

NHTSA Consumer Complaints as of August 24, 2018

15 11114281 2014 JEEP GRAND CHEROKEE Power Train THE JEEP WAS STATIONARY, STARTED, PUT INTO NEUTRAL, PUT INTO 4 WHEEL DRIVE AND IT LOCKED INTO IT. UNABLE TO GET IT OUT OF 4 WHEEL DRIVE . DEALER SAYS ITS TRANSMISSION SENSOR AND CLUTCH ON TRANSFER CASE.

CORAL SPRINGS FL Failure Date: 07/17/2018

15 11099079 2014 JEEP GRAND CHEROKEE Power Train VEHICLE WAS IN MOTION, TRAVELING WEST. VEHICLE WAS BEING DRIVEN AT NORMAL INTERSTATE SPEEDS. VEHICLE BEGAN TO MAKE A SLIGHT JARRING SOUND ALONG WITH A THUMPING FEELING, AS IF DRIVING ALONG THE KNOCK STRIPS. THIS WAS CONSISTENTLY OCCURRING EVERY 7 SECONDS OR SO, AS IF A TIRE WAS SHREDDED. VEHICLE BEGAN TO ACCELERATE ALONG WITH TRAFFIC FLOW. ENGINE LIGHT BEGAN ILLUMINATING. ENGINE BEGAN TO FEEL LETHARGIC. ALL DIGITAL GAUGES WERE INDICATING NORMAL TEMPS AND PRESSURE. NO TIRE WARNINGS. VEHICLE BEGAN TO EXHIBIT SMOKE SMELL IN VENTS. VEHICLE BECAME HARDER TO ACCELERATE TO ATTEMPT TO ALLEVIATE ISSUE, AS IF STUCK IN BETWEEN GEARS. VEHICLE BECAME HARDER TO CONTROL. SWITCHED FROM LEFT LANE TO FAR RIGHT TO REDUCE SPEED. VEHICLE BECAME MORE LETHARGIC. AS VEHICLE PROCEEDED UP EXIT RAMP TO LEAVE INTERSTATE, TRANSMISSION AUTOMATICALLY WENT INTO NEUTRAL. VEHICLE WAS ABLE TO COAST INTO GAS STATION PARKING LOT. VEHICLE WAS SHUT OFF. RAISED HOOD, AND THERE WAS A SMELL SIMILAR TO ROTTEN EGGS, LIKE A NATURAL GAS SMELL. NO OBVIOUS DAMAGE AS IF IT WAS PHYSICAL. NO BELTS OR HOSES APPEARED LOOSE OR HANGING. NO FLUIDS WERE VISIBLY LEAVING ENGINE. NO SMOKE OR STEAM. ATTEMPTED TO RESTART VEHICLE AFTER SEVERAL MINUTES TO COOL ENGINE DUE TO HOTTER TEMPERATURES. VEHICLE HAS PUSH BUTTON STARTER. VEHICLE WOULD NOT START FOR ROUGHLY 15 SECONDS WITH BRAKE PEDAL DEPRESSED. VEHICLE SOUNDED LIKE IT WAS STRAINING TO START. ROADSIDE ASSISTANCE WAS NOTIFIED. UPON ARRIVAL, TOW TRUCK OPERATOR HAD EXTREME DIFFICULTY STARTING VEHICLE. VEHICLE HAD TO BE FORCED ONTO TOW TRUCK USING CABLE RELEASE IN CENTER CONSOLE. ELECTRICAL SYSTEMS FUNCTIONED FINE. NO DAMAGE TO

NHTSA Consumer Complaints as of August 24, 2018

BODY OR UNDERSIDE UPON EXAMINATION OF GOOD SAMARITANS AND TOW TRUCK OPERATOR. VEHICLE HAS ROUGHLY 74,XXX MILES, OF WHICH ROUGHLY 45,000 ARE HIGHWAY MILEAGE. VEHICLE IS MAINTAINED REGULARLY FOR OIL CHANGES AND HAS HAD TIRES ROTATED AND BALANCED. OCEAN SPRINGS MS Failure Date: 05/30/2018

15 11078926 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING 70 MPH, THE TACHOMETER, RPM, SPEEDOMETER, WATER TEMPERATURE, TIRE PRESSURE, ELECTRONIC STABILITY CONTROL, GEAR SHIFTER, SEAT BELT, AND ANTI-SKID WARNING INDICATORS ILLUMINATED. ALSO, THE WINDSHIELD WIPERS INDEPENDENTLY ACTIVATED. WHILE ACCELERATING FROM A STOP, THE GEAR SHIFTER FAILED TO SHIFT OUT OF GEAR. THE VEHICLE WAS TOWED TO RAIRDON'S CHRYSLER DODGE JEEP RAM OF KIRKLAND (12828 NE 124TH ST, KIRKLAND, WA 98034), BUT WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V483000 (SERVICE BRAKES, HYDRAULIC, ELECTRICAL SYSTEM, ELECTRONIC STABILITY CONTROL). THE MANUFACTURER INFORMED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN A RECALL AND REFERRED HIM TO NHTSA. THE APPROXIMATE FAILURE MILEAGE WAS 15,000. WOODINVILLE WA Failure Date: 03/12/2018

15 11075724 2014 JEEP GRAND CHEROKEE Power Train THE VEHICLE STALLS WHILE YOU ARE DRIVING IT, TRANSMISSION LIGHT COMES ON. IT SAYS PLACE IN PARK TO RESTART BUT SOMETIMES TAKES FOREVER AND THEN IT SPITTERS. SOMETIMES WHEN YOU TURN THE VEHICLE OFF YOU CAN STILL HEAR THE FUEL PUMP OPERATING. THIS HAS HAPPENED SEVERAL TIMES NOW. I HAVE A CHILD AND IF ANYTHING HAPPENS- LIKE GETTING RAN OVER BY ONCOMING TRAFFIC AND EITHER OF US GETS HURT- SOMEONE IS GOING TO PAY DEARLY. IT'S NOT LIKE JEEP CHRYSLER DOESN'T KNOW ABOUT THIS PROBLEM. PLEASE MAKE THEM PULL ALL OF THESE VEHICLES OFF OF THE ROAD BEFORE SOMEONE GETS KILLED. THANK YOU! THE LAST TIME IT STALLED WAS DURING MY FATHER'S FUNERAL..THANKS JEEP!!! IT STATES THE

NHTSA Consumer Complaints as of August 24, 2018

LAST TIME AND MILES...LET ME TELL YOU, THIS ISNT THE ONLY TIME!!

NEWPORT TN Failure Date: 02/06/2018

15 11065247 2014 JEEP GRAND CHEROKEE Power Train CHRYSLER (FCA US LLC) RECALL T36 / NHTSA 17V-435 INCIDENT SUMMARY ON 2018-01-21, MY 2104 JEEP GRAND CHEROKEE STALLED WHILE TRAVELING AT APPROXIMATELY 65MPH. A CRASH WAS AVOIDED, BUT THE SITUATION WAS HIGHLY DANGEROUS TO PASSENGERS AND OTHER DRIVERS ON THE ROAD. THIS INCIDENT EXHIBITED ALL THE SYMPTOMS AND WARNINGS FROM CHRYSLER (FCA US LLC) RECALL T36 / NHTSA 17V-435. (SUMMARIZED BELOW) THE VEHICLE LOST POWER AND STALLED WHILE DRIVING ON THE HIGHWAY. JUST PRIOR TO THE STALL, WARNINGS BRIEFLY FLASHED IN THE INSTRUMENT CONTROL PANEL. WARNINGS INCLUDED; BATTERY SAVER MODE, ABS SYSTEM FAILURE, SUSPENSION FAILURE. ALL ELECTRONICS IN THE VEHICLE EXHIBITED BIZARRE BEHAVIOR AND COULD NOT BE CONTROLLED. ADDITIONALLY THE SPEEDOMETER CONTINUALLY RECYCLED AND THE WIPERS TURNED ON WITH NO INTERVENTION. COMPLETE LOSS OF POWER STEERING AND BRAKING OCCURRED. AFTER THE STALL COMPLETED AND THE VEHICLE WAS STOPPED, A LOUD HIGH-PITCHED TICKING NOISE CAME FROM THE ENGINE COMPARTMENT. ADDITIONALLY, A PUNGENT BURNING SMELL AND SMOKE CAME FROM THE ENGINE COMPARTMENT. THE VEHICLE WAS COMPLETELY DISABLED AND UNRESPONSIVE AND WAS TOWED TO A JEEP DEALERSHIP ON 2018-01-21. A CLAIM WAS FILLED WITH FCA US LLC RECALL DEPARTMENT ON 2018-01-23. AS OF 2018-01-26, THE DEALER IS STILL WAITING FOR FCA US LLC RECALL DEPARTMENT TO RESPOND. AS OF 2018-01-26, THE PARTS ARE STILL NOT YET AVAILABLE FOR THIS RECALL. T36 / NHTSA 17V-435 RECALL SUMMARY THE ALTERNATOR ON YOUR VEHICLE MAY EXPERIENCE DIODE THERMAL FATIGUE FAILURE DUE TO CYCLICAL LOADS INDUCED BY EHPS. WHEN THE DIODES FAIL, THE ALTERNATOR WILL NO LONGER SUPPLY ELECTRICAL ENERGY TO THE VEHICLE AND MAY LEAD TO A VEHICLE STALL WITHOUT WARNING, INCREASING THE RISK OF A CRASH. FAILED DIODES MAY ALSO DEVELOP A RESISTIVE SHORT

NHTSA Consumer Complaints as of August 24, 2018

CIRCUIT THAT CAN RESULT IN HEAT, SMOKE AND/OR FIRE ORIGINATING WITHIN THE ALTERNATOR.ø MANCHESTER CT Failure Date: 01/21/2018

15 11063423 2014 JEEP GRAND CHEROKEE Power Train I HAD REACHED INTO THE STORAGE AND OUTLET TREY IN THE CENTER COUNSEL WHILE GOING DOWN THE HIGHWAY. MY JACKET SLEEVE APPARENTLY HIT THE GEAR SHIFT AND BUMPED IT INTO NEUTRAL. WHEN I REALIZE WHAT WAS HAPPENING I HAD TO APPLY THE BRAKE AND PUSH THE BUTTON ON THE GEAR SHIFTER TO RETURN IT TO DRIVE. I REACH IN THIS STORAGE TRAY MANY TIME A DAY AND HAVE HAD THIS HAPPEN BEFORE, JUST NOT GOING 70 MPH ON A HIGHWAY. IF THIS STICK IS HIGHLY PROGRAMMABLE, WHY CAN IT NOT BE PROGRAMED TO REQUIRE ME TO PUSH THE GEAR SHIFT BUTTON TO CHANGE FROM DRIVE TO NEUTRAL?? THIS IS DANGEROUS AND DISTRACTING WHEN DRIVING. THEIR IS NOT MUCH ROOM FOR YOUR ARM TO REACH OVER THE SHIFTER TO RETRIEVE ITEMS IN THE TREY. DALLAS TX

Failure Date: 01/16/2018

15 11063352 2014 JEEP GRAND CHEROKEE Power Train I WAS INFORMED BY A SUPERVISOR AT THE CHRYSLER CORPORATION THAT THE REASON THAT THE TRANSFER CASE (PART OF THE DRIVETRAIN) ON MY ALL WHEEL DRIVE JEEP BROKE WHILE I WAS DRIVING WAS BECAUSE THERE WAS A DIFFERENCE IN TIRE TREAD DEPTH OF GREATER THAN 3/32 OF AN INCH (2.3MM). THEY WERE KIND ENOUGH TO REIMBURSE ME \$1000 TOWARDS THE REPAIR, HOWEVER, I DO BELIEVE THAT THIS IS A SAFETY ISSUE.

MARIETTA GA Failure Date: 12/26/2017

15 11074126 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNED A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING 30 MPH, THE VEHICLE WAS INVOLVED IN A CRASH. THE CONTACT STATED THAT THE FRONT PASSENGER SIDE TIRE DETACHED FROM THE VEHICLE AND THE CONTACT STRUCK A DITCH ON THE SIDE OF THE ROAD. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED INJURIES TO THE HEAD AND SPINE. MEDICAL ATTENTION WAS REQUIRED. THE VEHICLE WAS DESTROYED AND TOWED. THE DEALER AND MANUFACTURER

NHTSA Consumer Complaints as of August 24, 2018

WERE NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V529000 (POWER TRAIN), BUT THE PARTS WERE UNAVAILABLE PRIOR TO THE CRASH. THE FAILURE MILEAGE WAS 48,000. *BF *TT THE CONSUMER STATED THAT THE TIRE WAS NOT THE CAUSE OF THE ACCIDENT BUT THAT THE TIRE OFF AT THE TOW YARD.*TR

EASTHAMPTON MA Failure Date: 12/18/2017

15 11030439 2014 JEEP GRAND CHEROKEE Power Train I WAS INVOLVED IN A SERIOUS ACCIDENT ON 9/20/2017 WHILE DRIVING MY 2014 JEEP GRAND CHEROKEE. I WAS DRIVING SLOWLY OUT OF A FAST FOOD PARKING LOT AND APPROACHED THE EXIT INTENDING TO TURN RIGHT ONTO THE ROAD. I SAW THERE WAS ONCOMING TRAFFIC, AND APPLIED MY BRAKES TO STOP AND WAIT FOR THE TRAFFIC TO PASS. I AM POSITIVE THAT I HAD MY FOOT ON THE BRAKE, BUT INSTEAD OF STOPPING, MY CAR SURGED FORWARD INTO THE ROAD AND INTO THE PATH OF A SEMI TRUCK. THE BRAKES WERE NOT WORKING. I STARTED TO REACH FOR THE EMERGENCY BRAKE, BUT I HAD ALREADY HIT THE SEMI-TRUCK BY THEN. THE FIRST IMPACT HAPPENED ON THE FRONT DRIVER'S SIDE OF MY CAR, THEN THE CAR SPUN AROUND AND THE SECOND IMPACT HIT THE REAR DRIVER'S SIDE OF MY CAR, THE CAR CONTINUED TO SPIN AROUND AND STOPPED WHEN IT HIT A UTILITY POLE NEXT TO THE ENTRANCE/EXIT OF THE FAST FOOD RESTAURANT. FORTUNATELY NO ONE WAS INJURED OR KILLED. I AM 100% CERTAIN THAT SOME KIND OF MALFUNCTION HAPPENED WITH MY CAR. I KNOW I HAD MY FOOT ON THE BRAKE. I HAVE HAD SEVERAL RECALLS ON THIS JEEP FOR REPAIRS AND SOFTWARE UPDATES, AND I BELIEVE AT LEAST A COUPLE OF THEM WERE RELATED TO THE TRANSMISSION. AFTER THE ACCIDENT, I SEARCHED THE NHTSA WEBSITE, AND I FOUND SEVERAL OTHER REPORTS OF THE 2014 JEEP GRAND CHEROKEE SURGING FORWARD WHEN THE BRAKES ARE APPLIED. THERE ARE ALSO MANY OTHER COMPLAINTS OF THIS MODEL GRAND CHEROKEE HAVING MANY PROBLEMS WITH THE TRANSMISSION, POWER TRAIN, AND BRAKE SYSTEMS. I HAVE ALREADY SUBMITTED A COMPLAINT TO JEEP ABOUT THE ACCIDENT. FRANKLIN

IL Failure Date: 09/20/2017

NHTSA Consumer Complaints as of August 24, 2018

15 11013536 2014 JEEP GRAND CHEROKEE Power Train

TRANSMISSION HAS VERY DELAYED SHIFTING. SOMETIMES IF FEELS AS IF THE TRANSMISSION GOES INTO NEUTRAL BY ITSELF. I WAS MAKING A LEFT HAND TURN THROUGH A VERY BUSY INTERSECTION AND HAD NO POWER AS IF I WAS IN NEUTRAL. ALMOST CAUSED A SERIOUS ACCIDENT

FARMINGTON NY Failure Date: 08/07/2017

15 11011561 2014 JEEP GRAND CHEROKEE Power Train WHILE DRIVING MY VEHICLE WILL JERK VIOLENTLY WHILE GOING FROM 2ND TO 3RD, AND 3RD TO 4TH GEAR. IT ALSO DOES IT WHEN YOU BRAKE. TOOK TO DEALERSHIP 7/25/17 AND WAS TOLD THAT A VALVE NEEDED TO BE REPLACED. PART IS ON BACK ORDER. TODAY, 7/30/17, WHILE DRIVING MY VEHICLE AT NO MORE THAN 30MPH ON A CITY STREET, IT GOT STUCK IN 3RD GEAR AND CHECK ENGINE LIGHT TURNED ON. WOULD NOT LET ME DO A MANUAL ENGAGE OR SWITCH TO SPORT MODE. HAD TO PULL OVER AND RESTART THE CAR TO GO BACK TO NORMAL. EL PASO TX Failure Date:

07/30/2017

15 11010469 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 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. WHEN THE CONTACT ACTIVATED THE AIR CONDITIONER WHILE THE VEHICLE WAS STILL IN PARK, IT SUDDENLY BEGAN TO REVERSE. THE VEHICLE REVERSED ONTO THE NEIGHBOR'S YARD WHERE IT CAME TO A STOP. THERE WERE NO INJURIES. THE REAR DRIVER SIDE OF THE VEHICLE WAS DAMAGED. THE VEHICLE WAS INOPERABLE. THE CONTACT CALLED THE NORTH POINT CHRYSLER DEALER WHO STATED THAT THE REMEDY WAS NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OPENED CASE NUMBER: 31950316. THE MANUFACTURER ALSO STATED THAT THE REMEDY WOULD NOT BE AVAILABLE FOR ANOTHER MONTH AND A LOANER VEHICLE COULD NOT BE PROVIDED. THE APPROXIMATE

NHTSA Consumer Complaints as of August 24, 2018

FAILURE MILEAGE WAS 31,500. PARTS DISTRIBUTION DISCONNECT. UPDATED
08/29/17*LJ *CN TRAPHILL NC Failure Date: 07/25/2017

15 11000394 2014 JEEP GRAND CHEROKEE Power Train THERE WAS
A RECALL NUMBER S27 OR 16V-240 HOWEVER, THERE IS STILL NO SOLUTION
TO FIX IT AND THERE HAVE BEEN A FEW TIMES I HAVE PUT THE CAR IN PARK
AND WHEN I TOOK MY FOOT OFF THE BRAKE TO OPEN THE DOOR THE CAR
STARTED ROLLING BACK NEW YORK NY Failure Date: 06/18/2017

15 10995643 2014 JEEP GRAND CHEROKEE Power Train ON A CITY
STREET, STOPPED CAR, PUT IT IN PARK AND GOT OUT ENGINE RUNNING. I
WALKED BEHIND CAR TO A HOUSE TO GET SOMETHING OFF OF THE PORCH.
WHEN I TURNED AROUND THE CAR WAS NO LONGER WHERE I PARKED IT. IT
WAS IN THE YARD OF THE HOUSE NEXT DOOR AND HAD CRASHED INTO THE
NEIGHBORS SHORT WALL AND PATIO SET. THE CAR WAS RESTING ON A
CINDER BLOCK. I WAS ABLE TO PUT IT IN REVERSE AND DRIVE IT OUT OF THE
YARD. IT DID DAMAGE TO THE WALL AND THE PATIO SET. THE STREET WHERE I
PARKED WAS LEVEL, IT WAS NOT ROLLING WHEN I GOT OUT OF THE CAR. I
DIDN'T SEE IT UNTIL IT WAS STOPPED. THIS IS PROBABLY THE FORTH TIME MY
CAR HAS NOT STAYED IN PARK. ON TIME I WAS IN THE PROCESS OF GETTING
OUT AND IT STARTED ROLLING BACK, I HOPPED BACK IN AND STOPPED IT. THE
OTHER TIMES I CAUGHT IT BEFORE I GOT OUT. RICHMOND VA
Failure Date: 06/16/2017

15 11006589 2014 JEEP GRAND CHEROKEE Power Train THERE
HAVE BEEN MORE RECALLS THAN I CAN COUNT, BUT RECENTLY I WAS DRIVING
IT AND THE ALTERNATOR (WHICH WAS RECALLED) WHEN OUT IN THE MIDDLE
OF DRIVING AND I HAD IMMEDIATELY PULL OVER AND LOST CONTROL OF THE
CAR. I'VE HAD ANOTHER RECENT RECALL NOT THE SHIFTER AND MY STEREO
RANDOMLY WENT BLACK, ALLOWING NO CONTROL OVER THE VEHICLE
SETTINGS OR A/C. THIS CAR IS A LEMON! HELOTES TX Failure Date:
06/15/2017

NHTSA Consumer Complaints as of August 24, 2018

15 11062695 2014 JEEP GRAND CHEROKEE Power Train
TRANSMISSION SHIFTS HARD IN NORMAL DRIVE AND SPORT
DRIVE. VISALIA CA Failure Date: 06/01/2017

15 10985806 2014 JEEP GRAND CHEROKEE Power Train THE
TRANSMISSION HAD A HARD SHIFT. THE VALVE BODY WAS REPLACED AND IT
SHIFTED WORSE. NOW THE ENTIRE TRANSMISSION IS BEING REPLACED AS I
AM TYPING THIS BUT I FEEL THE CAR WILL CONTINUE TO HAVE ISSUES. HIS IS
HE MODEL THAT HAD THE DEFECTIVE GEAR SHIFTER AND RECALL.
CHARLOTTE NC Failure Date: 05/03/2017

15 10970750 2014 JEEP GRAND CHEROKEE Power Train THE OIL
FILTER HOUSING PART NUMBER 68105583AF CRACKS ON 2014 MODELS
CAUSING OIL LEAKS. THERE IS A POTENTIAL FOR FIRE WHILE DRIVING. THIS IS
A KNOWN ISSUE AND THERE IS A BACK ORDER OF SEVERAL THOUSAND FOR
THIS PART. LEBANON PA Failure Date: 04/01/2017

15 10968197 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS
PARKED IN THE DRIVEWAY, THE GEAR BECAME STUCK IN PARK WITHOUT
WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE
MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE
MILEAGE WAS 25,496. GRAND PRAIRIE TX Failure Date: 03/23/2017

15 10969438 2014 JEEP GRAND CHEROKEE Power Train ON THREE
OCCASIONS IN THE SPRING OF 2016 THE VEHICLE ROLLED BACKWARDS ON A
SLIGHT INCLINE WITH THE ENGINE OFF, IN PARK WITH THE PARKING BRAKE
ENGAGED. ON ONE OF THOSE OCCURRENCES I WAS EXITING THE VEHICLE
AND HALFWAY OUT WHEN IT BEGAN TO ROLL. I WAS ALMOST CAUGHT
BETWEEN THE VEHICLE WITH AN OPEN DRIVERS DOOR AND A RETAINING
WALL IN MY DRIVEWAY. I MANAGED TO JUMP BACK IN AND STOP THE VEHICLE.
IN MARCH OF 2017 THE VEHICLE ROLLED FORWARD WHILE FACING IN THE
OPPOSITE DIRECTION ON THE SAME INCLINE WITH THE ENGINE RUNNING, THE
VEHICLE IN PARK AND THE PARKING BRAKE ENGAGED. AFTER IT HAPPENED

NHTSA Consumer Complaints as of August 24, 2018

THE FIRST TIME I WAS ABLE TO RECREATE THE PROBLEM TWO ADDITIONAL TIMES WITHIN A SPAN OF 2 MINUTES. RUTHERFORD NJ

Failure Date: 03/07/2017

15 10953907 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, THERE WAS PUDDLE OF FLUID UNDER THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE CONDENSER LEAKED. THE CONDENSER, AIR CONDITIONER, AND TRANSMISSION FLUID NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 83,000. AQUEBOGUE

NY Failure Date: 02/06/2017

15 10956364 2014 JEEP GRAND CHEROKEE Power Train WHILE DRIVING ON THE HIGHWAY A DASH WARNING APPEARED THAT SAID TRANSMISSION FAILURE, PUT CAR IN PARK. AT THAT POINT THE GAS PEDAL STOPPED WORKING AND THE VEHICLE SLOWED DOWN ON ITS OWN. MEANWHILE ALMOST CAUSING AN ACCIDENT WHILE TRYING TO MAKE IT TO THE BREAKDOWN LANE. THE FIRST TIME HAPPENED AT 19K MILES, 2ND 29K MILES AND THE TRANSMISSION WAS COMPLETELY REPLACE, 3RD TIME 42K ALL 3TIMES ALMOST CAUSING AN ACCIDENT ON THE HIGHWAY. THIS IS AN UNSAFE VEHICLE FOR ANY PERSON TO BE DRIVING. ALL INCIDENTS BETWEEN 5/2015 AND 1/2017 CUMBERLAND RI Failure Date: 01/30/2017

15 10946624 2014 JEEP GRAND CHEROKEE Power Train I BACKED MY 2014 JEEP GRAND CHEROKEE OUT OF THE GARAGE TO A POSITION ABOUT 3' IN OUTSIDE OF THE GARAGE DOOR. I PUT IT IN PARK, TURNED OFF THE ENGINE AND GOT OUT OF THE CAR, CLOSED THE DOOR AND WENT BACK INTO THE GARAGE TO GET AN EXTENSION LADDER. I CARRIED THE LADDER AROUND BEHIND THE JEEP AND PUT IT ON MY ROOF RACK ON THE PASSENGER SIDE. I WALKED BACK BEHIND THE JEEP AND INTO THE GARAGE AGAIN TO GET A STEP STOOL AND SOME BUNGEE CORDS TO ATTACH THE LADDER AND WENT AROUND THE JEEP AGAIN. I FINISHED SECURING THE

NHTSA Consumer Complaints as of August 24, 2018

LADDER TO THE RACK AND OPENED THE PASSENGER SIDE REAR DOOR TO PUT THE STEP STOOL IN THE FOOT WELL IN THE BACK SEAT. JUST AT THAT MOMENT THE CAR STARTED SPONTANEOUSLY ROLLING BACKWARD DOWN THE SLIGHT INCLINE. I GRABBED ONTO THE DOOR FRAME AND BRACED TO TRY TO STOP IT, BUT THE CAR WAS TOO HEAVY AND IT JUST KEPT GOING. SO I SLAMMED THE REAR DOOR, OPENED THE FRONT PASSENGER DOOR AND DOVE INTO THE CAR. I MANAGED TO GET MY LEFT FOOT ONTO THE BRAKE PEDAL AND IT BROUGHT THE CAR TO A STOP. WHEN I TOOK STOCK OF WHAT HAD JUST HAPPENED, I FOUND MYSELF WITH MY LEFT FOOT ON THE BRAKE, AND MY RIGHT FOOT ON THE DASHBOARD IN FRONT OF THE PASSENGER SEAT. I GOT THE EMERGENCY BRAKE SET. FORTUNATELY, THE CAR DIDN'T HIT ANYTHING OR ANYBODY AS IT ROLLED BACKWARD. THIS VEHICLE ALREADY HAD THE RECALL INSTALLED TO FIX THE SHIFT LEVER PROBLEM. I NOW BELIEVE THE PROBLEM IS NOT WITH THE SHIFT LEVER. I HAD ONLY SHIFTED FROM PARK TO REVERSE TO PARK AND THE SOFTWARE HAD 3 OPPORTUNITIES TO SET IT TO PARK: 1) WHEN I PUSHED THE SHIFTER INTO PARK, 2) WHEN I TURNED OFF THE CAR, AND 3) WHEN I GOT OUT OF THE CAR. THIS SEEMS LIKE A PROBLEM WITH THE TRANSMISSION - WHERE THE TRANSMISSION GOT SET INTO NEUTRAL AND THE SOFTWARE DID NOT KNOW WHERE IT WAS SET. CLOUDCROFT NM Failure Date: 01/19/2017

15 10947661 2014 JEEP GRAND CHEROKEE Power Train ON SEVERAL OCCASIONS SINCE I BOUGHT MY JEEP NEW A LITTLE OVER 3 YEARS AGO, I THOUGHT MY JEEP WAS IN PARK AND WENT TO GET OUT AND IT WAS ACTUALLY IN REVERSE. THANKFULLY, I HAVE ALWAYS HAD ONLY 1 FOOT OUT AND NOW CHECK TO MAKE SURE IT IS IN PARK EVEN THOUGH I PUSH THE ELECTRONIC SHIFTER ALL THE WAY FORWARD. I RECEIVED A RECALL NOTICE, BUT THE LOCAL DEALER CLAIMS TO NOT HAVE THE PARTS TO FIX. ANKENY IA Failure Date: 01/18/2017

15 10958328 2014 JEEP GRAND CHEROKEE Power Train THE VEHICLE ROLLED DOWN THE DRIVEWAY WHEN IT WAS IN PARK AND THE IGNITION WAS OFF. IT DID NOT SLIDE, IT ROLLED. I IMMEDIATELY DROVE IT

NHTSA Consumer Complaints as of August 24, 2018

BACK UP THE DRIVEWAY, PUT IT IN PARK, SET THE PARKING BRAKE, AND TURNED OFF THE IGNITION. I EXCITED THE VEHICLE, AND ABOUT 2 MINUTES LATER IT DID THE SAME THING. PLEASE NOTE: THE JEEP HAD ALREADY RECEIVED THE SOFTWARE UPDATE FOR THE APRIL 2016 RECALL INVOLVING THE GEAR SHIFTER/ROLLAWAYS (SEE EA1600). I BELIEVE THIS IS A DIFFERENT ISSUE BECAUSE THE IGNITION WAS OFF WHEN THE ROLLAWAYS OCCURRED. BOISE ID Failure Date: 01/14/2017

15 10945279 2014 JEEP GRAND CHEROKEE Power Train WHEN I ATTEMPT TO ACCELERATE QUICKLY, THE CAR SEEMS TO SHIFT INTO NEUTRAL (ALTHOUGH IT DOESN'T DISPLAY THAT IT IS IN NEUTRAL ON THE SCREEN) AND WILL NOT ACCELERATE. THE ENGINE STILL REVS WHEN I PUSH THE ACCELERATOR, BUT THE CAR ACTS AS IF IT IS IN NEUTRAL AND THE CAR WILL NOT ACCELERATE. THIS PROBLEM HAS OCCURRED SEVERAL TIMES IN MY VEHICLE, AND EACH TIME I HAVE BEEN TRAVELING AT SPEEDS OF GREATER THAN 40 MPH AND IT HAS OCCURRED WHEN I HAVE ATTEMPTED TO ACCELERATE QUICKER THAN NORMAL, SUCH AS WHEN I AM MERGING ON TO THE HIGHWAY. I BELIEVE IT IS A PROBLEM WITH EITHER THE TRANSMISSION OR THE COMPUTER THAT OPERATES THE TRANSMISSION.

PALATINE IL Failure Date: 01/13/2017

15 10955968 2014 JEEP GRAND CHEROKEE Power Train 2014 JEEP GRAND CHEROKEE. CONSUMER WRITES IN REGARDS TO VEHICLE ROLLED AND STRUCK RESIDENCE- CAUSED FRONT END DAMAGES. DEALERSHIP REFUSES TO REPAIR RECALL AT NO COST TO CONSUMER. *SMD THE STATED SHE WAS NOT AWARE OF A RECALL, PRIOR TO THE INCIDENT. *JB

NEWARK NJ Failure Date: 12/30/2016

15 10928235 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS STATIONARY IN THE PARK POSITION, THE VEHICLE ROLLED BACK WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 26,000. MULBERRY FL Failure Date: 11/28/2016

NHTSA Consumer Complaints as of August 24, 2018

15 10946764 2014 JEEP GRAND CHEROKEE Power Train ON
NOVEMBER 25TH 2016 I WAS PULLING OUT OF MY DRIVEWAY AND
REMEMBERED I FORGOT SOMETHING SO PULLED BACK ONTO MY DRIVEWAY
(FLAT SURFACE), PUT IT INTO PARK AND PRETTY SURE I HIT THE BUTTON TO
TURN OFF. I EXITED MY VEHICLE, BOTH FEET ON THE GROUND AND WAS
JUST 4 INCHES FROM SHUTTING THE DOOR WHEN IT TOOK OFF DRIVING
STRAIGHT INTO MY CLOSED GARAGE DOOR. I WAS ABLE TO CHASE THE
VEHICLE DOWN AND GET IT STOPPED (FORTUNATELY THE RIDING MOWER
KEPT IT FROM GOING ON THRU). I HAD THIS VEHICLE IN PARK. THERE IS
ABSOLUTELY NO WAY YOU CAN GET OUT OF THE VEHICLE IF IT IS NOT. IT
WILL IMMEDIATELY TAKE OFF WHEN YOUR FOOT IS OFF THE BRAKE. IT EVEN
HAS A SLIGHT FORWARD ROLL WHEN YOU HAVE IT IN PARK AND TAKE YOUR
FOOT OFF THE BRAKE THAT GETS MY ATTENTION. I NOTIFIED JEEP AND THEY
INSPECTED. WAS TOLD BY THE INSPECTOR A FAULT WAS FOUND, BUT ONLY
"JEEP ENGINEERS KNOW WHAT THE CODE MEANS". I HAD TO DRIVE MY
VEHICLE 3 HOURS TO WHERE I PURCHASED IT TO MEET WITH THE INSPECTOR
AS WELL. AT THAT TIME THEY DID THE REPAIR FOR THE GEAR SHIFT THAT
WAS AVAILABLE (I ONLY RECEIVED THE CARD THAT THERE WAS A FIX IN THE
WORKS). I WAS TOLD BY THE INSPECTOR THAT THE FIX WOULD MAKE THE
VEHICLE STOP WHEN THE DOOR WAS OPENED WHEN NOT IN PARK. WE
TESTED THIS ONCE I PICKED MY VEHICLE UP AT A HOME DEPOT PARKING LOT
AND GUESS WHAT, IT DID NOT STOP. WE WENT FORWARD AND OPENED DOOR
AND WE WENT IN REVERSE WITH DOOR OPENED AND NEITHER WORKED.
TRIED AGAIN AFTER A 3 HOUR DRIVE HOME ON THE DRIVE WAY, BOTH TIMES
IT DID NOT WORK. THE FOLLOWING MORNING I TESTED BACKING OUT OF MY
DRIVEWAY, THAT TIME IT BOLTED INTO PARK. TESTED AGAIN AT ANOTHER
DRIVE WAY, IT DID NOT WORK THE FIRST TWO TRIES AND THEN DID ON THE
LAST TRY. THIS IS ALL BESIDE THE POINT OF MY INCIDENT. . I HAVE \$9,000
DOLLARS DAMAGE TO MY VEHICLE AND \$1000 TO MY GARAGE THAT THEY
WON'T FIX OR REPLACE. THEY KNOW THEY HAVE A DEFECTIVE GEAR
SHIFT. STOCKTON KS Failure Date: 11/25/2016

NHTSA Consumer Complaints as of August 24, 2018

15 10939809 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED WITH THE ENGINE RUNNING, THE DRIVER EXITED THE VEHICLE. AFTER EXITING THE VEHICLE, IT SUDDENLY BEGAN TO ROLL BACKWARDS. THE VEHICLE MADE CONTACT WITH THE DRIVER AND A SECOND VEHICLE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT A TRANSMISSION SOFTWARE UPDATE WAS NEEDED. THE SOFTWARE UPDATE WAS PERFORMED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT STATED THAT THE VEHICLE EXPERIENCED THE SAME FAILURE LISTED IN THE RECALL. THE FAILURE MILEAGE WAS 40,000.

