO THE SEAT AND STOP THE VEHICLE A SPLIT SECOND BEFORE THE OPEN DRIVER DOOR HIT THE GARAGE DOOR OPENING AND A VEHICLE PARKED IN MY DRIVEWAY. THE OTHER TWO TIMES I EXITED THE VEHICLE WITH IT IN REVERSE AND STILL RUNNING WERE THE SAME EXPERIENCE, BUT THE VEHICLE DID NOT COME NEAR TO HITTING ANYTHING BEFORE I JUMPED INTO THE VEHICLE AND APPLIED THE BRAKES. I DRIVE A LOT OF RENTAL CARS AND SUV'S, I HAVE NEVER HAD AN EXPERIENCE LIKE I HAVE HAD WITH THIS JEEP. I WILL NOT LET MY WIFE DRIVE THE VEHICLE DUE TO SEVERAL TIMES IT HAS NOT GONE INTO PARK. EDEN PRAIRIE MN Failure Date: 01/09/2016

11 10873476 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE INDEPENDENTLY SHIFTED OUT OF GEAR WITHOUT WARNING. THE CONTACT STATED THAT THE FAILURE OCCURRED ON THREE SEPARATE OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART TO DO THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 12,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. SOUTHWICK MA Failure Date: 01/09/2016

NHTSA Consumer Complaints as of March 5, 2018

11 10838813 2015 JEEP GRAND CHEROKEE Power Train CAR GOING FORWARD SLOWLY ....ATTEMPTING TO PARK CAR.... PLACED SHIFT LEVER TOWARDS PARK ,ALL THE WAY FORWARD...PUSHED THE IGNITION BUTTON.(TO SHUT OFF IGNITION). OPENED DRIVERS DOOR TO GET OUT & FOUND CAR MOVING BACKWARDS ,ENGINE STILL RUNNING .....APPLIED BRAKE, STOPPED CAR, NO DAMAGE....FOUND SHIFT LEVER INDICATOR TO BE IN REVERSE & ENGINE STILL RUNNING .... THINKING BACK I HAVE HAD OTHER TIMES WHEN I HAD THOUGHT CAR IGN. WAS OFF BUT WAS NOT.....I HAVE DUPLICATED THIS CONDITION,ON PURPOSE, SEVERAL TIMES ,SENSE THEN ,IN AN EMPTY PARKING LOT .....ENGINE WILL NOT SHUT OFF UNLESS CAR IS IN PARK.....TRANSMISSION WILL NOT GO INTO PARK,, BUT REVERSE,,,,IF CAR IS MOVING VERY SLIGHTLY FORWARD MAKING IGNITION BUTTON USELESS. NO SOLID FEELING FROM SHIFT LEVER THAT THE CAR IS IN PARK.....THIS IS MY 4TH JEEP GRAND CHER. ALL WITH CONSULE SHIFT, & OVER 150,000 ON EACH WITH NO SUCH PROBLEMS. COMMACK NY Failure Date: 01/06/2016

11 10836722 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT DUE TO POOR DESIGN OF THE VEHICLE, THE SHIFTER WOULD EASILY SHIFT INTO REVERSE INSTEAD OF PARK. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE CONTACT, WHO WAS A MECHANIC, STATED THAT THE DESIGN PRESENTED A SAFETY ISSUE BUT THE VEHICLE WAS WORKING UP TO SPECIFICATIONS. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 5,500. HUNTINGTON VALLEY PA Failure Date: 01/01/2016

11 10840192 2015 JEEP GRAND CHEROKEE Power Train ELECTRONIC GEAR SHIFTER IS EXTREMELY DANGEROUS, IT TAKES ME TWO OR THREE TRIES TO GET THE JEEP INTO THE CORRECT GEAR EVERY TIME I START THE VEHICLE. FIAT CHRYSLER NEEDS TO RECALL THESE AND FIX THEM IMMEDIATELY. ORLANDO FL Failure Date: 01/01/2016

11 10864796 2015 JEEP GRAND CHEROKEE Power Train THE SHIFTER IN THE VEHICLE IS DEFINITELY NOT A GOOD DESIGN. AFTER MONTHS

NHTSA Consumer Complaints as of March 5, 2018

OF OWNING THE JEEP, (DEC 2015) I STILL COULD NOT SAFELY ASSUME I HAD IT IN THE CORRECT GEAR. CAN NOT TRUST WITHOUT LOOKING, AND IN THE SUNLIGHT I'S EXTREMELY DIFFICULT. I THOUGHT SOME OF THE COMPLAINTS EARLY ON WERE PEOPLE WHO PROBABLY SHOULDN'T BE DRIVING BUT AFTER 5 MONTHS, I STILL CANNOT GOT TO A GEAR CORRECTLY 50% OF THE TIME. I CAN DRIVE A STRAIGHT 6 BUT THIS SHIFTER IS HORRIBLE. I'VE HIT REVERSE WHEN ATTEMPTING PARK, NEUTRAL OR BACK TO REVERSE WHEN ATTEMPTING DRIVE. MAKES ME FEEL PRETTY INCOMPETENT BUT MY HUSBAND WHO IS A TRUCK DRIVER HAS PROBLEMS AS WELL.

UTICA KY Failure Date: 12/31/2015

11 10884332 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 35 MPH, THE VEHICLE INDEPENDENTLY ENGAGED THE SPORT FEATURE AND REVVED RAPIDLY. THE VEHICLE ACCELERATED RAPIDLY AS IF IT WERE IN OVERDRIVE. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT COULD NOT BE DIAGNOSED, BUT THE CAUSE OF THE FAILURE WAS NOT FOUND. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 70. ....UPDATED 08/29/16 \*BF UPDATED 08/30/16.\*JB

CLAYTON NC Failure Date: 12/28/2015

11 10905178 2015 JEEP GRAND CHEROKEE Power Train TRANSMISSION JERKS BETWEEN GEARS 1 2 AND 3. ENGINE REVS WITHOUT DELIVERING POWER AT TIMES OF RAPID ACCELERATION. CAR MOVES 2 TO 3 INCHES WHEN PLACED IN PARK, THESE PROBLEMS ALL STILL PERSIST EVEN AFTER SOFTWARE PATCHES WERE INSTALLED ON RECALL NISKAYUNA NY Failure Date: 12/20/2015

11 10811422 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 75 MPH, THE VEHICLE SHIFTED OUT OF GEAR INTO NEUTRAL. THE CONTACT STATED THAT THIS WAS A RECURRING ISSUE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE

NHTSA Consumer Complaints as of March 5, 2018

FAILURE MILEAGE WAS 19,000. Ocala FL Failure Date:  
12/18/2015

11 10825562 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. ALTHOUGH THE ELECTRICAL SHIFTER INDICATED THAT THE GEAR SHIFTER WAS PLACED IN THE CORRECT GEAR, THE VEHICLE STILL MOVED INDEPENDENTLY AS IF IT WERE PLACED IN REVERSE OR NEUTRAL. THE TECHNICIAN STATED THAT THE FAILURE WAS WITH THE ELECTRICAL SHIFTER; HOWEVER, THE FAILURE WAS INHERENT TO THE CONTACT'S MODEL. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 10,000.

ALEXANDRIA VA Failure Date: 12/11/2015

11 10865868 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WITHIN THIRTY DAYS OF OWNING THE VEHICLE, THE GEARS INADVERTENTLY SHIFTED INTO REVERSE WHEN THE CONTACT PLACED THE VEHICLE IN PARK. THE ONLY INDICATORS THAT ALERTED THE CONTACT OF THE FAILURE WAS THE VEHICLE ROLLING IN REVERSE AND THE BACKUP CAMERA. THE DEALER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE PARTS WERE NOT AVAILABLE REGARDING NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT WAS UNABLE TO DETERMINE WHEN THE VEHICLE WOULD BE REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 200. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. NAPLES

FL Failure Date: 12/10/2015

11 10820488 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER PARKING ON A SLIGHT INCLINE AND EXITING THE VEHICLE, IT SUDDENLY BEGAN TO ROLL BACKWARDS. THE CONTACT WAS ABLE TO GET BACK INTO THE VEHICLE AND APPLY THE BRAKES TO STOP. THE VEHICLE EXPERIENCED A SECOND INCIDENT WHILE PARKED ON AN INCLINE WHERE IT ROLLED FORWARD DOWN A SLIGHT INCLINE AND CRASHED INTO A BUILDING. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THE CAUSE OF THE FAILURE WAS NOT

NHTSA Consumer Complaints as of March 5, 2018

DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 1,500. RALIEGH NC

Failure Date: 12/01/2015

11 10825381 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHEN THE CONTACT PARKED THE VEHICLE, THE VEHICLE SUDDENLY ROLLED FORWARD AND CRASHED INTO A STORAGE UNIT. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO DEALER WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000. UPDATED 03/08/16\*LJ THE CONSUMER STATED AFTER PUTTING THE VEHICLE IN PARK, AND PUSHED THE BUTTON TO TURN OFF THE VEHICLE, IT CONTINUED TO MOVE FORWARD AND CRASHED THROUGH A STORAGE ROOM. UPDATED 03/14/16.\*JB

SUGARLOAF KEY FL Failure Date: 11/28/2015

11 10876576 2015 JEEP GRAND CHEROKEE Power Train AFTER PLACING MY VEHICLE IN PARK ON A FLAT SURFACE PARKING LOT AND GOT OUT OF MY VEHICLE IT STARTED TO ROLL BACK STRIKING ANOTHER CAR. IT CAUSED MINIMAL DAMAGE TO THE REAR BUMPER WHICH COSTED ME \$200.00 TO REPLACE. I NOTIFIED THE DEALT WHO STATED ITS WAS USER ERROR AT THE TIME. NOW I'M STARTING TO SEE AND HEAR ABOUT OTHER CUSTOMERS COMPLAINING ABOUT THE SAME PROBLEM, SO I KNOW FOR SURE IT WASN'T USER ERROR. THIS ISSUE CONTINUES TO HAPPEN AS I HAVE TO DOUBLE CLUTCH IT TWICE FOR IT TO READ PARKED. I PAY TO MUCH A MONTH FOR A VEHICLE THAT COULD CAUSE DEATH, INJURY OR ADDITION DAMAGES THAT'S UNACCEPTABLE. UPPER MARLBORO MD Failure Date: 11/27/2015

11 10794743 2015 JEEP GRAND CHEROKEE Power Train TRANSMISSION SEEMS TO HESITATE WHEN I INITIALLY START DRIVING (AS IF IT IS STRUGGLING WITH THE GEAR) THEN IT JUMPS. GEAR ALSO APPEARS TO BE AT #5 WHEN I AM UNDER 40MPH. DOES NOT FEEL RIGHT AND JUST RECENTLY STARTED DOING THIS. ONLY HAS 5500 MILES ON IT. THEN IT

NHTSA Consumer Complaints as of March 5, 2018

SEEMS AT TIMES THAT THE FRONT HEADLIGHTS FLICKER WHILE DRIVING  
WHEN IT IS DARK OUT. TAYLOR MI Failure Date: 11/17/2015

11 10837169 2015 JEEP GRAND CHEROKEE Power Train SUBJECT:  
2014 JEEP GRAND CHEROKEE GEAR SHIFTER COMMENTS: I'VE BEEN  
READING ABOUT PROBLEMS WITH THE POOR DESIGN OF THE GEAR SHIFTER  
ON THE 2014 & 2015 JEEP GRAND CHEROKEES. I OWN ONE OF THESE  
VEHICLES. THE DESIGN OF THE SHIFTER IS TERRIBLE! AFTER SEVERAL 'MISS-  
SHIFTS', (I STEPPED OUT OF THE VEHICLE, THINKING IT WAS IN PARK, IT  
WASNT!!) I KNOW WHAT TO LOOK FOR NOW (VERIFYING GEAR POSITION ON  
INSTRUMENT PANEL) AND I ALWAYS SET MY PARKING BRAKE. I HIGHLY  
RECOMMEND THAT THIS VEHICLE BE RECALLED AND A FIX BE IMPLEMENTED.  
JEEP REALIZED THERE WAS A PROBLEM AS THERE WAS A REDESIGN FOR  
2016. HIGHLANDS RANCH CO Failure Date: 11/16/2015

11 10851063 2015 JEEP GRAND CHEROKEE Power Train TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE PULLING INTO A  
PARKING SPACE, THE VEHICLE WAS SHIFTED INTO PARK AND THE VEHICLE  
ROLLED BACK IN REVERSE. THE CONTACT DID NOT REALIZE THAT THE  
VEHICLE WAS MOVING BACKWARDS UNTIL ANOTHER VEHICLE BLEW THEIR  
HORN. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE  
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE  
OCCURRED EVER SINCE THE VEHICLE WAS PURCHASED. THE DEALER STATED  
THAT THIS WAS NORMAL. THE VEHICLE WAS NOT REPAIRED. THE  
APPROXIMATE FAILURE MILEAGE WAS 10,000. HERMISTONOR  
Failure Date: 11/15/2015

11 10971885 2015 JEEP GRAND CHEROKEE Power Train REPORTED  
TRANSMISSION PROBLEM TO DEALER 5 DIFFERENT TIMES. 11/4/2015 ø HARD  
SHIFT FROM 2ND TO 3RD GEAR. 6/10/2016 ø HARD SHIFT FROM 2ND TO 3RD  
GEAR. 10/28/2016 ø HARD SHIFT FROM 2ND TO 3RD GEAR. VALVE BODY  
REPLACED. 11/16/16 ø REPORTED HARD KNOCK SOUND AND BUMP WHEN  
DOWNSHIFTING FROM 3RD TO 2ND GEAR. LEFT VEHICLE AT DEALERSHIP FOR  
SERVICE OVERNIGHT. THE FOLLOWING DAY THEY CLAIMED THEY COULD NOT

NHTSA Consumer Complaints as of March 5, 2018

DUPLICATE THE ISSUE. 4/10/2017 REPORTED TO DEALER BUMP FROM 1ST TO 2ND GEAR. AS IF CAR IS BUMPED FROM BEHIND. BUMP FROM 5TH TO 4TH GEAR AS IF BRAKE PEDAL IS BEING PRESSED DOWN HARD. TOMS RIVER NJ Failure Date: 11/04/2015

11 10824350 2015 JEEP GRAND CHEROKEE Power Train MY 2015 JEEP CHEROKEE HAS APPROXIMATELY 6,000 MILES ON IT. I'VE HAD IT IN 3 TIMES DUE TO THE TRANSMISSION SURGING, AND IS AT THE DEALER AGAIN NOW. THE CAR WAS SURGING BETWEEN 45 & 40 AND 25 & 20 MPH WHEN I SLOWED DOWN. I TOOK IT INTO THE DEALER AND THEY DID SOME SOFTWARE CHANGES. THE CAR STILL SURGED AT 30 TO 25 MPH, AND SOMETIMES WITH MY FOOT OFF OF THE GAS, IT JUST KEPT GOING AT 25 MPH. AFTER THE DEALER REPLACED THE TRANSMISSION, IT WAS STILL SURGING AT ABOUT 25 MPH. THEY MADE MORE ADJUSTMENTS ON IT. THE TECH TOLD ME THAT IT WASN'T RIGHT WHEN THE CAR WAS COLD, SO HE LET IT COOL AGAIN, DROVE IT COLD, AND HE SAID IT SEEMS FINE NOW. IT'S IN THE SHOP AGAIN AFTER I FOUND THAT IT WAS STILL SURGING AT 25 MPH AND NOW WHEN THE CAR IS COLD, WHEN YOU STEP ON THE GAS THE CAR HESITATES BEFORE MOVING FORWARD. THIS COULD BE A DANGEROUS PROBLEM WHEN PULLING OUT INTO TRAFFIC. AUTO BLOG ADVISED THAT THERE WERE NO COMPLAINTS ON THE 2015 CHEROKEES FOR THE TRANSMISSION PROBLEMS THAT WERE COMMON IN THE 2014 MODELS. MAYBE THERE HAVE BEEN OTHER COMPLAINTS SINCE THAT ARTICLE WAS LAST UPDATED. I BELIEVE THAT THERE IS STILL A PROBLEM WITH THE 9 SPEED TRANSMISSION. CAPE CORAL FL Failure Date: 11/03/2015

11 10807839 2015 JEEP GRAND CHEROKEE Power Train SEVERAL ISSUES WITH AUTOMATIC GEAR SELECT SHIFTER: 1) I HAVE HAD 2 ROLL-AWAYS WHERE THE GEAR SHIFT WAS FIRMLY PLACED ALL THE WAY FORWARD, CAR LEFT RUNNING TO STEP OUT AND LOAD VEHICLE, CAR WAS NOT IN PARK. 2) TWICE WHILE DRIVING CAR INEXPLICABLY SHIFTS TO NEUTRAL. WILL NOT SHIFT BACK INTO GEAR UNTIL VEHICLE IS STOPPED, BUTTON ON GEAR SHIFTER IS PUSHED, AND THEN IT WILL GO INTO DRIVE AGAIN. 3) I WAS IN A

NHTSA Consumer Complaints as of March 5, 2018

CHALLENGING TRAFFIC SITUATION WHERE I NEEDED TO QUICKLY MOVE FROM DRIVE TO REVERSE, HOWEVER I WAS ABLE TO ENGAGE PARK, NEUTRAL, AND DRIVE, HOWEVER I COULD NOT EASILY FIND REVERSE. I ENDED UP CAUSING QUITE A TRAFFIC CONCERN, AND WAS FLASHED THE BLUE LIGHTS BY A POLICEMAN WHO ASKED IF I WAS HAVING PROBLEMS, THEN MOVED ME ALONG WITH A FROWN. I HAVE OWNED JEEP PRODUCTS FOR THE LAST 5 YEARS, AND HAVE HAD NO ISSUES UNTIL I BOUGHT THIS YEAR'S VEHICLE. THE SHIFT KNOB IS A REAL PROBLEM. I AM NOT A COMPLAINER, HOWEVER THIS IS A MAJOR SAFETY ISSUE. IT TERRIFIES ME TO DRIVE THIS VEHICLE. I HAVE GOTTEN JUST LIP SERVICE FROM THE DEALING, SAYING THEY CAN LOOK AT IT WHEN THEY GET A CHANCE, AND MAYBE SCHEDULE ME IN LATER THIS MONTH. THIS IS UNACCEPTABLE. PLEASE HELP. ENUMCLAW WA

Failure Date: 11/01/2015

11 10787947 2015 JEEP GRAND CHEROKEE Power Train AT 2:30 PM ON OCTOBER 30TH 2015 I PARKED IN A COMMERCIAL LOT. I LEFT THE VEHICLE TO GO INTO A STORE, WHEN I CAME OUT OF THE STORE I REALIZED THE CAR WAS "RUNNING". I OPENED THE DOOR AND REACHED AROUND THE STEERING WHEEL TO TURN THE CAR OFF BY PRESSING THE START/STOP BUTTON. I THINK PROCEEDED TO LEAVE THE VEHICLE TO GO TO ANOTHER STORE. WHEN I CAME OUT OF THE 2ND STORE I SAW MY CAR HAD ENGAGED INTO DRIVE AND MOVED OVER 50 FEET ACROSS THE PARTING LOT AND HIT ANOTHER VEHICLE. WHEN I GOT TO MY CAR I FOUND IT RUNNING AND IN "DRIVE". THIS ALL HAPPENED WITHOUT ANYONE IN THE CAR. THE CAR BASICALLY "RAN AWAY" WITHOUT ANYONE IN THE VEHICLE.

BRIGHTON MI Failure Date: 10/30/2015

11 10787449 2015 JEEP GRAND CHEROKEE Power Train 2015 GRAND CHEROKEE - 6 CYL - TRANSMISSION PROPBLEM- MULTIPLE OCCASIONS OF HARD & LOUD SHIFTING IN LOW GEARS - STUCK IN LOW GEAR - LOSS OF POWER - POOR MPG - CHECK ENGINE LIGHT ON INDICATING TRANS. ERRORS - DEALER HAS REPAIRED / PATCHED SOFTWARE 3 TIMES AND PROBLEMS CONTINUE... EMERALD HILLS CA Failure Date: 10/29/2015



NHTSA Consumer Complaints as of March 5, 2018

11 10807416 2015 JEEP GRAND CHEROKEE Power Train ON  
10/22/2015, I PARKED MY JEEP GRAND CHEROKEE WITH ENGINE RUNNING AND  
EXITED THE VEHICLE. THE SHIFTER WAS PLACED IN PARK PRIOR TO MY EXIT.  
ABOUT 30 SECONDS LATER, I DISCOVERED MY JEEP CRASHED INTO AN  
OCCUPIED APARTMENT. THE JEEP HAD ROLLED BACKWARDS, UNATTENDED,  
ACROSS A PARKING LOT UNTIL IT STRUCK THE BUILDING CAUSING DAMAGE TO  
THE STRUCTURE. NO INJURIES. SEVIERILLE POLICE REPORT FILED  
2015030090. NORTH FORT MYERS FL Failure Date: 10/22/2015