MCKINNEY TX Failure Date: 11/17/2016

15 10924993 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V529000 (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. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

TERRE HAUTE IN Failure Date: 11/08/2016

15 10920602 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) AND WAS UNABLE TO DETERMINE WHEN THE VEHICLE WOULD BE REPAIRED FOR MONTHS. THE DEALER AND THE MANUFACTURER DID NOT DISCLOSE WHEN THE PARTS AND REMEDY WOULD BECOME AVAILABLE FOR THE RECALL REPAIR. IN ADDITION, THE GEAR SHIFTED INTO PARK WHILE THE VEHICLE WAS IN MOTION, AND THE INSTRUMENT CLUSTER WARNING INDICATORS AND GAUGES FLICKERED. THE "SERVICE FOUR WHEEL DRIVE" WARNING INDICATOR FLASHED AS THE FAILURE PROGRESSED. THE CONTACT WAS

NHTSA Consumer Complaints as of August 24, 2018

PULLING OFF THE ROAD WHEN THE GEAR SHIFTED INTO PARK, CAUSING SKID MARKS AND THE BRAKES APPLIED WITHOUT WARNING. THE SHIFTER AND START BUTTON WENT INTO A LOCK MODE AND THE VEHICLE WAS UNABLE TO BE DRIVEN. THE MANUFACTURER PROVIDED NO REPAIR SOLUTION. THE APPROXIMATE FAILURE MILEAGE WAS 24. PARTS DISTRIBUTION DISCONNECT.

LAUREL MD Failure Date: 11/01/2016

15 10917946 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE PULLING INTO A PARKING SPOT AND SHIFTING THE GEAR INTO REVERSE, THE GEAR SHIFTER FAILED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V24000 (POWER TRAIN). THE MANUFACTURER WAS NOT AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 62,350. CAVE CREEK

AZ Failure Date: 10/21/2016

15 10915693 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHEN THE VEHICLE WAS PLACED IN REVERSE OR DRIVE, IT WOULD AUTOMATICALLY SHIFT INTO PARK. THE ISSUE WAS DISCOVERED AFTER TAKING THE VEHICLE TO A LOCAL DEALER FOR AN ELECTRONIC SHIFT RECALL REPAIR. THE FAILURE MILEAGE WAS 28,000. KNOXVILLE TN Failure Date: 10/05/2016

15 10910730 2014 JEEP GRAND CHEROKEE Power Train SHIFTING PROBLEMS MAINLY ON FREEWAY TRAVEL AND IN HILLY SITUATIONS, WILL VERY HARD DOWNSHIFT WHEN SLOWING TO A STOP. WILL DOWNSHIFT TO LOWER GEAR WITHOUT WARNING AND WILL NOT SHIFT UP WHEN YOU TRY ACCELERATE TO GET BACK INTO TRAFFIC, STAYS IN A LOWER GEAR MUCH TO LONG THEN FINALLY WILL UP SHIFT, SOMETIMES I HAVE PULL OFF ROAD. THIS IS A VERY DANGEROUS PROBLEM. HARKERS ISLAND NC Failure Date: 09/26/2016

15 10908114 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT LEASED A 2014 JEEP GRAND CHEROKEE. THE VEHICLE HESITATED WHEN MAKING A COMPLETE STOP AND WHEN ACCELERATING. IN ADDITION,

NHTSA Consumer Complaints as of August 24, 2018

WHILE DRIVING HIGHWAY SPEEDS, THERE WAS A SUDDEN LOSS OF POWER AND THE CONTACT HAD TO COAST THE VEHICLE OVER TO THE SIDE OF THE ROAD. THE VEHICLE WAS PARKED AT THE CONTACT'S RESIDENCE AND WAS UNSAFE TO DRIVE. THE CONTACT NOTIFIED TWO DEALERS AND THEY WERE UNABLE TO SUPPLY THE REMEDY AND PARTS TO REPAIR THE VEHICLE. THE CONTACT LATER RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V529000 (POWER TRAIN). THE TWO DEALERS MENTIONED THAT THE PARTS WERE UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 12,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. LONG BRANCH NJ Failure Date: 09/13/2016

15 10898196 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. UPON PLACING THE VEHICLE IN PARK, THE DISPLAY PANEL SHOWED THE GEAR IN PARK WHEN THE CONTACT EXITED THE VEHICLE. THE VEHICLE INDEPENDENTLY SURGED FORWARD INTO DRIVE AND CRASHED INTO THE CONTACT'S GARAGE DOOR. THE CONTACT HEARD AN ABNORMAL NOISE AND ENTERED THE VEHICLE TO ENSURE THAT THE GEAR WAS PLACED IN PARK. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. RANCHO VIEJO TX Failure Date: 08/24/2016

15 10898220 2014 JEEP GRAND CHEROKEE Power Train I DRIVE THE 2014 GR CHEROKEE WITH THE ELECTRONIC GEAR SHIFTER THAT HAS BEEN RECALLED FOR THE SHIFTER NOT ENGAGING ALL OF THE WAY INTO PARK. I HAD THE RECALL 'FIX' DONE A COUPLE OF MONTHS AGO, BUT THEN FOUND OUT FROM THE DEALER THAT THE EMERGENCY BRAKE ONLY ENGAGES IF YOU ATTEMPT TO OPEN ONE OF THE DOORS. ABOUT A WEEK AGO, AFTER PARALLEL PARKING ON A BUSY CITY STREET, I PUT THE CAR IN PARK AND REMAINED IN THE CAR FOR ABOUT ANOTHER MINUTE WHILE FISHING QUARTERS OUT OF MY CUPHOLDER (FOR THE PARKING METER). I ALL OF A SUDDEN FELT LIKE SOMETHING HIT MY CAR, LOOKED UP ONLY TO FIND MY

NHTSA Consumer Complaints as of August 24, 2018

CAR HAD ROLLED BACKWARD INTO THE PARKED CAR BEHIND ME. I HAVE A HUGE BIKE RACK ON THE BACK OF MY JEEP THAT BLOCKS THE REVERSE CAMERA, SO THE AUDIBLE SECURITY ALERT IS ALWAYS ON WHEN THE CAR IS IN REVERSE - THIS ALERT DID NOT COME ON WHILE THE CAR WAS ROLLING BACKWARD, THEREFORE, THE CAR WAS NOT IN REVERSE, BUT RATHER NOT IN PARK ALL OF THE WAY. THANKFULLY THERE WERE NO PEDESTRIANS BEHIND MY CAR, NOR ANY DAMAGE TO EITHER VEHICLE, HOWEVER, IF A PERSON WOULD HAVE HAD THEIR BACK TO ME, I WOULD HAVE CRUSHED THEM BETWEEN THE TWO CARS. MY CAR HAS NOW BEEN AT THE DEALERSHIP FOR 6 DAYS (SECOND TIME FOR SAME ISSUE) AND I'M DEALING WITH CUSTOMER SERVICE DEPARTMENTS WITHIN CHRYSLER/JEEP TO RECTIFY THIS ISSUE SOMEHOW. I WANT EITHER A NEW GEAR SHIFTER THAT IS NOT ELECTRONIC, OR TO GET OUT OF THIS VEHICLE. THIS GEAR SHIFTER IS AN ENORMOUS SAFETY HAZARD. I FEEL LIKE I'M GETTING THE RUN-AROUND, TO SAY THE LEAST, ABOUT A MAJOR RECALL THAT IS THE AUTO MAKERS FAULT, NOT THE CONSUMER. FOR THE RECORD, I HAVE BEEN DRIVING APPROXIMATELY 30 YEARS AND TYPICALLY AVERAGE 20-30K MILES/YEAR. I AM CONSULTING A LAWYER AT THIS POINT. ROYAL OAK MI

Failure Date: 08/16/2016

15 10895811 2014 JEEP GRAND CHEROKEE Power Train MY JEEP WAS SERVICED TWICE FOR THE RECENT SHIFTER PROBLEM THAT CHRYSLER IDENTIFIES AS DRIVER INATTENTION OR CONFUSION. THE SOFTWARE PATCH THAT IS INTENDED TO "AUTO PARK" THE VEHICLE, HAS FAILED ON TWO OCCASIONS. THE ENGINE IS STARTED, I APPLY THE BRAKE AND PLACE THE SHIFTER INTO REVERSE OR A FORWARD GEAR. I THE DESIRED GEAR IS ILLUMINATED AND I EASE OF THE BRAKE, HOWEVER, WHEN APPLY GAS THE ENGINE SIMPLY RACES AS IF THE TRANSMISSION IS STILL IN PARK OR NEUTRAL. JEEPS ATTEMPT TO FIX A PROBLEM HAS NOW LED TO ANOTHER PROBLEM. THIS VEHICLE IS UNRELIABLE AND A DEATH MACHINE. I HAVE NO CONFIDENCE IN IT'S OPERATION AND I CAN'T IN GOOD CONSCIENCE SELL THIS VEHICLE TO ANYONE. JEEP CORPORATE SHOULD BE IN JAIL.

ORANGE MA Failure Date: 08/11/2016

NHTSA Consumer Complaints as of August 24, 2018

15 10895432 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IN NEUTRAL AT A CAR WASH, THE CONTACT RELEASED THE BRAKE PEDAL AND OPENED THE DOOR. INDEPENDENTLY, THE GEAR SHIFTER SHIFTED FROM NEUTRAL TO PARK. THE VEHICLE WAS PREVIOUSLY REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 29,000. YONKERS NY Failure Date: 08/07/2016

15 10893252 2014 JEEP GRAND CHEROKEE Power Train MY VEHICLE WAS RECALLED FOR CODE S27 (GEAR SHIFTER FAILING TO LOCK INTO PARK) AND MY DEALER CAN NOT GET ME IN FOR OVER 3 WEEKS BECAUSE THEY SAID THEY HAVE TO STAGGER THE APPOINTMENTS. THIS IS UNACCEPTABLE AS THIS IS A REAL SAFETY CONCERN. HOWELL NJ Failure Date: 08/04/2016

15 10887547 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE GEAR SHIFTER FAILED TO GO INTO PARK. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHERE A SOFTWARE UPDATE OF THE GEAR SHIFTER WAS PERFORMED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 19,000. UPDATED 10/21/16*LJ *CN KOKOMO IN Failure Date: 07/16/2016

15 10885878 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE INDEPENDENTLY ROLLED DOWN A HILL. THE VEHICLE DID NOT CRASH, BUT STALLED ONCE IT WAS ON A FLAT SURFACE. THE VEHICLE WAS PREVIOUSLY SERVICED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS

NHTSA Consumer Complaints as of August 24, 2018

UNAVAILABLE. ...UPDATED 09/14/16 *BF UPDATED 09/20/16.*JB ST
THOMAS VI Failure Date: 07/13/2016

15 10908160 2014 JEEP GRAND CHEROKEE Power Train WIFE
PARKING ON 1ST FLOOR OF PARKING STRUCTURE IN DOWNTOWN GREEN BAY,
WI JULY 13TH 2016. SHE SHIFTED TO REVERSE TO ADJUST THE VEHICLE SO AS
TO ENTER THE PARKING SPACE CORRECTLY. THE VEHICLE STARTED TO MOVE
BACK WHILE SHE LOOKED OVER HER SHOULDER TO SEE WHAT WAS BEHIND
HER. ALL OF A SUDDEN THE TRUCK STOPPED GOING BACK & VIOLENTLY
JERKED FORWARD. THE TRUCK STARTED MOVING RAPIDLY FORWARD EVEN
THOUGH IT HAD NOT BEEN SHIFTED INTO DRIVE. THE FRONT TIRES JUMPED
UP ON THE CURB AT THE FRONT OF THE PARKING SPOT. THE TRUCK HIT THE
CEMENT WALL VIOLENTLY AT THE FRONT OF THE PARKING SPACE. THE FRONT
OF THE TRUCK ACTUALLY WENT THROUGH A PORTION OF THE CEMENT WALL.
THE MOTOR WAS REVVING LOUDLY WHILE THE TRUCK WAS PRESSED UP
AGAINST THE WALL AS IF TRYING TO PUSH ITS WAY THROUGH THE WALL. WIFE
HAD DIFFICULTY GETTING VEHICLE TO SHUT OFF AS THE PUSH BUTTON
START WAS INEFFECTIVE DUE TO THE VEHICLE NOT SHIFTING EASILY OUT OF
GEAR. THE ACCIDENT RESULTED IN \$11K+ IN DAMAGES TO THE TRUCK AND
\$40K+ IN DAMAGES TO THE PARKING STRUCTURE . THERE IS A RECALL ON
THE SHIFT LEVER FOR THE 2014 JEEP GRAND CHEROKEE WHICH IS S27/
WHTSA 16V-240. TRIED TO GET RECALL FIXED A MONTH PRIOR TO THE CRASH
BUT WAS ADVISED BY DEALER THE PARTS WERE NOT AVAILABLE AS OF YET.
CRASH OCCURRED WHILE WAITING FOR PARTS TO BE AVAILABLE. CHRYSLER
SAYS THIS RECALL IS NOT THE CAUSE OF THIS INCIDENT. RELUCTANTLY FILED
ACCIDENT CLAIM WITH MY INSURANCE COMPANY. CLAIMS ADJUSTER ADVISED
HE HAD 2 OTHER INCIDENTS WHERE THE INSURED CLAIMED THIS MODEL OF
TRUCK HAD SHIFTED ITSELF INTO EITHER REVERSE OR DRIVE ON ITS
OWN. GREEN BAY WI Failure Date: 07/13/2016

15 10883931 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT
WHILE PARKED, THE VEHICLE JERKED FORWARD INDEPENDENTLY. AS A

NHTSA Consumer Complaints as of August 24, 2018

RESULT, THE VEHICLE CRASHED INTO AN EMBANKMENT. THE VEHICLE WAS TOWED TO AN IMPOUND LOT. A POLICE REPORT WAS FILED. NO INJURIES WHERE SUSTAINED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 33,800. MARIETTA

GA Failure Date: 07/10/2016

15 10884053 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE STATIONARY, THE VEHICLE REVERSED ON ITS OWN AND STRUCK ANOTHER VEHICLE ACROSS THE STREET. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED. THERE WERE NO INJURIES SUSTAINED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 36,697.

HICKSVILLE NY Failure Date: 07/08/2016

15 10884035 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE DEALER STATED THAT THE RECALL REPAIR FOR NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) WOULD ONLY BE A TEMPORARY REMEDY. THE CONTACT WOULD STILL NEED TO START THE VEHICLE DIFFERENTLY THAN BEFORE THE COMPUTER WAS ALTERED. THE DEALER STATED THAT THEY WOULD NOTIFY THE CONTACT WHEN A PERMANENT REMEDY WAS AVAILABLE. THE CONTACT STATED THAT SHE DID NOT WANT A TEMPORARY REMEDY FOR HER VEHICLE. THE FAILURE MILEAGE WAS 11,000. UPDATED 10/07/16*LJ *JS

WALTON IN Failure Date: 07/04/2016

15 10882724 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER THE VEHICLE WAS BEING REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN), THE GEAR SHIFTER FAILED TO SHIFT FROM THE PARK POSITION WHEN ATTEMPTING TO REVERSE. THE FAILURE RECURRED NUMEROUS TIMES AND IN VARIOUS POSITIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED.

NHTSA Consumer Complaints as of August 24, 2018

THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 28,000. CANTON OH Failure Date: 07/03/2016

15 10888330 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT HAD NOT EXPERIENCED A FAILURE PRIOR TO BEING REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT INDICATED THAT THE REMEDY DID NOT PROVIDE A REPAIR SOLUTION. THE GEAR SELECTOR RANDOMLY CHANGED GEARS MORE THAN ONCE WITHOUT WARNING. THE FIRST TIME THE FAILURE OCCURRED WHILE REVERSING THE VEHICLE AND THE GEAR RANDOMLY SHIFTED INTO PARK AND WAS UNABLE TO SHIFT MOMENTARILY. THE DEALER WAS NOTIFIED AND WAS TO SEND A TOW TRUCK, BUT IT DID NOT ARRIVE IN A REASONABLE TIME FRAME. THE CONTACT WAS ABLE TO MANEUVER THE GEAR SHIFT FROM PARK TO DRIVE AND TOOK THE VEHICLE TO THE DEALER. THE DEALER WAS UNABLE TO REPLICATE AND DIAGNOSE THE FAILURE. THE FAILURE RECURRED. THE CONTACT WAS IN THE PROCESS OF MAKING A LEFT TURN WHILE IN DRIVE WHEN THE GEAR SELECTOR CHANGED INTO PARK. THE VEHICLE WAS UNABLE TO BE DRIVEN AND WAS TOWED TO A DEALER. THE CONTACT WAS WAITING ON A RESPONSE FROM THE MANUFACTURER TO SEE IF THEY COULD SEND A TECHNICIAN TO DIAGNOSE THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS NOT AVAILABLE. TILTONSVILLE OH Failure Date: 06/30/2016

15 10882135 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. 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 RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. LINDENHURST NY Failure Date: 06/27/2016

NHTSA Consumer Complaints as of August 24, 2018

15 10924277 2014 JEEP GRAND CHEROKEE Power Train NO
CONTACT FROM DEALER TO REPAIR DEFECT FROM S27 RECALL.
ATLANTA GA Failure Date: 06/24/2016

15 10876134 2014 JEEP GRAND CHEROKEE Power Train WAS
REVERSING WITH MY SMALL BOAT ATTACHED AT THE LAKE PRIOR TO
LAUNCHING. PUT JEEP IN PARK TO STEP OUT AND CHECK HOW MUCH ROOM I
HAD. VEHICLE CONTINUED TO REVERSE, KNOCKING ME UNDERNEATH THE
OPEN DRIVERS DOOR. STOPPED WHEN IT HIT A TREE ABOUT 10 FEET AWAY. I
HAD FRONT TIRE MARK ON MY BACK, PRETTY SCRATCHED UP AND BRUISED,
PULLED MUSCLES ETC. VISITED THE DOCTOR FOR A CHECK-UP.
MARSTONS MILLS MA Failure Date: 06/22/2016

15 11014983 2014 JEEP GRAND CHEROKEE Power Train EVERYONE
IS COMPLAINING THE SHIFTERS ARE DEFECTIVE. THEY ARE NOT, THE
COMPUTER HAS THE ULTIMATE CONTROL OF THE DODGE JEEP AND
CHRYSLER SHIFTERS BE IT A KNOB OR A ONE IN THE JEEP. IF THE CAR IS
ROLLING IN ANYWAY THE COMPUTER WILL NOT PUT THE CAR IN PARK. THE
DRIVER CAN MAKE THE PROPER MOTION BUT THE COMPUTER WILL DECIDE
TO PUT THE CAR IN NEUTRAL BECAUSE OF THE MOVEMENT. THERE IS
MINIMAL INDICATION OF THE COMPUTER OVERRIDING THE DRIVERS MOTION.
THE DRIVER THEN GOES TO TURN OFF THE CAR WITH A PUSH BUTTON, ONCE
AGAIN THE COMPUTER DECIDES THE CAR IS IN NEUTRAL SO THE WILL NOT
TURN THE CAR OFF ESSENTIALLY MAKING THE PUSH BUTTON INOPERABLE.
THE REASON FOR THE ACCIDENTS IS BECAUSE PEOPLE MAKE THE
MOVEMENT WITH THE CAR ROLLING AND THEN THE COMPUTER OVERRIDES
THE DRIVER AND THEN OVER RIDES THE SECOND TIME WITH TURNING THE
CAR OFF. PEOPLE GET OUT OF THE CAR EXPECTING THE CAR TO BE OFF AND
AFTER PARTIALLY STEPPING OUT OR PARTIALLY STEPPING OUT DISCOVER
THE CAR IS STILL RUNNING AND IF THERE IS ANY KIND OF AN INCLIN
E...LITERALLY RUNNING AWAY AND THEY CHASE THE CAR. I HAD THIS
HAPPEN TO ME BUT MY SON REALIZED THE CAR WAS RUNNING. I TOLD THE
DEALER THEY SAID I MADE A MISTAKE I SAID NO I DIDN'T AND THEN WAS ON A

NHTSA Consumer Complaints as of August 24, 2018

MISSION. ON THE RECALL NOTICE THE LAST LINE STATE THAT THE CAR WILL NOT GO INTO PARK IF THE CAR IS GOING ABOVE A CERTAIN SPEED THAT IS THE SAME A SLIGHT ROLL. I HAVE TOLD THE DEALER ABOUT I HAVE MAKE A CALL TO CHRYSLER BUT NO ONE COULD LISTEN. THINK ABOUT IT THE FIX WAS FOR THE COMPUTER TO PUT THE CAR IN PARK IF THE DOOR OPENS WITHOUT DRIVER INPUT. THE COMPUTER CAN SLAM ON THE BRAKES IF A LEAF BLOW INFRONT OF ONE OF THE FRONT SENSORS AND I ALMOST GOT REAR ENDED ON THAT ONE. THESE VEHICLES AND THE COMPUTER PROGRAMMING HAVE TAKEN VITAL FUNCTIONS AWAY FROM THE DRIVER BUT THEY DIDN'T EXPLAIN THAT TO ME WHEN I BOUGHT THE CAR! THAT IS WHY DODGE TRUCKS DO THE SAMETHING LONDON ONTARIO CANADA

MI Failure Date: 06/22/2016

15 10895096 2014 JEEP GRAND CHEROKEE Power Train THE SHIFTER PROBLEMS HAVE BEEN WELL DOCUMENTED BUT I READ ABOUT THE PROPOSED SOLUTION AND FROM MY EXPERIENCE THAT WILL ONLY FIX PART OF THE PROBLEM. UNLESS THE DRIVER IS PAYING CLOSE ATTENTION THE VEHICLE MAY NOT BE IN PARK. BUT IT IS ALSO VERY EASY TO SHIFT FROM PARK TO NEUTRAL. THE NEAR MISS I HAD WAS LEAVING A PARKING LOT THAT HAD AN INCLINE TO A VERY BUST STREET. I THOUGHT I WAS IDLING TO THE EASE OF THE STREET BUT I WAS ACTUALLY IN NEUTRAL. WHEN I LET OFF THE BRAKE TO PULL ONTO THE STREET THE CAR ROLLED INTO ONCOMING TRAFFIC BUT OBVIOUSLY DID NOT EXCELLERATE WHEN I HIT THE THROTTLE. SCRAMBLING TO GET THE CAR IN GEAR IT TOOK A FEW PRESCIOUS SECONDS TO REALIZE YOU HAVE TO PUSH ON THE BRAKE IN ORDER FOR THE TRANSMISSION TO SHIFT. TOO MUCH TO THINK ABOUT IN THOSE CIRCUMSTANCES. THE SHIFTER IS GOING TO GET OTHERS KILLED UNLESS A COMPLETE NEW SYSTEM IS INSTALLED. THIS CAR HAS MANY GREAT SAFETY FEATURES BUT IN MANY CASES THERE JUST ISN'T ENOUGH TIME TO REACT. I'M A 40 YEAR EXPERIENCED LICENSED DRIVER WITH CLA SS A CDL. A DRIVER SHOULD NOT HAVE TO CONCENTRATE ON THE SHIFTER. IT SHOULD BE A NATURAL MOTION. THIS IS A TICKING TIME BOMB THAT MUST BE REPAIRED OR IT WILL CAUSE MORE ACCIDENTS AND DEATHS. PLEASE KEEP IN

NHTSA Consumer Complaints as of August 24, 2018

MIND THAT AN ALARM THAT TELLS THE DRIVER THE CAR IS OR IS NOT IN PARK WILL ONLY FIX PART OF THE PROBLEM. I ROUTINELY FIND MYSELF IN THE WRONG GEAR. JEEP IS TRYING TO FIND A CHEAP WAY OUT THAT IS JUST NOT GOING TO WORK. WILLOW PARK TX Failure Date: 06/20/2016

15 10876638 2014 JEEP GRAND CHEROKEE Power Train THIS HAS TO DO WITH THE ELECTRONIC SHIFTER THAT HAS BEEN IN THE NEWS LATELY. I HAVE READ THAT, FINALLY, CHRYSLER IS ADDRESSING THIS PROBLEM. THE SOLUTION THEY HAVE COME UP WITH, TO PUT THE CAR IN PARK IF THE DRIVER'S DOOR IS OPENED, DOES NOT SUFFICE TO FIX THIS ISSUE. HERE IS WHY: I HAVE HAD THE SITUATION, WHERE I PULL MY CAR INTO MY GARAGE WHICH IS ON A SLIGHT INCLINE. MY KIDS JUMP OUT OF THE CAR, AND WALK AROUND THE BACK TO GET INTO THE HOUSE. AS IS OFTEN THE CASE, I HAVE A FEW THINGS TO GATHER UP, SO I AM NOT AS QUICK TO EXIT THE CAR AS THEY ARE. KIDS ARE BEHIND THE CAR AND I TAKE MY FOOT OFF THE BRAKE AND THE CAR STARTS ROLLING BACKWARD WHILE THE KIDS ARE BEHIND IT. IT IS ONLY BY EXTREME LUCK THAT I DID NOT KILL BOTH MY CHILDREN. I WOULD LIKE TO ADD, THAT EVEN THOUGH I AM PAINFULLY AWARE OF THE SITUATION WITH THE SHIFTER, AND I AM EXTREMELY DILIGENT, YOU CAN BECOME DISTRACTED AND FORGET. FOR THE RECORD, I HAVE SENT MESSAGES TO CHRYSLER (SPECIFICALLY, WHEN THEY SENT THEIR CUSTOMER SATISFACTION SURVEY AFTER I FIRST RECEIVED THE CAR) THAT MENTIONS THIS AS A PROBLEM. I HAVE BROUGHT IT TO THE DEALER'S ATTENTION. NO RESPONSE. THIS IS A BIG PROBLEM. THE SECOND I READ ABOUT THAT YOUNG MAN GETTING KILLED IN LA I SAID TO MY SON THAT I WOULD GUARANTEE HE WAS DRIVING A JEEP. I HAVE BEEN SAYING SOMEONE WAS GOING TO GET KILLED FOR NEARLY TWO YEARS, AND NOW SOMEONE HAS. AND, I WOULD BE WILLING TO BET THERE ARE OTHERS WHO JUST DIDN'T REALIZE WHY OR WHAT HAPPENED TO THEM. PLEASE REQUIRE THEM TO MAKE A BETTER FIX AND TO CALL EACH AND EVERY JEEP OWNER AND VERBALLY DESCRIBE THIS ISSUE. THERE ARE PEOPLE WHO DON'T READ THEIR MAIL, WHO DO NOT SPEAK ENGLISH ETC. THEIR FIX IS NOT GOING TO

NHTSA Consumer Complaints as of August 24, 2018

ALLEVIATE THIS PROBLEM. THANK YOU. *TR PELHAM MANOR NY

Failure Date: 06/18/2016

15 10884123 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V240000 (POWER TRAIN), 15V461000 (EQUIPMENT), AND 14V636000 (ELECTRONIC STABILITY CONTROL). THE DEALER INDICATED THAT THE PARTS WERE NOT AVAILABLE AND MAY NOT BECOME AVAILABLE UNTIL THE 4TH QUARTER OF 2016. THE CONTACT ALSO EXPERIENCED A FAILURE IN WHICH THE GEAR SELECTOR WAS PLACED IN PARK AND THE VEHICLE ROLLED BACKWARDS WITHOUT WARNING. THE CONTACT WAS ABLE TO ENTER THE VEHICLE TO ENSURE THE VEHICLE WAS PLACED IN PARK, BUT WAS UNABLE TO DETERMINE IF THE FAILURE WOULD RANDOMLY OCCUR. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT. BULLARD TX Failure Date: 06/06/2016

15 10875185 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE CONTACT WAS UNABLE TO DETERMINE WHEN THE PART WOULD BECOME AVAILABLE BECAUSE THE DEALER STATED THAT THEY HAD NO SPECIFIC TIME FRAME THAT THE MANUFACTURER WOULD PROVIDE THE REMEDY. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. MARION NC

Failure Date: 06/03/2016

15 10875388 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 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. THE CONTACT STATED THAT WHEN THE GEAR WAS PLACED IN THE PARK POSITION, THE VEHICLE ACCELERATED. THE

NHTSA Consumer Complaints as of August 24, 2018

APPROXIMATE FAILURE MILEAGE WAS 22,700.

WATER TOWN

NY Failure Date: 06/02/2016

15 10887649 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 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 MANUFACTURE EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. WHILE THE VEHICLE WAS PLACED IN PARK WITH THE EMERGENCY BRAKE APPLIED, IT BEGAN TO ROLL IN REVERSE WITHOUT WARNING. IN ORDER TO STOP THE VEHICLE, THE BRAKES HAD TO BE APPLIED EXCESSIVELY. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE RECURRED. THE VIN WAS INVALID. THE APPROXIMATE FAILURE MILEAGE WAS 42,000. PARTS DISTRIBUTION DISCONNECT. WINDSOR CT Failure Date: 05/31/2016

15 10876367 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER THE GEAR SHIFTER WAS PLACED INTO THE PARK POSITION WITH THE EMERGENCY BRAKE ENGAGED, THE VEHICLE INDEPENDENTLY ROLLED BACK WITHOUT WARNING. AS A RESULT, THE VEHICLE STRUCK A BYSTANDER. THE BYSTANDER SUSTAINED ARM INJURIES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000. PARTS DISTRIBUTION DISCONNECT.

CLARCKBURG WV Failure Date: 05/28/2016

15 10874788 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING 65 MPH, "DO NOT DRIVE IN PARK" WAS ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT PULLED THE VEHICLE OVER TO THE SHOULDER AND EXITED THE VEHICLE. THE VEHICLE WAS TOWED TO A DEALER WHERE THE FAILURE

NHTSA Consumer Complaints as of August 24, 2018

COULD NOT BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). 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 NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 24,150. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. LEXINGTON

SC Failure Date: 05/27/2016

15 10876343 2014 JEEP GRAND CHEROKEE Power Train RECALL S27/NHTSA 16V-240 OUR JEEP GRAND CHEROKEE WAS DAMAGED IN A ROLLAWAY ACCIDENT ON MAY 20, 2016 FOR THE SPECIFIC ISSUE RELATED TO THIS RECALL. MY WIFE THOUGHT THE CAR WAS IN PARK AND GOT OUT OF THE VEHICLE. THE VEHICLE THEN PROCEEDED TO ROLL DOWN THE STREET AND INTO THE WOODS. THE INSURANCE ESTIMATE FOR DAMAGE WAS \$7,000. LUCKY NO ONE WAS INJURED OR KILLED. I CONTACTED FCA AND THEY SENT OUT A SPECIAL INVESTIGATOR TO LOOK AT THE CAR. I JUST RECEIVED A LETTER FROM FCA SAYING THAT NOTHING WAS WRONG WITH THE CAR. I HAVE TRIED TO REACH OUT TO THE PERSON WHO SENT THE LETTER AND CAN NOT GET A RETURN CALL. WELCOME MD Failure Date: 05/20/2016

15 10871557 2014 JEEP GRAND CHEROKEE Power Train MY WIFE PULLED THE CAR INTO A COMMUNITY PARK AND PUT THE JEEP IN PARK AND OPENED THE DOOR TO GRAB HER SONS LOST DOG. NEXT THING SHE KNOWS THE JEEP IS ROLLING, AND PROCEEDS TO RUN HER OVER AND CONTINUES DOWN A SMALL HILL INTO SOME TREES. SHE WAS TAKEN TO THE HOSPITAL VIA A 911 CALL AND WE ARE NOW WAITING FOR RESULTS FROM AN MRI. THIS PROBLEM COULD HAVE KILLED HER IF SHE DIDN'T GET HER HEAD OUT OF THE WAY. SOLON OH Failure Date: 05/19/2016

15 10883193 2014 JEEP GRAND CHEROKEE Power Train THE ACCELERATION SOMETIMES DOESN'T SLOW DOWN EVEN WHEN YOU BRAKE. I ALMOST CRASHED ONTO ANOTHER CAR WEST PARK FL Failure Date: 05/09/2016

NHTSA Consumer Complaints as of August 24, 2018

15 10863456 2014 JEEP GRAND CHEROKEE Power Train MY INITIAL COMPLAINT WAS THE VEHICLE NOT SHIFTING INTO PARK CORRECTLY WHICH I NOW SEE FIAT CHRYSLER IS PREPARED TO ISSUE A RECALL. HOWEVER, THE SOLUTION OFFERED IS IN MY OPINION INSUFFICIENT. WARNINGS AS OPPOSED TO A REAL FIX IS TOTALLY UNACCEPTABLE AND I BELIEVE NHTSA MUST DEMAND A REPLACEMENT OF THE ENTIRE SHIFT MODULE.