11 10863787 2015 JEEP GRAND CHEROKEE Power Train I HAVE A  
2015 JEEP GRAND CHEROKEE WITH A MONOSTABLE GEAR SHIFTER.  
NUMEROUS TIMES I HAVE HAD THE CAR GO INTO AN UNDESIRED GEAR. ON  
OCTOBER 20, 2015, I DROVE THE CAR INTO THE GARAGE TO PARK IT; I PLACED  
IT IN WHAT I THOUGHT TO BE PARK, EXITED THE VEHICLE, AND THEN THE  
VEHICLE (IN REVERSE) STARTED TO DRIVE OUT OF THE GARAGE. I WAS  
CAUGHT BETWEEN THE DOOR AND CAR AND UNABLE TO GET BACK IN DUE TO  
THE SPEED OF MOVEMENT. AS THE CAR BACKED OUT, THE DOOR CAUGHT ON  
THE MAIN SUPPORT COLUMN TO THE HOUSE AND BENT BACKWARDS;  
EVENTUALLY THE DOOR HINGE GAVE OUT AND THE CAR CLEARED THE  
GARAGE. ONCE IN THE DRIVEWAY AND WITH THE DOOR OUT OF THE WAY, I  
WAS ABLE TO RUN FAST ENOUGH TO GET INTO THE CAR AND STOP IT BEFORE  
IT DROVE INTO THE HOUSE ACROSS THE STREET. THE CAR HAD ENOUGH  
SPEED TO SCREECH WHEN THE BRAKES WERE APPLIED. MY SHOULDER AND  
ARM WERE BADLY BRUISED BUT I DID NOT SEEK MEDICAL ATTENTION. THE  
HOUSE DAMAGE WAS MOSTLY MINOR; WE ARE AWAITING AN INSPECTION TO  
VERIFY THE COLUMN'S INTEGRITY. THE CAR DAMAGE WAS SUBS TANTIAL,  
REQUIRING A NEW DOOR AND TWO NEW PANELS. MY INSURANCE COMPANY,  
USAA, COVERED THE DAMAGE (MINUS DEDUCTIBLE). MY BROTHER HAD A  
SIMILAR EXPERIENCE IN A CHRYSLER 300 WITH THE SAME SHIFTER, HE  
BACKED INTO ANOTHER CAR WHEN HE THOUGHT THE VEHICLE WAS IN PARK.  
MY WIFE HAS MADE THE MISTAKE ON OUR JEEP A NUMBER OF TIMES AS WELL,  
BUT SHE HAD NOT GOTTEN OUT OF THE VEHICLE COMPLETELY BEFORE  
NOTICING THE ERROR. ROSEVILLE CA Failure Date: 10/20/2015

NHTSA Consumer Complaints as of March 5, 2018

11 10825432 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT INDEPENDENTLY SHIFTED TO REVERSE. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 19,000. UPDATED 04/29/16\*LJ SUMMERSVILLE SC Failure Date: 10/19/2015

11 10809024 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT AFTER THE GEAR SHIFT WAS SWITCHED INTO THE PARK POSITION AND THE VEHICLE WAS PARKED, THE VEHICLE ROLLED BACKWARDS INDEPENDENTLY. AS A RESULT, THE VEHICLE CRASHED INTO A BRICK WALL. THE CONTACT MENTIONED THAT THE FAILURE OCCURRED AFTER EXITING THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 300. ATTLEBOROMA Failure Date: 10/17/2015

11 10807602 2015 JEEP GRAND CHEROKEE Power Train THE OPERATOR WAS ATTEMPTING TO ENTER THE VEHICLE WHILE IT WAS RUNNING AND IN PARK. AS THE OPERATOR ATTEMPTED TO ENTER THE VEHICLE HE PLACED HIS LEFT HAND ON THE TOP OF THE DRIVER'S SIDE DOOR AND HIS RIGHT HAND ON THE STEERING WHEEL. THE VEHICLE TRANSMISSION ENGAGED AND THE VEHICLE STARTED TO MOVE IN REVERSE. A WITNESS STATED THAT THE VEHICLE "TOOK OFF LIKE A ROCKET". THE WITNESS ESTIMATED THAT THE VEHICLE TRAVELED APPROXIMATELY 15 FEET IN A SECOND. THE OPERATOR WAS STRUCK BY THE VEHICLE AND SUFFERED SERIOUS INJURIES. THE VEHICLE TRAVERSED SEVERAL LANES OF TRAVEL, STRUCK A CURB, WHICH CHANGED ITS DIRECTION OF TRAVEL. THE VEHICLE THEN TRAVERSED SEVERAL MORE LANES OF TRAVEL AND STRUCK ANOTHER VEHICLE WITH SUFFICIENT FORCE TO CAUSE IT TO "JUMP" THE CURB...UPDATED 05/02/16 \*BF CHESHIRE CT Failure Date: 10/13/2015

NHTSA Consumer Complaints as of March 5, 2018

11 10850961 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS BACKING UP, THE SHIFTER BECAME INOPERABLE. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 8. UPDATED 06/15/16\*LJ THE CONSUMER STATED IT TOOK MULTIPLE TRIES TO GET THE E-SHIFTER INTO THE DESIRED POSITION. THE SHIFTER THEN RETURNED TO NEUTRAL MAKING IT DIFFICULT TO SEE WHEN THE SHIFTER WAS IN THE DESIRED POSITION. UPDATED 06/20/16.\*JB  
PITTSBURG NH Failure Date: 10/12/2015

11 10825007 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE VEHICLE WAS EQUIPPED WITH THE PUSH TO START KEYLESS IGNITION. THE GEAR LEVER WAS SHIFTED INTO PARK AND THE PUSH START IGNITION WAS ENGAGED. THE CONTACT EXITED THE VEHICLE. AFTER RETURNING, THE CONTACT DISCOVERED THAT THE ENGINE REMAINED IN OPERATION. THE FAILURE RECURRED ON FIVE SEPARATE OCCASSIONS. IN ADDITION, THE VEHICLE INDEPENDENTLY SHIFTED INTO REVERSE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 5,000. MELBOURNE BEACH FL Failure Date: 10/09/2015

11 10780415 2015 JEEP GRAND CHEROKEE Power Train LEASED CAR ON 9/4/2015. SOMEONE AT DEALERSHIP HAD BEEN DRIVING IT SO IT HAD 4800 MILES WHEN I GOT IT. ON 10/3/2015, GOT IN CAR, STARTED ENGINE, SHIFTED CAR INTO DRIVE AND IT REVVED BUT DIDN'T MOVE. SERVICE PARKING BRAKE LIGHT CAME ON. I HADN'T TOUCHED THE PARKING BRAKE. TURNED CAR OFF AND ON AGAIN. SAME THING...CAR WOULDN'T SHIFT INTO GEAR, THEN GOT "SERVICE TRANSMISSION" MESSAGE AND CHECK ENGINE LIGHT. REPEATED TURNING CAR ON AND OFF SEVERAL TIMES, SHIFTING. NO RESPONSE. TURNED CAR ON, PUT IN REVERSE. HEARD A LOUD THUNK AND THE CAR MOVED BACKWARD. PUT IN DRIVE, HEARD A LOUD THUNK AGAIN,

NHTSA Consumer Complaints as of March 5, 2018

AND CAR MOVED SLUGGISHLY FORWARD. LIMPED HOME, CAR NOT RESPONDING AS NORMAL TO PRESSURE OF GAS PEDAL, PRAYING I GOT THERE WITHOUT THE CAR DYING. CALLED SERVICE AT 8 A.M. AT 9:30 A.M., WENT TO LEAVE HOUSE TO TAKE CAR TO DEALERSHIP. BACKED DOWN THE DRIVEWAY, PUT CAR IN DRIVE, NO RESPONSE. I THOUGHT I HAD GONE DOWN MY DRIVEWAY IN REVERSE, BUT IT MUST HAVE JUST ROLLED DOWN SINCE WE LIVE ON A HILL. I TURNED CAR OFF AND ON AGAIN, PUT CAR IN REVERSE. LOUD THUNK, LIKE THE BOTTOM WAS FALLING OUT OF CAR, AND CAR LURCHED INTO REVERSE. SHIFTED TO DRIVE, ANOTHER THUNK AND LURCH. PULLED CAR TO SIDE OF STREET AND CALLED CHRYSLER ROADSIDE ASSISTANCE FOR TOW. WAITED 5 HOURS FOR TOW TRUCK WHICH CAME FROM ANOTHER STATE. REALLY?! CAR IS NOW AT DEALERSHIP, GOT CALL TODAY 10/6 THAT THE VALVE BODY ON THE TRANSMISSION NEEDS TO BE REPLACED AND THAT IT IS A 7-10 DAY WAIT BECAUSE THE PART IS BACKORDERED. (AFTER READING ALL THESE COMPLAINTS, I NOW KNOW WHY). I'VE PAID TWO MONTHS LEASE ON THE VEHICLE, HAVE BEEN ABLE TO DRIVE IT FOR 3 WEEKS, AND 500 MILES. CURRENT MILEAGE IS APPROXIMATELY 5300. MIDDLETOWN NJ Failure Date: 10/03/2015

11 10794879 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 50 MPH, THE VEHICLE'S SENSOR STOPPED THE VEHICLE WITHOUT WARNING. IN ADDITION, THE CONTACT STATED THAT THE TRANSMISSION MADE A BANGING NOISE. THE VEHICLE WAS TAKEN TO A DEALER TO BE REPAIRED, BUT THE ISSUE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 1,100. LAKE WORTH FL Failure Date: 09/30/2015

11 10825159 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT ROLLED AWAY INDEPENDENTLY AND STRUCK A TREE IN A PARKING LOT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND A THIRD PARTY INVESTIGATOR ARRIVED TO DETERMINE THE CAUSE OF THE FAILURE.

NHTSA Consumer Complaints as of March 5, 2018

A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED AND REPAIRED BY THE INSURANCE COMPANY. THE APPROXIMATE FAILURE MILEAGE WAS 5,812.

HAWTHORN WOODS IL Failure Date: 09/16/2015

11 10787576 2015 JEEP GRAND CHEROKEE Power Train WHILE IN "PARK" AND IDLING, THE VEHICLE ROLLED FORWARD AND STRUCK OBJECTS 20 YARDS AWAY CAUSING \$1500 WORTH OF DAMAGE TO THE RIGHT FRONT BUMPER. MY WIFE PARKED THE CAR AND HAD EXITED THE VEHICLE, WHEN AFTER A ABOUT 30 SECONDS, IT ROLLED FORWARD AND STRUCK HEADSTONES IN A CEMETERY. THE CAR STILL INDICATED IT WAS IN "PARK" WHEN MY SON ENTERED THE VEHICLE...UPDATED 05/02/16 \*BF

LEONARDTOWN MD Failure Date: 09/14/2015

11 10838645 2015 JEEP GRAND CHEROKEE Power Train I FEEL THE 8 SPEED AUTOMATIC SHIFT LEVER IS DANGEROUS AT BEST AND COULD RESULT IN A DEADLY ACCIDENT. ON SEVERAL OCCASIONS I HAVE THOUGHT I WAS IN PARK , PRESSED THE OFF BUTTON AND WENT TO EXIT THE VEHICLE ONLY TO FIND THE ENGINE WAS STILL RUNNING AND I WAS IN REVERSE. SINCE THE SHIFTER ALWAYS RETURNS TO THE CENTER POSITION, THERE IS NO POSITIVE "FEEL" THAT THE LEVER IS INDEED IN PARK. I KNOW YOU CAN SAY I SHOULD HAVE LOOKED DOWN TO BE SURE THE ENGINE WAS ACTUALLY OFF, AND YOU ARE CORRECT, BUT AFTER SOME 50 YEARS OF DRIVING I KNOW WHEN I THINK I HAVE SHIFTED INTO PARK AND TURNED THE ENGINE OFF, AND WITH THIS CAR YOU JUST CAN'T TELL. ON ONE OCCASION I EVEN EXITED THE CAR, AND WHEN I WENT TO OPEN THE TRUNK NOTICED THE FOB WOULD NOT OPEN THE TRUNK. SUSPECTING THE FOB SWITCH WAS FAILING, I OPENED THE CAR DOOR AND FOUND THE ENGINE WAS RUNNING AND THE CAR WAS STILL IN DRIVE. THANKFULLY, I HAD PARKED IN A SMALL POT HOLE IN AN OTHERWISE FLAT PARKING LOT AND IDLE SPEED WAS NOT ENOUGH FOR THE CAR TO DRIVE ITSELF OUT OF THE HOLE. ADDITIONALLY, IF YOU ACCIDENTLY BUMP THE SHIFTER OUT OF DRIVE WHILE IN MOTION AND INTO NEUTRAL, WHEN YOU REALIZE WHAT YOU HAVE DONE AND BUMP BACK INTO DRIVE, THERE IS A SEVERAL SECOND LAG BEFORE DRIVE PICKS BACK UP.

NHTSA Consumer Complaints as of March 5, 2018

NOT HORRIBLE ON LOW TRAFFIC ROADS, BUT COULD BE A REAL HAZARD ON AN EXPRESSWAY IN HEAVY TRAFFIC. GENERAL SAFETY OF THIS ENTIRE SHIFTER ASSEMBLY NEEDS TO BE REVIEWED. SELLERSVILLE PA

Failure Date: 09/12/2015

11 10875784 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IN REVERSE, THE GEAR SHIFTER INDEPENDENTLY SWITCHED INTO THE NEUTRAL POSITION. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). ON SEVERAL OCCASIONS, THE FRONT DRIVER SEAT READJUSTED INDEPENDENTLY. THE CONTACT STATED THAT THE SEAT ADJUSTMENT WARNING INDICATOR ILLUMINATED ONLY WHEN THE VEHICLE WAS IN PARK. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 11,000. OXFORD PA Failure Date: 09/11/2015

11 10875612 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT BEGAN TO ROLL AWAY AND CRASHED INTO A METAL POLE AND METAL DUMPSTER. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED; HOWEVER, THE SHIFTER WAS REPAIRED. THE FAILURE RECURRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 200. FT COLLINS CO Failure Date: 09/09/2015

11 10825867 2015 JEEP GRAND CHEROKEE Power Train I LEFT MY CAR IDLING , ON A FLAT SURFACE IN A PARKING LOT TO RUN INTO A BANK ATM. THE GEAR SHIFTER DID NOT LOCK INTO PARK EVEN THOUGH I PUSHED IT ALL THE WAY FORWARD TO THE PARK POSITION. THE VEHICLE ROLLED INTO A PARKED CAR. THE TOTAL DAMAGE SUSTAINED BY THE OTHER CAR WAS \$2100,

NHTSA Consumer Complaints as of March 5, 2018

AND \$1000 ON MY JEEP GC. THIS SHIFTER IS NOT VERY INTUITIVE, IT IS A NEWER ELECTRONIC SHIFTER AND IS NOT GATED AS MOST ARE. IT DOES NOT GIVE THE DRIVER GOOD FEEL OR FEEDBACK THAT THE CAR IS IN THE APPROPRIATE GEAR. THIS HAS BEEN A PROBLEM FROM DAY ONE. IF I HAD BEEN POINTED TO THE STREET THIS COULD HAVE CAUSED A MAJOR ACCIDENT. THIS IS A VERY DANGEROUS SITUATION! I BROUGHT IT TO THE DEALER TO LOOK AT AND THEY SAID THERE WAS NO ISSUE. CLEARLY THERE IS AN ISSUE. I NOW SEE THE NHSTA IS LOOKING INTO MORE THAN 300 INCIDENTS OF THIS ROLLAWAY ISSUE. THERE ARE PROBABLY MANY MANY MORE SINCE MOST PEOPLE HAVE NOT REPORTED IT. I HAVE A BIG MONETARY ISSUE THIS HAS COST, MY INSURANCE HAS GONE UP 70% AS THEY THINK I WAS NEGLIGENT AND IT NEEDS TO BE ADDRESSED BY JEEP/CHRYSLER/FIAT. PLEASE FEEL FREE TO CALL ME TO INQUIRE FURTHER INTO THE ISSUE I AM HAVING. I HAVE NOTIFIED JEEP CUSTOMER SERVICE AND AM TAKING THE CAR IN AGAIN ON 2/22 FOR THEM TO INSPECT. THANKS, GLENN SHEPARD  
201-221-6994      NEW PROVIDENCE      NJ      Failure Date: 09/07/2015

11      10825019      2015      JEEP GRAND CHEROKEE      Power Train      ON 9/4/15 I WAS BACKING A BOAT INTO THE LAKE USING THIS VEHICLE. I PUT THE VEHICLE INTO PARK, OR THOUGHT I DID, AND OPENED THE DRIVER DOOR. AS I EXITED THE VEHICLE ROLLED BACKWARDS, KNOCKED ME DOWN, AND THE ENTIRE VEHICLE, WITH BOAT AND TRAILER, WENT INTO THE LAKE. I HAVE NOTICED SINCE THEN THAT THE SHIFTER REQUIRES YOU TO HOLD IT IN PARK FOR A SECOND BEFORE THE PARK GEAR WILL ENGAGE. SLAMMING THE SHIFTER TOWARDS PARK, EVEN WITH THE BUTTON DEPRESSED AND FOOT ON THE BRAKE, WILL NOT ALWAYS ENGAGE THE PARKING GEAR. YOU MUST WAIT UNTIL THE PARKING GEAR LIGHT ON THE DASH IS ILLUMINATED. THIS IS NOT USER FRIENDLY. I WOULD SUGGEST A SENSOR BEING INSTALLED ON THE TRANSMISSION THAT AUTOMATICALLY SHIFTS INTO PARK WHEN THE DRIVER DOOR IS OPENED, MUCH LIKE THE MERCEDES GL450.      AUGUSTA  
GA      Failure Date: 09/04/2015

NHTSA Consumer Complaints as of March 5, 2018

11 10767488 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE PARKED WITH THE ENGINE OFF, THE VEHICLE MOVED INDEPENDENTLY AND CRASHED INTO THE GARAGE DOOR AT THE CONTACT'S RESIDENCE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT COULD NOT BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THERE WERE NO INJURIES. A POLICE REPORT WAS NOT FILED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,513.....UPDATED 02/10/16 \*BF ALTON IL Failure Date: 08/25/2015

11 10825139 2015 JEEP GRAND CHEROKEE Power Train I EXPERIENCED THE PROBLEM REPORTED IN THE NEWS ARTICLE REGARDING THE CONFUSING CHRYSLER JEEP ELECTRONIC SHIFTER. I LEFT MY CAR RUNNING AND THOUGHT I HAD PUT IT INTO PARK. I WALKED AROUND THE CAR AND WENT INTO MY HOUSE FOR 5 MINUTES. WHEN I CAME OUT THE CAR HAD ROLLED DOWN A DRIVEWAY INTO A NEIGHBORS YARD CAUSING NEARLY \$10K IN DAMAGE. TRUCKEE CA Failure Date: 08/25/2015

11 10759568 2015 JEEP GRAND CHEROKEE Power Train AFTER REVERSING OUT FROM A PARKING SPOT, I USED THE ELECTRONIC SHIFTER TO PUT THE VEHICLE IN PARK (BY NUDGING THE SHIFTER FORWARD WITH FOOT ON THE BRAKE) SO I COULD QUICKLY RETRIEVE SOMETHING FROM THE GROUND; AS SOON AS I EXITED THE VEHICLE, I FELT IT PULL AWAY, APPARENTLY IN DRIVE (WHICH WOULD HAVE REQUIRED ME TO NUDGE THE SHIFTER BACKWARDS), AND IT ROLLED FORWARD AND STRUCK A FENCE POST BEFORE I WAS ABLE TO GET BACK IN AND GET MY FOOT ON THE BRAKE. THIS DAMAGED THE FRONT BUMPER AND TRIM, REQUIRING REPAIR BY A BODY SHOP. THE BRAND NEW VEHICLE WAS PURCHASED ONLY 9 DAYS PRIOR TO THE INCIDENT. HANFORD CA Failure Date: 08/24/2015

11 10766494 2015 JEEP GRAND CHEROKEE Power Train I PULLED INTO A PARKING LOT, PUT THE VEHICLE INTO PARK AND LEFT THE ENGINE RUNNING. I GOT OUT OF THE VEHICLE, WHEN IT STARTED TO ROLL BACKWARDS. I ATTEMPTED TO CLIMB INTO THE VEHICLE TO STOP IT, WHEN I



NHTSA Consumer Complaints as of March 5, 2018

FELL TO THE GROUND AND THE LEFT FRONT TIRE OF THE VEHICLE RAN OVER MY PELVIC AREA. I AM POSITIVE THAT THE CAR WAS IN PARK AT THE TIME IT STARTED TO ROLL AWAY. COMMERCE TWP MI Failure Date: 08/22/2015

11 10759979 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER PARKING THE VEHICLE AND RETURNING TO IT, IT WAS DISCOVERED THAT THE VEHICLE HAD SHIFTED INDEPENDENTLY INTO REVERSE AND CRASHED INTO ANOTHER VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 56. SAN ANTONIO TX Failure Date: 08/07/2015