RALEIGH NC Failure Date: 05/02/2016

15 10875936 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE CONTACT WAS UNABLE TO DETERMINE WHEN THE VEHICLE WOULD BE REPAIRED. THE MANUFACTURER COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. MC MURRAY PA Failure Date: 05/02/2016

15 10917281 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE REVERSING FROM A PARKING SPACE AND THEN PLACING THE GEAR SHIFTER INTO THE DRIVE POSITION, THE GEAR SHIFTER MOVED TO THE PARK POSITION INDEPENDENTLY. THE FAILURE OCCURRED MULTIPLE TIMES. THE CONTACT STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN) AND WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED ABOUT THE FAILURE. THE APPROXIMATE MILEAGE WAS 36,000. THE VIN WAS NOT AVAILABLE. SIGOURNEY IA Failure Date: 04/23/2016

15 10893156 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE PARKED, THE VEHICLE BEGAN TO REVERSE WHILE THE GEAR SHIFT WAS IN PARK. THE

NHTSA Consumer Complaints as of August 24, 2018

CONTACT STATED THAT THE VEHICLE SUSTAINED A FEW DENTS DUE TO THE FAILURE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE SYSTEM REQUIRED AN UPDATE. THE VEHICLE WAS REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 10,800. UPDATED 09/08/16*LJ *TR FARMINGDALE NY Failure Date: 04/22/2016

15 10881426 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE ATTEMPTING TO SHIFT INTO PARK, THE VEHICLE WOULD NOT ENGAGE AND SCRATCHED THE FRONT DRIVER SIDE OF THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 29,000. STERLING HEIGHTS MI Failure Date: 04/18/2016

15 10873439 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE THE DRIVER WAS REVERSING FROM THE DRIVEWAY, HER DOGS WERE BEHIND THE VEHICLE AS A RESULT SHE SHIFTED INTO PART AND EXITED THE VEHICLE. THE VEHICLE THEN ROLLED AWAY AND CRASHED INTO A FENCE. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES SUSTAINED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC BUT THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. TWO MONTHS AFTER THE FAILURE, THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS 40,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. SUGERCREEK OH Failure Date: 04/15/2016

15 10852774 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE GEAR SHIFTER WAS SHIFTED INTO THE PARK POSITION, THE VEHICLE ROLLED AWAY IN REVERSE. AS A RESULT, THE CONTACT CRASHED INTO THE FRONT OF ANOTHER VEHICLE. THE AIR BAGS FAILED TO DEPLOY. THERE WERE NO

NHTSA Consumer Complaints as of August 24, 2018

INJURIES. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000. HUNTINGTON

WOODS MI Failure Date: 03/31/2016

15 10851435 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 10 MPH, THE VEHICLE SHIFTED OUT OF GEAR WITHOUT WARNING. THE VEHICLE WAS UNABLE TO SWITCH GEARS. THE VEHICLE WAS DRIVEN TO THE DEALER AND THEY WERE NOT ABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE RECURRED AT LEAST FOUR TIMES. THE VEHICLE WAS REPAIRED UNDER WARRANTY FOR A TRANSMISSION REPLACEMENT AND TWO VALVE BODIES. THE CONTACT RETRIEVED THE VEHICLE FROM THE DEALER ON MARCH 12, 2016. THE APPROXIMATE FAILURE MILEAGE WAS 23,000. UPDATED 05/10/16*LJ *TR CHESAPEAKE CITY MD Failure Date: 03/23/2016

15 10875490 2014 JEEP GRAND CHEROKEE Power Train ON 3/22/16 I WENT TO A TENNIS TOURNAMENT WITH 2 FRIENDS. I DROVE OUR JEEP GRAND CHEROKEE. ONCE I PARKED IN THE FLAT/SURFACE LOT I EXITED THE CAR TO WALK TO THE REAR OF THE CAR TO ENTER THE TRUNK AND REALIZED THE CAR WAS STILL I GEAR. THIS SAME SITUATION HAS HAPPENED A NUMBER OF TIMES, OFTEN WHEN WE ARE IN THE PROCESS OF ACCESSING THE REAR DOORS OR THE TRUNK. THIS IS OUR FAMILY VEHICLE AND WHEN WE ARE WITH THE KIDS THIS HAPPENS IT HAS SCARED US FROM DRIVING THE VEHICLE. MIAMI FL Failure Date: 03/22/2016

15 10854989 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER SHIFTING THE VEHICLE IN PARK AND EXITING, THE VEHICLE ROLLED DOWN THE DRIVEWAY ON ITS OWN AND STRUCK ANOTHER VEHICLE. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED, BUT THE FAILURE COULD NOT BE REPLICATED. THE

NHTSA Consumer Complaints as of August 24, 2018

MANUFACTURER WAS MADE AWARE OF THE ISSUE. A POLICE REPORT WAS NOT FILED. THERE WERE NO INJURIES. THE FAILURE MILEAGE WAS APPROXIMATELY 28,000. LINTHUM HEIGHTS MD Failure Date: 03/04/2016

15 10850771 2014 JEEP GRAND CHEROKEE Power Train ON FEBRUARY 25TH, I SHIFTED MY CAR INTO PARK AND WAS GETTING OUT TO LOOK AT BACK WIPER WHICH SEEMED TO BE STUCK. I HAD LEFT THE CAR RUNNING. THE CAR TOOK OFF IN GEAR AND CAUSED ME TO FALL AND BREAK MY ANKLE IN AN OPEN COMPOUND FRACTURE THAT REQUIRED HOSPITALIZATION AND SURGERY. MY JEEP ENDED UP HITTING A PARKED GARBAGE TRUCK AND SUSTAINED ABOUT \$5000 DAMAGE. WHO KNOWS WHAT MY MEDICAL BILLS WILL END UP BEING. PLUS MY ANKLE MAY NEVER BE RIGHT. I WILL INCLUDE A PHOTO OF MY CAR AND X-RAY. IT HAPPENED ON PRIVATE PROPERTY (TACO BELL PARKING LOT). A POLICE OFFICER CAME AND PARKED MY CAR AND CALLED AN AMBULANCE BUT DID NOT MAKE A REPORT SINCE ON PRIVATE PROPERTY. WE HAVE NOT HEARD FROM GARBAGE TRUCK AND DOUBT IT DID ANYTHING TO IT. THE CAR WAS IN PARK AND NOT SURE HOW FAST WAS GOING WHEN HIT THE GARBAGE TRUCK. POWELL

OH Failure Date: 02/25/2016

15 10861490 2014 JEEP GRAND CHEROKEE Power Train I PARKED MY VEHICLE IN MY DRIVEWAY AND EXITED THE VEHICLE TO ENTER MY HOME. I WAS IN THE HOUSE FOR 5 MINUTES AND HEARD A LOUD CRASH, UPON LOOKING OUT THE WINDOW MY VEHICLE HAD COME OUT OF GEAR AND DROVE ITSELF THROUGH MY GARAGE DOOR DAMAGING THE DOOR, THE FRONT END OF MY JEEP AND MY HARLEY INSIDE THE GARAGE. LAKE GEORGE NY Failure Date: 02/23/2016

15 10870677 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT AFTER SHIFTING THE VEHICLE INTO THE PARK POSITION AND EXITING, THE VEHICLE INDEPENDENTLY SHIFTED INTO THE DRIVE POSITION. AS A RESULT, THE VEHICLE ROLLED FORWARD AND CRASHED INTO THE CONTACTS

NHTSA Consumer Complaints as of August 24, 2018

GARAGE. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE REPORTED. THE VEHICLE WAS INSPECTED BY THE MANUFACTURERS ENGINEER BUT THE FAILURE WAS UNDETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS UNKNOWN.

EL PASO TX Failure Date: 02/22/2016

15 10837388 2014 JEEP GRAND CHEROKEE Power Train I HAD CRANKED MY JEEP AND NOT SHIFTED INTO GEAR SO IT WAS IN PARK. IT WAS STATIONARY WHEN I JUMPED OUT TO GRAB SOMETHING FROM JUST INSIDE AND HEARD A WEIRD NOISE. I RAN BACK INTO MY GARAGE TO SEE MY CAR ROLLING DOWN AND ACROSS MY FRONT YARD. I THOUGHT SOMEONE WAS TRYING TO STEAL IT SO RAN UP ALONG SIDE THE PASSENGER SIDE AND THAT IS WHEN I SAW NO ONE WAS IN IT. I RAN AROUND TO THE DRIVER SIDE AND TRY TO GET INTO TO STOP IT BUT COULD GET IN WHILE IT WAS ROLLING AND ENDED UP GETTING DRAGGED FOR ABOUT A SECOND AS IT CROSS THE ROAD. MY JEEP KEEP GOING AND END UP HITTING MY NEIGHBORS MAILBOX AND TREE. ONCE MY JEEP WAS STOPPED I OPENED THE DOOR AND NOTICE THE IT WAS IN NEUTRAL. MY GARAGE IS FLAT AND I WAS BACKED INTO MY GARAGE SO THERE IS NO REAL WAY THAT EVEN IF IT WAS IN NEUTRAL THAT IT WOULD HAVE THE MOTION TO MOVE OUT OF MY GAGARGE. I ACTUALLY THINK IT HAD SHIFTED ON ITS OWN INTO DRIVE AND WHEN IT HIT THE TREE I THINK IT POPPED IT INTO NEUTRAL. I WAS LUCKLY NOT TO GET RUN OVER OR ANYONE ELSE WAS NOT INJURED W HILE MY CAR WAS MOVING OWN ITS OWN. FORT MILL SC Failure Date: 02/15/2016

15 10825930 2014 JEEP GRAND CHEROKEE Power Train ON MULTIPLE OCCASIONS THE VEHICLE HAS BEEN PLACED IN PARK AND HAS STARTED ROLLING IN BOTH REVERSE & FORWARD MOTIONS AFTER THE MY WIFE OR I HAVE STEPPED OUT OF THE VEHICLE. THIS HAS HAPPENED BOTH WITH THE ENGINE RUNNING AND WHEN IT WAS TURNED OFF. NEW MILFORD CT Failure Date: 02/12/2016

NHTSA Consumer Complaints as of August 24, 2018

15 10825094 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE DRIVING AT 60 MPH, THE TRANSMISSION FAILED CAUSING THE LOSS OF POWER STEERING AND THE INABILITY TO ACCELERATE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 37,000.

WINCHESTER CA Failure Date: 02/09/2016

15 10824989 2014 JEEP GRAND CHEROKEE Power Train ON APPROXIMATELY 10 OCCASIONS IN THE PAST 18 MONTHS, I HAVE ALMOST LEFT THE VEHICLE AFTER ATTEMPTING AND THINKING IT WAS IN PARK. THE SHIFT LEVEL IS INCREDIBLY DANGEROUS. KIRKWOOD MO Failure Date: 02/05/2016

15 10837926 2014 JEEP GRAND CHEROKEE Power Train PARKED JEEP WITH ENGINE RUNNING - PUT JEEP IN PARK -WALKED AROUND BACK OF JEEP TO ENTER BUILDING - GONE FOR 3 MINUTES. CAME OUT TO FIND JEEP HAD KICKED INTO REVERSE AND RAN INTO A CAR PARKED IN PARKING LOT. I STILL BELIEVE THERE IS A SAFETY ISSUE. THIS TIME NO ONE GOT INJURED. COULD HAVE BEEN A LOT WORSE. GOOGLED TO SEE IF THERE WERE ANY OTHER REPORTS SIMILAR TO MINE. JEEP HAS A ISSUE - WHERE WERE A LOT OF SIMILAR REPORTS.. FILED A CASE WITH JEEP. THEY INSPECTED AND FOUND NOTHING WRONG. BONITA SPRINGS FL Failure Date: 02/04/2016

15 10824782 2014 JEEP GRAND CHEROKEE Power Train MAKING SURE THE TRUCK IS IN PARK IS DIFIFCULLT TO DETERMINE.PUTTING THE TRUCK INTO PARK OR INTO DRIVE IS ALSO DIFFICULT. HAVE HAD IT HAPPEN 3 TIMES TO ME, THOUGHT THE JEEP WAS IN PARK EXITED THE VECHICLE AND IT WAS STILL IN DRIVE MODE AND STARTED ROLLING FORWARD!

CANTON OH Failure Date: 02/02/2016

15 10825020 2014 JEEP GRAND CHEROKEE Power Train SINCE I PURCHASED MY JEEP GRAND CHEROKEE IN 2014 I HAVE HAD PROBLEMS WITH

NHTSA Consumer Complaints as of August 24, 2018

MY ELECTRONIC GEAR SHIFTER. SEVERAL TIMES THAT I HAVE STOPPED MY CAR AND THOUGHT I HAD PLACED IT IN PARK TO GO OUT SIDE MY VEHICLE IT WAS NOT. SEVERAL TIMES WHILE EXITING THE CAR MY LEG WAS DRAGGED BENDING IT BACKWARDS THAT RESULTED IN A BRUISE. ONE TIME I ACTUALLY HAD TO CHASE AFTER MY CAR AS IT LURCHED FORWARD. THIS IS A VERY SERIOUS ISSUE. JUST PUSHING THE SHIFTER FORWARD DOES NOT ALWAYS PLACE THE CAR IN PARK. SOMETHING MUST BE DONE. DEALER SAID THERE WAS NO PROBLEM AND THEY COULD NOT REPLICATE THE PROBLEM. I NOW HAVE TO DOUBLE CHECK THE GEAR SHIFT DISPLAY TO BE SURE THAT THE CAR IS IN PARK

CUMBERLAND MD Failure Date: 02/01/2016

15 10826089 2014 JEEP GRAND CHEROKEE Power Train WHEN PLACING THE SHIFTER INTO PARK FROM THE DRIVE POSITION IT WILL AT TIMES HANG AT EITHER THE NEUTRAL OR REVERSE SETTING EVEN THOUGH THE SHIFT HANDLE WAS PUSHED FAR FORWARD TO ENGAGE PARK. SOMETIMES TO SEPARATE ATTEMPTS ARE NEEDED TO CYCLE THE TRANSMISSION TO PARK. I HAVE EXPERIENCED TIMES WHEN THE VEHICLE WILL ROLL BACKWARD SLOWLY WHILE IN N OR AGGRESSIVELY WHILE IN REVERSE. EXTRAORDINARY CARE MUST BE EXERCISED TO INSURE SAFETY. THIS IS THE WORST SHIFTER I HAVE EVER DEALT WITH IN 45 YEARS OF CAR OWNERSHIP.

EL DORADO HILLSCA Failure Date: 02/01/2016

15 10837737 2014 JEEP GRAND CHEROKEE Power Train I'VE HAD THE DEALER CHECK THE TRANSMISSION A FEW TIMES SINCE THE PURCHASE 3/2014, MOSTLY DUE TO THE TRANSMISSION GIVING YOU A KICK IN THE BUTT- SO TO SPEAK, IF YOU HAVE SLOWED DOWN, BUT NOT STOPPED IN TRAFFIC, AND THEN START TO ACCELERATE TO REGAIN SOME SPEED. THAT STILL OCCURS ON OCCASION. BUT THE NEWEST ISSUE IS THAT WHILE PULLING INTO MY GARAGE TO PARK WITHIN THE LAST 2 WEEKS, I'VE SLOWED VEHICLE TO PLACE IN "PARK" AND IT SEEMS TO GIVE A VERY SMALL, ALMOST GENTLE LURCH FORWARD. IT'S NOT ENOUGH TO HIT ANYTHING BUT YOU VAN DEFINITELY FEEL IT WHEN THIS HAPPENS. THANKFULLY I HAVEN'T HIT ANYTHING IN THE FRONT OF MY GARAGE-YET. I AM AT AROUND THE SPEED OF

NHTSA Consumer Complaints as of August 24, 2018

1 OR 2 MPH WHEN THIS HAS HAPPENED THE LAST 2 TIMES. I'M NOW MONITORING THE DASH TO SEE IF THIS IS THE CONSISTENT SPEED MPH IF IT OCCURS AGAIN. CAR IS DUE IN FOR MAINTENANCE SOON AND WILL HAVE BOTH ISSUES CHECKED OUT. CENTERPORT NY Failure Date: 02/01/2016

15 10850950 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER STOPPING THE VEHICLE AND SHIFTING INTO THE PARK POSITION, THE VEHICLE WENT INTO REVERSE AND DRAGGED THE DRIVER WHILE ATTEMPTING TO EXIT. DURING THE INCIDENT, THE DRIVER SUFFERED AN INJURED LEFT SHOULDER. MEDICAL ATTENTION WAS NOT REQUIRED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT NO INFORMATION WAS AVAILABLE. THE VIN WAS UNKNOWN. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 37,000. WOODMERE NY Failure Date: 02/01/2016

15 10825209 2014 JEEP GRAND CHEROKEE Power Train ELECTRONIC TRANSMISSION SHIFTER IS DIFFICULT TO USE. I HAVE OWNED THIS VEHICLE FOR 3 WEEKS AND HAVE ALREADY UNINTENTIONALLY HAD MY VEHICLE ROLL FROM A STOPPED POSITION. IN AN ATTEMPT TO PLACE THE VEHICLE IN "PARK" FROM "DRIVE," THE VEHICLE WAS ACCIDENTALLY SHIFTED INTO "REVERSE" DUE TO POOR OPERATOR FRIENDLINESS COMPARED TO TRADITIONAL SHIFTERS. SHIFTING THE VEHICLE FROM "NEUTRAL" HAS ALSO NOT REGISTERED CORRECTLY ON OCCASIONS DUE TO PREREQUISITES TO SHIFT OUT OF THAT GEAR (FOOT ON BRAKE AND BUTTON HELD DOWN). THE SHIFTER RELEASE BUTTON HAS VERY POOR FEEDBACK AND IS DIFFICULT TO USE AS WELL. SOUTH VIENNA OH Failure Date: 01/30/2016

15 10825098 2014 JEEP GRAND CHEROKEE Power Train I WENT TO PLACE THE GEAR SELECTOR INTO PARK BUT IT DIDN'T GO IN AND I DIDN'T REALIZE IT WASN'T IN PARK. I WENT TO GET OUT TO GRAB SOMETHING AND IT ROLLED BACKWARDS INTO MY GARAGE DOOR. IT DENTED THE GARAGE DOOR AND LUCKILY ONLY DID THAT AS DAMAGE. I WAS ABLE TO GET MY FOOT ONTO

NHTSA Consumer Complaints as of August 24, 2018

THE BRAKE BEFORE IT WENT ANY FURTHER.

WILLISTON ND

Failure Date: 01/29/2016

15 10825262 2014 JEEP GRAND CHEROKEE Power Train GEAR SHIFTER DOES NOT MOVE FLUIDLY AND OFTEN IT IS UNCLEAR AS TO WHICH POSITION THE SHIFTER IS ACTUALLY ENGAGED. IT HAS OCCURRED THAT WHEN I THINK IT IS IN PARK, IT IS ACTUALLY IN NEUTRAL. I ACTUALLY PUSHED THE START/STOP ENGINE BUTTON THINKING THE CAR HAD SHUT OFF WHEN IN FACT IT WAS IN NEUTRAL AND WAS STILL RUNNING. HAD I NOT NOTICED THIS AT THE LAST MOMENT THE CAR COULD HAVE EASILY ROLLED INTO PARKING LOT TRAFFIC. THIS ALSO HAS OCCURRED WHEN PARKING IN MY GARAGE. RALEIGH NC Failure Date: 01/21/2016

15 10850904 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE PARKING THE VEHICLE AND SHIFTING TO PARK, THE VEHICLE BEGAN TO ROLL AWAY. 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 31,000.

BAYVILLE NJ Failure Date: 01/19/2016

15 10836633 2014 JEEP GRAND CHEROKEE Power Train I DROVE MY CAR TO MY NEIGHBOR'S HOUSE, PUT MY JEEP IN PARK (WHILE IT WAS RUNNING), GOT OUT OF THE VEHICLE, WENT TO THE BACK PASSENGER DOOR AND GOT MY DAUGHTER OUT OF THE VEHICLE, WE WALKED IN FRONT OF THE VEHICLE, I DROPPED HER OFF AT THEIR HOUSE AND WHILE TALKING TO THE NEIGHBORS FOR A COUPLE OF MINUTES, MY VEHICLE ENGAGED BY ITSELF AND DROVE INTO THEIR GARAGE. PLYMOUTH MN Failure Date: 01/17/2016

15 10825289 2014 JEEP GRAND CHEROKEE Power Train VEHICLE SPONTANEOUSLY SHIFTED FROM PARK TO REVERSE WHEN OPERATOR REACHED INTO VEHICLE TO SHUT OFF ENGINE. VEHICLE WAS PARKED ON A DOWNWARD CITY STREET SLOPE (FACING DOWNHILL), AND REVERSED

NHTSA Consumer Complaints as of August 24, 2018

UPHILL, DRAGGING OPERATOR INTO AN INTERSECTION.

LINCOLN NH Failure Date: 01/12/2016

15 10824968 2014 JEEP GRAND CHEROKEE Power Train MY WIFE PLACED THE CAR IN PARK AND TOOK HER FOOT OFF THE BRAKE AND THE VEHICLE CONTINUED FORWARD AND HIT A POLE AT ABOUT 2-3 MILES PER HOUR. THE FRONT LICENSE PLATE AND PLATE HOLDER WERE DAMAGED BUT MORE IMPORTANTLY IT NOW MAKES HER AFRAID TO DRIVE THE CAR BECAUSE THIS IS THE 3RD OR 4TH TIME THIS HAS HAPPENED. CHINO HILLS CA Failure Date: 01/11/2016

15 10819171 2014 JEEP GRAND CHEROKEE Power Train JEEP GRAND CHEROKEE HAS ROLLED WHILE IN PARK. IT WAS PARKED ON A GRADE EACH TIME, BUT NOT STEEP ENOUGH FOR THE TRANSMISSION NOT TO HOLD. MOST RECENTLY, IT WAS PARKED ON A SLIGHT GRADE, ON ICE, WITH THE PARKING BRAKE ON. THE VEHICLE SUDDENLY ROLLED DOWN THE DRIVEWAY (WITH THE REAR WHEELS PARKING BREAK ENGAGED BUT SLIDING ON ICE, AND THE FRONT WHEELS FREELY ROLLED). THE VEHICLE WAS IN PARK, PARKING BRAKE ENGAGED, AND VEHICLE WAS TURNED OFF.

PARKER CO Failure Date: 01/09/2016

15 10851095 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE PLACING THE GEAR SHIFT INTO PARK, THE GEAR SHIFT BECAME INOPERABLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 4,000. EAGLE CREEK OR Failure Date: 01/05/2016

15 10825051 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT AFTER PLACING THE GEAR IN PARK AND ATTEMPTING TO EXIT THE VEHICLE WITH THE DRIVER DOOR OPEN, THE VEHICLE ROLLED AWAY INDEPENDENTLY.

NHTSA Consumer Complaints as of August 24, 2018

THE CONTACT CHASED AFTER THE VEHICLE AND JUMPED IN THE DRIVER SEAT TO STOP THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE CONTACT WAS AWARE OF NHTSA ACTION NUMBER: EA16002 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 34,000. THE VIN WAS NOT PROVIDED. UPDATED 04/07/16*LJ UPDATED 04/14/16.*JB...UPDATED 06/15/16 *BF *JS SPRING HILL TN Failure Date: 12/29/2015

15 10907622 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER PARKING IN THE DRIVEWAY AND EXITING THE VEHICLE, IT ROLLED IN REVERSE. THE DRIVER SIDE DOOR WAS IMPACTED AND PUSHED TOWARDS THE DRIVER SIDE FENDER WHEN THE FAILURE OCCURRED. THE CONTACT WAS ABLE TO QUICKLY ENTER THE VEHICLE TO PLACE THE GEAR IN PARK AND APPLY THE PARKING BRAKE. THE VEHICLE WAS NOT INSPECTED AND DIAGNOSED TO DETERMINE THE CAUSE OF THE FAILURE. A REPAIR CENTER ESTIMATE WAS RECEIVED FROM A REPAIR SHOP CONCERNING THE DAMAGES. THE VEHICLE WAS LATER INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 29,000. PARTS DISTRIBUTION DISCONNECT. LITTLE ROCK AR Failure Date: 12/14/2015

15 10859802 2014 JEEP GRAND CHEROKEE Power Train WHILE MY CARS ENGINE WAS RUNNING AND THE TRANSMISSION WAS IN THE PARKED POSITION, I EXITED MY VEHICLE AND I SHUT MY DRIVERS DOOR. I WALKED 30 FT BEYOND REAR OF MY CAR (THREE OTHER PARTIES FOLLOWING ME IN THEIR OWN VEHICLES). WE ALL HAD A DISCUSSION ON EXACTLY WHERE WE WERE GOING. WE WERE ALL FOLLOWING EACH OTHER IN OUR OWN VEHICLES PARKED ALONG SAME SIDE WALK FACING THE SAME DIRECTION. WE HAD ALL EXITED OUR OWN RESPECTIVE VEHICLES AND MET IN THE STREET AND DISCUSSING THE EXACT LOCATION OF WHERE WE WERE GOING. WHILE IN DISCUSSION WITH THE OTHER THREE PARTIES WE ALL NOTICED THAT ALL OF A SUDDEN MY UNOCCUPIED VEHICLE BEGAN TO MOVE IN REVERSE ON ITS

NHTSA Consumer Complaints as of August 24, 2018

OWN. I ATTEMPTED TO CHASE MY VEHICLE DOWN THE ROAD ON FOOT TO OPEN THE DRIVERS DOOR AND SHUT THE CAR OFF. I COULD NOT REACH BEFORE IT HIT AN ON COMING CAR, IT BOUNCED OFF THAT CAR AND PROCEEDED TO REST AGAINST A TREE ON A LAWN DOWN THE STREET ON THE OPPOSITE SIDE OF THE STREET. I NOT ONLY HAVE MYSELF AND THE OTHER THREE PARTIES FOLLOWING ME AS WITNESSES THAT MY VE HICLE MOVED INTO REVERSE AT A MINIMUM OF 30 SECONDS AFTER I HAD EXITED THE VEHICLE AND MOVED ON ITS ON. I ALSO HAVE A WITNESS OF A FIFTH PERSON WHO IS THE PERSON WHOM MY VEHICLE STRUCK THEIR VEHICLE THAT CAN ATTEST TO THIS UNOCCUPIED JEEP HAD MOVED IN REVERSE ON ITS OWN WELL AFTER I EXITED THE VEHICLE WITH ALL DOORS CLOSED ON MY VEHICLE. HOW CAN YOU GET OUT OF A VEHICLE IN REVERSE WITHOUT FIGHTING THE DRIVERS DOOR THAT WOULD KNOCK YOU BACK INTO THE CAR? YOU CANT, THE VEHICLE WOULD HAVE BEEN MOVING BACKWARDS AND THE DRIVERS DOOR WOULD BE PUSHING YOU BACK INTO THE VEHICLE. THIS VEHICLE ON ITS OWN WITH THIS NEW DESIGN ELECTRONIC TRANSMISSION SHIFTED ITSELF INTO REVERSE WELL AFTER I EXITED THE VEHICLE. I HAVE FIVE WITNESSES THAT WILL ATTEST THAT THIS JEEP MOVED ON ITS OWN, UNOCCUPIED, WELL AFTER I EXITED THE VEHICLE OF A MINIMUM OF 30 SECONDS AFTER I HAD EXITED IT.....UPDATED 06/15/16 *BF STONEHAM

MA Failure Date: 12/11/2015

15 10809691 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED ON AN INCLINE, IT ROLLED DOWN THE INCLINE AND CRASHED INTO A TREE. THE CONTACT WAS ABLE TO EXIT THE VEHICLE. THE CONTACT SUSTAINED MAJOR INJURIES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE ELECTRONIC GEAR SELECTOR WAS IS IN THE PROCESS OF GETTING REPAIRED THROUGH A LOCAL AUTO BODY SHOP. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 9,000. UPDATED 02/18/16*LJ..UPDATED 05/09/16 *BF UPDATED 5/10/18*JB *CN

STRATHAM NH Failure Date: 12/09/2015

NHTSA Consumer Complaints as of August 24, 2018

15 10837865 2014 JEEP GRAND CHEROKEE Power Train I THOUGHT I PUT MY VEHICLE INTO PARK IN A PARKING LOT. I LEFT THE ENGINE RUNNING AND EXITED THE VEHICLE. IT DROVE FORWARD ON ITS OWN WITH NO ONE IN IT AND CRASHED INTO A DITCH. WILSON WY Failure Date: 12/08/2015

15 10871834 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER PLACING THE VEHICLE INTO THE PARK POSITION AND ATTEMPTING TO EXIT, THE VEHICLE INDEPENDENTLY ROLLED BACK AND CRASHED INTO A TELEPHONE POLE. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE SUSTAINED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION SHIFTER MECHANISM FAILED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT MENTIONED THAT THE FRONT DRIVER SIDE DOOR WAS DESTROYED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 8,944. PITTSBURGH PA Failure Date: 12/04/2015

15 10836415 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT ROLLED BACKWARDS OVER THE CONTACT'S RIGHT LEG. THE VEHICLE THEN RAN OVER A CURB AND CRASHED INTO A LAMP POST. THE CONTACT SUSTAINED LEG INJURIES THAT REQUIRED MEDICAL ATTENTION. THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 44,000. TOMS RIVER NJ Failure Date: 12/03/2015

15 10810051 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE BEGAN TO REVERSE INDEPENDENTLY WHILE THE ENGINE WAS ON. THERE WAS NO OCCUPANT IN THE VEHICLE. THE VEHICLE TRAVELED ACROSS THE STREET AND CRASHED INTO A MAILBOX, THEN PROCEEDED TO ROLL UP AN INCLINED DRIVEWAY WHILE STILL IN REVERSE. THE CONTACT

NHTSA Consumer Complaints as of August 24, 2018

ATTEMPTED TO ENTER THE VEHICLE BUT THE VEHICLE THEN MOVED FORWARD AND KNOCKED THE CONTACT TO THE GROUND, DRIVING OVER HER LEGS. THE VEHICLE EVENTUALLY STOPPED AND CRASHED INTO A FENCE. THE CONTACT SUSTAINED LEG INJURIES THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE THE BODY DAMAGES WERE REPAIRED BUT THE FAILURE WAS NOT DETERMINED. THE FAILURE WAS RECURRING. THE FAILURE MILEAGE WAS APPROXIMATELY 35,000. UPDATED 04/08/16*LJ ATKINSON NH Failure Date: 11/08/2015

15 10806928 2014 JEEP GRAND CHEROKEE Power Train 2014 JEEP CHEROKEE. ATTORNEY REPRESENTING CONSUMER WRITES IN REGARDS TO TRANSMISSION AND SEVERAL OTHER RECALL NOTICE ISSUES AND PROBLEMS. *SMD IT WAS DETERMINED, THE TRANSMISSION NEEDED TO BE REPLACED. THE MANUFACTURER HAD THE DEALER INSTALLED A TRANSMISSION THAT WAS NOT MADE FOR THE VEHICLE, BUT WAS BELIEVED THAT IT WOULD WORK. THE REPAIR DID NOT FIX THE VEHICLE. *JB WEST UNION OH Failure Date: 11/02/2015

15 10780256 2014 JEEP GRAND CHEROKEE Power Train THE CAR WAS PURCHASED WITH ONLY 132 MILES ON IT. AND THE TRANSMISSION WILL NOT SHIFT INTO FIRST GEAR UNLESS IT IS AT A DEAD STOP. I CAN'T EVEN GET UP MY DRIVE WAY WITHOUT COMING TO A COMPLETE STOP. IT SLIPS THEN GRABS FIRST GEAR WITH A JUMP FORWARD. I HAVE NEVER HAD AN AUTOMATIC THAT SHIFTS LIKE THIS. I HAVE HAD IT INTO THE JEEP DEALERSHIP TWICE FOR THIS AND WAS TOLD THAT'S THE WAY THIS TRANSMISSION WORKS YOU HAVE TO LIVE WITH IT. THIS PROBLEM HAPPENS EVERYDAY. MANKATO MN Failure Date: 10/01/2015

15 11063123 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE SHIFTED WITHOUT WARNING. ADDITIONALLY, WHILE DRIVING, THE VEHICLE HESITATED, STALLED, AND SMOKE EMERGED FROM THE TAILPIPE. THE VEHICLE WAS TAKEN TO CAITILIN CHRYSLER DODGE JEEP RAM (140 OLD YORK RD, JENKINTOWN, PA 19046), BUT THE DEALER COULD NOT

NHTSA Consumer Complaints as of August 24, 2018

DUPLICATE THE FAILURE AFTER DRIVING THE VEHICLE FOR 20 MILES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS APPROXIMATELY 33,453.

PHILADELPHIA PA Failure Date: 09/29/2015

15 10859883 2014 JEEP GRAND CHEROKEE Power Train OUR 2014 JEEP WAS RUNNING AND STATIONARY IN OUR GARAGE WITH MY HUSBAND AND MYSELF BESIDE THE JEEP WHEN IT SHIFTED INTO REVERSE, CRASHING OUT OF OUR GARAGE KNOCKING MY HUSBAND DOWN AND OUT, DRAGGING HIM OUTSIDE. IT HIT NUMEROUS LAWN MOWERS, WHEEL BARROWS AND FINALLY A LARGE TREE BEFORE STOPPING. TUM TUM WA

Failure Date: 09/20/2015

15 10767341 2014 JEEP GRAND CHEROKEE Power Train I TURNED MY 2014 JEEP GRAND CHEROKEE WITH 24,400 MILES INTO MY FAMILY DRIVEWAY AND STOPPED BEFORE THE DRIVEWAY GATE. I LEFT 24" BETWEEN THE JEEP AND THE GATE SO THAT PEDESTRIANS COULD PASS IN FRONT OF THE VEHICLE WHILE I WAS OPENING THE GATE. I PUT THE JEEP IN PARK AND WITH THE ENGINE RUNNING AND WHILE STILL SEATED BUT WITH MY FOOT OFF THE BRAKE, I REACHED OVER TO THE PASSENGER'S SEAT TO GRAB MY BAG FOR THE KEY. AFTER FINDING THE KEY, I EXITED THE RUNNING VEHICLE KEEPING THE DRIVER'S DOOR OPEN. I WALKED AROUND THE OPEN DOOR, STOPPED IN FRONT OF THE CAR AND UNLOCKED THE GATE. I THEN OPENED THE LEFT HALF OF THE GATE PUSHING IT ENTIRELY BACK TO THE WALL. I THEN PROCEEDED TO WALK BACK TO THE CENTER OF THE GATE TO OPEN THE RIGHT HALF OF THE GATE. I PULLED THE GATE ROD FROM THE HOLE IN THE GROUND SO I CAN MOVE THIS SECTION OF THE GATE, AND JUST AS I DID, THE JEEP BEGAN TO MOVE TOWARD ME HITTING THE FAR RIGHT GATE POST WITH THE RIGHT FRONT CORNER OF THE VEHICLE. I WAS SHOCKED AND RAN BACK AROUND THE OPEN DRIVER'S DOOR AND INTO THE CAR TO BACK IT AWAY FROM THE POST. WHEN I ENTERED THE VEHICLE, I FOUND IT IN PARK, AND I SELECTED REVERSE TO BACK IT OFF THE GATE POST. FROM THE TIME I EXITED THE VEHICLE, IT WAS ABOUT 45 SECONDS BEFORE IT MOVED. IF I

NHTSA Consumer Complaints as of August 24, 2018

MISTAKENLY LEFT IT IN DRIVE, IT SHOULD HAVE BEGUN MOVING AS SOON AS I REMOVED MY FOOT FROM THE BRAKE PEDAL AND REACHED ACROSS TO THE PASSENGER'S SEAT FOR MY BAG. EVEN IF I MAINTAINED MY FOOT ON THE BRAKE AT THAT TIME, IT SHOULD HAVE MOVED WHEN I EXITED THE VEHICLE. IT SHOULD NOT HAVE TAKEN 45 SECONDS TO MOVE. IF IT WAS PUSHED MISTAKENLY INTO NEUTRAL, THE CAR SHOULD HAVE MOVED WHEN I EXITED. FROM A TWO FOOT DISTANCE, IT SUSTAINED OVER \$2500 IN DAMAGE. THE DAMAGE WAS NOT CAUSED BY A SIMPLE ROLL IN NEUTRAL. THE CAR ACCELERATED AS IF IT WERE IN DRIVE, ALTHOUGH THE DASHBOARD INDICATED PARK. THIS IS A SAFETY ISSUE. FLUSHING NY Failure Date: 09/17/2015

15 10852716 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE ATTEMPTING TO SHIFT THE VEHICLE TO THE DRIVE POSITION, THE GEAR REMAINED IN NEUTRAL. WHILE DRIVING ON AN INCLINE, THE CONTACT PLACED THE VEHICLE IN DRIVE AND IT BEGAN TO REVERSE WITHOUT WARNING AND CRASHED INTO A TREE. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE FAILURE OCCURRED RANDOMLY. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. UPDATED 07/27/16*LJ
GRETNA LA Failure Date: 09/14/2015

15 10775391 2014 JEEP GRAND CHEROKEE Power Train I WOULD LIKE TO REPORT 2 INCIDENTS WHERE MY 2014 JEEP GRAND CHEROKEE HAS ROLLED AFTER IT WAS \PUT INTO PARK AND THE ENGINE WAS TURNED OFF. THE 1ST TIME HAPPENED ON 9/4/15 AFTER PARKING MY JEEP AND EXITING THE VEHICLE IT ROLLED BACKWARDS APPROXIMATELY 1' INTO THE CAR BEHIND ME. NO DAMAGE TO THE OTHER VEHICLE AND ONLY SMALL SCRATCHES ON MY REAR BUMPER. THE 2ND TIME WAS 9/5/15, AFTER PARKING THE VEHICLE ON A SMALL INCLINE THE VEHICLE ROLLED 2' FORWARD INTO A GUARD RAIL POST CAUSING SIGNIFICANT DAMAGE TO MY FRONT BUMPER AND GRILL. I BROUGHT MY JEEP TO THE SMITH HAVEN CHRYSLER JEEP DEALER TODAY

NHTSA Consumer Complaints as of August 24, 2018

9/23/15 TO HAVE THE VEHICLE INSPECTED AND THE SERVICE REPRESENTATIVE TOLD ME "THIS IS NORMAL ESPECIALLY ON AN INCLINE" AND "IT SHOULD NOT ROLL MORE THAN 3 FEET". I COULD NOT BELIEVE I WAS BEING TOLD THAT THIS IS A NORMAL AND THERE WAS NOTHING TO DO ABOUT IT. THIS IS CLEARLY A SAFETY ISSUE. RONKONKOMA NY

Failure Date: 09/04/2015

15 10875598 2014 JEEP GRAND CHEROKEE Power Train WHILE STOPPED IN TRAFFIC, WE SAW A BIG RIG COMING FAST BEHIND US, CLEARLY UNABLE TO STOP IN TIME, WE WERE ON I-80 IN THE CALIFORNIA SIERRAS.. WE TRIED TO REVERSE AND GET OUT OF OUR LANE, BUT THE SHIFT LEVER KEPT DEFAULTING TO NEUTRAL. IT WAS AN EXTREMELY CLOSE NEAR MISS, AND WE WERE VERY CLOSE TO EXITING OUR JEEP, AS THE BIG RIG WAS USING ITS HORN. FORTUNATELY, IT PULLED TO OUR RIGHT AND STOPPED NEXT TO US. BUT BECAUSE THE CAR REFUSED TO SHIFT INTO REVERSE OR DRIVE (IT KEPT POPPING INTO NEUTRAL, WE COULD HAVE BEEN IN A VERY NASTY ACCIDENT. WE DON'T FEEL THE "FIX" JEEP IS PROPOSING IN ITS LATEST RECALL WILL FIX THIS PROBLEM. WE TOLD OUR SERVICE DEPARTMENT ABOUT THIS AND AT THE TIME, WE WERE TOLD THERE WAS NO RECALL OR KNOWN ISSUE. WE NOW KNOW THERE IS A RECALL. IT'S THE 7TH OR 8TH FOR OUR VEHICLE. WE HAVE LITTLE FAITH THAT THIS PROBLEM WILL BE FIXED. ADDING AN ALARM WILL NOT FIX THE PROBLEM THAT THE SHIFT DEFAULTS TO NEUTRAL ON ITS OWN. WE ARE THINKING OF TRADING THE CAR, BUT WE LIKE THE CAR AND REALLY DON'T WANT TO DO THAT. HOWEVER, WE NO LONGER TRUST THE SHIFTER NOR JEEP ROCKLIN CA Failure Date: 09/03/2015

15 10875517 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER SHIFTING INTO PARK, THE VEHICLE STARTED TO ROLL BACKWARDS WITHOUT WARNING. THE CONTACT WAS ABLE TO ENGAGE THE BRAKES TO STOP THE VEHICLE. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 28,000.

GOLDSTON NC Failure Date: 09/02/2015

15 10825078 2014 JEEP GRAND CHEROKEE Power Train I MOVED MY JEEP ON THE DRIVEWAY, AND BELIEVE I PLACED IT IN PARK WITH THE ENGINE ON WHILE GOING BACK IN THE HOUSE. WHEN I RETURNED OUTSIDE LESS THEN ONE MINUTE LATER, THE JEEP WAS ROLLING DOWN THE HILL BACKWARDS. IT WENT STRAIGHT DOWN THE DRIVEWAY BACKWARDS, ACROSS THE STREET, AND INTO THE REAR OF A CAR PARKED ACROSS THE STREET. I BELIEVE IT TOTALED THE OTHER VEHICLE AND DID APPROXIMATELY \$1300 DAMAGE TO THE JEEP. I DID NOT FILE A POLICE REPORT, BUT THERE WAS AN INSURANCE CLAIM AGAINST MY INSURANCE FOR THE DAMAGE DONE TO THE OTHER VEHICLE. I DID NOT SUBMIT A CLAIM FOR MY OWN INSURANCE AS THERE WAS A \$1,000 DEDUCTIBLE. I JUST READ AN ARTICLE IN THE PAPER THAT OTHER PEOPLE HAVE BEEN HAVING SIMILAR PROBLEMS WHERE IT IS DIFFICULT TO TELL IF THE VEHICLE IS IN PARK. (THE DATE OF 9/1/2015 IS ESTIMATED BUT CAN BE CONFIRMED)

BALDWINSVILLE NY Failure Date: 09/01/2015

15 10760709 2014 JEEP GRAND CHEROKEE Power Train WHILE SITTING IN A LEFT TURN LANE, WAITING FOR THE LIGHT TO TURN GREEN, THE AUTOMATIC TRANSMISSION JUMPED FROM DRIVE TO NEUTRAL ALL ON ITS OWN. WHEN THE LIGHT TURNED GREEN THE VEHICLE WOULD NOT GO FORWARD . IT WAS DIFFICULT GETTING THE TRANSMISSION BACK INTO DRIVE AND THIS CREATED A TRAFFIC HAZARD. AUSTIN

TX Failure Date: 08/31/2015

15 10760980 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WITHOUT WARNING, THE VEHICLE ROLLED OFF FROM A PARK POSITION. AS THE CONTACT'S WIFE ATTEMPTED TO STOP THE VEHICLE, IT RAN OVER HER HIP. THE WOMAN SUSTAINED INJURIES THAT REQUIRED MEDICAL ATTENTION. THE FIRE AND MEDICAL SERVICES WERE ON THE SCENE FOLLOWING THE CONTACT'S 911 CALL. A POLICE REPORT WAS FILED. THERE WAS NO DAMAGE TO THE

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE. THE MANUFACTURER WAS NOTIFIED AND THE CONTACT WAS INFORMED THAT SOMEONE WOULD COME OUT TO INSPECT THE VEHICLE. THE FAILURE MILEAGE WAS 10,000.UPDATED 10-27-15 *BF *CN

COSCOB CT Failure Date: 08/30/2015

15 10763196 2014 JEEP GRAND CHEROKEE Power Train I HAVE A 2014 JEEP GRAND CHEROKEE WITH THE ECO DIESEL OPTION. AT 7100 MILES AFTER OIL CHANGE AND REFILL OF DIESEL EXHAUST FLUID INDICATOR ON DASH DISPLAYED INCORRECT DEF FLUID AND SERVICE DEF NEEDED OR VEHICLE WILL NOT RESTART IN 200 MILES. IT TOOK A WEEK AND 1 BUSINESS DAY BEFORE THE DEALERSHIP COULD EVEN LOOK AT THE VEHICLE DUE TO BACKUP IN SCHEDULING. AFTER THREE DAYS AT THE DEALERSHIP THE VEHICLE WAS DIAGNOSIS WITH DPF CONVERTOR NEEDED REPLACEMENT, DEF SENSOR FAILURE, DEF INJECTOR FAILURE, AND O2 SENSOR FAILURE. AND THE PARTS WOULD TAKE 3 WEEKS JUST TO GET IN. TO ME THIS IS UNACCEPTABLE, A VEHICLE WITH LESS THAN 10000 MILES SHOULD NOT NEED THIS MANY REPAIRS WITH LONG DELAY JUST TO GET PARTS. IT SEEMS THIS VEHICLE WAS NOT PROPERLY ENGINEERED AND CANNOT MEET EMISSION STANDARDS LONG TERM. PLUS A VEHICLE THAT WILL TURN OFF AND NOT RESTART AT 200 MILES IS A DANGER TO A CONSUMER. JUST BASED ON AN INTERNET SEARCH I AM NOT THE ONLY ONE WITH THESE PROBLEMS THERE ARE NUMEROUS OWNERS OF 2014 JEEP GRAND CHEROKEE WITH ECO DIESEL WITH THE SAME ISSUES. AND THE PROBLEMS ARE NEVER REALLY RESOLVED , PERMANENTLY FIXED AND OCCUR AGAIN. IN MY OPINION FCA SHOULD BE MADE TO BUY BACK THESE VEHICLE AND REDESIGNED TO AT LEAST MEET 80000 MILES EMISSION STANDARD WITH REALISTIC DURABILITY. THE CONSUMERS SHOULD NOT BE TEST SUBJECTS ON A UNRELIABLE VEHICLE UNTIL FCA COMES UP WITH FIXES TO VERY SERIOUS PROBLEMS. IN ADDITION SOME CONSUMERS ON INTERNET SITE HAVE BE TOLD TO IGNORE ENGINE PROBLEM INDICATOR LIGHT WARNING UNTIL FCA COMES UP WITH FIXES. ROCHESTER HILLS MI Failure Date: 08/26/2015

NHTSA Consumer Complaints as of August 24, 2018

15 10759066 2014 JEEP GRAND CHEROKEE Power Train THE VEHICLE ROLLED FORWARD INTO ANOTHER VEHICLE AFTER BEING PUT IN PARK. AUSTIN TX Failure Date: 08/21/2015

15 10825190 2014 JEEP GRAND CHEROKEE Power Train ELECTRONIC SHIFTER DOES NOT PROPERLY SELECT GEAR AND/OR PROVIDE TACTILE FEEDBACK REGARDING WHICH GEAR HAS BEEN SELECTED. I HAVE ALMOST LEFT THE VEHICLE WHILE IT WAS STILL IN DRIVE MODE THINKING IT WAS IN PARK. I FEEL THIS IS A HUGE SAFETY CONCERN AND WARRANTS A RECALL. LANCASTER MA Failure Date: 08/17/2015

15 10767265 2014 JEEP GRAND CHEROKEE Power Train THE PROBLEM(S) THAT I HAVE HAD OR CURRENTLY HAVE WITH MY VEHICLE ARE AS FOLLOWS: 1. JULY 8, 2015: (MILEAGE 12,453) CAR DASH LIGHTS WERE LIGHTING UP AND THEN THE ENGINE DIED LATER IN THE MIDDLE OF THE ROAD. FINALLY THE CAR STARTED UP HOWEVER THE TRANSMISSION WOULD NOT SHIFT AND I DROVE IT HOME IN LOW GEAR. ON JULY 9, 2015, I TOOK THE CAR INTO CAMPBELL CHRYSLER SERVICE DEPARTMENT IN CENTRALIA WASHINGTON (SEE SERVICE SLIP) AND IT WAS RETURNED TO ME ON JULY 13, 2015. 2. JULY 15, 2015: AGAIN, THE CAR DASH LIGHTS WERE LIT UP AND THE CAR WAS STUCK IN LOW GEAR. I TURNED THE CAR INTO TO CAMPBELL CHRYSLER SERVICE DEPARTMENT (SEE SERVICE SLIP) ON JULY 16, 2015. THE CAR WAS RETURNED TO ME ON AUGUST 18, 2015. 3. AUGUST 24, 2015: AGAIN THE CAR DASH LIGHTS WERE LIT UP AND THE CAR STUCK IN LOW GEAR AND THE MOTOR WAS SURGING. I TOOK THE CAR BACK TO CAMPBELL CHRYSLER SERVICE DEPARTMENT ON AUGUST 25, 2015. THE CAR WAS RETURNED ON AUGUST 28, 2015. 4. AUGUST 31, 2015: I DROVE TO SEATTLE AND AGAIN THE CHECK ENGINE LIGHT CAME ON AND THE SHIFTER LIGHTS WOULD FLASH AND SPEEDOMETER NUMBERS WOULD GO FROM LARGE FONT TO SMALL FONT. WHEN DASH LIGHTS AND WARNING LIGHTS PLUS DIFFERENT CHARACTERS FLASHED THEN THE ENGINE WOULD SURGE. CURRENTLY, THE CAR WAS BROUGHT BACK TO CAMPBELL CHRYSLER SERVICE DEPARTMENT ON SEPTEMBER 16, 2015 BECAUSE ALL THE WARNING LIGHTS CAME ON,

NHTSA Consumer Complaints as of August 24, 2018

AGAIN. THIS VEHICLE HAS BECOME A SAFETY HAZARD FOR MY FAMILY. I'M NOT COMFORTABLE DRIVING THE CAR AND CONCERNED FOR MY SAFETY AS WELL AS MY FAMILIES. THE FIRST TIME THE CAR STALLED ON ME IT HAPPENED AT A STOP SIGN ON A TWO WAY HIGHWAY. THE ENGINE SURGING IS ALSO A SAFETY ISSUE. I HAVE BEEN WITH-OUT MY CAR OVER 43 PLUS DAYS AND HAVE BEEN GREATLY INCONVENIENCED. CHEHALIS WA Failure Date: 08/08/2015

15 10875290 2014 JEEP GRAND CHEROKEE Power Train ON 8/3/2015
A EMPLOYEE OF DISCOUNT TIRE OF LAKE WORTH,TX DROVE OUR 2014 JEEP GRAND CHEROKEE LAREDO INTO A CONCRETE POLE. THE EMPLOYEE STATED THAT HE THOUGHT HE WAS IN REVERSE, WHEN IN ACTUALITY THE VEHICLE WAS IN DRIVE. WHEN HE STEPPED ON THE GAS HE DROVE FORWARD INTO A CONCRETE POLE. HIS EXPLANATION AS TO WHY WAS DUE TO THE LAG (OR PING) BETWEEN REQUESTING A COMMAND AND SEEING THE LED SCREEN INDICATE THE SELECTION. MY WIFE AND I HAVE SEEN THIS FIRST HAND, IT IS VERY POSSIBLE TO OVERSHOOT THE INTENDED GEAR, AND TRY AND CORRECT BEFORE THE DISPLAY HAS ACCURATELY INDICATED THE ACTUAL GEAR. ADDITIONALLY THE INDICATION LIGHTS ON THE SHIFTER ARE COVERED BY THE USER HAND WHEN OPERATING. THIS FORCES THE OPERATOR TO STARE AT THE INDICATORS IN THE GAUGE CLUSTER, WHICH AS STATED BEFORE HAVE A NOTICEABLE LAG BETWEEN INDICATIONS. IT IS THE SOFTWARE LAG, AND THE FACT THE SHIFTER ALWAYS SPRINGS BACK TO THE SAME POSITIONS THAT HAS CAUSE CONFUSION. FCA CLEARLY KNEW OF THE ISSUES AS THEY STOPPED PRODUCED THE PIVOTING SHIFTERS FROM 2014-2015. STARTING IN 2016 ALL JEEP GRAND CHEROKEE MODELS HAVE A MECHANICAL SHIFTER THAT MOVED TO DIFFERENT DEDENTS FOR GEAR SELECTIONS. THE ENTIRE SHIFTER ASSEMBLY SHOULD BE REPLACED WITH A MECHANICAL MODEL SUCH AS THE ONES USED IN 2016 AND UP JEEP GRAND CHEROKEES. FORT WORTH TX Failure Date: 08/03/2015

15 10759669 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. UPON PARKING THE

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE, IT ROLLED BACKWARDS AND THE GEAR WAS SHIFTED INTO DRIVE TO PREVENT A FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000. CHICAGO IL Failure Date: 08/02/2015

15 10777820 2014 JEEP GRAND CHEROKEE Power Train ON JULY 16, 2015, WITH ABOUT 5,000 MILES, THE ELECTRICAL SYSTEM FAILED AND THE VEHICLE WAS TOWED TO MY DEALERSHIP. ON JULY 21, 2015, WE LEARNED THAT IT HAD LOST THE KEY AND DONE NOTHING TO REPAIR IT. ON JULY 22, 2015, IT WAS TOWED TO ANOTHER JEEP DEALERSHIP. ON JULY 23, 2015, WE WERE ADVISED THAT THE PROBLEMS WERE CAUSED BY A BAD BATTERY. ON JULY 25, 2015, WHEN WE WENT TO PICK IT UP, IT WOULD NOT START EVEN WITH A NEW BATTERY. ON JULY 27, 2015, WE WERE TOLD THAT ANOTHER NEW BATTERY HAD BEEN INSTALLED. ON JULY 28, 2015, WE PICKED UP THE VEHICLE BUT ON AUGUST 14, 2015, THE ELECTRICAL SYSTEM AGAIN FAILED AND IT WAS AGAIN TOWED TO THE SECOND DEALERSHIP. ON AUGUST 17, 2015, WE WERE ADVISED THAT THE VEHICLE HAD BEEN REPAIRED BY REPLACING VARIOUS ELECTRICAL COMPONENTS. ON SEPTEMBER 15, 2015, THE ELECTRICAL SYSTEM AGAIN FAILED CAUSING THE ABS AND AWD SYSTEMS TO RAPIDLY CYCLE ON AND OFF; THE TRANSMISSION TO RAPIDLY SHIFT THROUGH BOTH FORWARD AND REVERSE GEARS; AND FOR THE VEHICLE TO LURCH FORWARD AND BACKWARD. A THIRD JEEP DEALERSHIP REFUSED TO SERVICE IT BECAUSE OF ITS HISTORY. ON SEPTEMBER 17, 2015, THE VEHICLE WAS AGAIN TOWED TO THE SECOND DEALERSHIP. IT HAD ONLY 5757 MILES ON THE ODOMETER. ON SEPTEMBER 24, 2015, WE WERE TOLD THAT THE DEALERSHIP THOUGHT THE PROBLEM MIGHT BE WITH A CRASH SENSOR AND PROPOSED THAT THE SENSOR BE DISABLED. ON SEPTEMBER 25, 2015, AFTER WE OBJECTED TO DISABLING A SAFETY SENSOR, WE WERE TOLD THAT SENSORS HAD BEEN ORDERED FOR THE ADAPTIVE CRUISE AND SPEED CONTROLS, BUT AS OF TODAY, THE DEALERSHIP HAS NOT REPAIRED THE VEHICLE AND IS UNCERTAIN WHETHER IT CAN REPAIR IT. THE VEHICLE HAS BEEN AT A DEALERSHIP 25 OUT OF THE PAST 72 DAYS. THE DEALERSHIP HAS

NHTSA Consumer Complaints as of August 24, 2018

NOT REPAIRED THE VEHICLE; WILL NOT SAY THAT IT CAN BE REPAIRED; AND WILL NOT SAY THAT IT WILL BE SAFE TO OPERATE. JEEP REFUSES TO HELP. WE DON'T WANT TO DIE IN THIS VEHICLE. PLEASE HELP US.

HUNTINGTON WV Failure Date: 07/16/2015

15 10788311 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V509000 (VISIBILITY) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. WHILE DRIVING AT AN UNKNOWN SPEED, THE TRANSMISSION FAILED TO SHIFT. THE CONTACT STATED THAT THE VEHICLE WOULD NOT DOWNSHIFT TO THE LOWER GEARS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TRANSMISSION CONTROL MODULE WAS REPROGRAMMED; HOWEVER, THAT FAILED TO REMEDY THE ISSUE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 7,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. NAMPA ID Failure Date: 07/16/2015

15 11045905 2014 JEEP GRAND CHEROKEE Power Train WHEN ATTEMPTING TO ACCELERATE THE THROTTLE BECOMES UNRESPONSIVE AS IF THE CAR IS OUT OF GEAR. THIS IS WORSE WHEN ATTEMPTING TO ACCELERATE TO MERGE INTO TRAFFIC. THE CAR WILL SLOW DOWN QUITE A BIT BEFORE THE THROTTLE STARTS RESPONDING AGAIN. I NOTIFIED THE DEALER AND THEY COULDN'T ISOLATE THE PROBLEM. THIS HAS HAPPENED MANY TIMES SINCE IT WAS INITIALLY REPORTED. KNOXVILLE TN Failure Date: 07/13/2015

15 10726466 2014 JEEP GRAND CHEROKEE Power Train I WAS DRIVING TO WORK TODAY AND ALL OF A SUDDEN I SMELLED A BURNING SMELL IN THE FRONT OF MY CAR AND ALL THE LIGHTS LIT UP ON MY DASH AND MY DIGITAL SPEEDOMETER STARTED GOING UP AND DOWN IN SPEED BUT I WAS NOT GOING ANY FASTER OR SLOWER. THIS IS NOT THE FIRST TIME I HAVE SMELLED SOMETHING BURNING IN MY JEEP. I HAD IT IN FOR SERVICE ON 5/5/15 AND IT WAS THERE UNTIL 6/8/15 FOR THESE SAME KIND OF PROBLEMS. ALL MY DEALERSHIP KEEPS DOING IS FLASHING THE SOFTWARE AND TELLING

NHTSA Consumer Complaints as of August 24, 2018

ME IT IS FIXED. I NO LONGER FEEL SAFE DRIVING MY JEEP GRAND CHEROKEE. I HAVE HAD SO MANY ELECTRICAL PROBLEMS THAT ARE NOT GETTING FIXED. MY TRANSMISSION TAKES SO LONG TO SHIFT GEARS AND SOMETIMES GETS STUCK IN NEUTRAL WHILE I AM DRIVING, MY TIRES CONSTANTLY FEEL LIKE THEY ARE SLIPPING AND I DO NOT FEEL LIKE I HAVE COMPLETE CONTROL OF THE VEHICLE BECAUSE OF IT. I HAVE A SIX YEAR OLD CHILD THAT RIDES IN MY JEEP EVERYDAY AND I DO NOT FEEL SAFE PUTTING THEM IN IT. I HAVE TRIED TO CALL FCA AND THEY REFUSE TO TALK TO ME OR HELP ME WITH A RESOLUTION TO THESE PROBLEMS. I JUST WANT TO FEEL SAFE WHEN I AM DRIVING AND ALSO TO FEEL SAFE PUTTING MY CHILD IN MY VEHICLE AND AT THIS POINT I DO NOT FEEL SAFE IN MY GRAND CHEROKEE ANYMORE AND IT IS A SHAME. BEAVER FALLS PA Failure Date: 06/21/2015

15 10860985 2014 JEEP GRAND CHEROKEE Power Train
TRANSMISSION DOES NOT ALWAYS GO INTO PARK AFTER POSITIONING TRANSMISSION SELECTOR IN PARK MODE AND VEHICLE HAS STARTED TO ROLL AWAY AS I EXITED VEHICLE. THIS IS A CONCERN AS I LIVE ON A HILL AND VEHICLE HAS ROLLED BACKWARDS CATCHING ME WITH THE DRIVERS DOOR. HAD VEHICLE CHECKED AT JEEP DEALER BUT UNABLE TO CORRECT PROBLEM. HAVE TALKED TO OTHER JEEP OWNERS AND THEY HAVE EXPERIENCED SAME PROBLEM. KALISPELL, MT Failure Date: 06/03/2015

15 10850699 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. AFTER SHIFTING INTO PARK AND REFUELING THE VEHICLE, IT FAILED TO ENGAGE INTO PARK AND STARTED TO ROLL AWAY. AS A RESULT, THE VEHICLE ROLLED OVER THE DRIVER AND FRACTURED 22 RIBS, THE CLAVICLE, AND AN ANKLE. MEDICAL ATTENTION WAS REQUIRED. A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. UPDATED 06/15/16*LJ
BLAUVELT NY Failure Date: 05/21/2015

NHTSA Consumer Complaints as of August 24, 2018

15 10716856 2014 JEEP GRAND CHEROKEE Power Train DRIVER PROCEEDED FROM A FROM A 4-WAY STOP TO THE POSTED SPEED LIMIT OF 55 MPH. SHORTLY AFTER GETTING UP TO SPEED, THE VEHICLE'S DASHBOARD ILLUMINATED WITH SEVERAL WARNING INDICATORS (SERVICE ELECTRONIC THROTTLE CONTROL, SERVICE AIRBAG SYSTEM, LOW OIL PRESSURE, LOW VOLTAGE) AND LOST ALL ENGINE POWER. VEHICLE COASTED TO A STOP IN A NEARBY PARKING LOT. DRIVER WAS ATTEMPTED TO RESTART THE VEHICLE SEVERAL TIMES, BUT UNSUCCESSFUL. VEHICLE HAS BEEN TOWED TO THE DEALERSHIP AWAITING SERVICE. ELIZABETH TOWN KY Failure Date: 05/15/2015

15 10714398 2014 JEEP GRAND CHEROKEE Power Train THE NAVIGATION SYSTEM GOES BLANK MID TRIP SCREEN GOES ON AND OFF AND SWITCHES TO OTHER MEDIA. THE TRANSMISSION CLICKS FROM SWITCHING FROM PARK TO DRIVE OR REVERSE. THE TRUCK MAKES A WEIRD VIBRATION NOISE IT SOUNDS COARSE AND FEELS WEIRD AFTER 20MPH. ALL THESE PROBLEMS HAVE BEEN HAPPENING SINCE I TOOK THE JEEP OUT THE DEALERSHIP. I ALWAYS BRING IT BACK TO THE DEALER THEY SAY THEY FIX IT AND I ALWAYS BRING IT RIGHT BACK WITH THE SAME EXACT PROBLEMS. *TR ELMWOOD PARK NJ Failure Date: 05/04/2015

15 10882445 2014 JEEP GRAND CHEROKEE Power Train I HAVE BEEN COMPLAINING SINCE THE DAY OF PURCHASE ABOUT THE GEAR SELECTOR. IT DOES NOT ENGAGE IN PARK CORRECTLY. IT JUMPS OUT OF PARK WHEN YOU LEAVE THE VEHICLE. THE PADDLES ON THE STEERING WHEEL ARE A TOTAL MENACE. I LEFT THE CAR WHEN IT WAS RUNNING AND IT STARTED TO MOVE OUT OF PARK. NO WARNING SYSTEM WILL SOLVE THIS PROBLEM SINCE IT JUMPS OUT OF PARK. PITTSBURGH PA Failure Date: 05/01/2015

15 10794318 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE GEAR SHIFT SWITCHED TO DIFFERENT GEARS INDEPENDENTLY WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS

NHTSA Consumer Complaints as of August 24, 2018

DIAGNOSED THAT THE VEHICLE OPERATED AS DESIGNED. IN ADDITION, IN RAINY WEATHER, THE DEFROST SYSTEM FAILED TO OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN INFORMED THE CONTACT TO SET THE SYSTEM INSIDE TO THE SAME TEMPERATURE OUTSIDE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 100. VENICE FL Failure Date: 04/17/2015

15 10861260 2014 JEEP GRAND CHEROKEE Power Train I AM WRITING THIS BECAUSE OF THE RECENT TRANSMISSION SHIFTER RECALL REGARDING MY 2014 JEEP GRAND CHEROKEE. ON APRIL 9, 2015, AT APPROXIMATELY 2:00 A.M., I STOPPED AT THE POST OFFICE TO MAIL A LETTER. I PLACED THE ELECTRONIC VEHICLE GEAR SHIFTER INTO 'PARK'. IT ACTUALLY WENT INTO REVERSE. AS I STEPPED OUT OF THE VEHICLE, MY FOOT BEGAN TO SLIP. I THOUGHT I HAD STEPPED ONTO SOME OIL ON THE PARKING LOT. I PLACED MY OTHER FOOT ONTO THE PAVEMENT TO CATCH MY BALANCE. IT BEGAN TO SLIP, ALSO. IN THE CONFUSION, I WAS UNABLE TO DETERMINE WHETHER THE VEHICLE WAS MOVING FORWARD OR REVERSE. I STILL HAD A HOLD ON THE DOOR AND THE STEERING WHEEL. AS I TRIED TO PULL MYSELF BACK INTO THE VEHICLE, THE STEERING WHEEL TURNED. AT THAT POINT, AND SINCE THE DOOR WAS WIDE OPEN, I DECIDED TO DROP TO THE PAVEMENT TO MOVE AWAY FROM THE MOVING VEHICLE. WHEN I DID, THE FRONT LEFT WHEEL ROLLED OVER MY RIGHT LEG. MY LEG MUST HAVE BEEN IN A FOLDED POSITION. THE WHEEL ROLLED ONTO THE INNER-UPPER PART OF MY LOWER LEG, MISSING THE KNEE, AND OFF THE OUTER-LOWER PART OF MY UPPER LEG. THE PAIN SET IN. I WAS ABLE TO GET UP, CHASE DOWN THE VEHICLE, GET IN, AND STOP IT BEFORE IT CRASHED INTO ANYTHING. I SAT IN THE VEHICLE FOR A WHILE UNTIL SOME OF THE PAIN SUBSIDED A BIT, DROVE BACK TO THE ORIGINAL PLACE AT THE POST OFFICE AND PARKED IT. I LOST THE LETTER I WAS MAILING AND SEARCHED FOR IT. I WENT HOME, TOOK THREE ASPIRIN AND A SHOT OF WHISKEY, AND WATCHED TELEVISION FOR A WHILE UNTIL I COULD SLEEP. THE NEXT DAY AT THE OFFICE, MY ASSISTANT NAMED THE VEHICLE "CHRISTINE". ON APRIL 12, WHILE GETTING READY FOR CHURCH, I NOTICED MY FOOT LOOKED VERY DIRTY. IT WOULD

NHTSA Consumer Complaints as of August 24, 2018

NOT WASH OFF. MY BROTHER WAS VISITING AT THE TIME, SO I ASKED HIM TO TAKE ME TO THE HOSPITAL. THERE WAS LOTS OF SOFT TISSUE TRAUMA, SCARING, AND NERVE DAMAGE. ONE YEAR LATER, THE SCARS AND SOME NUMBNESS REMAIN. HAWTHORNE FL Failure Date: 04/09/2015

15 10875495 2014 JEEP GRAND CHEROKEE Power Train
TRANSMISSION ELECTRONIC SHIFT LEVER. IN APRIL 2015 MY VEHICLE ROLLED INTO A PARKING LOT GUARDRAIL, AFTER I THOUGHT THE SHIFT LEVER WAS IN PARK. THE LEFT FRONT FENDER WAS DAMAGED AND HAD TO BE REPLACED. I FILED A REIMBURSEMENT CLAIM WITH FCA ON 05-27-16 AND WAS RECENTLY DENIED. GAYLORD MI Failure Date: 04/08/2015

15 10715227 2014 JEEP GRAND CHEROKEE Power Train UNDER MODERATE ACCELERATION CAR IS SUPPOSED TO DROP ONE GEAR AND ACCELERATE. ON 4 SEPARATE OCCASIONS CAR HAS INSTEAD DROPPED 4 GEARS AND GOT STUCK IN LOWER GEAR, UNABLE TO ACCELERATE. THEN CHECK ENGINE LIGHT COMES ON, JUST TO TURN BACK OFF BY ITSELF. SOMETIMES DEALER DOES MINOR PART REPLACEMENT AND CLEARS LIGHT, SAYING PROBLEM IS FIXED. HAS NEARLY LED TO TWO SEVERE CRASHES WHEN ENTERING HIGHWAY. CAR FEELS EXTREMELY UNSAFE, AND I NEVER KNOW WHEN PROBLEM IS GOING TO HAPPEN AGAIN. *TR FLORAL PARK NY Failure Date: 04/04/2015

15 10703370 2014 JEEP GRAND CHEROKEE Power Train DROVE ONE BLOCK FROM HOME AND THE BATTERY VOLTAGE SPIKED TO 17V. WARNING SOUNDS AND MESSAGES POSTED ON THE ODOMETER. PARKING ASSIST OFF; ACC UNAVAILABLE-SERVICE REQUIRED; WIPERS ACTIVATED EVEN THOUGH TURNED OFF; TRANSMISSION LOCKED IN D; RADIO SCREEN BLACKED OUT/CAME BACK ON; MESSAGE READ TO STOP, PRESS THE BRAKE, TURN ENGINE OFF THEN PLACE IN PARK. RED BATTERY ICON, ANTI SKID ICON, ENGINE ICON LIT ON ODOMETER PLUS WARNING SOUNDS NON STOP. TOOK DIRECTLY TO THE DEALER WHERE THE TECH TRIED TO GET A READING ON ALL OF THE TROUBLE ICONS. NOTHING WAS POSTING ON THEIR EQUIPMENT. IT WAS DECIDED THE VEHICLE MAY NEED THE ALTERNATOR REPLACED. WAS

NHTSA Consumer Complaints as of August 24, 2018

TOLD TO CONTINUE DRIVING AND IF THIS HAPPENS AGAIN TO TURN THE ENGINE OFF AND RESTART THE VEHICLE AND KEEP DRIVING. *TR

GRAND JUNCTIONCO Failure Date: 04/02/2015

15 10850712 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. ONCE THE VEHICLE WAS SHIFTED INTO PARK, IT DID NOT REGISTER THE CORRECT GEAR. THE CONTACT'S VEHICLE ROLLED AWAY AND STRUCK ANOTHER VEHICLE. THE FAILURE OCCURRED ONCE A WEEK. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE FAILURE COULD NOT BE DIAGNOSED. DUE TO THE FAILURE, THE DRIVER SIDE DOORS, DRIVER SIDE REAR WINDOW QUARTER, REAR BUMPER, AND OTHER DRIVER SIDE COMPONENTS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THERE WERE NO INJURIES. A POLICE REPORT WAS FILED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 21,000.