11 10824923 2015 JEEP GRAND CHEROKEE Power Train THE TRANSMISSION SHIFT KNOB IS DIFFICULT TO USE AND DOES NOT GO INTO INTENDED GEAR OR PARK EASILY. OFTEN I WILL STOP THE CAR, SHIFT INTO PARK, AND FIND THAT THE CAR STILL MOVES AFTER I TAKE MY FOOT OFF THE BRAKE ... TURNS OUT ITS NOT ACTUALLY IN PARK. THERE IS NO INTUITIVE WAY TO FEEL THAT THE SHIFTER IS FIRMLY IN THE PARK POSITION. THIS CREATES A DANGEROUS SITUATION. SAME APPLIES WITH THE BUTTON/KNOB TO TURN THE CAR OFF. IF I AM STOPPED AND PUSH IT, IT SEEMS LIKE IT SHOULD PUT THE CAR IN PARK AND SHUT OFF IT DOES NOT. I HAVE PARKED THE CAR AND BEGUN TO EXIT ON AT LEAST 10 OCCASIONS WHEN THE CAR MOVED. OTHER DRIVERS THAT HAVE BORROWED MY CAR HAVE EXPERIENCED THE SAME THING. THIS IS MY 8TH JEEP GRAND CHEROKEE THAT I HAVE OWNED OR LEASED ... I HAVE NOT EXPERIENCED THIS PROBLEM WITH ANY OF THE PRIOR VEHICLES. IT IS DANGEROUS. CHESTER NJ Failure Date: 08/01/2015

11 10875718 2015 JEEP GRAND CHEROKEE Power Train WE, TOO, HAVE HAD PROBLEMS WITH THE MONOSTABLE ELECTRONIC (E-SHIFT) GEARSHIFT IN OUR 2015 JEEP GRAND CHEROKEE. ONE OF THE CRITICAL MOVEMENTS IS WHEN YOU ARE IN A BUSY MALL, RESTAURANT OR OTHER VENUE'S PARKING AREAS. OFTEN, WHEN TRYING TO BACK OUT, WE

NHTSA Consumer Complaints as of March 5, 2018

SUDDENLY SEE A CAR APPROACHING AND TRY TO GET THE CAR BACK INTO FORWARD (øDø). THERE IS FREQUENTLY AN OVERSHOOT WITH THE SHIFTER AND WE WIND UP IN øPø OR øNø RATHER THAN THE DESIRED øDø OR øS.ø SINCE WE ARE DISTRACTED WATCHING AND TRYING TO AVOID THE OTHER VEHICLE, THE INSTRUMENT ANNUNCIATOR INDICATOR LIGHTS ARE OF NO USE AND JUST BY FEEL, WE CANøT TELL WHERE WE ARE IN THE DIRECTION MODES. ALSO, WHEN TRYING TO GET INTO ANY MODE, IT IS OFTEN ANOTHER OVERSHOOT IN WHICH WE WIND UP, MAKING FOR A POTENTIALLY DANGEROUS AND, AT BEST, A FRUSTRATING EVENT. THIS SYSTEM IS VERY IMPRECISE AND CONFUSING. THE DESIGN AND ENGINEERING OF THIS SYSTEM, IN MY OPINION, IS INITIALLY DEFECTIVE IN THE ERGONOMICS ALONE AND A MASSIVE FAIL IN ITS EXECUTION. WE HAVE PUT THE VEHICLE IN WHAT WE THOUGHT WAS øPø AND, YET, WHEN RELEASING THE BRAKE, THE CAR ROLLED FORWARD BECAUSE IT WAS STILL IN øD.ø I MENTIONED THIS UNSETTLING SITUATIONS TO THE DEALER AT LEAST ONCE AND DEBRIEFED THIS SITUATION THREE TIMES DURING ANSWERING THE SURVEYS WE RECEIVED OVER A PERIOD OF TIME FOLLOWING OUR PURCHASE. APPARENTLY, OTHERS HAVE ALSO DONE SO. IT HAS TAKEN A HIGH VISIBILITY ACCIDENT TO GET THE FCA COMPANY TO ACKNOWLEDGE THE PROBLEM; WHILE THEY STILL MAINTAIN IT IS NOT THEIR DESIGN, BUT OUR INADVERTENTY ERRONEOUS OPERATIONS. WAYLAND NY Failure Date: 08/01/2015

11 10908187 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT BEGAN TO ROLL AWAY. THE REAR PASSENGER SIDE WHEELS ROLLED OVER THE CONTACT'S LEGS. MEDICAL ATTENTION WAS REQUIRED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 15,000. OXFORD PA Failure Date: 07/24/2015

NHTSA Consumer Complaints as of March 5, 2018

11 10966257 2015 JEEP GRAND CHEROKEE Power Train AFTER OWNING MY JEEP GRAND CHEROKEE FOR ABOUT 6 MONTHS I WAS DRIVING ON THE HIGHWAY AND MY CAR WOULD NOT ACCELERATE FASTER THAN 40 MPH, THE RPMS WERE GOING UP BUT NO MATTER HOW HARD I PRESSED ON THE GAS THE CAR WOULD NOT GO ANY FASTER. I TOOK IT TO THE DEALERSHIP AND WAS TOLD IT WAS A COMPUTER ISSUE AND THEY REPROGRAMMED THE COMPUTER. AGAIN A FEW MONTHS LATER THE CAR DID THE SAME THING WHILE DRIVING ON THE STREET, NOT ACCELERATING FASTER THAN ABOUT 20MPH AND THE RPMS GOING UP. THE CAR ALSO STARTED DOWNSHIFTING HARD WHEN COMING TO A STOP. ONCE I STARTED DRIVING AFTER COMING TO A STOP THE CAR ALSO FELT LIKE IT WAS SHIFTING HARD INTO GEAR. I BROUGHT THE CAR BACK TO THE DEALERSHIP AND AGAIN THE COMPLAINT COULD NOT BE DUPLICATED. SO A COMPUTER UPDATE WAS DONE AGAIN AND THE PROBLEM SEEMED OK FOR A FEW MONTHS AGAIN. THE PROBLEM IS NOT A CONSTANT ONE SO DUPLICATING IT WILL BE HARD. IT IS RANDOM AND DOES NOT SEEM TO HAPPEN AT ANY SPECIFIC TIME. IT HAPPENED TWICE WHILE I WAS ON THE HIGHWAY AND IS A SAFETY ISSUE IF I CAN NOT ACCELERATE, ESPECIALLY WHEN I AM CHANGING LANES. IN TOTAL I HAVE BROUGHT MY CAR IN 4 TIMES WITHIN 2 YEARS FOR THE SAME PROBLEM. ONCE OR TWICE I WAS TOLD THAT THEY DID FEEL THE HARD SHIFTING WHEN COMING TO A STOP OR ACCELERATING AFTER STOPPING BUT ALL THAT WAS DONE WAS A COMPUTER UPDATE. MY FEAR IS HAVING AN ACCIDENT ON THE HIGHWAY IF I CAN NOT ACCELERATE. SOMETIMES WHEN COMING TO A STOP IT SHIFTS SO HARD IT ALMOST SOUNDS LIKE A HARD POPPING NOISE. AT THIS POINT I DO NOT KNOW WHAT TO DO, MY CAR HAS 25,000 AND IS NOW 26 MONTHS OLD, THE WARRANTY WILL EXPIRE IN ABOUT 10 MOS OR 36,000 AND THEN I AM SURE THE PROBLEM WILL BE FOUND & IT WILL PROBABLY BE THE TRANSMISSION AND COST ME SEVERAL THOUSAND DOLLARS!! I CONTACTED JEEP CORP OFFICE 800-992-1997 AND WAS TOLD TRY TO OPEN A STARCASE SO THE "SPECIAL MECHANICS" CAN LOOK AT IT, WHY AREN'T ALL THE MECH SPECIAL?? MASPETH NY Failure Date: 07/20/2015

NHTSA Consumer Complaints as of March 5, 2018

11 10733396 2015 JEEP GRAND CHEROKEE Power Train PULLING AWAY FROM TRAFFIC LIGHT, TRANSMISSION APPEARED TO BE STUCK IN EITHER FIRST OR SECOND GEAR, AND WOULD NOT SHIFT TO ANOTHER GEAR. ATTEMPTING TO ACCELERATE (GOT UP TO 20MPH) RESULTED IN THE ENGINE OVER REVVING AND THE OIL PRESSURE TO EXCEED 90 POUNDS. THE CHECK ENGINE LIGHT DID NOT COME ON. AFTER TURNING OFF VEHICLE AND LETTING IT SIT FOR APPROXIMATELY 30 MINUTES, DROVE THE VEHICLE AND EVERYTHING APPEARED NORMAL. WILL BE TAKING VEHICLE TO DEALER FOR DIAGNOSIS AND REPAIR. WILMINGTON DE Failure Date: 07/11/2015

11 10908739 2015 JEEP GRAND CHEROKEE Power Train I HAVE HAD TRANSMISSIONS ISSUES WITH MY 2015 JEEP CHEROKEE FROM THE FIRST WEEK I PURCHASED IT. I HAVE HAD MY JEEP INTO THE DEALERSHIP TO ADDRESS THIS ISSUES SEVERAL TIMES NOW. THEY HAVE REPLACED THE TRANSMISSIONS ONCE, UPDATED THE FIRMWARE A COUPLE OF TIMES, AND ARE NOW JUST TELLING ME "THAT'S THE WAY IT IS" AND THAT I WILL JUST HAVE TO LIVE WITH THE PROBLEMS. THE TRANSMISSIONS JERKS INTO GEAR A TIMES, ESPECIALLY WHEN ACCELERATING AFTER A NEAR STOP (SPINS THE TIRES SOMETIMES WHEN IT 'CLUNKS' INTO GEAR), SLIPS OUT OF GEAR AT TIMES AND 'CLUNKS' BACK IN (WHEN TRAVELING AROUND 40 MPH USUALLY), AND HAS ALSO JUST QUIT FUNCTIONING ALL TOGETHER WHILE TRYING TO ENTER A FREEWAY (HAD TO PULL OVER AND STOP/START CAR TO GET THE TRANSMISSION BACK). EVERY TIME I DRIVE THE CAR ONE OF THESE ISSUES CAN BE OBSERVED. I AM A VERY DISPLEASED LONG TIME JEEP OWNER.. AUSTIN TX Failure Date: 07/06/2015

11 10733158 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT RENTED A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED ON A SLOPE, THE VEHICLE SHIFTED INTO DRIVE WITHOUT THE BRAKE PEDAL BEING DEPRESSED. THE VEHICLE CRASHED INTO A METAL POST AND THE AIR BAGS FAILED TO DEPLOY. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT TAKEN TO A DEALER OR

NHTSA Consumer Complaints as of March 5, 2018

INDEPENDENT MECHANIC. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 9,500.