WYCKOFF NJ Failure Date: 03/21/2015

15 10700584 2014 JEEP GRAND CHEROKEE Power Train AFTER MAKING A RIGHT HAND TURN AT A FOUR WAY STOP, I BEGAN TRAVELING THROUGH A RESIDENTIAL AREA AT ABOUT 25 MPH. AFTER MAYBE 100 YARDS, THE CAR CAME TO A STOP AND THE ENGINE WAS REVVING, AS IF THE VEHICLE WERE IN NEUTRAL. THE SHIFT KNOB INDICATED THE VEHICLE WAS IN DRIVE, BUT IT WAS NO MOVING FORWARD. OBVIOUSLY THIS CAUGHT ME COMPLETELY OFF GUARD, AS SOMEONE AT THE FOUR WAY HAD WAVED ME TO GO BEFORE THEM, THE I UNEXPECTEDLY STOPPED IN THE MIDDLE OF THE ROAD AND WOULD NOT MOVE. I BEGAN APPLYING THE GAS MORE GENTLY, GOOD THING OR I WOULD HAVE JUMPED FORWARD, AND EVENTUALLY THE VEHICLE BEGAN TO DRIVE AGAIN. THE LOW NUMBER OF MILES ON THE CAR IS BECAUSE I AM SCARED TO DRIVE THE CAR UNTIL THE TWO BRAKE RECALLS ARE COMPLETED, AND NOW THIS. I SEE THIS HAS BEEN A BIG CONCERN IN OTHER YEARS FOR THE JEEP AND HAVE FOUND MANY SIMILAR COMPLAINTS ONLINE FOR THIS MODEL. WHEN WILL THIS ISSUE BE ADDRESSED? BIG SAFETY HAZARD! *TR MURRYSVILLE PA Failure Date: 03/18/2015

NHTSA Consumer Complaints as of August 24, 2018

15 11044056 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT UNKNOWN SPEEDS, THE VEHICLE LOST POWER WITHOUT WARNING AND FAILED TO SHIFT OUT OF GEAR. ALSO, THE WINDSHIELD WIPERS ACTIVATED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (GATOR CHRYSLER DODGE JEEP, 840 S HARBOR CITY, MELBOURNE, FL 32901) WHERE IT WAS DIAGNOSED THAT THE VALVE NEEDED TO BE REPLACED AND THE SYSTEM RESET. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. WHILE DRIVING, THE VEHICLE WAS STUCK IN GEAR AND MADE AN ABNORMAL GRINDING NOISE. THE VEHICLE WAS TAKEN TO SIMMONS ROCKWELL DODGE CHRYSLER JEEP (7329 HAMMONSPORT RD, BATH, NY 14810) WHERE IT WAS DIAGNOSED THAT THE ALTERNATOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. AGAIN, THE VEHICLE FAILED TO SHIFT OUT OF GEAR AND THE INTERIOR LIGHTS BLINKED. THE VEHICLE WAS TAKEN TO VERO BEACH CHRYSLER JEEP DODGE (855 S US HIGHWAY 1, VERO BEACH, FL 32962). THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND OPENED CASE NUMBER: 32752611 WITH HEATHER AT 844-378-0573, EXT 89379. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 62,000. SEBASTIAN FL Failure Date: 03/16/2015

15 10825071 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE WAS SHIFTED INTO PARK POSITION; HOWEVER, THE GEAR SHIFTER WAS IN REVERSE. THE CONTACT EXITED THE VEHICLE, NOT KNOWING THE VEHICLE WAS IN REVERSE, AND WAS KNOCKED OVER BY THE VEHICLE. THE VEHICLE RAN OVER HIS LEFT LEG AND RIGHT TOES AND CRASHED INTO ANOTHER VEHICLE. THE CONTACT SUSTAINED INJURIES THAT REQUIRED MEDICAL ATTENTION. NO POLICE REPORT WAS FILED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 20,000. UPDATED 05/04/16*LJ *JS
FRESNO CA Failure Date: 03/13/2015

NHTSA Consumer Complaints as of August 24, 2018

15 10693029 2014 JEEP GRAND CHEROKEE Power Train THE JEEP GRAND CHEROKEE OVERLAND (MAY BE OTHER MODELS) HAS A FEATURE IDENTIFIED AS ECO. IT IS ACTUALLY A DASH BUTTON THAT MUST BE MANUALLY OVERRIDDEN EACH TIME THE CAR IS STARTED. THE FUNCTION IS (I SUPPOSE) A FUEL SAVING MODE, HOWEVER MYSELF AND MANY OTHERS IN THE JEEP BLOGS HAVE A SERIOUS ISSUE IN THAT THE CAR REACTS IN A SLUGGISH MODE WHEN PULLING INTO TRAFFIC AND SHIFTS IN A MANNER NOT NORMALLY ASSOCIATED WITH SMOOTH DRIVING AS THE SHIFT POINTS ARE CHANGED FROM WHAT ONE WOULD CONSIDER NORMAL. IT APPEARS TO INJECT MORE AIR, LESS FUEL INTO THE FIRING PROCESS PRODUCING THE SLUGGISH DRIVING EXPERIENCE. I AND OTHERS HAVE SOUGHT RELIEF FROM THIS (OPT OUT FUNCTION) FROM DEALERS, TO NO AVAIL. MANY DRIVERS, AS HAVE I, HAVE EXPRESS FEAR OF A POTENTIAL COLLISION WHEN THIS FEATURE IS ENGAGED. THERE APPEARS TO BE A DISCONNECT BETWEEN THE EPA, SEEKING IMPROVED ECONOMY AND THE HIGHWAY SAFETY BOARD SEEKING TO REDUCE ACCIDENTS. AT THE VERY LEAST THIS FEATURE SHOULD BE MODIFIED TO BE AN "OPT IN" FEATURE TO BE POSSIBLY UTILIZED IN HIGHWAY CONDITIONS NOT IN STOP AND GO AND MERGING TRAFFIC.

*TR RALEIGH NC Failure Date: 03/09/2015

15 10747878 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE ATTEMPTING TO ENTER A HIGHWAY, SUDDENLY THE VEHICLE FAILED TO ACCELERATE OVER 35 MPH. THE VEHICLE WAS MERGED TO THE SIDE OF THE ROAD, WHERE THE ENGINE WAS RESTARTED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. SEVERAL WEEKS LATER, WHILE DRIVING 15 MPH THE VEHICLE STALLED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 7,000. DEPTFORD

NJ Failure Date: 03/02/2015

NHTSA Consumer Complaints as of August 24, 2018

15 10691048 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT 35 MPH, THE VEHICLE STALLED AND FAILED TO SWITCH GEARS. THE ENGINE RESTARTED AFTER NUMEROUS ATTEMPTS. THE CHECK ENGINE AND SERVICE TRANSMISSION WARNING INDICATOR ILLUMINATED. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE PCM AND TCM NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. HOWEVER, THE FAILURE PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 7,800. SAN ANTONIO TX Failure Date: 02/27/2015

15 10759187 2014 JEEP GRAND CHEROKEE Power Train I PULLED IN TO MY BROTHERS DRIVEWAY THERE WAS SNOW ON THE GROUND. PUT THE CAR IN PARK TURNED IT OFF AND EXITED THE CAR. IT STARTED ROLLING FORWARD SO I JUMPED BACK IN THE CAR AND PUT ON THE BRAKE THEN MOVED IT BACKWARDS A LITTLE AND EXITED THE CAR AGAIN. AGAIN CAR IN PARK AND SHUT OFF. I WALKED IN FRONT OF THE CAR AND FOUND MY BROTHER. ASI WAS WALKING BACK TO THE CAR, IT ROLLED FORWARD AGAIN ABOUT 8 FEET AND HIT MY NEPHEW'S CAR SENDING IT THROUGH THE GARAGE DOOR. THE NEXT DAY I HAS THE CAR TOWED TO THE DEALERSHIP AS I WAS AFRAID TO DRIVE IT. RESULTS FROM THE DEALER WERE NOTHING WRONG. THEY TOLD THE THE CARE HAD WHAT'S CALLED AND OPEN DIFFERENTIAL AND IF THE ON WHEEL SKIDDED THE CAR WOULD ROLL FORWARD. I TOLD THEM I HAD NEVER HEARD OF ANYTHING SO ABSURD AND THEIR COMMENT WAS THAT I NEEDED TO READ THE OWNER'S MANUAL AND MAKE SURE I USE THE PARKING BRAKE. I TALKED WITH THE DEALERSHIP OWNER AND TOLD HIM ABOUT IT. HE ALSO TOLD ME THAT HE HAD NEVER HEARD OF ANYTHING LIKE THIS EITHER. I ASKED THAT H E TALK WITH HIS SALES PEOPLE AND HAVE THEM TELL THEIR BUYERS ANPBOUT THIS. I THEN TALKED WITH A CUSTOMER SERVICE AGENT AT CHRYSLER WHO TOLD ME SHE HAD NEVER HEARD OF SUCH A THING. AS A FOLLOW CHRYSLER SENT A SURVEY TO ME REGARDING THEIR CUSTOMER SERVICE . I RECOUNTED THIS SITUATION AND HAVE HEARD NOTHING. I WILL NEVER PURCHASE ANOTHER

NHTSA Consumer Complaints as of August 24, 2018

JEEP AND IF I COULD CANCEL THE LEASE RIGHT NOW I WOULD DO SO. THIS IS VERY DANGEROUS. I HAD BEEN STANDING IN FRONT OF MY CAR JUST BEFORE IT ROLLED FORWARD. IN ADDITION, MY CAR INSURANCE PREMIUM WAS INCREASED BY \$50 PER MONTH BECAUSE OF THIS ACCIDENT?????? WHEN I DID NOTHING TO CREATE THE PROBLEM. THESE VEHICLES SHOULD NOT BE ON THE ROAD WITH DANGERS LIKE THIS. PEOPLE COULD VERY EASILY BE KILLED OR VERY INJURED. I HAVE TOLD NUMEROUS PEOPLE NEVER TO BUY THIS CAR BECAUSE OF ITS DANGER. WHEELING WV

Failure Date: 02/27/2015

15 10691142 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE DECELERATED AND JERKED FORWARD. THE VEHICLE ACCELERATED INDEPENDENTLY AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO DEALER. THE TECHNICIAN INFORMED THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 17,442. BEND OR

Failure Date: 02/06/2015

15 10690529 2014 JEEP GRAND CHEROKEE Power Train THERE IS A LOUD BUMPING NOISE COMING FROM THE UNDER CARRIAGE AT START-UP SUNRISE FL Failure Date: 01/20/2015

15 10760081 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE GEAR WAS SHIFTED INTO PARK AND THE VEHICLE ROLLED APPROXIMATELY TEN FEET BACKWARDS. THE VEHICLE SHIFTED INTO REVERSE INDEPENDENTLY. THE FAILURE RECURRED TWICE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 4,960. HOWARD BEACH NY Failure Date: 01/15/2015

15 10676998 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT

NHTSA Consumer Complaints as of August 24, 2018

WHILE IN PARK, THE VEHICLE ROLLED DOWN A HILL INDEPENDENTLY. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TEST BUT THERE WAS NO REPAIR OR DIAGNOSIS. THE CONTACT STATED THAT THE FAILURE RECURRED MULTIPLE TIMES. ALSO, THE CONTACT MENTIONED THAT PRIOR TO THE BRAKE FAILURE THE FOUR WHEEL DRIVE ALSO FAILED WHICH CAUSED THE VEHICLE TO SLIDE. THE CONTACT STATED THAT THE DEALER WAS UNABLE TO PROVIDE A DIAGNOSIS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000.

FLUSHING NY Failure Date: 01/07/2015

15 10806507 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT APPROXIMATELY 50 MPH, THE VEHICLE JERKED AND INDEPENDENTLY SLOWED DOWN AFTER AN UNKNOWN WARNING INDICATOR ILLUMINATED. THE CONTACT STATED THAT THE ACCELERATOR PEDAL FAILED TO RESPOND. THE CONTACT HAD TO HIT THE GEAR SHIFT. THE ENGINE REVVED AND WENT INTO SPORTS MODE. THE CONTACT CONTINUED TO HIT THE GEAR SHIFT UNTIL THE VEHICLE SHIFTED BACK INTO GEAR. THE FAILURE RECURRED ON SEVERAL OCCASIONS WHILE DRIVING AT VARIOUS SPEEDS. UPON PURCHASING THE VEHICLE, THEY WERE TOLD THAT IF THE VEHICLE INDEPENDENTLY SHIFTED INTO SPORTS MODE, THEY SHOULD PUSH THE GEAR SHIFT BACK TO CHANGE THE MODE. THE VEHICLE WAS TAKEN TO THE DEALER BUT THE FAILURE WAS UNABLE TO BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 7,000. RIDGELAND MS Failure Date: 12/25/2014

15 10873978 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHEN THE GEAR SHIFT WAS PLACED IN PARK, THE GEAR FAILED TO ENGAGE AND THE VEHICLE ROLLED MORE THAN ONCE. THE CONTACT HAD TO QUICKLY GET BACK INTO THE VEHICLE, ENSURE THE GEAR WAS COMPLETELY IN PARK, AND APPLY THE EMERGENCY BRAKE. THE VEHICLE WAS NOT DIAGNOSED BY A DEALER. THE MANUFACTURER WAS NOTIFIED TWICE. THE FAILURE MILEAGE WAS NOT

NHTSA Consumer Complaints as of August 24, 2018

AVAILABLE.....UPDATED 08/08/16 *BF

GREENSBORO NC

Failure Date: 12/15/2014

15 10662619 2014 JEEP GRAND CHEROKEE Power Train WHEN SHIFTING INTO DRIVE OR REVERSE OR PARK IT IS DIFFICULT TO KNOW YOU ARE IN THE RIGHT GEAR. ON MULTIPLE OCCASIONS I SHIFT FROM DRIVE INTO PARK AND THE CAR DID NOT GO INTO PARK. WHEN I STEPPED OUT THE CAR WAS ROLLING DOWN HILL AND ALMOST RAN OVER MY FOOT. THIS ELECTRONIC GEAR SHIFTER IS TERRIBLE IT IS DIFFICULT TO GO INTO AND OUT OF GEARS SAFELY. THIS IS JUST A POOR DESIGN AND UNSAFE. *TR

BLOOMFIELD HILLS MI Failure Date: 12/06/2014

15 10662308 2014 JEEP GRAND CHEROKEE Power Train ON 3 SEPARATE OCCASIONS IN THE LAST TWO WEEKS MY 2014 JEEP GRAND CHEROKEE HAS ROLLED UNEXPECTEDLY ONCE THE TRANSMISSION HAS BEEN PUT INTO PARK AND THE ENGINE TURNED OFF. THE FIRST TIME IT HAPPENED, I DROVE INTO A SLOPED DRIVEWAY. I PUT THE CAR INTO PARK, TURNED OFF THE CAR, AND SAT IN THE DRIVER'S SEAT TO COMPOSE AN E-MAIL. MY FOOT CONTINUED TO BE ON THE BRAKE. A MINUTE OR SO LATER, WHEN I COMPLETED MY TASK, I OPENED THE DOOR AND BEGAN TO GET OUT, HAVING NOT PUT ON THE EMERGENCY BRAKE. AS IT WAS A GENTLE SLOPE, I DID NOT NOTICE THE CAR BEGINNING TO ROLL IMMEDIATELY, BUT ONCE OUTSIDE THE CAR I REALIZED IT WAS ROLLING BACKWARDS. I TURNED AND GOT BACK INTO THE CAR AND APPLIED THE EMERGENCY BRAKE, ALMOST FALLING IN THE PROCESS. AT THE TIME I THOUGHT THAT I MIGHT HAVE PUT THE CAR INTO NEUTRAL RATHER THAN PARK, AS THE GEAR SHIFT IS ELECTRONIC, AND IS SLIGHTLY DIFFERENT IN FEEL FROM OLDER TRANSMISSIONS. BELIEVING THAT IT WAS MY ERROR, I DID NOTHING ABOUT THIS. THEN, OVER THIS PAST WEEKEND IT HAPPENED AGAIN, AND I WROTE TO JEEP VIA THEIR OWNER PORTAL, TO ENSURE THAT IT WAS REPORTED. ON DECEMBER 3RD, I SCHEDULED A SERVICE FOR FRIDAY DECEMBER 5TH. YESTERDAY, DECEMBER 4TH, I TOOK THE CAR TO A CAR WASH. THE ATTENDANT WAS DOING DETAIL WORK, AND AFTER TAKING IT THROUGH THE

NHTSA Consumer Complaints as of August 24, 2018

WASH, HE PARKED IT. I WALKED TOWARD THE CAR, AND HE GOT OUT OF THE CAR ONCE HE HAD PUT IT INTO PARK AND TURNED IT OFF. HE EXITED JUST AS I GOT TO THE FRONT DRIVER'S SIDE CORNER. THE CAR BEGAN TO ROLL AGAIN, AND WAS ON A SLOPE. HAD THE ATTENDANT NOT JUMPED BACK INTO THE CAR AND APPLIED THE BRAKE, BOTH OF US WOULD HAVE BEEN PINNED IN PLACE, ME BETWEEN THE DOOR AND A LARGE CEMENT PLANTER, AND HE BETWEEN THE DOOR AND THE INTERIOR. I QUICKLY VIDEOTAPED THE ATTENDANT BRIEFLY RECOUNTING THE STORY, AND OBTAINED HIS CONTACT INFORMATION, AS WELL. THE JEEP IS NOW AT THE DEALERSHIP. *TR

VALLEY COTTAGE NY Failure Date: 12/05/2014

15 10761037 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 14V634000 (ELECTRICAL SYSTEM), 14V643000 (AIR BAGS, SEAT BELT), AND 15V461000 (EQUIPMENT); HOWEVER, THE PART WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME TO PROVIDE THE PART. WHEN THE GEAR WAS SHIFTED INTO PARK, THE GEAR JUMPED OUT OF THE PARK POSITION AND MOVED FORWARD A COUPLE FEET ON ITS OWN. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. MIDDLEDORO MA Failure Date: 12/04/2014

15 10759453 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED ON A SLIGHT HILL WITH THE EMERGENCY BRAKE APPLIED, THE VEHICLE ROLLED BACKWARDS APPROXIMATELY 30 FEET AND STOPPED. THE VEHICLE WAS DRIVEN TO THE DEALER TO BE DIAGNOSED AND THE MECHANIC STATED THAT THERE WAS NO DETECTED FAILURE. THE CONTACT SHARED A VIDEO OF THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 25,000.UPDATED 04/25/16 *BF *CN NORTH CALDWELL NJ Failure Date: 11/28/2014

15 10767347 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING

NHTSA Consumer Complaints as of August 24, 2018

APPROXIMATELY 30 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TRANSMISSION SOFTWARE WAS UPDATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 6,000.

PHILADELPHIA PA Failure Date: 11/19/2014

15 10660167 2014 JEEP GRAND CHEROKEE Power Train WHILE DRIVING THE VEHICLE STOPPED WORKING AND WOULD NOT ACCELERATE. I TOOK IT TO THE DEALERSHIP AND THEY SAID THAT THERE WAS A PROBLEM WITH THE FILTER THAT WAS ATTACHED TO THE TRANSMISSION AND THEY RESET THE TRANSMISSION. TWO DAYS LATER IT STOP WORKING WHILE IN THE MIDDLE OF AN INTERSECTION AND WHEN IT WAS DOWN SHIFTING IT BECAME JERKY AND WOULD LUNGE FORWARD. IT ALSO STARTED MAKING A NOISE WHEN PUT INTO REVERSE AND THE DASH SAID THAT THE VEHICLE NEEDED TO BE PUT INTO GEAR WHILE I WAS DRIVING. IT IS BACK AT THE GARAGE AGAIN TO BE FIXED. THIS IS A SERIOUS SAFETY ISSUE! WHEN I WAS AT THE SERVICE CENTER THE MANAGER SHOWED ME A RECALL FROM CHRYSLER THAT WAS DATED 11/2013 AND WAS ABOUT THIS ISSUE. HE ALSO TOLD ME THAT CHRYSLER STOPPED USING THIS TRANSMISSION AT THE END OF 11/2013 BECAUSE OF THESE PROBLEMS. THERE IS NO WAY TO FIX THESE PROBLEMS, BUT CHRYSLER DOES NOT WANT RECALL ANY OF THESE VEHICLES. WHAT IS A CONSUMER SUPPOSE TO DO? *TR HERMITAGE PA Failure Date: 11/17/2014

15 10661807 2014 JEEP GRAND CHEROKEE Power Train ON NOVEMBER 17TH, AFTER ABOUT 30 SECONDS DRIVING FORWARD, THE CAR SHIFTED FROM 2ND GEAR BACK TO FIRST GEAR. THE CAR PRACTICALLY SKIDDED TO SHIFT BACK TO FIRST. I WAS THROWN FORWARD IN THE CAR. LUCKILY, I WEAR MY SEATBELT. IT WOULD NOT SHIFT OUT OF FIRST AFTER THAT. THE ENGINE LIGHT CAME ON. I HAD IT TOWED TO THE DEALERSHIP WHERE I BOUGHT IT. THEY SAID SOMETHING IS WRONG WITH THE TRANSMISSION. THEY SAID THEY COULD NOT FIX THE TRANSMISSION, BUT

NHTSA Consumer Complaints as of August 24, 2018

WOULD REPLACE THE ENTIRE TRANSMISSION. THEY SAID WITH A CAR THIS NEW, THEY DO NOT HAVE THE KNOWLEDGE TO FIXING THE TRANSMISSIONS. THEY REPLACED THE TRANSMISSION AND DROVE IT 200 MILES. THEY SAID IT IS FIXED. I PICKED IT UP ON A MONDAY, NOVEMBER 24 AND DROVE IT HOME. THE NEXT DAY, I HAD THE PROBLEM AGAIN. WHEN TURNING ON 4 LANE ROAD (2 IN ONE DIRECTION AND TWO IN ANOTHER), THE VEHICLE STARTED TO GO ACROSS THE INTERSECTION. IT APPEARED TO TRY TO SHIFT TO 2ND, BUT THE CAR STOPPED MOVING (LIKE IT WAS IN NEUTRAL). I HAD TO START BLOWING THE HORN AS ONCOMING CARS WERE COMING AT A HIGH RATE OF SPEED. I COULD HAVE BEEN KILLED. I IMMEDIATELY CALLED THE DEALERSHIP. THEY PICKED THE CAR UP AND DROVE IT BACK TO THE DEALERSHIP. THEY RAN NUMEROUS TESTS ON THE CAR AND COULD NOT DUPLICATE THE PROBLEM. THEY CALLED AND TOLD ME THE CAR WAS READY. I HAVE SEVERE RESERVATION ABOUT GETTING BACK IN A VEHICLE THAT I COULD HAVE BEEN KILLED IN AND DRIVE IT AWAY WHEN I KNOW, THE DEALERSHIP KNOWS AND CHRYSLER KNOWS, THEY COULDN'T DUPLICATE THE PROBLEM AND THEY DIDN'T FIX ANYTHING. SO, BASICALLY, I WILL BE DRIVING A TICKING TIME BOMB THAT COULD BLOW UP AT ANY TIME. MY WIFE, KIDS AND GRANDKIDS COULD BE IN JEOPARDY AND OTHER DRIVERS ON THE ROAD. I PAID OVER 50K FOR THIS VEHICLE, ONLY TO FIND MYSELF STRESSED OUT OVER THIS FACT. I CANNOT GET BACK INTO THIS VEHICLE KNOWING NOTHING WAS FIXED AND I WAS ALMOST KILLED. *JS JARRETTSVILLE MD Failure Date: 11/17/2014

15 10667730 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 10 MPH AND MAKING A RIGHT TURN, THE GEAR SHIFTER CHANGED GEARS FROM DRIVE INTO NEUTRAL INDEPENDENTLY. THE FAILURE RECURRED MULTIPLE TIMES AND AT DIFFERENT SPEEDS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 13,000. HARRISON MI Failure Date: 11/17/2014

NHTSA Consumer Complaints as of August 24, 2018

15 10743836 2014 JEEP GRAND CHEROKEE Power Train FROM A STOP, RIGHT TURN, ACCEL TOWARDS PLANNED SPEED OF 60. AT APP. 50MPH APPROACHING GUARDRAILS THEN BRIDGE THE VEHICLE 'LOCKS UP' (NO SCREECHING BRAKES), THOUGHT 'TRANS' (PREVIOUS UNRESOLVED PROBLEMS), ENGINE SPUTTERS, ABOUT TO DIE, SPEED HAS DROPPED 30MPH, (ASSUME NO BRAKE LIGHTS). QUICK DECISION (RAILS 75'), GET TO SHOULDER. SMALL SHOULDER, DEEP DITCH WITH A STEEP DOWNHILL PITCH TO THE RIVER. JUST AS I WAS ABOUT TO ENACT THE DECISION THE ENGINE "ROARS" TO LIFE AND HITS 65MPH BEFORE I CAN REACT AND APPLY THE BRAKES MID-BRIDGE. THE WHOLE INCIDENT ONLY TOOK SECONDS, MAYBE 7 TO 10. TOOK IT, ONCE AGAIN, TO BLEVINS MOTORS, POTSDAM NY AND ONCE AGAIN WAS TOLD THAT THEIR DIAGNOSTIC COMPUTER SAW NO ABNORMALITIES. THIS TIME I ASKED FOR A PRINT OUT OF SAID REPORT AND WAS TOLD THERE WAS NO SUCH THING AS A 'PRINT OUT'. I AM A 100% DISABLED VET WITH A HEAD INJURY AND PTSD. THIS THE SALESMAN WAS NOTIFIED OF THE FIRST THING. I DID NOT MENTION THE PTSD AS IT HAD ALWAYS BEEN MY PROBLEM AND EXPLOSIVE ANGER WAS NEVER P
RESENT. THE "INJURY" WAS AFTER MONTHS OF LIES AND 'DIRTY DEALING' FROM THE START THAT THEY FINALLY 'BEAT A PATH' IN MY BRAIN TO THE ANGER PART. IT LED TO MANY VISITS WITH MY VA PSYCHOLOGIST, LOSS OF FRIENDS AS I SEEMED ABNORMALLY CONSUMED WITH MY ILL-TREATMENT BY BLEVINS, WHICH I WAS, AND TOTAL FRUSTRATION THAT I HAD NO RECOURSE VIA THE LAW BECAUSE I COULD "BLOW" AT THE LEAST SLIGHT. I HAVE TO A GREAT DEGREE PUT THE 'PTSD' BACK IN ITS BOX, BUT THE DAMAGE TO WHAT WAS AN ALREADY SLOWLY SLIPPING BRAIN THAT I HAD ACCEPTED, IT TOOK A BIG HIT DAMAGE WISE. I NO LONGER CHECK E'MAIL. 315-353-5016 DAY OR NIGHT. THANKYOU! NORWOOD NY Failure Date: 11/12/2014

15 10862165 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE THE DRIVER LEFT THE VEHICLE RUNNING WITH THE GEAR SHIFTER IN PARK, THE VEHICLE ROLLED AWAY AND CRASHED INTO A PARKING GARAGE.

NHTSA Consumer Complaints as of August 24, 2018

THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE DETERMINED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 5,514. SCOTCH PLAINS

NJ Failure Date: 11/09/2014

15 10652296 2014 JEEP GRAND CHEROKEE Power Train WHILE DRIVING AT 45 MPH IN TRAFFIC THE JEEP STOPPED SHIFTING AND REMAINED STUCK IN 6TH GEAR. THE VEHICLE COMPLETELY STOPPED DOWNSHIFTING RENDERING ACCELERATION IMPOSSIBLE. THE DEALER SAID THE TRANSMISSION VALVE FAILED AND HAD TO BE REPLACED. *TR

FARMINGTON HILLS MI Failure Date: 11/02/2014

15 10870303 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, THE GEAR LEVER SHIFTED INTO THE PARK POSITION AND ROLLED AWAY. THE CONTACT STATED THAT THE GEAR SHIFTER INDEPENDENTLY SHIFTED INTO THE DRIVE POSITION. THE FAILURE RECURRED ON NUMEROUS OCCASIONS AND THE GEAR SHIFTER ALSO SHIFTED INTO REVERSE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 12,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. ...UPDATED 06/30/16 *BF UPDATED 07/11/16.*JB BLACK RIVER

MI Failure Date: 11/01/2014

15 10925709 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE ENGINE STALLED NUMEROUS TIMES WHILE DRIVING VARIOUS SPEEDS. THE GEAR SYSTEM ALSO EMITTED A NOISE AND JERKED WHILE SHIFTING GEARS. AS A RESULT, THE CONTACT STRUCK AN OBJECT WHILE DRIVING. THERE WERE NO INJURIES. IN ADDITION, THE HEATING SYSTEM FAILED. THE

NHTSA Consumer Complaints as of August 24, 2018

AIR CONDITIONER AND HEATER MADE A LOUD NOISE WHEN ACTIVATED. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURES. THE DEALER UPGRADED THE SOFTWARE SYSTEM SEVERAL TIMES, BUT THE FAILURE WAS NOT CORRECTED. THE VEHICLE WAS REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V529000 (POWER TRAIN), BUT THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 1,000. ASHBURN VA Failure Date: 11/01/2014

15 10651445 2014 JEEP GRAND CHEROKEE Power Train MY 2014 JEEP GRAND CHEROKEE ECODIESEL SHUDDERS/VIBRATES INTERMITTENTLY AT HIGHWAY SPEEDS. EVIDENTLY, THIS IS A COMMON PROBLEM IN THIS PARTICULAR MODEL, AND SO MUCH SO THAT IT NOW HAS A NAME, "FISH BITES". AT LEAST ONE TECHNICAL SERVICE BULLETIN AND POSSIBLY EVEN MORE (MANY HAVE SIMILAR SYMPTOMS) HAVE ACKNOWLEDGED THE DRIVETRAIN AS THE SOURCE AND HAVE ATTEMPTED TO RESOLVE IT WITH SOFTWARE FLASHES. AFTER NUMEROUS VISITS TO THE DEALER TO CORRECT THE ISSUE, THE "FISH BITES" ARE STILL HAPPENING, AND ARE GETTING INCREASINGLY WORSE. UNFORTUNATELY, AFTER THE LAST VISIT AND BEING TOLD IT HAD BEEN RESOLVED, I HAD TO FIND OUT THAT THE ATTEMPTED FIX DID NOT WORK WHILE ON A TIGHT TWO-LANE ROAD. THE OCCURRENCE NEARLY CAUSED THE VEHICLE TO LOSE CONTROL AT HIGH SPEED. PROSPECTIVE BUYERS OF THIS MODEL SHOULD RECOGNIZE THAT IT MAY BE UNSAFE, AS THIS UNRESOLVED ISSUE WAS CLEARLY A HAZARD TO MYSELF AND TO THE VEHICLES IN CLOSE PROXIMITY. *TR COLORADO SPRINGS CO Failure Date: 10/24/2014

15 10725209 2014 JEEP GRAND CHEROKEE Power Train HARD OR ROUGH SHIFT FROM 2ND TO 3RD GEAR WHEN TRANSMISSION IS COLD AS IN THE FIRST USE OF THE DAY. IF DONE DURING HARD ACCELERATION FEELS AS THOUGH TRANSMISSION WILL DROP OUT OF THE VEHICLE. AFTER TRANSMISSION WARMS UP TO APPROX 170 DEGREES SHIFTING BECOMES SMOOTH. ALSO SLIPPING TYPE ACTION WHEN SLOWING TO A STOP WHEN

NHTSA Consumer Complaints as of August 24, 2018

TRANSMISSION SHIFTS FROM 2ND TO 1ST. CAMPBELLSVILLE KY

Failure Date: 10/13/2014

15 10850931 2014 JEEP GRAND CHEROKEE Power Train I PLACED MY 2014 GRAND CHEROKEE OVERLAND (4 MONTHS OLD 1900 MILES) IN PARK AND LEFT IT RUNNING WHILE EXITING TO GET MY MAIL FROM MY MAILBOX. UPON EXITING, I VALIDATED MY JEEP WAS IN PARK ON THE SHIFTER. IT DID NOT MOVE WHEN I LET OFF THE BREAK (ON COMPLETE LEVEL GROUND), THE BACKUP CAMERA DISPLAY WAS NOT PRESENT, AND THE VEHICLE DID NOT CHIME WHEN EXITING TO SHOW THE VEHICLE WAS STILL IN GEAR. I DID NOT HAVE THE EMERGENCY BREAK ACTIVATED. I WALKED 50 FEET TO MY MAILBOX AS I NOTICED THE VEHICLE WAS ACCELERATING IN REVERSE TOWARDS MY NEIGHBOR'S HOUSE. I RAN AFTER IT AS IT DROVE THROUGH MY NEIGHBOR'S LANDSCAPING AND WAS READY TO RUN INTO HIS GARAGE DOOR. I CAUGHT UP TO THE VEHICLE, JUMPED IN IT SIDEWAYS TO HIT THE BREAK, WAS THROWN OUT OF THE VEHICLE AND IT SLAMMED INTO THE GARAGE DOOR. HAD I NOT PARTIALLY STOPPED THE VEHICLE PRIOR TO FULL IMPACT, THE DAMAGE WOULD HAVE BEEN EVEN EXTENSIVE. LUCKILY I JUST HAD MINOR CUTS AND BRUISES AND NO ONE ELSE WAS HURT, BUT THERE WAS DAMAGE TO THE REAR PASSENGER SIDE BUMPER OF MY JEEP (STRESS MARKS AND PAINT DAMAGE) AND I HAD TO REPLACE MY NEIGHBOR'S FULL GARAGE DOOR. I TOOK MY JEEP INTO MY DEALERSHIP THE NEXT DAY (10/13/14) AND THEY SAID THEY COULD NOT REPEAT THE ISSUE, HOWEVER, THEY HAD TO APPLY A TRANSMISSION SOFTWARE UPDATE THAT CONTROLLED DOWNSHIFTING GEAR RATIOS ABOUT COMING TO A COMPLETE STOP. I FIND THIS IRONIC THIS HAD NOTHING TO DO WITH MY TIMELY TRANSMISSION ISSUE. AS I HAVE SEEN MANY MORE CASES AND NEWS STORIES REPORTED ON THIS ISSUE, I WANTED TO ENSURE I REPORTED MINE TO HELP JEEP TAKE NEEDED ACTION TO PREVENT ANY FURTHER ACCIDENTS OR INJURIES. SCOTTSDALE

AZ Failure Date: 10/12/2014

15 10655129 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2015 (NA) JEEP GRAND CHEROKEE. WHILE DRIVING 40 MPH

NHTSA Consumer Complaints as of August 24, 2018

AND ATTEMPTING TO ENGAGE THE BRAKES, THE VEHICLE ACCELERATED WITHOUT WARNING. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,000. PARMA OH

Failure Date: 10/11/2014

15 10648144 2014 JEEP GRAND CHEROKEE Power Train WHEN I GO TO PRESS THE BRAKES AND COME TO A STOP, MY VEHICLE JERKS WHEN IT SLOWS DOWN AS IF ITS ALMOST STUCK IN A GEAR WHILE IT DOWNSHIFTS WHICH CAUSES THE VEHICLE TO MOVE FORWARD WHILE TRYING TO SLOW DOWN WHICH CAN CAUSE AN ACCIDENT. *TR MILLVILLE NJ

Failure Date: 10/04/2014

15 10661668 2014 JEEP GRAND CHEROKEE Power Train I HAVE BEEN TO THE DEALERSHIP THREE TIMES TO HAVE MY TRANSMISSION EVALUATED DUE TO THE VEHICLE LURCHING FORWARD AS I SLOW DOWN TO A STOP AS WELL AS ROUGH SHIFTING WHILE WHILE ACCELERATING/ DECELERATING. THE DEALERSHIP SAYS A PART NEEDS TO BE REPLACED BUT WAS UNABLE TO GIVE ME AN ESTIMATE OF WHEN THE PART WILL BE IN AND WILL NOT RETURN MY CALLS FOR UPDATES. *JS FRANKLIN

TN Failure Date: 10/01/2014

15 10870813 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT EXPERIENCED A FAILURE INTERMITTENTLY. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 21,000....UPDATED 06/30/16 *BF THE CONSUMER STATED THE VEHICLE ROLLED DOWN A SMALL HILL IN HIS

NHTSA Consumer Complaints as of August 24, 2018

DRIVEWAY. UPDATED 08/02/16.*JB BAYONNE NJ Failure Date:
10/01/2014

15 10659825 2014 JEEP GRAND CHEROKEE Power Train AFTER
COMING TO A COMPLETE STOP THE VEHICLE LUNGES FORWARD. THIS IS AN
INTERMITTENT ISSUE, BUT APPEARS TO HAPPEN MORE FREQUENTLY AFTER
THE VEHICLE HAS BEEN SITTING FOR A PERIOD OF TIME. ADDITIONALLY THE
VEHICLE TRANSMISSION IS ALWAYS TRYING TO FIND A DIFFERENT GEAR (I
DESCRIBE THIS AS FISHING FOR A GEAR) UP SHIFTING WHEN YOU WANT TO
SLOW DOWN OR JUST THE OPPOSITE DOWN SHIFTING WHEN YOU WANT TO
SPEED UP. *TR PROSPECT KY Failure Date: 09/29/2014

15 10911277 2014 JEEP GRAND CHEROKEE Power Train MY 2014
JEEP GRAND CHEROKEE TRANSMISSION FAILED TO ENGAGE IN PARKING
GEAR ON A HILL IN A PARKING LOT AND ROLLED AWAY INTO ANOTHER PARKING
CAR WITH A DRIVER INSIDE DAMAGING BOTH CARS AND RESULTING IN
INSURANCE CLAIMS TO FIX THE DAMAGE. NO INJURES BUT DAMAGE TO BOTH
VEHICLES. RECENT SOFTWARE UPGRADE TO FIX ISSUE IS HORRIBLE.
PROVIDING CLAIM DOCUMENTATION ON BOTH VEHICLES INVOLVED.
 COLORADO SPRINGS CO Failure Date: 09/29/2014

15 10851513 2014 JEEP GRAND CHEROKEE Power Train I HAVE
EXPERIENCED THE SAME ISSUES WITH THE ELECTRONIC SHIFTER AS
REPORTED IN MULTIPLE MEDIA OUTLETS. I THOUGHT IT WAS JUST ME NOT
BEING CAREFUL BUT AFTER READING THE REPORTS I KNOW IT IS THE
SHIFTER. I HAVE NOT HAD AN ACCIDENT BUT I HAVE COME VERY CLOSE TO
ACCIDENTS ON ABOUT 2 OCCASIONS AND HAVE EXPERIENCED ABOUT 20
OTHER OCCASIONS WHERE I CAUGHT THE VEHICLE FROM ROLLING BEFORE
LEAVING THE VEHICLE. I NOW AM VERY DELIBERATE ON ENGAGING THE PARK
MODE AND I DOUBLE CHECK BEFORE LEAVING THE VEHICLE. EVEN THEN I
HAVE EXPERIENCED A COUPLE TIMES WHERE THE VEHICLE IS NOT IN PARK. I
AM JUST PROVIDING THIS INFORMATION TO HELP DOCUMENT THE ISSUE
EXPERIENCED ANOTHER PERSON. THE DATE AND MILEAGE IS AN

NHTSA Consumer Complaints as of August 24, 2018

APPROXIMATION OF THE FIRST OCCURANCE.

CONCORD CA

Failure Date: 09/20/2014

15 10778326 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE WAS NOT DOWNSHIFTING FROM 3RD TO 2ND OR TO 1ST GEAR. IF THE VEHICLE WERE SHIFTED MANUALLY OR FROM A COMPLETE STOP, THE VEHICLE WOULD SHIFT INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE MECHANIC INFORMED THAT THE FAILURE WAS COMMONLY EXPERIENCED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4,000. THE VIN WAS NOT AVAILABLE.

PITTSBURGH PA Failure Date: 09/17/2014

15 10644072 2014 JEEP GRAND CHEROKEE Power Train 2014 JEEP GRAND CHEROKEE. CONSUMER STATES THAT WITHOUT WARNING THE GEAR SHIFT JUMPS OUT OF DRIVE OR REVERSE INTO NEUTRAL AND THE MOTOR SHUTS OFF. *TGW THE CONSUMER STATED EACH TIME THE VEHICLE WAS TOWED TO THE DEALER, THEY STATED THE VEHICLE NEEDED A PROGRAM UPDATE. *JB ORLANDO FL Failure Date: 09/15/2014

15 10759190 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT AFTER SHIFTING INTO PARK, THE VEHICLE ROLLED AWAY IN REVERSE AND CRASHED INTO A MAILBOX. THE CONTACT SUSTAINED MINOR BRUISES THAT DID NOT REQUIRE MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO A DEALER, WHO WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 9,432. YUKON OK

Failure Date: 09/14/2014

15 10759198 2014 JEEP GRAND CHEROKEE Power Train I PULLED INTO MY DRIVEWAY AND PUT THE CAR IN PARK. WHEN STEPPING OUT OF MY CAR, IT STARTED ROLLING BACKWARDS, THE DOOR WAS OPEN SO IT

NHTSA Consumer Complaints as of August 24, 2018

KNOCKED ME TO THE GROUND AND I ROLLED TO GET OUT OF THE PATH OF THE WHEEL, ONLY GETTING MISSED BY SECONDS. I HAD PRETTY SEVERE BRUISING BUT I DID NOT SEE A DOCTOR. I ASSUME THE CAR WENT INTO REVERSE AS IT ROLLED BACKWARDS, BUT IT WAS A SLIGHT INCLINE SO IT MAY HAVE BEEN NEUTRAL. I WAS MOSTLY FOCUSED ON THE FACT MY CAR WAS ROLLING BACKWARDS AT A GOOD RATE WITH MY 4 AND 1 YEAR OLD STILL INSIDE. THE CAR STOPPED AFTER JUMPING THE CURB AND TAKING OUT THE NEIGHBORS MAILBOX. I HONESTLY DIDN'T LOOK AT WHAT GEAR IT WAS IN ONCE STOPPED, I CHECKED ON MY CHILDREN AND QUICKLY MOVED IT OUT OF THE MIDDLE OF THE ROAD, I OF COURSE WAS IN PANIC MODE. IT DID \$6004.69 WORTH OF DAMAGE TO THE CAR, PLUS THE REPLACEMENT OF (2) CARSEATS AND A BRICK MAILBOX. I TOOK THE CAR IN A FEW MONTHS AGO FOR OTHER RECALLS AND LET THEM KNOW ABOUT THE SITUATION AND THEY SAID "NO PROBLEM FOUND" OF COURSE. AFTER SEEING A REPORT FROM YOU ALL TODAY ABOUT THIS VERY SAME PROBLEM IT PROMPTED ME TO FILE A COMPLAINT, AS I DIDN'T KNOW YOU EXISTED. THE CAR HAS SLIPPED OUT OF GEAR SEVERAL OTHER TIMES IN PARKING LOTS, BOTH WHILE I WAS DRIVING AND TO MY HUSBAND AS WELL, BUT I AM VERY CAREFUL TO USE MY PARKING BREAK EVERY TIME I PARK THE CAR AFTER THE ACCIDENT.UPDATED
04/25/16 *BF *CN YUKON OK Failure Date: 09/04/2014

15 10704365 2014 JEEP GRAND CHEROKEE Power Train THE VEHICLE MAKES A LOUD POPPING/CLICKING SOUND WHEN STARTED. A JEEP SERVICING DEALERSHIP HAD THE VEHICLE FOR THREE WEEKS ATTEMPTING TO DIAGNOSE AND CORRECT THE PROBLEM WITH THE ASSISTANCE OF THEIR CORPORATE TECHNICIANS. IT WAS DEEMED A NORMAL FUNCTION AND THAT THE "VEHICLE PERFORMS AS DESIGNED". JEEP CORPORATE HAS BEEN TOTALLY UNRESPONSIVE TO SUBSEQUENT COMMUNICATION. CLEARLY, A VERY LOUD POPPING SOUND IS NOT NORMAL. PLEASE HELP AND PLEASE ADVISE BEST NEXT STEPS. THANK YOU, [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).
*TR BROOKSVILLE FL Failure Date: 08/25/2014

NHTSA Consumer Complaints as of August 24, 2018

15 10870334 2014 JEEP GRAND CHEROKEE Power Train ON AUGUST 19, 2014, I STEPPED OUT OF MY STATIONARY 2014 JEEP GRAND CHEROKEE OVERLAND--BELIEVING I HAD PUT THE VEHICLE IN PARK ON A GENTLE CITY-STREET SLOPE--WHEN IT SUDDENLY MOVED BACKWARD, ROLLING OVER MY LEFT LEG AND SEVERELY DAMAGING MY KNEE, SKIN, ARTERY, AND QUAD MUSCLES. MY WIFE IMMEDIATELY CALLED AN AMBULANCE, WHICH TRANSPORTED ME TO A LOCAL HOSPITAL, WHERE DOCTORS SURGICALLY ATTACHED AN "EXTERNAL FIXATOR" IN THREE PLACES, STABILIZING AND COMPLETELY IMMOBILIZING MY LEG (FOR THE NEXT FIVE WEEKS). AFTER A SECOND SURGERY AND OVER A YEAR OF PAINFUL AND ARDUOUS THERAPY LATER, I CAN NOW WALK WITH A KNEE-BRACE, HALTINGLY AND WITH A NOTICEABLE LIMP . . . ALL DUE TO THE JEEP GRAND CHEROKEE'S TRANSMISSION THAT DOES NOT ACCURATELY INDICATE WHAT GEAR IT IS IN! UNLESS ONE IS CONCENTRATING 100+% OF THE TIME ON THE CONSOLE SHIFTER--AND CONSTANTLY GLANCING AT THE INDICATOR LIGHTS ON THE VEHICLE DASHBOARD--THE DRIVER NEVER KNOWS WHAT POSITION THE JEEP'S TRANSMISSION IS IN! THE SHIFTER ON THE CONSOLE ALWAYS LOOKS EXACTLY THE SAME, NO MATTER WHAT GEAR HAS SUPPOSEDLY BEEN SELECTED. WE HAD NO ABSOLUTELY FOREWARNING OF THE POTENTIAL LIFE-THREATENING PROBLEM INHERENT IN THIS VEHICLE'S DESIGN, AND I CAN ONLY THANK GOD THAT I'M STILL ALIVE TODAY. LAST WEEK WE WERE SURPRISED TO RECEIVE WRITTEN NOTIFICATION FROM FIAT CHRYSLER AUTOMOBILES THAT THE COMPANY AND NHTSA HAD RECALLED 2014 JEEP GRAND CHEROKEES FOR THE SPECIFIC DEFECT DESCRIBED IN MY INCIDENT ABOVE!. (FINALLY! VINDICATION!) THE RECALL NUMBER IS SHOWN BELOW, I BELIEVE. FCA VEHICLE RECALL NUMBER: S27 / NHTSA 16V-240 COLORADO SPRINGS CO Failure Date: 08/19/2014

15 10845574 2014 JEEP GRAND CHEROKEE Power Train 2014 JEEP GRAND CHEROKEE SHIFT COMPLAINT I BEGAN EXPERIENCING ISSUES AFTER OWNING MY VEHICLE FOR LESS THAN 6 MONTHS. WHILE DRIVING THE VEHICLE, ON MANY OCCASIONS, IT WOULD NOT SHIFT OR WILL ACT LIKE ITS TRYING TO BRAKE. HARSH SHIFTING WOULD OCCUR WHEN PUTTING THE

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE IN DRIVE OR REVERSE AND UPON STEPPING ON THE PEDAL THE VEHICLE WILL SLAM INTO GEAR. THERE ARE ALSO MANY INSTANCES WHERE THE VEHICLE WILL SKIP GEARS, STAY STUCK IN A GEAR, AND THE WORST SITUATION IS WHEN THE VEHICLE HAS SHUT ITSELF DOWN OR PUT ITSELF INTO 2ND GEAR AND WOULD NOT COME OUT OF THAT GEAR AFTER KEY ON/OFF. THIS LAST SITUATION COULD HAVE RESULTED IN A SERIOUS INCIDENT IF I HAD BEEN TRAVELING AT A HIGH RATE OF SPEED. IT HAS BEEN TAKEN TO THE DEALERSHIP OVER 7 TIMES AND EACH TIME THEY "RELEARNED" THE SOFTWARE, PERFORMED OTHER FCA "ACCEPTABLE" REPAIRS, REPLACED COMPONENTS AND TOLD US IT WAS FIXED. EACH TIME THE VEHICLE HAS BEEN SUPPOSEDLY "REPAIRED" AND RETURNED TO ME IT HAS FAILED AGAIN. THE MOST RECENT OCCURRENCES RESULTED IN THE VEHICLE NOT EVEN BEING ABLE TO BE DRIVEN SINCE THE GEAR SELECTOR WOULD JUST SLIDE FREELY BACK AND FORTH THROUGH ALL RANGES WITHOUT EVER ENGAGING; THESE 2 INSTANCES THE VEHICLE HAD TO BE PICKED UP AND TOWED TO THE SERVICE REPAIR SHOP. I FEEL FCA IS TAKING A CHANCE WITH MY AND MY FAMILIES LIFE AND HAVE OFFERED ME A SMALL MONETARY SETTLEMENT TO CONSIDER MY ISSUE RESOLVED. I FIND THIS INSULTING THAT THIS IS THE VALUE THEY HAVE PLACED ON LIFE AND FRANKLY THE FACT IS I DO NOT TRUST THIS VEHICLE TO BE DRIVING IT. I DO NOT BELIEVE I AM GETTING THE PERSONAL ENJOYMENT AND FULL USE OF MY VEHICLE SINCE THERE IS AN UNDERLYING FEAR THAT IT COULD HAPPEN WHILE DRIVING DOWN A FREEWAY AT 70 MPH. IS HARMING SOMEONE WHAT IT TAKES FOR THIS ISSUE TO BE TAKEN SERIOUSLY? BELLEVILLE MI Failure Date: 08/18/2014

15 10926584 2014 JEEP GRAND CHEROKEE Power Train AS PREVIOUSLY REPORTED, THIS VEHICLE MAKES A LOUD POPPING SOUND AND LURCHES AT COLD START UP. THE SOUND IS AUDIBLE INSIDE THE VEHICLE AND OUTSIDE FROM ABOUT TEN FEET. DEALER HAD IT IN SERVICE FOR THREE WEEKS BEFORE BEING INFORMED BY CORPORATE THAT THE PROBLEM COULD NOT BE FIXED. THEY SAID IT WAS "NORMAL" AND IT FUNCTIONS AS DESIGNED. THE PROBLEM CONTINUES AND HAS RENDERED

NHTSA Consumer Complaints as of August 24, 2018

THE VEHICLE UNSALABLE. BROOKSVILLE FL Failure Date:
08/11/2014

15 10630804 2014 JEEP GRAND CHEROKEE Power Train 2014 JEEP
GRAND CHEROKEE. CONSUMER WRITES IN REGARDS TO TRANSMISSION
ISSUES. *SMD THE CONSUMER STATED TWICE, HE ENCOUNTERED A SERIOUS
PROBLEM. WHEN HE ATTEMPTED TO MAKE A TURN, THE VEHICLE ALMOST
STALLED. HE TRIED PUMPING THE ACCELERATOR, BUT THE VEHICLE WOULD
ONLY MOVE AT A CRAWL. THE SECOND INCIDENT OCCURRED ON JULY 31, 2014,
THE CONSUMER WAS ATTEMPTING TO MAKE A TURN, WHEN THE VEHICLE
ALMOST STALLED. THE CONSUMER WAS INFORMED THERE WERE SOME
WIRES THAT RUBBED AGAINST SOMETHING THAT CAUSED THE ENGINE TO
STALL. *JB SPOKANE WA Failure Date: 07/31/2014

15 10632030 2014 JEEP GRAND CHEROKEE Power Train
TRANSMISSION WILL SHUDDER WHILE ACCELERATING MAKING THE
VEHICLE DANGEROUS AND DIFFICULT TO CONTROL. VEHICLE HAS BEEN TO
THE DEALER MULTIPLE TIMES AND THEY HAVE YET TO FIX IT. RESEARCH HAS
LED ME TO BELIEVE THAT THIS IS IMPACTING MANY OTHER JEEP'S ON THE
ROAD TODAY. I DO NOT BELIEVE THEY ARE SAFE TO BE ON THE ROAD UNTIL
THE PROBLEM IS REMEDIED. *TR COLORADO SPRINGS CO
Failure Date: 07/31/2014

15 10653789 2014 JEEP GRAND CHEROKEE Power Train AS YOU
ACCELERATE THE DIESEL GRAND CHEROKEE AND IT REACHES 7TH GEAR, THE
CAR STARTS SHUDDERING AS IF THE VEHICLE IS ABOUT TO "FALL APART". THIS
ISSUE HAPPENS EVERY TIME WHEN IN 7TH AND 8TH GEAR. I'VE HAD TO USE
THE PADDLE SHIFTERS TO MAINTAIN THE VEHICLE IN 6TH GEAR TO AVOID
SUCH SHAKING IN THE HIGHWAY. I'VE TAKEN THE VEHICLE TO AN EMPTY
ROAD AND ACCELERATED TO REPRODUCE THE ISSUE AND KEPT MY FOOT IN
THE PETAL AND IT EVENTUALLY SETTLES DOWN AFTER 8TH GEAR. BUT IF YOU
REMOVE FOOT FROM GAS AND LET THE CAR SHIFT BACK TO 6TH WHEN YOU
RE-ACCELERATE THE SHUDDERING RETURNS AGAIN. THE ENTIRE CAR JUST
SHAKES. JEEP HAS BEEN UNABLE TO FIND A SOLUTION TO THIS AND THE

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE IS NOT EVEN A YEAR OLD YET. *TR HIALEAH FL
Failure Date: 07/24/2014

15 10644777 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED
AFTER COMING TO A STOP, THE VEHICLE JERKED FORWARD WITHOUT
WARNING. THE VEHICLE WAS DIAGNOSED AND REPAIRED. THE
MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS
6,000. UPDATED12/22/14*LJ UPDATED 05/29/2015 *JS UPDATED
9/25/2015*JS INGLEWOOD NJ Failure Date: 07/20/2014

15 10609927 2014 JEEP GRAND CHEROKEE Power Train AFTER
PURCHASING THE VEHICLE I STARTED THE FIRST LEG OF A 2000 MILE ROAD
TRIP COMPRISING OF HIGHWAY AND WINDING RURAL ROADS. DURING A
WINDING MOUNTAINOUS SECTION OF THE JOURNEY I STARTED TO SMELL
SOMETHING I THOUGHT TO BE POSSIBLY A FBUSH FIRE OR SOMETHING
BURNING IN THE LOCALE I WAS DRIVING THROUGH. LATER DURING ANOTHER
SECTION OF STOP AND GO DRIVING I STARTED TO SMELL IT AGAIN, AND
NOTICED SOME BRAKE FADE AS WELL. FOR THE REMAINDER OF THIS LEG OF
THE TRIP I USED THE PADDLE SHIFTERS TO REDUCE MY BRAKE USE. UPON A
FUEL STOP BEFORE ENDING THE DAY'S TRAVEL, I NOTICED A THICK LAYER OF
GREASE COATING THE INSIDE OF THE FRONT LEFT WHEEL. I DID A INTERNET
SEARCH TO SEE IF THIS WAS A KNOWN ISSUE TO FIND SEVERAL OTHER
OWNERS HAVE HAD THE SAME ISSUE. I HAVE SCHEDULED AN APPOINTMENT
AT A JEEP DEALER FOR SERVICE. HOPEFULLY JEEP CAN REMEDY THIS
SEEMINGLY COMMON PROBLEM. *TR SALEM OR Failure Date:
07/10/2014

15 10638792 2014 JEEP GRAND CHEROKEE Power Train VEHICLE
SUDDENLY AND WITHOUT WARNING GOT STUCK IN 4TH GEAR AND WOULDN'T
SHIFT INTO A HIGHER OR LOWER GEAR MAKING IT UNABLE TO ACCELERATE
AND SAFELY EXIT THE HIGHWAY. I WAS EVENTUALLY ABLE TO GET THE CAR
PULLED OVER TO SAFETY AND HAD IT TOWED TO A LOCAL DEALERSHIP. THE
DEALER DIAGNOSIS WAS THAT A COOLING LINE POPPED OUT OF THE

NHTSA Consumer Complaints as of August 24, 2018

TRANSMISSION WHICH CAUSED ALL THE FLUID TO DRAIN OUT. *TR

KATONAH NY Failure Date: 07/07/2014

15 10631633 2014 JEEP GRAND CHEROKEE Power Train

TRANSMISSION LOCKS UP AFTER STARTING, UNABLE TO SHIFT INTO ANY GEAR, AND MALFUNCTION INDICATOR LIGHT "MIL" IS ILLUMINATED. IN ORDER TO GET THE VEHICLE TO MOVE IT MUST BE SHUT OFF AND ON, SOMETIMES MORE THAN ONE TIME. AFTER 4 INCIDENTS, JEEP GC WAS BROUGHT TO LOCAL SERVICE DEPT. WHERE SEVERAL FLASH UPDATES WERE PERFORMED TO VEHICLES COMPUTER AND VALVE BODY PUMP BOX WAS ORDERED. JEEP WAS RETURNED FOR SERVICE 3 WEEKS LATER WHERE TRANSMISSION PUMP BOX WAS REPLACED AND TRANSMISSION RE-TRAINED. SINCE THEN THE ISSUE HAS CONTINUED TO OCCUR ON 3 SEPARATE OCCASIONS.

ADDITIONALLY, NOW THE DIESEL EXHAUST REGENERATION COMES ON EVERY 30-40 MILES WHERE THE CAR MUST CONTINUE TO BE RUN UNTIL REGEN HAS COMPLETED, NO CHANGES HAD BEEN MADE TO DRIVING HABITS AND PRIOR TO TRANSMISSION WORK REGEN HAD NEVER NEEDED TO COME ON. IT IS UNKNOWN IF THE JEEP GC CAN MOVE WHEN THE MIL AND LOCKED SHIFTER OCCUR AS THE ISSUE HAS OCCURRED ONLY IN FLAT AREAS (MOSTLY HOME GARAGE), HOWEVER THIS COULD BE A DEADLY ISSUE IF PARKED ON HILL AND IF VEHICLE TRANSMISSION IS NOT LOCKING GEARS AND CAN MOVE FORWARD OR BACK. IT DOES NOT APPEAR THAT THIS IS THE CASE BUT CAN NOT BE RULED OUT. VEHICLE IS GOING BACK IN FOR SERVICE AND TRANSMISSION REPLACEMENT. BASED ON RESEARCH ONLINE IT WOULD APPEAR TRANSMISSION ISSUES WITH THE 2014 JEEP GC ARE WIDESPREAD AND EVEN AFTER REPAIRS ARE PERFORMED THE VEHICLE NEVER DRIVES PROPERLY OR AS IT DID PREVIOUSLY AND USUALLY HESITATES, SHIFTS HARD OR JERKS FORWARD WHICH IS ALSO VERY DANGEROUS AS IT SEEMS TO BE SPORADIC AND UNPREDICTABLE FOR DRIVERS. *TR HEBRON KY

Failure Date: 07/05/2014

15 10759046 2014 JEEP GRAND CHEROKEE Power Train ON
MULTIPLE OCCASIONS OVER THE LIFE OF THE VEHICLE, WHICH IS

NHTSA Consumer Complaints as of August 24, 2018

CURRENTLY AT 21,000 MILES, CONFIDENCE IN KNOWING YOU HAVE SELECTED THE CORRECT GEAR IS VERY LOW. WHEN PUTTING THE CAR IN DRIVE, PARK OR REVERSE, YOU HAVE TO CHECK AT LEAST TWICE THAT YOU ARE IN THE CORRECT GEAR BEFORE TAKING THE FOOT OFF THE BRAKE. THE MOST RECENT INCIDENT WAS IN LATE JUNE 2015, WHEN I WAS TAKING MY DOG TO THE VET FOR AN EMERGENCY. I THOUGHT I PUT THE CAR IN PARK. INDICATIONS SHOWED IT WAS IN PARK. I GOT OUT OF THE CAR AND THE CAR BEGIN TO ROLL BACKWARDS. THE CAR WAS ACTUALLY IN REVERSE. FORTUNATELY, I WAS ABLE TO JUMP BACK IN AND STOP THE CAR BEFORE GETTING HIT BY THE OPEN DOOR, THIS TIME SETTING THE PARKING BRAKE ALSO. SIMILAR INCIDENTS HAVE HAPPENED TO MY SPOUSE AS SHE NOW HAS TO CHECK AT LEAST TWICE THAT THE VEHICLE IS IN ANY CORRECT GEAR. WE DID REPORT THIS TO DEALER BUT WITH LITTLE RESPONSE OTHER THAN LOOKING TO SEE IF THERE WAS A SERVICE BULLETIN. WE CURRENTLY HAVE THREE OUTSTANDING RECALL NOTICES BUT ARE UNABLE TO GET DEALER TO SATISFACTORILY RESPOND BECAUSE THEY DID NOT HAVE PARTS OR DID NOT CALL US BACK TO SET UP SERVICE APPOINTMENT.

AUSTIN TX Failure Date: 06/22/2014

15 10605004 2014 JEEP GRAND CHEROKEE Power Train DRIVER'S SIDE FRONT OUTER CV JOINT BOOT SLIPPED DUE TO AN IMPROPERLY-INSTALLED BOOT CLAMP AND THE GREASE FROM THE JOINT MIGRATED TO THE BRAKE SPLASH GUARD, SUSPENSION COMPONENTS, AND INSIDE OF THE WHEEL ON THAT SIDE. NO GREASE APPARENT ON THE BRAKE ROTOR AT THIS TIME, HOWEVER THE DEALER, GRAPEVINE DODGE CHRYSLER JEEP, IN GRAPEVINE, TX, HAS INSTRUCTED ME TO DRIVE THE VEHICLE TO THEM FOR SERVICE IN A FEW DAYS. ANY GREASE ON THE BRAKE ROTOR COULD CAUSE A BRAKE FAILURE ON THAT SIDE (LEADING TO LOSS OF CONTROL) AND WOULD REQUIRE SOME PARTS TO BE REPLACED. I UNDERSTAND THAT THIS IS A COMMON PROBLEM WITH JEEP GRAND CHEROKEES MANUFACTURED IN MARCH AND APRIL OF 2014, HOWEVER THE DEALER'S SERVICE ADVISOR WHOM I SPOKE WITH APPEARS TO BE UNAWARE OF THE TREND AND LARGELY

NHTSA Consumer Complaints as of August 24, 2018

IGNORANT OF THE DANGER THAT IT PRESENTS. *TR JUSTIN

TX Failure Date: 06/21/2014

15 10605611 2014 JEEP GRAND CHEROKEE Power Train FRONT CV AXLE BOOT IS EXPLODED. THE RETAINING CLIP HAS FALLEN OFF, GREASE IS EVERYWHERE. THE VEHICLE DID NOT EVEN MAKE THE TRIP BACK FROM THE DEALERSHIP WHEN NEW, CAR HAS LESS THAN 150 MILES. *TR

SIMPSONVILLE SC Failure Date: 06/21/2014

15 10607829 2014 JEEP GRAND CHEROKEE Power Train VEHICLE LOST ALL FORWARDED SPEED (ENGINE WAS STILL RUNNING), TRANSMISSION WAS NOT ALLOWING THE VEHICLE TO CONTINUE TO MOVE FORWARDED. MY JEEP WAS ALMOST HIT SEVERAL TIMES BY DIFFERENT EIGHTEEN WHEELERS, CARS, AND PICKUPS WHILE TRYING TO GET THE JEEP OFF THE HIGHWAY TO A MORE SAFE SPOT. MY FAMILY AND I WERE PUT IN GREAT DANGER BECAUSE OF THIS INCIDENT. THE SECOND OCCURRENCE WAS WHEN I LEFT THE JEEP IN PARK AND WALKED IN FRONT OF IT, AT WHICH TIME THE JEEP BEGAN TO MOVE FORWARDED HITTING ME, IF IT WERE NOT FOR MY WIFE SITTING IN THE PASSENGER SEAT AND PUSHING THE SHIFTER UP, I WOULD HAVE BEEN RAN OVER. THE SHIFTER IS NOT SUPPOSED TO MOVE WITHOUT APPLYING THE BRAKE (A MAJOR PROBLEM EXISTS SOMEWHERE). THE THIRD OCCURRENCE WAS WHEN WE ENTERED THE HIGHWAY WITH THE POSTED SPEED LIMIT OF 70 MPH, THE JEEP WOULD NOT ACCELERATE FASTER THAN 38 MPH. AGAIN MY FAMILY WAS IN IMMEDIATE DANGER BECAUSE OF THE HILLY TERRAIN AND THE TRAFFIC RUNNING UP ON US AT 70 MPH. WE FOUND OURSELVES HAVING TO PARK ON THE SIDE OF THE ROAD PLACING OURSELVES IN ANOTHER DANGEROUS ENVIRONMENT. THE TRANSMISSION FINALLY ENGAGE PROPERLY AND WE WERE ABLE TO GET THE JEEP TO THE REPAIR SHOP. THE JEEP HAD ALREADY BEEN IN THE SHOP TWICE FOR THE FRONT DRIVE AXLE. THE SECOND TIME IT WAS IN THE SHOP, THEY WERE SUPPOSE TO CHECK OUT THE TRANSMISSION TO CORRECT WHAT HAD HAPPENED THE FIRST TIME THE JEEP STOPPED RUNNING DOWN THE HIGHWAY. MY FAMILY WAS LUCKY THAT WE DID NOT HAVE A MAJOR ACCIDENT BECAUSE OF THESE PROBLEMS. I

NHTSA Consumer Complaints as of August 24, 2018

FEEL THAT AN INVESTIGATION NEEDS TO BE INITIATED QUICKLY BEFORE SOMEONE OR SOME FAMILY DIE IN A FATAL CRASH BECAUSE OF THESE PROBLEMS. *TR LIVERPOOL TX Failure Date: 06/18/2014

15 10894811 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE PARKING THE VEHICLE, IT ROLLED ON ITS OWN AND STRUCK AND DRAGGED THE CONTACT'S SPOUSE. THE VEHICLE ROLLED TO A DRAINAGE AREA WHERE IT WAS STOPPED. A POLICE REPORT WAS NOT FILED. THE CONTACT'S SPOUSE SUSTAINED A FRACTURED LEFT SHOULDER, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE FAILURE MILEAGE WAS APPROXIMATELY 10,000. DEER PARK WA
Failure Date: 06/18/2014

15 10874266 2014 JEEP GRAND CHEROKEE Power Train
REGARDING RECALL 16V-240. I AM WRITING TO ENCOURAGE NHTSA TO REQUIRE FCA TO REPLACE THE ELECTRONIC SHIFT SELECTOR WITH ONE THAT STAYS IN THE POSITION CORRESPONDING TO THE TRANSMISSION GEAR SELECTION. MORE DISPLAY WARNINGS AND PRINTED CARDS WILL NOT SOLVE THE USER INTERFACE PROBLEM CREATED BY THE SHIFTER MOVING BACK TO CENTER REGARDLESS OF THE TRANSMISSION GEAR SELECTION. ON NUMEROUS OCCASIONS, I HAVE MOVED THE SHIFT SELECTOR FORWARD FROM DRIVE TOWARD PARK, THINKING THAT I HAD HEARD/FELT 3 CLICKS AND THAT I WAS IN PARK, ONLY TO FIND THAT THE VEHICLE IS IN REVERSE.
SOUTH LAKE TAHOE CA Failure Date: 06/13/2014

15 10597602 2014 JEEP GRAND CHEROKEE Power Train INSPECTED FRONT WHEELS NOTICING GREASE ON THE INSIDE OF RIMS. UPON FURTHER INSPECTION, FOUND DEFECTIVE CV JOINT BOOTS CAUSING GREASE TO BE SPREAD ALL OVER INSIDE OF BOTH FRONT WHEELS. *TR
SMITHFIELDRI Failure Date: 06/11/2014

NHTSA Consumer Complaints as of August 24, 2018

15 10610592 2014 JEEP GRAND CHEROKEE Power Train WHILE DRIVING UP A GRADE AT 50 MPH, VEHICLE BEGAN TO SHAKE/SHUDDER/ VIBRATE. I HAD TO TRAMP THE ACCELERATOR TO ENGAGE THE TRANSMISSION TO WORK THROUGH THE SITUATION. THIS HAS HAPPENED AT LEAST A DOZEN TIMES. DEALER HAS NOT BEEN ABLE TO REPLICATE THE CONDITION. THE CATALYTIC CONVERTER IS BEING REPLACED ON 7/16. I DO NOT KNOW IF THIS IS THE CAUSE OF THE PROBLEM. *TR GREENSBURG PA Failure Date: 06/10/2014

15 10668651 2014 JEEP GRAND CHEROKEE Power Train THE GEAR SELECT LEVER IS DANGEROUS. FROM THE D POSITION, PUTTING THE CAR INTO PARK MOST OFTEN IT STOPS IN R. THINKING YOU HAVE SELECTED PARK AND BEGIN TO EXIT THE CAR IS ACTUALLY ON REVERSE. I OWNED A 2011 SAME MODEL NO PROBLEM, UPGRADING TO THIS CAR IS DANGEROUS! THERE IS NO FEEL AS TO ENGAGING PARK, SINCE THEY CHANGED THE DESIGN TO THIS ELECTRONIC SHIFTER. MY WIFE AND I HAVE TO VERBALLY CONFIRM THE CAR IS IN PARK EACH TIME LOOKING AT THE SHIFTER TO DISPLAY P. PLEASE INVESTIGATE THIS DANGER BEFORE SOMEONE GETS HURT OR KILLED. *TR ESTES PARK CO Failure Date: 06/02/2014

15 10607882 2014 JEEP GRAND CHEROKEE Power Train DURING A VACATION TRIP, WE PARKED THE VEHICLE IN A REMOTE MOUNTAIN ROAD TURN-OUT AREA TO TAKE A SCENIC PHOTO. RETURNED TO VEHICLE, STARTED THE VEHICLE; HOWEVER, NO MATTER HOW MANY TIMES AND WHAT METHODS WERE USED, THE TRANSMISSION WOULD ONLY POP-BACK INTO PARK. ON SAFECAR.GOV, I NOTED PREVIOUS 2014 JEEP CHEROKEE COMPLAINTS CONCERNED WITH THE TRANSMISSION POPPING ONLY INTO NEUTRAL; BUT, FOR US IT WAS POPPING ONLY INTO PARK. THE TOWING COMPANY DID OVER \$3,000 WORTH OF FRONT-END DAMAGE TO VEHICLE IN ATTEMPTING TO TOW IT WHILE THE TRANSMISSION WAS FROZEN IN PARK. ON THE SAME TRIP, THE DASHBOARD CONTROLS WOULD GO COMPLETELY DARK ON AN APPARENT INFREQUENT RANDOM BASIS. WE ALSO NOTED CRUISE CONTROL ACCELERATION PROBLEM WITH UNEXPECTED AND OR APPARENTLY RANDOM

NHTSA Consumer Complaints as of August 24, 2018

UNCONTROLLED ACCELERATIONS BEYOND DRIVER'S EXPECTATIONS OR IMMEDIATE CONTROL. BOTH OF THESE WHICH FRIGHTENED US. ANOTHER STRANGE THING WE NOTED WAS WHEN THE TRANSMISSION CHANGED GEAR (PRIMARILY IN LOWER GEARS), THE VEHICLE JERKED IN A ROUGH MANNER BEYOND WHAT WE HAVE EXPERIENCED IN ANY OTHER MODERN VEHICLES.