AUSTIN TX Failure Date: 07/03/2015

11 10730952 2015 JEEP GRAND CHEROKEE Power Train VEHICLE WAS PUT INTO PARK WHILE RUNNING. THE VEHICLE THEN STARTED TO ROLL BACKWARDS WHILE STILL IN PARK AND THEN COLLIDED INTO ANOTHER PARKED VEHICLE. WHILE THE VEHICLE WAS ROLLING BACKWARDS 3 OTHER OCCUPANTS PROCEEDED TO EVACUATE THE VEHICLE BEFORE IT COLLIDED WITH THE OTHER PARKED CAR. THE EVACUATION OF THE VEHICLE LEFT THE DOORS OPEN WHICH, WHEN THE VEHICLES COLLIDED, LEFT THE DOORS OF THE ROLLING VEHICLE (THE JEEP) UNABLE TO BE CLOSED.\*UPDATED\* THE DRIVER LEFT THE VEHICLE TO GO INTO A GAS STATION, THE SHIFT INDICATOR SHOWED THE VEHICLE TO BE IN PARK. THE VEHICLE STARTED TO ROLLAWAY, THE TWO CHILDREN AND THE ADULT PASSENGER EVACUATED THE VEHICLE AS THEY THOUGHT IT MIGHT ROLL INTO STREET TRAFFIC AND BE STRUCK. A CHILD WAS INJURED EXITING THE VEHICLE AS THE VEHICLE COLLIDED WITH ANOTHER PARKED VEHICLE, AND THEN CONTINUED ON ROLLING INTO A DITCH. A BYSTANDER JUMPED IN THE VEHICLE TO TRY TO STOP THE ROLLING AND NOTICED THAT THE SHIFT INDICATOR WAS SHOWING THE VEHICLE WAS IN PARK.\*SMCH....UPDATED 04/25/16 \* BF UPDATED 11/01/2017\*CN

LIVONIA MI Failure Date: 06/28/2015

11 10875502 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. AFTER SHIFTING INTO THE PARK POSITION AND ATTEMPTING TO EXIT THE VEHICLE, IT BEGAN TO ROLL AWAY INDEPENDENTLY WITHOUT WARNING. THE CONTACT WAS ABLE TO STOP THE VEHICLE. THE CONTACT MENTIONED THAT THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE VEHICLE WAS NOT REPAIRED DUE TO PARTS BEING UNAVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF

NHTSA Consumer Complaints as of March 5, 2018

THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.           CAPON  
BRIDGE    WV    Failure Date: 06/20/2015

11    10917207    2015    JEEP GRAND CHEROKEE           Power Train TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 60 MPH, THE  
COFFEE CUP GRAZED THE SHIFTER. AS A RESULT, THE VEHICLE SHIFTED OUT  
OF DRIVE INTO NEUTRAL. ALSO, WHILE THE VEHICLE WAS IN PARK, REVERSE,  
OR SECOND AND THIRD GEARS, IT FAILED TO LOCK INTO GEAR. THE FAILURE  
RECURRED TWICE AFTER A PRIOR RECALL. THE MANUFACTURER WAS MADE  
AWARE OF THE FAILURE. THE RECALL DETAILS WERE NOT PROVIDED. THE  
APPROXIMATE FAILURE MILEAGE WAS 22,000.           OAKLAWN    IL  
          Failure Date: 06/10/2015

11    10725429    2015    JEEP GRAND CHEROKEE           Power Train I TRAVEL  
FOR A LIVING, OWN AND OPERATE MANY VEHICLES. I RECENTLY RENTED A  
GRAND CHEROKEE FOR A WEEK OF SALES IN MO. THE COMBINATION OF THE  
KEYLESS IGNITION AND ELECTRONIC SHIFT ARE VERY DANGEROUS FOR THE  
FOLLOWING REASONS:    TO START, YOU PUT YOUR FOOT ON THE PEDAL AND  
PUSH THE BUTTON. NO PROBLEM. THE ELECTRONIC SHIFT DOES NOT HAVE  
INTUITIVE, DETENTE OR POSITIVE GEAR POSITIONS. IT REQUIRES SPECIFIC,  
COUNTER-INTUITIVE MOVEMENTS THAT MUST BE LEARNED, CAREFULLY  
EXECUTED AND TEDIOSLY WATCHED: ON TWO OCCASIONS, I PUT MY FOOT  
ON THE BRAKE AND PUSHED THE BUTTON TO TURN OFF THE VEHICLE.  
WRONG! I CAME BACK TO A VEHICLE THAT WAS STILL RUNNING. I ALSO  
THOUGHT THE TRANSMISSION WAS IN PARK 3 TIMES WHEN IT WASN'T AND  
GOT OUT OF THE CAR ONLY TO HAVE IT START MOVING. ONE OF THOSE TIMES  
THE ENGINE WAS STILL ON. ANOTHER TIME IT ROLLED BACK INTO A PARKING  
LOT WHILE I WAS VISITING A CUSTOMER. AFTER 2 DAYS I TRAINED MYSELF TO  
BE EXTRA-EXTRA CAREFUL WHEN SHUTTING OFF AND EXITING THE CAR. NO  
ONE SHOULD HAVE TO BE THAT        CAREFUL OR GO THROUGH AN  
UNNATURAL RITUAL TO TURN OFF A VEHICLE. I OWN AND DRIVE A MANUAL  
TRANSMISSION, AN AUTOMATIC AND A MOTORCYCLE. I HAVE DRIVEN  
THROUGHOUT THE US AND EUROPE. I HAVE NEVER EXPERIENCED ANYTHING

NHTSA Consumer Complaints as of March 5, 2018

AS POTENTIALLY DANGEROUS IN A MODERN VEHICLE. ...UPDATED 07/30/15 \*BF  
GRAND RAPIDS MI Failure Date: 06/09/2015

11 10778854 2015 JEEP GRAND CHEROKEE Power Train AFTER  
COMING TO COMPLETE STOP (AT A GAS PUMP), PUT TRANSMISSION INTO  
PARK, I STEPPED OUT OF VEHICLE, WITHIN 10 SECONDS THE VEHICLE BEGAN  
TO SLOWLY ROLLING BACKWARDS. MY VEHICLE STRUCK ANOTHER VEHICLE  
CAUSING DAMAGE TO BOTH VEHICLES. NOW BEING MORE AWARE OF THIS  
INCIDENT, I AM VERY CAREFUL TO ASSURE BOTH GEAR INDICATORS- SHIFT  
KNOB AND DISPLAY ON DASH- DISPLAY "P", AND CHECK VEHICLE PHYSICAL  
POSITION FOR MOVEMENT. I HAVE NOTICED THERE IS BOTH A LAG TO  
CHANGE DISPLAY AND NOT A POSITIVE INDICATION OF THE PARK POSITION  
WHEN CHANGING GEAR. WESTFORD MA Failure Date: 05/20/2015

11 10870340 2015 JEEP GRAND CHEROKEE Power Train TL\* THE  
CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS  
PARKED IN FRONT OF A STORE, IT ROLLED FORWARD INTO THE STORE AND A  
FENCE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED.  
THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED DUE  
TO LACK OF PARTS. THE APPROXIMATE FAILURE MILEAGE WAS 2,021.  
RICHMOND HEIGHTS OH Failure Date: 05/11/2015

11 10825852 2015 JEEP GRAND CHEROKEE Power Train AFTER THE  
PURCHASE OF THIS VEHICLE, ON TWO OCCASIONS THE CAR WAS IN THE PARK  
POSITION [P], BUT, MOVED FORWARD. DURING THE FIRST INCIDENT, MY WIFE  
HAD PARKED THE CAR AT LOCAL STORE. WHEN SHE WENT TO LEAVE THE  
VEHICLE THE CAR ROLLED INTO A NEARBY FENCE. DURING THE SECOND  
INCIDENT, THE GRAND CHEROKEE AFTER BEING PLACED INTO PARK ROLLED  
INTO OUR YARD. THE PROBLEM WITH THE CAR'S PARK POSITION DOES NEED  
TO BE LOOKED AT; FOR MY WIFE OR MYSELF COULD HAVE BEEN INJURED IF  
WE HAD STARTED TO LEAVE THE CAR. IN THE FIRST INCIDENT THERE WAS  
\$1,000 IN DAMAGE TO THE CAR. IN THE SECOND INCIDENT THERE WAS NO  
DAMAGE TO THE VEHICLE. THANK YOU FOR YOUR HELP. \*TR RICHMOND  
HTS. OH Failure Date: 05/10/2015

NHTSA Consumer Complaints as of March 5, 2018

11 10715401 2015 JEEP GRAND CHEROKEE Power Train AFTER A COMPLETE STOP AND PLACING THE VEHICLE IN "PARK", TURNING OFF THE ENGINE AND DEPARTING THE CAR, THE CAR COMES OUT OF PARK AND INTO NEUTRAL AND STARTS ROLLING. THE STABILITY CONTROL LIGHT COMES ON. SOMETIMES THE INSTRUMENT PANEL GOES BLANK WHILE DRIVING. \*TR  
POLK CITY FL Failure Date: 05/06/2015

11 10825218 2015 JEEP GRAND CHEROKEE Power Train ON MANY OCCASIONS, BOTH MY WIFE AND I HAVE EXPERIENCED THIS VEHICLE NOT PROPERLY GOING INTO PARK WHEN SHIFTED FROM EITHER DRIVE OR REVERSE. IF YOU DO NOT LOOK AT THE SHIFTER CONTROL AND ASSUME THAT IT IS IN PARK, IT WILL MOVE (IN REVERSE) UNLESS YOU STOP IT AND RE-SHIFT INTO PARK AND LOOK AT THE PANEL. I CALLED SEVERAL CHRYSLER/ JEEP DEALERSHIP SERVICE DEPARTMENTS TO CHECK AND SEE IF THERE ARE ANY OTHER REPORTED ISSUES AND WAS TOLD THAT THEY DIDN'T KNOW ANYTHING ABOUT THE PROBLEM. THIS IS GOING TO CAUSE AN ACCIDENT.  
MOUNT PLEASANT SC Failure Date: 05/01/2015

11 10721172 2015 JEEP GRAND CHEROKEE Power Train I TOOK MY 2015 JEEP CHEROKEE LATITUDE IN FOR A RECALL SOFTWARE UPDATE TO PROTECT DURABILITY OF THE 9 SPEED AUTOMATIC TRANSMISSION. DRIVING HOME THE VEHICLE WAS AT 5500 RPMS AT 50 MPH. I TOOK IT BACK TO THE SERVICE DEALERSHIP AND WAS ADVISED THERE WAS A TRANSMISSION CODE AND AS THEY HAD NO TRANSMISSION TECH I'D HAVE TO GET IT TO A JEEP DEALER 30 MILES AWAY. THE SERVICING DEALERSHIP PUT THIS ON ME TO DO. THEY DID NOT MENTION ANY SAFETY RISK OF DRIVING ITS THERE UNTIL I EXPRESSED CONCERN. THEY THEN HAD ME TAKE IT HOME AND CALL ROADSIDE ASSISTANCE. A MONTH LATER IT IS 35 MILES AWAY SITTING AT A JEEP DEALER WAITING FOR A NEW TRANSMISSION. THE VEHICLE HAS 3600 MILES ON IT. COMMUNICATION AND CUSTOMER SERVICE HAS BEEN POOR. I'VE REQUESTED TWICE DIRECT E MAIL COMMUNICATION WITH MY CASE MANAGER TO TRACK EXCHANGES BUT HAVE BEEN IGNORED BEYOND PHONE COMMUNICATION.  
GRANTS PASS OR Failure Date: 04/27/2015



NHTSA Consumer Complaints as of March 5, 2018

11 10731695 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING AND APPROACHING A TRAFFIC LIGHT, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE VIOLENTLY ACCELERATED. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,000. THE VIN WAS NOT AVAILABLE. UPDATED 09/03/15\*LJ UPDATED 11/06/2017\*CN  
SOUTHAMPTON PA Failure Date: 04/23/2015

11 10763333 2015 JEEP GRAND CHEROKEE Power Train OUR NEW 2015 JEEP GRAND CHEROKEE LIMITED SHIFTED OUT OF PARK WITH THE ENGINE RUNNING WHILE PARKED AT THE END OF THE DRIVEWAY. MY WIFE HAD STOPPED THE VEHICLE, APPLIED THE BRAKES AND SHIFTED THE VEHICLE INTO PARK. SHE LEFT THE ENGINE RUNNING AND EXITED THE VEHICLE WHILE LEAVING THE DOOR OPEN. AFTER SHE WALKED AWAY FROM THE VEHICLE IT STARTED MOVING FORWARD ALONG THE DRIVEWAY TOWARDS THE ATTACHED GARAGE OF OUR HOUSE. SHE CHASED AFTER THE CAR AFTER IT STARTED TO SLOWLY ROLL AWAY AND SHE CAUGHT UP TO THE CAR AND TRIED TO GET IN, BUT COULD NOT FULLY GET IN. ALL SHE COULD GET IN WAS HER RIGHT FOOT TO STEP ON THE BRAKE AND AS SHE WAS HOLDING ONTO THE STEERING WHEEL AS THE CAR WAS STILL MOVING. TRYING TO GET IN FURTHER, HER LEFT FOOT AND WHOLE LEFT LEG BUCKLED UNDERNEATH AND BEHIND HER AND SHE COULD NOT THEN USE HER LEFT FOOT TO HOIST HERSELF INTO THE CAR. SO SHE GRABBED THE SHIFT THINKING SHE HAD TO PUT IT BACK INTO PARK BUT COULD NOT SEE TO CONFIRM AND ALSO TRIED TO PUSH THE IGNITION 'OFF' BUTTON BUT THE CAR WAS STILL RUNNING EVEN THOUGH SHE PUSHED THE OFF BUTTON AS HER RIGHT FOOT WAS STILL ON THE BRAKE. AFTER THE VEHICLE FINALLY STOPPED SHE THEN SHE FELL BACK ONTO THE GROUND TRYING TO RECOVER HER LOST FOOTING (LEFT FOOT AND LEG) AND THEN ROLLED OVER TO GET BACK UP ON HER FEET AND THEN SAT IN THE CAR TO CHECK THAT IT WAS IN PARK AGAIN (THE ENGINE WAS STILL RUNNING). SHE THEN SHUT OFF THE VEHICLE AND WITH INTENSE PAIN

NHTSA Consumer Complaints as of March 5, 2018

HOBBLED TO THE HOUSE SCREAMING IN PAIN WHILE CALLING OUT TO ME. AFTER SHE WAS LATER ADMITTED TO THE HOSPITAL EMERGENCY ROOM, HAD X-RAYS AND A CT SCAN IT WAS CONFIRMED THAT HER LEFT KNEE INJURY AND LEG PAIN WAS DUE TO A FRACTURED KNEE FROM THIS INCIDENT. ..UPDATED 05/02/16 \*BF \*CN SAYLORSBURG PA Failure Date: 03/19/2015

11 10694012 2015 JEEP GRAND CHEROKEE Power Train WHEN DRIVING AT APPROX 25 MILES AN HOUR THE CAR SEEMED TO CHANGE GEAR AND CAUSE A JERKING AND JOLTING MOTION. \*TR FT LAUDERDALE FL Failure Date: 03/11/2015

11 10840121 2015 JEEP GRAND CHEROKEE Power Train AUTOMATIC TRANSMISSION CONTROL DOES NOT MOVE INTO PARK WHEN SELECTED WITHOUT MULTIPLE ATTEMPTS. OTHERWISE THE TRANSMISSION IS LEFT IN REVERSE. THE SHIFTER NEEDS TO BE REDESIGNED! BROADLANDS VA Failure Date: 03/03/2015

11 10876349 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING VARIOUS SPEEDS, THE SHIFTER WOULD ERRONEOUSLY SHIFT OUT OF GEAR AND A HUM WAS PRESENT COMING FROM THE TRANSMISSION. ALSO, THE DISPLAY PANEL CHANGED FROM DRIVE AND DISPLAYED A STRAIGHT LINE. THE VEHICLE BEGAN TO HESITATE AND REDUCE SPEED. AFTER STOPPING AND SWITCHING THE SHIFTER BACK TO DRIVE, THE VEHICLE OPERATED NORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS ERRATIC TRANSMISSION FAILURE. THE PCM, TCM, REH, AND IPC WERE ALL REPROGRAMMED. AFTER RETRIEVING THE VEHICLE AND DRIVING, THE VEHICLE WOULD NOT ACCELERATE ON DEMAND. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 700. UPDATED 08/10/16\*LJ ORLANDO FL Failure Date: 03/01/2015

11 10882720 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE THE GEAR SHIFTER STICK WAS PLACED IN THE PARK POSITION, THE VEHICLE ROLLED AWAY. THE

NHTSA Consumer Complaints as of March 5, 2018

FAILURE RECURRED INTERMITTENTLY. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) HOWEVER, THE PARTS FOR THE RECALL REPAIR WERE NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE WAS 17,000. PARTS DISTRIBUTION DISCONNECT. LINCOLN PARK NJ Failure Date: 03/01/2015

11 10825046 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT AFTER THE GEAR SHIFTER WAS PLACED IN PARK, THE VEHICLE BEGAN TO ROLL BACKWARDS INDEPENDENTLY. AT TIMES, IT WAS DIFFICULT TO KNOW IF THE VEHICLE WAS IN PARK OR REVERSE DUE TO THE FAILURE OF THE GEAR SHIFTER. THE CONTACT STATED THAT THE FAILURE WAS INTERMITTENT. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 200. PARK CITY UT Failure Date: 02/18/2015

11 10825183 2015 JEEP GRAND CHEROKEE Power Train ON SEVERAL OCCASIONS, THE TRANSMISSION WAS NOT FULL ENGAGED IN PARK, WHEN I STARTED TO EXIT THE VEHICLE AND THE UNIT BEGAN MOVING. WHILE I HAVE NOT BEEN INJURED, THE SYSTEM OF SHIFTING NEEDS TO BE IMPROVED, SO THAT IT IS CLEAR THE UNIT IS IN PARK. IT IS HARD TO SEE THE DASH INDICATOR REGARDING WHAT GEAR THE VEHICLE IS ENGAGED. THE SITUATION IS UNNERVING AT TIMES. THE VEHICLE OPERATES WELL IN OTHER ASPECTS. SUGAR LAND TX Failure Date: 02/17/2015

11 10910373 2015 JEEP GRAND CHEROKEE Power Train 2015 JEEP GRAND CHEROKEE. CONSUMER WRITES IN REGARDS TO REFUSAL OF COMPENSATION FOR REPAIR DAMAGES TO VEHICLE TRANSMISSION DEFECT. NEW SOFTWARE HAS BEEN INSTALLED TO CREATE AN "AUTO PARK" FEATURE. \*SMD THE CONSUMER STATED HE THOUGHT THE VEHICLE WAS IN PARK, BUT IN FACT IT WAS IN REVERSE AND THE ENGINE WAS RUNNING. THE VEHICLE

NHTSA Consumer Complaints as of March 5, 2018

HIT A MAILBOX, WHICH RESULTED IN BENDING AND DENTING THE DOOR AND FENDER. \*JB NEW BERN NC Failure Date: 02/03/2015

11 10887464 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 18 MPH, THE VEHICLE HESITATED AND THE ENGINE REVVED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHO DIAGNOSED AND REPLACED THE TRANSMISSION AND COMPUTER. THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE TECHNICIAN DIAGNOSED AND REPLACED THE VALVE BODY. THE FAILURE RECURRED FOUR TIMES THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ASSURED THE CONTACT THAT THE FAILURE WAS COVERED BY THE WARRANTY. THE MANUFACTURER REFERRED THE CONTACT BACK TO THE DEALER FOR MORE DETAILED DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 1,055. ..UPDATED 11/21/16 \*BF POWELL OH Failure Date: 01/20/2015

11 10693060 2015 JEEP GRAND CHEROKEE Power Train TL\*THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE HESITATED IN A JERKING MOTION. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES. THE TECHNICIAN INFORMED THE CONTACT THAT THE VEHICLE WAS FUNCTIONING AS DESIGNED. THE CONTACT NO LONGER DRIVES THE VEHICLE BECAUSE OF THE POTENTIAL SAFETY HAZARD. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 20. PORT ORCHARD WA Failure Date: 01/08/2015

11 10783264 2015 JEEP GRAND CHEROKEE Power Train TL\* THE OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE WAS UPSHIFTED AND DOWNSHIFTED AND JERKED VIOLENTLY. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS A DESIGN FLAW WITH THE TRANSMISSION AND IT NEEDED TO BE REPROGRAMMED. THE

NHTSA Consumer Complaints as of March 5, 2018

VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 40.