*TR ROCKLIN CA Failure Date: 06/01/2014

15 10876257 2014 JEEP GRAND CHEROKEE Power Train WHEN DRIVING AND NEEDING TO ACCELERATE QUICKLY, TRANSMISSION SEIZES AND HAS A SIGNIFICANTLY DELAYED RESPONSE. HAPPENS WHEN TRYING TO MAKE LEFT TURN THROUGH TRAFFIC, MERGING INTO TRAFFIC CIRCLES AND HIGHWAYS AS WELL AS SOMETIMES WHEN ACCELERATING ON A HIGHWAY. VERY DANGEROUS. FIRST TIME IT HAPPENED I WAS ATTEMPTING TO MAKE A LEFT TURN AT A BREAK IN PASSING TRAFFIC. HAD MY TWIN 2 YEAR OLDS IN THE CAR AND THE CAR SEIZED AFTER I HAD MOVED SLIGHTLY INTO ON COMING TRAFFIC. I JUST KEPT PRESSING DOWN HARDER AND FINALLY THE TRANSMISSION ENGAGED AND RESPONDED BUT WAS VERY VERY CLOSE TO GETTING HIT. IT THEN HAPPENED TRYING TO MERGE ONTO A TRAFFIC CIRCLE. THIS TIME I WASN'T AS AGGRESSIVE BECAUSE I WAS AFRAID IT WOULD LOCK UP AND IT HAPPENED AGAIN. IT HAPPENS EVERY TIME I DRIVE SO I CAN'T CLEARLY LIST ALL THE INCIDENTS. I JUST NOW HAVE TO DRIVE KNOWING I CAN'T MAKE QUICK OR ABRUPT ACCELERATIONS. HAVE BEEN TO DEALERSHIP MANY TIMES WITH THIS COMPLAINT AND THEY JUST SAY THEY WILL UPDATE SOFTWARE. ISSUE STILL THERE. ANXIOUS FOR LEASE TO BE OVER. TROY MI Failure Date: 06/01/2014

15 10596179 2014 JEEP GRAND CHEROKEE Power Train AS OF YESTERDAY I HAVE HAD MY 2014 GRAND CHEROKEE FOR 1 YEAR. I BOUGHT IT WITH 6 MILES ON IT BRAND NEW. SINCE THEN I HAVE BEEN BACK TO THE DEALER 16 TIMES FOR NUMEROUS ISSUES. 4 OF WHICH WAS RELATED TO THE FAULTY TRANSMISSION. THERE WERE 3 FLASH UPDATES FOR THE TRANSMISSION AND NONE OF THE ADDRESSED THE PROBLEM. THE ROUGH SHIFTING, JERKING OF THE VEHICLE AND EXTREMELY HIGH RUNNING RPM'S

NHTSA Consumer Complaints as of August 24, 2018

MUST BE DOING FURTHER DAMAGE TO THE POWER TRAIN. THERE IS NO SMOOTH SHIFTING FROM 1-2-3 NOR IS THERE FROM 3-2-1. GETTING ON AND OFF THE HIGHWAY IS ALWAYS INTERESTING. TRYING TO GET ON THE HIGHWAY THE VEHICLE FEELS BOGGED DOWN AND TAKES SOME TIME TO SHIFT TO THE NEXT GEAR. YOU ARE GIVING IT GAS AND IT JUST IS STUCK IN 3-4 OR 5TH GEAR AND YOU ARE PUTTING ON THE HIGHWAY TRYING TO GET ON AND THEN OUT OF NO WHERE THE TRANSMISSION UNLEASHES AND THE CAR JUST TAKES OFF. GETTING OFF THE HIGHWAY ON AN EXIT RAMP ANY TIME OF SLOW DOWN (FAST OR GRADUALLY) THE CAR JUST WHINES AND THE RPM'S ARE WAY IN THE RED, SINCE THE TRANSMISSION WILL NOT DOWNSHIFT PROPERLY. AGAIN BROUGHT IT TO THE DEALER THAT SOLD IT TO ME FOR ALL THE FLASH UPDATES AND ANOTHER VISIT TO SAY IT IS STILL NOT OPERATING PROPERLY AND THEY TOLD ME TO RUN IT IN SPORT MODE OR TURN OFF THE ECO BUTTON. WELL WHAT GOOD IS GIVING YOU THE OPTION FOR A ECO BUTTON AND CAN'T EVEN USE IT...NOT TO MENTION IT REALLY DOESN'T ADDRESS THE UNDERLINING PROBLEM WITH THE FAULTY TRANSMISSION. VERY FRUSTRATED WITH HE CAR, JEEP AND THE DEALER DUE TO THEIR LACK OF SUPPORT. THIS IS A WELL KNOWN ISSUE ON THIS NEW RELEASED VEHICLE AND NO ONE WANTS TO FIX IT UNTIL SOMEONE UNFORTUNATELY GETS HURT FROM FAULTY OPERATION OF THE POWER TRAIN. I NOW HAVE ABOUT 10,000 MILES AND STILL LIKE FROM DAY ONE I AM HAVING ALL THE SAME TRANSMISSION PROBLEMS. *TR WORCESTER MA Failure Date: 05/30/2014

15 10597732 2014 JEEP GRAND CHEROKEE Power Train

PURCHASED BRAND NEW JEEP GRAND CHEROKEE OVERLAND 4X4 WITH A 03/14 BUILD DATE ON MAY 26, 2014. ON MAY 30TH, 2014.....5 DAYS LATER.....NOTICED AN EXCESSIVE AMOUNT OF GREASE ON THE INSIDE OF BOTH FRONT RIMS. AFTER RESEARCHING THE ISSUE, CAME ACROSS A BLOG ON JEEPFORUM.COM THAT DESCRIBED AND PROVIDED PICTURES OF OTHERS WITH SAME BUILD DATE THAT HAD EXPERIENCED THE SAME PROBLEM. NOTIFIED JEEP CUSTOMER CARE HOTLINE OF THE ISSUE AND THEY CLAIMED TO HAVE NO KNOWLEDGE OF ISSUE. TOOK VEHICLE TO DEALERSHIP IT WAS

NHTSA Consumer Complaints as of August 24, 2018

PURCHASED FROM AND THEY DIAGNOSED THE ISSUE AS A LOOSE CLAMP ON THE FRONT CV DRIVESHAFT AXLES. BOTH SIDES HAD TO BE REPLACED. DEALERSHIP CLAIMED TO BE UNAWARE OF THE ISSUE AFFECTING A LARGER NUMBER OF JEEP AND DODGE OWNERS. HOW MANY INDIVIDUALS NEED TO DIE/BE HURT FOR A RECALL TO BE ISSUED FOR THIS FACTORY DEFECT? [HTTP://WWW.JEEPFORUM.COM/FORUM/F309/FACTORY-DEFECT-WARNING-GREASE-FRONT-WHEELS-3-14-BUILD-DATE-2352729/INDEX18.HTML](http://www.jeepforum.com/forum/f309/factory-defect-warning-grease-front-wheels-3-14-build-date-2352729/index18.html). *TR

PEARLAND TX Failure Date: 05/30/2014

15 10608061 2014 JEEP GRAND CHEROKEE Power Train BOTH CV AXLE BOOTS LEAKED ALL THE GREASE OUT. HAD THE AXLES REPLACED WITH NEW PARTS FROM THE MFG, AND BOTH BOOTS LEAKED AGAIN AFTER ONLY 475 MILES OR LESS. APPEARS THAT THE BANDS ON THE BOOTS ARE NOT TIGHT ENOUGH, OR THE BOOTS MAY BE TOO SHORT. THEY SEEM TO PULL APART IF WHEELS ARE STEERED CLOSE TO MAXIMUM RADIUS. THE ISSUE IS THAT THE GREASE IS SLUNG ALL OVER THE WHEELS AND ONTO THE FRONT DISC BRAKE ASSEMBLIES. THIS CAN CAUSE LOSS OF BRAKES OR SEVERE BRAKING ISSUES THAT CAN LEAD TO A SERIOUS ACCIDENT. I CALLED JEEP CUSTOMER SERVICE AND THEY ARE AWARE OF THE ISSUE BUT TOLD ME NO RECALL IS CURRENT. THEY CALLED MY DEALER IN WILMINGTON NC, AND I HAVE ANOTHER APPOINTMENT TO REPLACE. THESE WILL BE THE THIRD SET OF CV AXLES. THE JEEP FORUMS ONLINE ARE FULL OF THIS ISSUE. SEEMS TO BE A PROBLEM WITH VEHICLES BUILT AROUND MARCH/APRIL 2014. THIS SHOULD BE A RECALL WITH A RECOGNIZED APPROVED FIX. THERE ARE PROBABLY SEVERAL VEHICLES THAT ARE AFFECTED BY THIS AND THE OWNERS ARE COMPLETELY UNAWARE OF THE PROBLEM AS IT REQUIRES YOU TO LOOK FOR IT. DANGEROUS. *TR WILMINGTON NC Failure Date: 05/29/2014

15 10593837 2014 JEEP GRAND CHEROKEE Power Train I NOTICED GREASE COATING INSIDE OF FRONT WHEEL WHILE WASHING CAR. UPON INSPECTION, THE CV BOOT APPEARED AJAR AND THE ASSEMBLY WAS EXPOSED. ONLY 170 MILES ON THE VEHICLE BEFORE FAILURE OF

NHTSA Consumer Complaints as of August 24, 2018

COMPONENT. WITH A LITTLE RESEARCH ON JEEP GARAGE FORUM, MANY CONSUMERS ARE COMPLAINING, SPECIFICALLY WITH BUILD DATES AROUND MARCH 2014, WHICH THIS CAR IS PRESUMED BUILT AROUND. UNKNOWN IF SECOND FAILURE OF PASSENGER SIDE CV BOOT IS IMMANENT.. CAR IS NOW IN THE DEALER LOT AWAITING ASSEMBLY COMPONENT. *TR GLEN MILLS PA PA Failure Date: 05/23/2014

15 10593868 2014 JEEP GRAND CHEROKEE Power Train TRAVELING AT HIGHWAY SPEED NUMEROUS WARNING MESSAGES AND WARNING CHIMES STARTED TO GO OFF. CREATED DISTRACTIONS TO DRIVING AND IT APPEARS THAT AIR BAG AND SEAT BELTS STOPPED FUNCTIONING INTERMITTENTLY. CRUISE CONTROL ALSO FAILED. VEHICLE ALREADY SERVICED ON ALL PRIOR RECALLS TWO MONTHS AGO. THESE ISSUES ARE NEW STARTING ON 5/23/2014. DEALER APPT IS SCHEDULED FOR 5/26/2014. IN PAST, ALSO REPORTED ISSUES WITH TRANSMISSION SHIFTING AND HVAC. NOT A WELL TESTED VEHICLE. FAR TOO MANY DANGEROUS ISSUES WITH VEHICLE. HOPE NHTSA CAN INVESTIGATE ISSUES. *TR WILDWOOD MO Failure Date: 05/23/2014

15 10593702 2014 JEEP GRAND CHEROKEE Power Train FAILURE IN DRIVERS SIDE CV JOINT. GREASE SPLATTERED EVERYWHERE. UPON INVESTIGATION, THIS IS A COMMON ISSUE THAT JEEP WILL NOT ADDRESS PROACTIVELY. I ASKED SERVICE TO REPLACE BOTH HALVES AS ONE SIDE FAILURE IS A SURE SIGN THAT THEY BOTH WILL GO. THEY REFUSED INSISTING AGAIN THAT THE OTHER ONE WAS FINE. THAT'S WHAT THEY TOLD ME BEFORE I TOOK DELIVERY - THEY WERE BOTH FINE. NOW, I'LL HAVE TO GO THROUGH THIS PROCESS TWICE - ON A TRUCK THAT IS 9 DAYS OLD. *TR ROCHESTER NY Failure Date: 05/20/2014

15 10592660 2014 JEEP GRAND CHEROKEE Power Train THE FRONT RIGHT CV JOINT BOOT FAILED AND THE GREASE FLEW OUT ALL OVER THE FRONT WHEEL AND BRAKE COMPONENTS. *TR SPRINGFIELD PA Failure Date: 05/19/2014

NHTSA Consumer Complaints as of August 24, 2018

15 10595369 2014 JEEP GRAND CHEROKEE Power Train AFTER DRIVING VEHICLE FOR FIRST WEEK OF PURCHASE, WHILE CLEANING VEHICLE I NOTICED AN INCREDIBLE AMOUNT OF GREASE ON THE INSIDE OF THE FRONT RIMS. LOOKED UNDER THE VEHICLE THE RIGHT DRIVERS BOOT WAS SPLIT AND THE CLAMP WAS HANGING AROUND THE AXLE. WHEN I RETURNED VEHICLE TO DEALER THEY LOOKED AT IT AND SAID IT WAS SAFE TO DRIVE UNTIL THEY ORDERED THE REPLACEMENT PARTS WHICH WAS ON BACKORDER. IT HAS BEEN TWO WEEKS SINCE THEN AND STILL NO PARTS HAVE COME IN. I AM CONCERNED ABOUT DRIVING THE VEHICLE BECAUSE THE GREASE IS ALL OVER THE DISC BRAKE PADS AND COULD CAUSE AN ACCIDENT DUE TO BRAKE FAILURE FROM THE GREASE. *TR KING GEORGE VA Failure Date: 05/19/2014

15 10592279 2014 JEEP GRAND CHEROKEE Power Train VEHICLE WAS PURCHASED NEW. TOOK 3 MONTHS TO BUILD AND WAS DELIVERED ON APRIL 30, 2014 TO DUNN CHRYSLER JEEP IN LEBANON, KY. READ ON JEEPFORUM.COM THAT THE FRONT CV BOOTS ON JEEP GRAND CHEROKEES BUILT DURING MARCH AND APRIL 2014 WERE FAILING. THEY WERE COMING APART AND WERE SLINGING GREASE EVERYWHERE. SOMETIMES IT WAS THE RIGHT FRONT AXLE AND OTHER TIMES IT WAS THE LEFT FRONT AXLE. CRAWLED UNDER MY VEHICLE WHICH WAS BUILT APRIL 2014 AND BOTH FRONT AXLES HAD GREASE SLUNG ALL OVER BOTH FRONT WHEELS AND CV BOOTS WERE SHOT. VEHICLE IS BASICALLY UNSAFE TO DRIVE UNTIL FRONT AXLES ARE REPLACED. *JS SMITHS GROVE KY Failure Date: 05/16/2014

15 10592062 2014 JEEP GRAND CHEROKEE Power Train VEHICLE WAS TRAVELING AT APPROXIMATELY 50 MPH WHEN IT VIOLENTLY JERKED AND THE ENGINE LIGHT CAME ON. I STOPPED THE CAR AND NOTICED THAT THE NUMBER 6 REMAINED NEXT TO THE 'D' GEAR INDICATOR. WHEN I TRIED TO DRIVE AND PRESSED THE ACCELERATOR, THE ENGINE ROARED BUT THE CAR BARELY MOVED. THE NUMBER 6 REMAINED ON. THE CAR WAS TOWED TO THE

NHTSA Consumer Complaints as of August 24, 2018

DEALER, WHO TOLD ME THAT I NEED A NEW TRANSMISSION AT 1,900 MILES!

*TR MANALAPAN NJ Failure Date: 05/14/2014

15 10790726 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT VARIOUS SPEEDS, THE TRANSMISSION FAILED TO UP SHIFT AND DOWN SHIFT CORRECTLY. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING; HOWEVER, THE MECHANIC WAS UNABLE TO DUPLICATE THE FAILURE OR REPRODUCE A FAULT CODE ON THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 19,000. BARABOO WI Failure Date: 05/14/2014

15 10592637 2014 JEEP GRAND CHEROKEE Power Train AT AROUND 1200 MILES, I NOTICED GREASE ON THE DRIVER SIDE WHEEL. AFTER LOOKING UNDERNEATH THE VEHICLE I SAW THAT THE DRIVERS SIDE AXLE BOOT CLAMP HAS FAILED, RESULTING IN THE BOOT COMING OFF THE AXLE AND SPRAYING AXLE GREASE ALL OVER THE WHEEL, SUSPENSION AND BRAKES. *TR BROOKLYN NY Failure Date: 05/12/2014

15 10592500 2014 JEEP GRAND CHEROKEE Power Train CV BOOTS ARE NOT PROPERLY SECURED RESULTING IN THE EXPOSURE OF CV SHAFT TO THE ELEMENTS AND LOSS OF GREASE. NOTIFIED RICK HENDRICK JEEP IN CHARLESTON, SC. THE PART IS ON BACKORDER AND WAS INSTRUCTED TO CONTINUE TO DRIVE THE VEHICLE UNTIL REPLACEMENT SHAFT ARRIVED. *JS CHARLESTON SC Failure Date: 05/09/2014

15 10871259 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AND ATTEMPTING TO MAKE A LEFT TURN, THE CONTACT ATTEMPTED TO SHIFT GEARS AND EXPERIENCED A FAILURE. THE VEHICLE SHIFTED INTO REVERSE AND PARK. INITIALLY, UPON CHANGING GEARS, IT DID NOT CORRECTLY SHIFT INTO REVERSE. THE DEALER AND THE MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE MANUFACTURER PROVIDED NO ASSISTANCE. THE

NHTSA Consumer Complaints as of August 24, 2018

CONTACT STATED THAT THE FAILURE PERTAINED TO UNINTENDED GEAR SELECTION, WHICH COULD CAUSE A CRASH. THE MANUFACTURER REFUSED TO INVESTIGATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 15. UPDATED 06/29/16*LJ *CN WESTMINSTER MA Failure Date: 05/01/2014

15 10592821 2014 JEEP GRAND CHEROKEE Power Train OBSERVED GREASE SPLATTERED ON THE INSIDE OF BOTH FRONT WHEELS. TOOK VEHICLE TO THE DEALERSHIP WHERE THEY DETERMINED THE CAR NEEDED TO HAVE ITS AXLES REPLACED. BELIEVE BOTH CV BOOTS FAILED SPILLING GREASE ONTO WHEELS AND AXLES. *TR ARLINGTON VA Failure Date: 04/28/2014

15 10584253 2014 JEEP GRAND CHEROKEE Power Train WHILE TRAVELING HOME FROM A FAMILY VACATION AT ABOUT 40 MPH MY SEAT BELT LIGHT STARTED FLASHING SAYING THAT THE DRIVER AND PASSENGER AIR SEAT BELT WAS NOT ENGAGED ALONG WITH THE LIGHTS AND DINGING ALARM SAYING THAT THE AIR BAG IS IN NEED OF SERVICE, THIS HAS NOT GONE OFF AND THE DINGING IS CONSTANT. I CALLED AND SET UP AN APPOINTMENT AT THE DEALERSHIP AND WAITED 4 HOURS FOR THEM TO TELL ME THAT THEY DID NOT HAVE PARTS NEEDED TO REPAIR THE ISSUE THAT IT WAS ON BACK ORDER (AT LEAST 1 1/2 WEEKS) BUT WOULD NOT BE PROVIDING A RENTAL CAR SINCE THE CAR WAS STILL DRIVE ABLE AND THAT THEY WOULD CALL WHEN THE PART WAS IN. I AM VERY UPSET BECAUSE I AM IN THE AUTOMOTIVE INDUSTRY AND KNOW THAT THIS IS A SAFETY CONCERN/ RISK. I HAVE ALSO BEEN EXPERIENCING ISSUES WITH MY TRANSMISSION. I REGRET MAKING THIS PURCHASE. *TR BIRMINGHAM AL Failure Date: 04/20/2014

15 10825110 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE GEAR WAS IN THE PARK POSITION, THE VEHICLE STILL MOVED FORWARD. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED.

NHTSA Consumer Complaints as of August 24, 2018

THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 5.

RIDGE NY Failure Date: 04/12/2014

15 10593437 2014 JEEP GRAND CHEROKEE Power Train AFTER ONLY A FEW DAYS OF OWNERSHIP, I NOTICED MY FRONT WHEELS WERE COVERED WITH GREASE ON THE INSIDE. I TOOK IT TO THE DEALER AND THE SERVICE MAN WAS SURPRISED WHEN HE NOTICED MY CV BOOTS WERE COMPLETELY MISSING ON BOTH THE LEFT AND RIGHT FRONT WHEELS. DEALER REPLACED BOTH SHAFT AXLES. THERE ARE MANY OTHER PEOPLE WHO HAVE EXPERIENCED THIS SAME ISSUE. YOU CAN READ ABOUT IT MORE AT THIS WEBSITE LINK: [HTTP://WWW.JEEPEGARAGE.ORG/F73/GREASE-IN-BOTH-FRONT-WHEELS-NORMAL-73976.HTML](http://www.jeepegarage.org/f73/grease-in-both-front-wheels-normal-73976.html). *TR LANSDOWNE

PA Failure Date: 04/10/2014

15 10621074 2014 JEEP GRAND CHEROKEE Power Train AT RANDOM TIMES, TRANSMISSION STICKS BETWEEN DRIVE AND SPORT...AND WON'T SHIFT AND CAR SLOWS DOWN. HAVE TO PULL OUT OF TRAFFIC AND STOP TO GET TRANSMISSION BACK IN GEAR. VEHICLE BROUGHT IN FOR SERVICE JULY 2014 TO DEALERSHIP, WITHIN A MONTH....SAME PROBLEM. THIS VEHICLE IS UNSAFE AND DANGEROUS TO DRIVE. PRIOR TO THIS...I HAD THE CHECK ENGINE LIGHT COME ON 4 TIMES. *TR CENTENNIAL CO

Failure Date: 04/08/2014

15 10632052 2014 JEEP GRAND CHEROKEE Power Train WHILE ENTERING A BUSY INTERSTATE AND ACCELERATING FROM A STOP TO 65 MPH ON THE ONRAMP, THE JEEP GRAND CHEROKEE DRIVE TRAIN BEGAN SHUDDERING VIOLENTLY AND WOULD NOT STOP. IT FELT LIKE THE VEHICLE WAS RUNNING OVER SEVERE BUMPS IN THE ROAD YET THE SURFACE WAS FREE OF DEFECTS. I WAS DISORIENTED BY THE SHAKING SENSATION WHICH WOULD STOP IF I DECELERATE BUT RETURNED IMMEDIATELY WHEN ACCELERATING TO MERGE. I WAS FORCED OFF THE ROAD BY FASTER TRAFFIC AND MY INABILITY TO SPEED UP. I HAD TO STOP ON THE ROADSIDE AND ATTEMPT TO MERGE AGAIN WHEN TRAFFIC CLEARED. MY RE-ATTEMPT TO

NHTSA Consumer Complaints as of August 24, 2018

ACCELERATE CAUSED SHUDDERING AGAIN AT 45 MPH. I PULLED OVER AGAIN AND SHUT THE VEHICLE OFF. I RESTARTED AND, ON MY THIRD ATTEMPT, ACCELERATED VERY AGGRESSIVELY WITH THE VEHICLE SHUDDERING AT 45 MPH UP TO 65 MPH. WHEN I QUITE ACCELERATING TH E SHUDDER QUIT. THIS VIOLENT DRIVE TRAIN SHUDDER HAS OCCURRED OFTEN SINCE THEN. I HAVE LEARNED THAT THIS OCCURS MOST OFTEN IN THE FIRST 10 MILES OF OPERATION AND I CAN MINIMIZE THE SHUDDER WHEN IT OCCURS BY ACCELERATING AT FULL THROTTLE WHICH IS UNSAFE. MY ONLINE RESEARCH INDICATES OTHERS ARE COMPLAINING OF THIS SAME ISSUE IN VARIOUS AUTO FORUMS. I HAVE HAD MY JEEP DEALER APPLY SERVICE UPDATES AND TEST DRIVE THE VEHICLE BUT JEEP HAS YET TO FIX THIS ISSUE. IN MY OPINION, THIS IS RIDICULOUS IN A NEW CAR AND IS A DRIVE ABILITY AND SAFETY CONCERN. *TR JACKSON TN Failure Date: 04/08/2014

15 10583366 2014 JEEP GRAND CHEROKEE Power Train I HAVE A LONG NARROW DRIVEWAY WITH A BIT OF A SLOPE TOWARD THE HOUSE. WHEN GOING OUT THE DRIVEWAY I SEEN A TRASH CONTAINER TIPPED OVER. I PUT THE VEHICLE IN PARK, LETTING IT IDLE, WHILE I EXITED THE VEHICLE TO REMOVE THE CONTAINER. LOOKING BACK I SEEN THE JEEP BACKING DOWN THE DRIVEWAY TOWARD THE HOUSE UNDER IT'S OWN POWER. I TRIED CATCH IT,BUT IT HIT THE SIDE OF THE HOME ON A GARAGE WALL. TOTAL DAMAGE TO THE VEHICLE IS AROUND \$9400 I'VE YET TO GET THE HOUSE DAMAGE ESTIMATE BACK. I DIDN'T SEE IF THE VEHICLE WAS IN PARK OR REVERSE WHEN I EXITED. I PUSHED THE SHIFTER CLEAR FORWARD TILL IT STOPPED, THEN EXITED. THE SHIFTER HAS TO GO THRU REVERSE BEFORE IT GETS TO PARK. IN THE PAST I'VE NOTICED THAT IT DID NOT ALWAYS GO INTO PARK WHEN I HAD PUT IT THERE. I DRIVE LIKE NORMAL PEOPLE DRIVE. I HAVE 55+ YEARS OF DRIVING EXPERIENCE. WE SHIFT BY FEEL AND NOT ALWAYS LOOKING DOWN AT THE SHIFTER. WHEN A SHIFT LEVER GOES THRU THE MOTION FORWARD AND STOPS, WE EXPECT IT TO BE IN PARK, NOT REVERSE. THIS IS A MAJOR FLAW IN THE VEHICLE. I LOVE THE NEW 8 SPEED TRANSMISSION, BUT DON'T TRUST THE SHIFTING MECHANISM. MY WIFE IS

NHTSA Consumer Complaints as of August 24, 2018

VERY RELUCTANT TO DRIVE IT BECAUSE OF THIS ISSUE. I'VE CONTACTED CHRYSLER ABOUT THE ISSUE. THEY SEEM CONCERNED AND ARE WANTING TO LOOK AT THE VEHICLE WHEN REPAIRED. HOWEVER, I'M NOT CERTAIN, HEARING ABOUT OTHER ISSUES WITH VEHICLES, WHETHER THEY ARE JUST TRYING TO BLOW SMOKE UNTIL I QUIT DOWN. I DID OBTAIN A LEG INJURY WHEN ATTEMPTING TO STOP THE VEHICLE. NOT SERIOUS, BUT SURELY COULD HAVE BEEN. HAD THERE BEEN A CHILD, PET OR OTHER PERSON BEHIND THE VEHICLE, IT COULD HAVE BEEN DISASTROUS. THERE NEEDS TO BE A FIX TO THIS PROBLEM. I HAVE A FAMILY MEMBER THAT WORKS FOR STATE FARM INSURANCE. THEY'VE ALSO HAD SIMILAR COMPLAINTS. THERE'S NOT DETENT IN THE SHIFTING, IT JUST GOES FORWARD AND STOPS. ALL ELECTRONIC, NOT MECHANICAL AS THEY USED TO BE. FORT COLLINS CO Failure Date: 04/07/2014

15 10577983 2014 JEEP GRAND CHEROKEE Power Train DRIVING ON AN INTERSTATE FREEWAY WITH ADAPTIVE CRUISE CONTROL ACTIVATED. CRUISE CONTROL DEACTIVATED ON ITS OWN, MIL ILLUMINATED AND THE TRANSMISSION BEGAN SLIPPING SEVERELY RESULTING IN DRASTIC LOSS OF POWER AND VEHICLE SPEED IN INTERSTATE TRAFFIC. ROLLED VEHICLE TO SHOULDER AND NOTICED TRANSMISSION FLUID COATING THE ENTIRE UNDERCARRIAGE OF THE VEHICLE AS WELL AS ALL OVER THE GROUND UNDER THE VEHICLE. DEALER DIAGNOSIS WAS AN IMPROPERLY ROUTED AT THE FACTORY TRANSMISSION COOLER LINE THAT WAS IN CONTACT WITH THE DRIVELINE CAUSING THE LINE TO WEAR THROUGH AND LEAK TRANSMISSION FLUID. WHILE THERE WASN'T A FIRE, ONE COULD EASILY HAVE STARTED WHEN THE TRANSMISSION OIL CONTACTED HOT EXHAUST SYSTEM COMPONENTS NEAR THE TRANSMISSION. *TR TACOMA WA Failure Date: 04/03/2014

15 10679497 2014 JEEP GRAND CHEROKEE Power Train AT 1:00AM IN THE MORNING OF APRIL 3RD, OUR JEEP GRAND CHEROKEE SLIPPED OUT OF PARK AND ROLLED BACKWARDS THRU OUR GARAGE. BROUGHT THE JEEP TO THE DEALER THE NEXT DAY. AFTER 5 DAYS THEY TALK TO CHRYSLER AND

NHTSA Consumer Complaints as of August 24, 2018

INFORMED US THEY HAD FOUND NO PROBLEMS. ON DECEMBER 25TH AT AROUND 9:00AM THE JEEP WAS AGAIN ON A HILL. WITH THE JEEP RUNNING AND IN PARK, IT CAME OUT OF PARK AGAIN. THIS TIME IT ROLLED ABOUT 50FT DOWN INTO A TREE, CAUSING OVER \$ 3,000 IN DAMAGES. (NO AIR BAGS WENT OFF) ON DECEMBER 26TH THE JEEP WAS TOWED DOWN TO THE DEALERSHIP, TO THIS DAY IT STILL SITS. (JANUARY 28TH) CHRYSLER ORDERED AN INSPECTION OF THE JEEP, AND ON JANUARY 16TH SENT US A LETTER STATING "WE ARE NOT LED TO BELIEVE THAT THE INCIDENT WAS DO TO A MANUFACTURING RESPONSIBILITY". AT THIS TIME WE FEEL THE VEHICLE HAS A MAJOR SAFETY HAZARD WITH THE TRANSMISSION. *TR....UPDATED 04/25/16 *BF UPDATED 9/20/2017*CN LISBON NH Failure Date: 04/03/2014

15 10825018 2014 JEEP GRAND CHEROKEE Power Train
ELECTRONIC GEAR SHIFTER NOT RELIABLE. THERE IS NO FEELING OR SENSE OF PROPER GEAR ENGAGEMENT. I SIT EACH DAY AND REV UP ENGINE THINKING I HAVE ENGAGED DRIVE MODE. YOU NEVER KNOW WHEN YOU HAVE PROPERLY ENGAGED PARK FEATURE. I HAVE GOTTEN ONE LEG OUT OF CAR WHILE AUTO STARTS MOVING. THIS ELECTRONIC FEATURE IS UNSAFE. OTHERWISE THIS IS THE BEST NEW CAR I HAVE EVER OWNED. NO ACCIDENTS BUT I AM EXTRA CAREFUL WITH THIS GEAR SHIFT. I WILL NEVER BUY ANOTHER CARE WITH THIS INNOVATION. THE PROBLEM HAPPENS AT STARTUP AND SHUTDOWN / EXIT MODE. SCARY TO EXIT AUTO AND SOMEONE NOTIFY YOU LATER THAT THE AUTO ENGINE IS STILL RUNNING AND IN NEUTRAL. MODE. JERRY MYRTLE BEACH SC Failure Date: 04/03/2014

15 10595955 2014 JEEP GRAND CHEROKEE Power Train I LEASED MY CAR FROM MAY 9 2013. I HAVE PROBLEMS WITH TAIL GATE (TRUNK) AND REAR VIEW CAMERA TAIL GATE UNEXPECTEDLY OPENING ON THE ROAD AND IMPOSSIBLE TO CLOSE IT. SOME TIMES IMPOSSIBLE TO OPEN TAIL GATE. THIS PROBLEM OCCURRED ALREADY FEW TIMES ON ROAD AND ALL MY STAFF FROM TRUNK WAS ON THE ROAD. REAR VIEW CAMERA DOESN'T WORK. SCREEN TURNS BLUE I WAS IN SERVICE 7 TIMES SINCE NOV 07 2013, BUT THEY STILL DID NOT FIX. CHRYSLER OPENED CASE #[XXX] BUT THEY DO

NHTSA Consumer Complaints as of August 24, 2018

NOTHING, ONLY ARE SUGGESTING ME TO GO IN SERVICE AGAIN. USING CAR BECOMES UNSAFE BECAUSE THE TRUNK CAN BE OPENED AT ANY TIME ON ROAD I PAY REGULARLY LEASE AND ALREADY IN DESPAIR THEY DON'T NOT ANSWER TO MY REQUESTS. THANK YOU FOR YOUR HELP INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR BROOKLYN NY Failure Date: 03/23/2014

15 10574582 2014 JEEP GRAND CHEROKEE Power Train WHEN DRIVING VEHICLE ON A COLD MORNING AFTER LEAVING HOUSE AND STOPPING ABOUT 1/2 MILE FROM HOME. THE TRANSMISSION FAILED TO DOWNSHIFT TO FIRST AND REMAINED IN 7TH GEAR. WHEN ATTEMPTED TO PROCEED FROM STOPLIGHT THE VEHICLE BOGGED AND WOULD HARDLY MOVE AND THE CHECK ENGINE LIGHT CAME ON. AT THIS POINT THE VEHICLE WAS PULLED TO THE SIDE OF THE ROAD TURNED OFF AND RESTARTED AND THE TRANSMISSION SHIFTED WITH THE CHECK ENGINE LIGHT REMAINING ON. THE VEHICLE WAS RETURNED HOME AND THREE HOURS LATER THE CHECK ENGINE LIGHT WAS OFF WHEN THE VEHICLE WAS TAKEN TO THE DEALER. THE DEALER SAID THERE WAS NO CODE FOR THE CHECK ENGINE LIGHT OR TRANSMISSION ISSUE WHEN IT WAS CHECKED AT 11:00 AM THAT DAY.