DARIEN CT Failure Date: 01/01/2015

11 10825105 2015 JEEP GRAND CHEROKEE Power Train ON  
NUMEROUS OCCASIONS THROUGHOUT 2015 THE VEHICLE HAS FAILED TO SHIFT INTO PARK, DRIVE AND OR REVERSE WHEN THE SHIFT LEVER WAS ACTUATED TO SELECT THOSE GEARS ! IF YOU DO NOT PAY PARTICULARLY CLOSE ATTENTION TO THE INDICATORS YOU DO NOT REALISE THAT THE VEHICLE IS NOT IN THE SELECTED GEAR AND WILL ROLL OFF OR MOVE IN AN UNINTENDED DIRECTION . NEEDLESS TO SAY MY WIFE AND I CONSIDER THIS DEFECT TO BE EXTREMELY DANGEROUS AND FEEL IT NEEDS IMMEDIATE REMEDY BY THE MANUFACTURER . I UNDERSTAND THE 2016 MODELS NO LONGER USE THIS SHIFTER MECHANISM AND I SUGGEST CHRYSLER SHOULD RECALL THE OLDER MODELS AND REPLACE THE SHIFTER MECHANISM WITH A SAFER VERSION ! JET OK Failure Date: 01/01/2015

11 10759102 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE PARKED, THE VEHICLE UNEXPECTEDLY ROLLED ACROSS A FIVE LANE STREET, CRASHED INTO A STOP SIGN AND AN UNOCCUPIED PARKED VEHICLE. A POLICE REPORT WAS FILED AND NO INJURIES WERE REPORTED. THE DRIVER SIDE OF THE VEHICLE SUSTAINED SEVERE DAMAGES. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THEY COULD NOT DUPLICATE THE FAILURE. THE EXTERIOR DAMAGES WERE REPAIRED. THE MANUFACTURER WAS NOTIFIED OF FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000. ....UPDATED 04/25/16 \*BF \*CN SIOUX FALLS SD Failure Date: 12/26/2014

11 10664189 2015 JEEP GRAND CHEROKEE Power Train THE 2015 I HAD JUST PURCHASED WITH THE V-6 AND 8 SPEED TRANSMISSION DUE TO MY 2014 DODGE DURANGO WITH THE SAME ENGINE AND TRANSMISSION BEING BOUGHT BACK BY CHRYSLER, IS EXHIBITING THE SAME UNSAFE SHIFTING AND STALLING CONDITIONS. \*TR GRESHAM OR  
Failure Date: 12/12/2014

NHTSA Consumer Complaints as of March 5, 2018

11 10761498 2015 JEEP GRAND CHEROKEE Power Train ON  
DECEMBER 5, 2014, I ACCEPTED DELIVERY OF A NEW 2015 MODEL YEAR JEEP GRAND CHEROKEE OVERLAND 4X4, EQUIPPED WITH AN 8-SPEED PADDLE-SHIFT AUTOMATIC TRANSMISSION AND ?KEYLESS ENTER ?N GO.? ON DECEMBER 12, 2014, I WAS TRAVELLING WITH A FRIEND. WHEN WE REACHED OUR DESTINATION, I PULLED TO THE SIDE OF THE PAVED STREET, PLACED THE VEHICLE IN ?PARK,? PRESSED THE ?ON OFF? BUTTON TO SHUTOFF THE ENGINE, AND EXITED THE VEHICLE THROUGH THE DRIVER'S DOOR. THE PASSENGER HAD EXITED THE FRONT PASSENGER DOOR, AND WAS COMING AROUND THE REAR OF THE VEHICLE. (IT SHOULD BE NOTED THAT NEITHER I NOR MY PASSENGER HAD TO ?UNLOCK? OUR DOORS TO EXIT THE VEHICLE, CONFIRMING I HAD PLACED THE VEHICLE IN ?PARK.?) AS SHE APPROACHED THE LEFT REAR OF THE VEHICLE, SHE REMARKED THAT I HAD NOT SHUT THE VEHICLE OFF. AS I REPLIED, ?YES, I DID,? I NOTICED EXHAUST COMING FROM THE VEHICLE'S TAILPIPE. I RETURNED TO THE DRIVER'S DOOR, OPENED THE DOOR, REACHED IN AND PRESSED THE ?ON OFF? BUTTON 2-3 TIMES; THE VEHICLE WOULD NOT SHUT OFF. AS I WAS PRESSING THE ?ON OFF? BUTTON I BELIEVE I HEARD THE ENGINE ?REV? AND THE VEHICLE BEGAN TRAVELLING IN REVERSE. I WAS CAUGHT BETWEEN THE OPEN DRIVER'S DOOR AND THE VEHICLE AND DRUG ALONG. I REACHED IN AND GRABBED THE STEERING WHEEL IN AN ATTEMPT TO PULL MYSELF IN AND GAIN CONTROL OF THE VEHICLE. I WAS UNABLE, AND FINALLY LET GO OF THE WHEEL AND DROPPED INTO THE MIDDLE OF AN INTERSECTION. AS THE VEHICLE PROCEEDED ACROSS THE INTERSECTION IT BACKED INTO A WOODEN FENCE WHERE IT CAME TO REST, IDLING. A RESPONDING SHERIFF'S DEPUTY ARRIVED ON THE SCENE, AND HE TOLD ME HE WAS UNABLE TO PLACE THE VEHICLE INTO ?PARK.? I SUSTAINED SOFT TISSUE INJURIES TO MY LEG (S).....UPDATED 04/25/16 \*BF \*CN LITCHFIELD MN Failure Date: 12/12/2014

11 10681977 2015 JEEP GRAND CHEROKEE Power Train I  
RETURNED THIS JEEP TWICE TO DEALER LETTING KNOW THAT THE TRANSMISSION HAD A HARD BANG BETWEEN SHIFTING, THEY CONTINUE TO SAY THAT THIS NORMAL.THE SERVICE MANAGER SAYS IT BECAUSE OF THE

NHTSA Consumer Complaints as of March 5, 2018

ELECTRONIC SYSTEM, I TOLD THEM THAT I HAVE DRIVING FOR OVER FORTY YEARS AND HAVE HEARD OF SUCH THING AND THIS SOUNDS MORE LIKE A TORQUE CONVERTER ISSUE NOT A COMPUTER, NEEDLESS TO SAY THEY CONTINUE TO SAY NOTHING IS WRONG. I AM IN THE PROCESS OF SCHEDULING ANOTHER APPOINTMENT BECAUSE IT CONTINUES TO GET WORSE. \*JS BERLIN CT Failure Date: 12/10/2014

11 10895117 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 60 MPH, THE VEHICLE INDEPENDENTLY SHIFTED INTO NEUTRAL WHEN THE GEAR SHIFTER STICK WAS IN DRIVE POSITION. IN ADDITION, THE VEHICLE DROPPED DOWN IN GEARS INDEPENDENTLY WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO SLOW DOWN ABRUPTLY. THE FAILURE RECURRED WHENEVER THE VEHICLE WAS OPERATED. THE CONTACT STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) AND REFERENCED THE RECALL TO THE DEALER. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 300. DE SOTO MO Failure Date: 11/15/2014

11 10717294 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING AT VARIOUS SPEEDS AFTER DISENGAGING THE ACCELERATOR AND BRAKE PEDALS, THE VEHICLE ACCELERATED WITHOUT ANY CONTROL. THE VEHICLE SHIFTED INTO DIFFERENT GEARS INDEPENDENTLY WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 4,000. GRANTON MA Failure Date: 11/03/2014

11 10759533 2015 JEEP GRAND CHEROKEE Power Train TL\* THE CONTACT OWNS A 2015 JEEP GRAND CHEROKEE. WHILE DRIVING 5 MPH, THE SHIFT LEVER FAILED WITHOUT WARNING. THE CONTACT MENTIONED THAT IF THE BRAKE WAS NOT ENGAGED, THE VEHICLE WOULD ROLL AWAY. THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS NOT REPAIRED. THE

NHTSA Consumer Complaints as of March 5, 2018

MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 11,000. PALM COAST FL Failure Date: 09/18/2014

11 10711893 2015 JEEP GRAND CHEROKEE Power Train WHEN MOVING THE GEAR SHIFT ALL THE UP FROM DRIVE TO PARK THE CAR IS NOT ALWAYS IN PARK BUT REVERSE. THIS HAS HAPPENED MULTIPLE TIMES AND THE CAR WILL BEGIN MOVING BACKWARD WHEN I TAKE MY FOOT OF THE BRAKE. IT SEEMS LIKE THE COMPUTER IS NOT QUICK ENOUGH TO RECOGNIZE THE MOVEMENT OF THE SHIFTER. VERY DANGEROUS BUT NOW I AM AWARE OF IT. \*TR METHUEN MA Failure Date: 09/08/2014

11 10694727 2015 JEEP GRAND CHEROKEE Power Train A WEEK PRIOR TO THE MAJOR ISSUE THE VEHICLE WAS SHOWING SIGNS OF MECHANICAL PROBLEMS. THESE PROBLEMS INCLUDED THE WIPERS TURNING ON WHEN THEY WERE IN THE OFF POSITION, SIMULTANEOUSLY THE RADIO CUT OUT (THIS HAPPENED SEVERAL TIMES THAT DAY). THE NEXT DAY WHILE DRIVING TO WORK AT 6:30AM THE INTERIOR LIGHTS ON THE DASH AND DOORS BLINKED ON AND OFF SEVERAL TIMES. I CONTACTED THE DEALERSHIP THAT DAY BUT WAS NOT ABLE TO GET AN APPOINTMENT RIGHT AWAY. FOUR DAYS AFTER THIS ALL STARTED I WAS DRIVING THE VEHICLE GOING ABOUT 40 MPH AND SLOWED DOWN TO ABOUT 10-15 MPH TO MAKE A RIGHT TURN INTO A PARKING LOT, I WENT TO GIVE THE CAR GAS TO COMPLETE MY TURN AND REALIZED THAT THE CAR HAD LOST POWER. I COASTED INTO A PARKING SPOT AND LOOKED DOWN AT THE EVIC SCREEN TO REALIZE THE CAR WAS IN NEUTRAL WITHOUT MY DOING AND WOULD NOT RESTART ITSELF. MANY MECHANICAL LIGHTS WERE POPPING UP ON THE EVIC SCREEN, WHICH I TOOK PICTURES OF FOR RECORDS. I HAD THE VEHICLE TOWED TO THE DEALERSHIP THAT DAY. HOWEVER I AM SCARED THAT IF THEY "FIX " IT , IT COULD HAPPEN AGAIN. ON MONDAY 3/16/15: THE DEALERSHIP TOLD ME THAT THE WIPER/RADIO ISSUE WAS FIXED WITH AN "UPDATE" BUT THE MASTER TECH THAT WORKS FOR THE DEALERSHIP REQUESTED TO DRIVE MY CAR HOME WITH HIM TO MAKE SURE THE PROBLEMS ARE SOLVED. I HAVE NEVER HEARD OF A TECH TAKING HOME A CAR BEFORE BUT I AGREED TO LET



NHTSA Consumer Complaints as of March 5, 2018

HIM SINCE I FEEL I AM AT THE HANDS OF JEEPS MERCY IN FIXING THIS ISSUE. I AM VERY DISPLEASED THAT A JGC DEPENDING ON THE MODEL WORTH \$40-70K HAS MANY COMPLAINTS LOADED AGAINST THEM WITH LITTLE END IN SIGHT OF THE COMPANY WANTING TO RESOLVE THESE COMPLAINTS. I REFUSE TO PUT MY SAFETY AND OTHERS SAFETY IN JEOPARDY! THIS COMPANY KNOWS SOMETHING IS WRONG WITH THEIR CARS AND THEY DO NOTHING ABOUT IT BUT KEEP SAYING ITS A "SOFTWARE UPDATE". I HAVE READ THE FORUMS AND MANY OTHER PEOPLE HAVE SIMILAR ISSUES, ITS NOT JUST "SOFTWARE". \*TR IVOQ V CLIFTON NJ 20150314