*TR PINCKNEY MI Failure Date: 03/20/2014

15 10673084 2014 JEEP GRAND CHEROKEE Power Train WHEN STOPPING THE TRANSMISSION BANGS THRUSTING THE TRUCK FORWARD. I HAVE HAD THIS INTO DADELAND DODGE SEVERAL TIMES AND THEY HAVE BEEN UNABLE TO RESOLVE THE ISSUE. THE TRUCK IS AT THE DEALERSHIP AGAIN NOW. *TR MERRICK NY Failure Date: 03/19/2014

15 10702089 2014 JEEP GRAND CHEROKEE Power Train WHEN ACCELERATING, THE ENGINE ALWAYS HESITATES FOR SEVERAL SECONDS, THEN SURGES FORWARD. THIS CONDITION CREATES A SAFETY ISSUE DURING PASSING, MERGING INTO ONCOMING TRAFFIC, EVASIVE MANEUVERS, ETC. THIS PROBLEM HAS EXISTED SINCE NEW, AND HAS NOT IMPROVED. BERGEY CHRYSLER, JEEP SERVICE DEPT. HAS INFORMED ME THAT THE

NHTSA Consumer Complaints as of August 24, 2018

HESITATION WHILE ACCELERATING "OPERATES AS DESIGNED", AND CANNOT BE REPAIRED. *TR HATFIELD PA Failure Date: 03/14/2014

15 10875328 2014 JEEP GRAND CHEROKEE Power Train ON THE MORNING OF THURSDAY 3/6/14, AS I WAS LEAVING FOR WORK, I STOPPED MY JEEP GRAND CHEROKEE AT THE END OF MY DRIVEWAY TO PICK UP MY NEWSPAPER. (I THOUGHT) I PUT THE CAR IN PARK AND EXITED MY VEHICLE. AS I WAS PICKING UP THE PAPER, I REALIZED THE CAR WAS ROLLING BACKWARD, DOWN THE REMAINDER OF MY DRIVEWAY AND ACROSS MY CUL-DE-SAC. AS I RAN BESIDE THE CAR I SAW THE CAR WAS IN REVERSE. I WAS CERTAIN I HAD PUT THE CAR IN PARK! REALIZING THAT NOTHING WAS GOING TO STOP THE CAR UNTIL IT HIT SOMETHING (OPTIONS WERE A FIRE HYDRANT OR MY NEIGHBOR'S HOUSE,) I FOOLISHLY ATTEMPTED TO JUMP IN THE CAR TO STOP IT. I MISSED.... BADLY. AFTER TRYING TO JUMP INTO A MOVING VEHICLE AND MISSING, I FELL TO THE STREET. I WAS ON MY BACK. AT THAT MOMENT I KNEW THAT I WAS GOING TO BE RUN OVER. I DID NOT KNOW WHERE I WAS IN RELATION TO THE CAR AND, IN THAT SPLIT SECOND, PREPARED FOR THE WORST. I COUNTED MYSELF "LUCKY" WHEN THE VEHICLE "ONLY" RAN OVER MY LEFT LOWER LEG, ANKLE AND FOOT! THE VEHICLE CAME TO REST, LUCKILY, IN A SNOWBANK ACROSS THE STREET FROM MY HOUSE (PICTURE ATTACHED). AAA WAS CALLED TO PULL THE CAR OFF THE SNOWBANK, AS IT HIGH-CENTERED. I SOUGHT MEDICAL TREATMENT. I HAD A BADLY SPRAINED ANKLE AND DAMAGE TO MY LEFT FOOT ARCH. I HAVE NOT WALKED CORRECTLY SINCE AND CONTINUE TO HAVE PAIN IN THE ARCH OF MY FOOT AND KNEES. WHILE I TOLD MY NEIGHBORS AND CIRCLE OF FRIENDS, I DID NOT NOTIFY MY CAR DEALER AS I THOUGHT THE INCIDENT WAS MY NEGLIGENCE BY NOT PUTTING THE CAR IN PARK. IT HAS ONLY BEEN THROUGH THE RECENT MEDIA THAT I REALIZE THAT I AM ANOTHER VICTIM OF THIS VEHICLE'S GEAR SHIFT DEFECT. FISHERS IN

Failure Date: 03/06/2014

15 10594987 2014 JEEP GRAND CHEROKEE Power Train I HAVE OWNED A NEW 2014 GRAND CHEROKEE LIMITED V6 FOR SIX MONTHS AND

NHTSA Consumer Complaints as of August 24, 2018

HAVE EXPERIENCED ROUGH SHIFTING WITH MY TRANSMISSION FROM DAY 1. THE TRANSMISSION IS ESPECIALLY ROUGH WHEN COLD AND/OR SHIFTING FROM 1->2->3 AND 2->1 DOWNSHIFTS. I HAVE BROUGHT IT IN TO JEEP NUMEROUS TIMES FOR A FIX, THE DEALER RECOGNIZES THAT THE TRANSMISSION IS NOT SHIFTING SMOOTH OR CORRECT, BUT SAYS UNTIL THERE'S A FIX OR UPDATE FROM JEEP, THERE'S NOTHING THAT CAN BE DONE. IT IS VERY FRUSTRATING TO SPEND \$45K ON A NEW VEHICLE THAT HAS "JERKY" TRANSMISSION SHIFTING, TO THE POINT WHERE I CANNOT USE MY VEHICLE WITH BUSINESS CLIENTS DUE TO THE HARSH RIDE. I'VE BEEN ON MULTIPLE JEEP FORUMS AND BASED ON THE NUMBER OF POSTINGS ABOUT THIS ISSUE, THE DISCONTENT IS WIDESPREAD AMONG JEEP OWNERS AND FANS. WITH THE ISSUE GETTING WORSE OVER TIME, I'M CONCERNED MY TRANSMISSION WILL FAIL AND BECOME A SERIOUS SAFETY ISSUE. *TR

LAVISTA NE Failure Date: 03/04/2014

15 10572885 2014 JEEP GRAND CHEROKEE Power Train I WAS AT A FULL STOP. I MADE A LEFT TURN AND THE VEHICLE JUST ACCELERATED MORE THAN EXPECTED AND RAN INTO A TREE. THE TREE WAS UNEARTHED, THE FRONT OF THE VEHICLE WAS COMPLETELY DESTROYED. IT WAS TOTALED BY THE INSURANCE COMPANY. *TR ELMONT NY Failure Date: 03/02/2014

15 10870887 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT VARIOUS SPEEDS, THE CONTACT ACCIDENTALLY MOVED THE GEAR SHIFT AND THE VEHICLE SHIFTED OUT OF THE DRIVE POSITION INTO NEUTRAL. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED. 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 5,000. CHARLESTON

SC Failure Date: 02/18/2014

NHTSA Consumer Complaints as of August 24, 2018

15 10597524 2014 JEEP GRAND CHEROKEE Power Train THE VEHICLE SLIPPED INTO "MANUAL SHIFT MODE" SEEMINGLY ON IT'S OWN NOT ALLOWING THE TRANSMISSION TO SHIFT AFTER I PULLED OUT OF MY DRIVEWAY. IT WAS THEN STUCK IN 2ND GEAR (8 SPEED TRANSMISSION) AND THE TACHOMETER WENT TO REDLINE (OVER 6500 RPM)AS I WAS EXPECTING TO INCREASE TO NORMAL DRIVING SPEED. THERE WAS NO ONCOMING TRAFFIC OR IT COULD HAVE LEFT ME IN THE ONCOMING LANE TOO LONG. THIS HAS HAPPENED MULTIPLE TIMES. I REPORTED TO THE DEALER AND I AM TOLD THIS IS MANUAL MODE AND NORMAL BEHAVIOR. THE PLACEMENT OF THE MANUAL SHIFT PADDLES ON THE STEERING WHEEL MAKE IT CONVENIENT TO EXTEND A FINGER AND SHIFT UP OR DOWN. THIS PLACEMENT ALSO MEANS YOU REPEATEDLY GO INTO MANUAL SHIFT MODE WHEN YOU DO NOT WANT TO. WHEN TURNING LEFT ACROSS A FEW LANES OF ONCOMING TRAFFIC IT CAN BE DANGEROUS. THERE IS NO WAY TO PREVENT THIS AS THE SHIFT PADDLES ARE ACTIVE ALL OF THE TIME AND ANY TOUCH PUTS YOU IN MANUAL AND THE ONLY WAY OUT IS TO PULL BACK ON THE CONSOLE SHIFT LEVER AND SWITCH TO SPORT MODE THEN AGAIN TO DRIVE MODE WHICH IS WHERE I STARTED OR CONTINUE MANUALLY SHIFTING. WHILE MANUAL SHIFTING IS AN OPTION THAT MAY BE NEEDED WHEN "4 WHEELING" OVER ROCK OR IN MUD ETC., THERE SHOULD BE A WAY TO SELECT IT WHEN WANTED AND NOT HAVE IT POP IN AT RANDOM. ALL IT WOULD TAKE IS SOME PROGRAMMING OF THE TRANSMISSION TO REQUIRE THAT BOTH SHIFT PADDLES BE HELD DOWN FOR A FEW SECOND UNTIL THE DISPLAY SAYS "MANUAL SHIFT MODE ON" BEFORE THE TRANSMISSION IS ALLOWED TO SHIFT USING THE PADDLES. IT COULD BE TURNED OFF IN THE SAME MANNER. NO PARTS OR EXTRA HARDWARE NEEDED, JUST PROGRAMMING. *TR MOUNT PULASKI IL Failure Date: 02/17/2014

15 10723058 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT APPROXIMATELY 25 MPH, THE TRANSMISSION FAILED WITHOUT WARNING. THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO A DEALER WHERE A MODULE WAS ORDERED IN ORDER TO REPAIR THE VEHICLE. THE VEHICLE

NHTSA Consumer Complaints as of August 24, 2018

WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE.
THE APPROXIMATE FAILURE MILEAGE WAS 12,500. NORTH
HAMPTON PA Failure Date: 02/07/2014

15 10637519 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING
APPROXIMATELY 12 MPH, THE VEHICLE BEGAN TO SHAKE WHEN SHIFTED INTO
SECOND GEAR. THE FAILURE OCCURRED MULTIPLE TIMES. THE DEALER WAS
UNABLE TO LOCATE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT
REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE
FAILURE MILEAGE WAS 4,000...UPDATED 11/06/14 *BF
MANCHESTER MD Failure Date: 02/01/2014

15 10750082 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT
WHILE ATTEMPTING TO ACCELERATE FROM A STOP, THE VEHICLE JERKED AND
HESITATED BEFORE MOVING FORWARD. THE CONTACT NOTICED THAT THE
FRONT END OF THE VEHICLE STARTED TO VIBRATE. IN ADDITION, THE
CONTACT STATED THAT WHILE ATTEMPTING TO ACCELERATE FROM A STOP,
THE ACCELERATOR PEDAL WAS DEPRESSED AND THE VEHICLE ACCELERATED
IN EXCESS. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE
VEHICLE WAS TAKEN TO A DEALER MULTIPLE TIMES, WHO DIAGNOSED THAT
THE DRIVESHAFT NEEDED TO BE REPLACED AND THE COMPUTER NEEDED TO
BE UPGRADED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE
PERSISTED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE
FAILURE MILEAGE WAS 100. FENTON MO Failure Date: 02/01/2014

15 10605865 2014 JEEP GRAND CHEROKEE Power Train THE
VEHICLE DOES NOT RELIABLY SELECT THE PARK POSITION AND IN GENERAL
IT IS VERY AWKWARD TO SELECT ANY GEAR WITHOUT PUTTING INTO THE
WRONG GEAR, REVERSE FOR FORWARD, NEUTRAL FOR REVERSE, ETC , . ON
MULTIPLE OCCASIONS AFTER THE VEHICLE WAS APPARENTLY PUT IN PARK IT
SUDDENLY ROLLED AWAY IN REVERSE GEAR. IT WAS THEN VERY DIFFICULT TO
SELECT THE PARK POSITION TO STOP THE VEHICLE . THE SUDDEN

NHTSA Consumer Complaints as of August 24, 2018

MOVEMENT IN REVERSE ALMOST CAUSED THE VEHICLE TO HIT ANOTHER CAR.
PROBLEM HAS OCCURRED ON AT LEAST FIVE OCCASIONS. *TR

ROCHESTER MI Failure Date: 01/14/2014

15 10810551 2014 JEEP GRAND CHEROKEE Power Train MY
CURRENT LEASE, A 2014 JEEP GRAND CHEROKEE LAREDO, HAS BEEN
PLAGUED WITH DEFECTS. THERE HAVE BEEN 9 RECALLS, 16 SERVICE
BULLETINS, AND 5 INVESTIGATIONS. IN ADDITION THERE ARE 587 DRIVER/
OWNER COMPLAINTS. MY PROBLEMS: INSTABILITY OF THE TRANSMISSION.
AFTER PARKING NEXT TO A STORAGE BIN, TRANSMISSION SLIPPED OUT OF
PARK AND THE JEEP MOVED FORWARD CRUSHING MY LEG IN THE DOOR AND
DENTING/SCRATCHING THE EXTERIOR OF VEHICLE. THERE HAS BEEN NO
INDICATION THAT FCA (JEEP) HAS RESOLVED THIS ISSUE. ANOTHER PROBLEM
I'M HAVING, WHICH HAS BEEN PLAGUING MANY OTHER JEEP OWNERS, IS
WHERE THE ENGINE WARNING LIGHT ILLUMINATES WITH NO INDICATION OF
SPECIFIC INFORMATION WITH REGARD TO WHAT THE MALFUNCTION MIGHT
BE. AFTER 5 SERVICE VISITS OVER THE PAST 2 YEARS, JEEP HAS PROVEN
THEY UNABLE TO REMEDY THIS. I CONTINUE DRIVING WITH UNCERTAINTY AND
STRESS WITH MY PASSENGERS AND I FEARING OUR LIVES MAY BE
ENDANGERED. THE ENGINE LIGHT IS CURRENTLY ILLUMINATED. I AM NOT
GETTING THE LEVEL OF VEHICLE SAFETY AND DEPENDABILITY I AM PAYING
FOR. I HAVE FILED A COMPLAINT ON THE WEBSITE OF JEEP AND HAVE
OFFERED FCA(JEEP) A SETTLEMENT WHEREBY I WOULD BE REFUNDED THE
LEASING CHARGES I PAID AND THE COMPANY WOULD CONSENT TO AN EARLY
TERMINATION OF THE LEASE WITH NO PENALTIES OR CHARGES. FCA(JEEP)
HAS FAILED TO REMEDY MY PROBLEM. (PLEASE SEE ATTACHED DETAILS)
FCA US LLC IS REQUIRED TO EXECUTE CERTAIN PERFORMANCE
OBLIGATIONS, PURSUANT TO THE JULY 24, 2015 CONSENT ORDER, AMENDED
DECEMBER 8, 2015, THE OBJECTIVES OF WHICH ARE TO MITIGATE THE RISKS
OF HARM AND PROMOTE SAFETY FOR WE, THE CONSUMERS. FCA,
HOWEVER, PERSISTS IN VIOLATING AND DISREGARDING ME IN A BLATANT ACT
OF NON-COMPLIANCE WITH THE ORDER. I SEEK ASSISTANCE IN EXPEDITING
REMEDIATION ACTION IN THIS MATTER AS A VICTIM, AND THE PROTECTION OF MY

NHTSA Consumer Complaints as of August 24, 2018

RIGHTS AS A CONSUMER, AND AS AN AMERICAN CITIZEN. [XXX]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR NEW ROCHELLE NY Failure Date: 01/01/2014

15 10649667 2014 JEEP GRAND CHEROKEE Power Train WHEN COMING TO A SLOW BRAKE, THE BRAKES STUTTER AND PUSH THE CAR FORWARD. ADDITIONALLY, THE VEHICLE SOMETIMES WHEN DRIVING AT HIGHER SPEEDS (SPECIFICALLY ON THE FREEWAY AT ABOUT 60-70MPH) ENGINE REVS HIGH WITHOUT KICKING OVER. FURTHERMORE, WHEN SLOWING IT HAS A HARD TIME KICKING DOWN TO THE NEXT GEAR. TRANSMISSION LIGHT HAS COME ON SEVERAL TIMES AS WELL. WHEN TAKING THE VEHICLE IN FOR SERVICE, THEY ARE UNABLE TO RECOGNIZE ANY PROBLEMS AT ALL AND CAN NOT FIX. *TR NEWARK CA Failure Date: 12/30/2013

15 10817252 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS IN THE PARK POSITION ON A SMALL INCLINE, THE VEHICLE ROLLED BACKWARDS APPROXIMATELY 20 FEET. THE CONTACT WAS ABLE TO APPLY THE BRAKE PEDAL AND STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING. THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE RECURRED INTERMITTENTLY. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 10. SAN FRANCISCO CA Failure Date: 12/18/2013

15 10585986 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE FAILED TO SHIFT. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 350 AND THE CURRENT MILEAGE WAS 5,300. ST LOUIS MO Failure Date: 12/13/2013

NHTSA Consumer Complaints as of August 24, 2018

15 10555901 2014 JEEP GRAND CHEROKEE Power Train FROM A STOPPED POSITION IN PARK, CAR SPONTANEOUSLY SHIFTED INTO NEUTRAL.
*TR MAHWAH NJ Failure Date: 12/12/2013

15 10694443 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. WHILE DRIVING AT 15 MPH, THE VEHICLE JERKED. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,100. DATE CITY FL Failure Date: 11/23/2013

15 10553701 2014 JEEP GRAND CHEROKEE Power Train FOR THE SECOND TIME IN 2 WEEKS THE POWER STEERING ASSIST STEERING FAILED WHILE DRIVING THE VEHICLE. THE INSTRUMENT CLUSTER GIVES A "POWER STEERING WARNING" AND ALL HYDRAULIC ASSISTANCE FAILS. WITHIN A FEW MINUTES OF THIS HAPPENING, THE ENGINE ALSO GETS HOT. I LIVE N THE TEXAS HILL COUNTRY. THIS FAILURE RESULTS A LARGE INCREASE IN STEERING EFFORT ON THE LOCAL HILLY AND CURVED ROADS AND THE ABILITY TO TAKE EVASIVE MANEUVERS IF SOME OF THE MANY LOCAL WILD ANIMALS CROSS THE ROAD IN FRONT OF ME. IT ALSO AFFECTS THE ABILITY TO MANEUVER IN TRAFFIC UNTIL THE VEHICLE IS BROUGHT TO A STOP. THE PROBLEM IS INTERMITTENT AND THE DEALER HAS NOT BEEN ABLE TO DIAGNOSE THE PROBLEM DUE TO IT'S INTERMITTENT NATURE. SO FAR, THIS VEHICLE HAS HAD AIR SUSPENSION FAILURES, POWER STEERING FAILURES, AND " DUE NOT SHIFT TRANSMISSION" FAILURES AND HAS BECOME A SAFETY ISSUE FOR ME AND OTHER DRIVERS AROUND ME. I USE THIS VEHICLE FOR WORK RELATED TRAVEL THROUGHOUT MULTIPLE STATES SO IT GETS DRIVEN OFTEN. *TR BANDERA TX Failure Date: 11/21/2013

15 10579252 2014 JEEP GRAND CHEROKEE Power Train
TRANSMISSION WAS REPLACED AT APPROX. 16K MILES. OTHER JEEP OWNERS ARE EXPERIENCING ISSUES WITH THE TRANSMISSION. WAS TAKEN IN FOR SERVICE AT 10K, 11,658K AND NOW 16K FOR REPAIR WITH ULTIMATELY

NHTSA Consumer Complaints as of August 24, 2018

REPLACING TRANSMISSION; KEY FOB DOES NOT WORK DAILY - WILL NOT LOCK VEHICLE NOR WILL VEHICLE START FOR A PERIOD OF APPROX TEN TO 15 MINUTES AFTER BEING ABLE TO GET INTO VEHICLE - DEALERSHIP/SERVICE CONTINUES TO INDICATE THEY CAN'T DUPLICATE DESPITE MY HAVING THIS ISSUE EVERY DAY. *JS SMITHFIELDVA Failure Date: 11/18/2013

15 10555157 2014 JEEP GRAND CHEROKEE Power Train SOON
AFTER TAKING POSSESSION OF THIS VEHICLE (9/27/13) I NOTICED THAT NOW AND AGAIN (4/5 TIMES) THERE WOULD BE A HESITATION FROM THE AUTOMATIC TRANSMISSION WHEN SHIFTING TO THE NEXT HIGHER GEAR WHEN ACCELERATING TO HIGHWAY SPEED. IT WAS SO SUBTLE THAT I FILED IT UNDER "NOTHING IS PERFECT", BUT WOULD KEEP SCORE. DON'T BE MISLED BY THE LOW MILEAGE ABOVE. THAT IS MY NEW NORMAL. A HEAD AND NECK INJURY IN 2001 FOLLOWED BY A LONG OVERDUE DIAGNOSIS OF SEVERE PTSD BY THE VA LEFT ME PRACTICALLY A "HOUSE HERMIT" AND DRIVING ANYWHERE INVOLVING DISTANCE REQUIRES HIRING A DRIVER. THIS VEHICLE WAS NOTHING MORE THAN MY BEING ABLE TO HAVE ACCESS TO THE WOODS WITH A 911 BUTTON ATTACHED TO KEEP THE P/A IN CHECK. WHAT HAPPENED TO ME WAS THAT FROM A STOP SIGN I TURNED ONTO THE MAIN HIGHWAY AND WAS ACCELERATING TO 55 WHEN AT ABOUT 50 THE TRANSMISSION HUNG, THIS TIME IT WOULD NOT RELEASE TO THE NEXT GEAR, THE ENGINE BEGAN TO STRUGGLE UNTIL IT ALMOST STALLED. AS UNEXPECTEDLY AS IT HAD HUNG THE TRANSMISSION SHIFTED, THE ENGINE IMMEDIATELY RECOVERED ""WITH A ROAR"" AND OFF WE WENT. (EXTRA RPM'S, ? COMPUTER/FUEL PUMP SAW NO PROBLEM) I'M SURE THAT IN THOSE SECONDS MY SPEED DROPPED 20 MPH'S WITH NO "WARNING", SUCH AS BRAKE LIGHTS HAD SOMEONE BEEN BEHIND ME. HAD THIS OCCURRED ENTERING A BUSY BELT-WAY, INTERSTATE, ETC., YOU CAN IMAGINE THE POSSIBLE MAY-HEM. DID SOME RESEARCH, GOT AN APPOINTMENT FOR SERVICE AT THE DEALERSHIP AND WAS TOLD (AS EXPECTED FROM RESEARCH) THEIR COMPUTER SAW NO ABNORMALITIES AND SHOWED ME A BLANK PIECE OF PAPER TO PROVE IT. ASKED THEM TO SIGN A PIECE OF PAPER SAYING MY DRIVETRAIN WAS "JUST WONDERFUL" AND REAFFIRMING THAT CHRYSLER HAD NEVER HEARD OF ANY PROBLEMS JUST

NHTSA Consumer Complaints as of August 24, 2018

IN CASE I OR OTHERS WOUND UP DEAD OR MAIMED FROM "NO PROBLEMS". I
NOW HAVE A "MORAL PROBLEM" SITTING IN MY DRIVEWAY AND NOT OUT IN
THE MIDDLE OF THE WOODS. *TR NORWOOD NY Failure Date:
11/11/2013

15 10576344 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT
WHILE DRIVING 75 MPH, THE VEHICLE DOWNSHIFTED INDEPENDENTLY AND
WITHOUT WARNINGS. ADDITIONALLY, THE VEHICLE FAILED TO ACCELERATE.
THE VEHICLE WAS TAKEN TO THE DEALER HOWEVER, THE TECHNICIAN WAS
UNABLE TO DIAGNOSED THE FAILURE AND STATED THAT THE VEHICLE WAS
WORKING UP TO STANDARDS. THE MANUFACTURER WAS MADE AWARE OF
THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS
1000 AND THE CURRENT MILEAGE WAS 10,000. BRUNSWICK
GA Failure Date: 11/06/2013

15 10655035 2014 JEEP GRAND CHEROKEE Power Train TL* THE
CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED
WHILE DRIVING AT UNKNOWN SPEED, THE VEHICLE DECELERATED WHEN THE
ACCELERATOR PEDAL WAS DEPRESSED. THE FAILURE RECURRED MULTIPLE
TIMES. THE DEALER WAS UNABLE TO LOCATE THE FAILURE. THE VEHICLE
WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE.
THE APPROXIMATE FAILURE MILEAGE WAS 1,000. FENTON
MI Failure Date: 11/05/2013

15 10567538 2014 JEEP GRAND CHEROKEE Power Train PARKING
VEHICLE AND PUTTING INTO PARK. EXITED THE VEHICLE AND CAR STARTED
MOVING. SHIFTER WAS NOT IN PARK. VERY FUSSY SHIFTER. YOU CAN NOT
TELL IT'S IN PARK UNLESS YOU LOOK EACH TIME. EVEN THOUGH YOU PUSH IT
ALL THE WAY UP SOMETIMES IT IS NOT IN PARK. I HAD THE CAR START
ROLLING SEVERAL TIMES AFTER EXITING THE CAR. *TR WINSTON
SALEM NC Failure Date: 11/01/2013

NHTSA Consumer Complaints as of August 24, 2018

15 10551934 2014 JEEP GRAND CHEROKEE Power Train THE DRIVER PULLED THE AUTOMOBILE INTO A DRIVEWAY ON A DOWNHILL SLOPE. THE DRIVER SHUT THE VEHICLE OFF USING THE PUSH BUTTON START/STOP. THE DRIVER RETURNED TO THE VEHICLE 10 MINUTES LATER, WITH A PASSENGER IN THE FRONT SEAT. THE DRIVER STARTED THE VEHICLE (FOOT ON BRAKE AS REQUIRED) USING PUSH BUTTON START/STOP. THE DRIVER ENGAGED THE TRANSMISSION INTO REVERSE USING THE SHIFTING LEVER (WITH FOOT STILL ON BRAKE AS IS REQUIRED BY THE BRAKE TRANSMISSION SHIFT INTERLOCK (BTSI) SYSTEM). WHEN ENGAGED IN REVERSE, THE ENGINE REVVED TO A HIGH LEVEL, AND THE CAR TRAVELED IN REVERSE UP THE HILL (DRIVEWAY), THROUGH THE STREET, AND INTO A DITCH. SIDE AND FRONT AIRBAGS DEPLOYED. DRIVER BELIEVES THEY NEVER TOOK FOOT OFF THE BRAKE, AND THE BRAKING WAS NOT SUFFICIENT TO OVERCOME TORQUE OF THE ENGINE/TRANSMISSION. VEHICLE DAMAGE INCLUDES AIR BAG DEPLOYMENT, CABIN ROOF LINER DETACHMENT, THREE BENT WHEELS, MINOR DAMAGE TO MUFFLER, MINOR BODY DAMAGE. DEALER CHECKED ELECTRONICS/INSTRUMENT RECORDINGS AND NOTED NOTHING UNUSUAL APPE ARING, AND HAD NO KNOWLEDGE OF SIMILAR PROBLEMS. *TR ST. CLAIRSVILLE OH Failure Date: 10/26/2013

15 10759548 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE PARKED WITH THE KEY IN THE IGNITION, THE VEHICLE ROLLED FORWARD WITHOUT WARNING. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 1,000. MA 10/16/15 THE CONSUMER STATE WEATHER WAS NOT A FACTOR. BEING ON AN INCLINE OR DECLINE WAS NOT A FACTOR, EITHER. THE VEHICLE MOVED ON ITS OWN, UNLESS HIS FOOT WAS ON THE BRAKE. PLAINFIELD IL Failure Date: 10/15/2013

15 10558825 2014 JEEP GRAND CHEROKEE Power Train 2014 JEEP GRAND CHEROKEE. CONSUMER WRITES IN REGARDS TO ACCELERATION

NHTSA Consumer Complaints as of August 24, 2018

PROBLEMS. *SMD THE CONSUMER IMMEDIATELY NOTICED UPON RECEIPT OF THE VEHICLE, THAT IT DID NOT DRIVE SMOOTHLY AND LACKED POWER DURING ACCELERATION. HOWEVER, SHE FELT IT WAS DUE TO LACK OF FAMILIARITY WITH THE VEHICLE. THE PERFORMANCE OF THE VEHICLE DETERIORATED TO A POINT WHERE A PROBLEM WAS EVIDENT. FREQUENTLY, NOT ALL THE TIME, THE VEHICLE WAS VERY SLUGGISH TO ACCELERATE AND OCCASIONALLY NOT RESPOND AT ALL FOR ABOUT TEN SECONDS AS THE RPM'S WENT UP. IT FELT AS THE THOUGH, SHE WAS FORCING THE GAS BY PRESSING ON THE ACCELERATOR PEDAL, BUT THE GAS WAS BLOCKED FROM FLOWING, OR THE VEHICLE WAS STUCK IN A LOW GEAR AND NOT UP-SHIFTING. ALSO, THE CHECK ENGINE LIGHT ILLUMINATED, WITH ONLY 1,231 MILES. THE CONSUMER HAD TO RETURN TO THE DEALER, SEVERAL MORE TIMES, DUE TO THE CHECK ENGINE LIGHT ILLUMINATING. *JB

BEACH HAVEN NJ Failure Date: 10/09/2013

15 10631167 2014 JEEP GRAND CHEROKEE Power Train I HAVE HAD THIS SUV FOR ALMOST ONE YEAR. ON MULTIPLY INSTANCES I HAVE THOUGHT TO HAVE PUT THIS TRUCK IN PARK, BUT IT HAS EITHER GONE INTO NEUTRAL OR REVERSE. IT COMES WITH AN ELECTRONIC SHIFTER. BECAUSE IT IS ELECTRONIC IT HAS THE SAME POSITION IN ANY AND ALL OF THE FOUR DESIRED GEARS. FURTHER COMPLICATING THE PROCESS OF MAKING SURE THE TRUCK IS IN THE DESIRED GEAR IS THAT THE ONLY WAY TO TELL WHAT GEAR YOU ARE IN IS BY AN ILLUMINATED SHIFTER WITH LETTERS P R N D/S ... WHEN IT VERY SUNNY OR YOU HAVE THE SUNROOF SHADE OPEN IT IS EVEN MORE DIFFICULT. HAVING THE SUNROOF OPEN ON A SUNNY DAY(DIFFERENT THAN JUST THE SHADE OPEN) IT IS ALMOST IMPOSSIBLE!! I BELIEVE SOMETHING TRAGIC WILL OCCUR EVENTUALLY IF THIS NOT CORRECTED. IT WONT WITH ME BECAUSE I AM VERY AWARE OF THE SITUATION. BUT SOMEONE SOMEWHERE WILL NOT BE AS AWARE OF IT AS I AM! I HAVE THE SAME TRUCK IN 2009 AND IT DOES NOT OPERATE IN THAT METHOD. I DO NOT KNOW HOW MANY OTHER VEHICLES OPERATE MANNER BUT I WILL NOT BE BUYING ANOTHER ONE AND THOUGHT OTHERS DESERVED THIS INFORMATION. *TR BREWSTER NY Failure Date: 09/27/2013

NHTSA Consumer Complaints as of August 24, 2018

15 10537414 2014 JEEP GRAND CHEROKEE Power Train VEHICLE IS SLOW WHEN SHIFTING IN LOW GEARS; PULLING AWAY FROM STOP LIGHTS/ SIGNS FEELS AS IF THE CAR IS NOT IN DRIVE AND GOING TO STALL. THIS COULD RESULT IN BEING REAR ENDED SINCE SO MANY DRIVERS SPEED AWAY WHEN LIGHT TURNS GREEN. IT SEEMS LIKE IT STUTTERS DURING SHIFTING. HAVING IT IN ECO-MODE HIGHLIGHTS THE ISSUE FURTHER. THE DOWN SHIFTING AT HIGHER SPEEDS FEELS LIKE A STICK SHIFT CAR, NOT NORMAL OR COMFORTABLE. EVEN ON THE HIGHWAY ACCELERATION IS OFTEN NOT VERY RESPONSIVE DURING ENTRANCE AND PASSING. THE GAS PEDAL IS VERY TOUCHY, NO WAY TO PULL AWAY SLOWLY, JUST TAKES OFF; THIS MIGHT BE PART OF THE ISSUE, CONFUSING THE SENSORS DURING SHIFTING. I CONTACTED MY SALES PERSON WHO SAID HE'D HAVE A SERVICE TECH CONTACT ME, NO CALLS YET. I WISH I HAD CHECKED THIS SITE AND EDMUNDS BEFORE BUYING, AS I WOULD HAVE CHOSE A DIFFERENT MANUFACTURER. THIS IS MY 4TH JEEP GR CHEROKEE, UNFORTUNATELY THE LEAST DESIRABLE, MY '09 HAD ZERO ISSUES AND ORIGINAL BRAKES AT TRADE IN WITH OVER 105,000 MILES; '14 IS LIKELY MY LAST. * TR NEW LENOX IL

Failure Date: 08/23/2013

15 10537236 2014 JEEP GRAND CHEROKEE Power Train I PURCHASED A 2014 JEEP GRAND CHEROKEE LIMITED FOR \$46,000 FROM DOTHAN CHRYSLER DODGE JEEP RAM ON SATURDAY, AUGUST 17TH, 2013. WE DROVE OFF THE AT 8:30 P.M. THAT EVENING. ON MONDAY, AUGUST 19TH, AT APPROXIMATELY 4:00 P.M. AS I WAS DRIVING DOWN THE HIGHWAY AFTER HAVING JUST LEFT MY JOB AT THE WASHINGTON COUNTY SHERIFF' OFFICE, WHERE I AM THE PUBLIC INFORMATION OFFICER, MY VEHICLE'S SCREEN FLASHED A WARNING THAT READ: VEHICLE GEAR SHIFT MALFUNCTION. THE SCREEN WENT COMPLETELY BLACK FOR APPROXIMATELY 1 MINUTE. WHEN IT CAME BACK ON THE SCREEN READ: PLEASE SERVICE TRANSMISSION FOLLOWED BY TURN OFF IGNITION TO ENGAGE PARK. I TRIED TO TURN OFF IGNITION, IN THE MIDDLE OF THE HIGHWAY, AND THE WARNING THEN READ: VEHICLE MUST BE IN PARK TO TURN OFF IGNITION. THIS ENDLESS CIRCLE CONTINUED AS I WAS ABLE TO STOP THE CAR AT A GAS STATION PARKING LOT.

NHTSA Consumer Complaints as of August 24, 2018

I SAT IN THE PARKING LOT OF THE GAS STATION FOR APPROXIMATELY 5-7 MINUTES WHERE I DOCUMENTED (VIA CELLPHONE CAMERA) THE REPEATED MESSAGES AND ATTEMPTED TO TURN MY ENGINE OFF AND SIMULTANEOUSLY ATTEMPTED TO PUT THE VEHICLE IN PARK. THE GEARS WOULD NOT DISPLAY. THERE WAS NO WAY TO SEE IF THE VEHICLE WAS IN PARK, OR WHAT GEAR IT WAS IN AT ALL. AFTER STRUGGLING WITH THE VEHICLE FOR CLOSE TO 7 MINUTES, I WAS FINALLY ABLE TO TURN THE IGNITION OFF. WHEN I RESTARTED THE VEHICLE, THE TRANSMISSION SERVICE LIGHT WAS ON. I CONTACTED THE DEALERSHIP (AS NOTED ABOVE) IMMEDIATELY. I WAS ASSURED BY THE SALESMAN THAT THIS "HAPPENS ALL THE TIME TO JEEPS". THIS WAS MY FIRST MAJOR CONCERN WITH NOT ONLY THE VEHICLE, BUT ALSO THE DEALERSHIP. I HAVE A FULL TEAM OF CERTIFIED MECHANICS THAT WORK FOR OUR OFFICE. I MET WITH EACH OF THEM AND WAS TOLD THAT THIS WAS NOT A COMMON THING FOR ANY VEHICLE. MY CRUISE CONTROL IS NOW COMPLETELY INOPERABLE. *TR CHIPLEY

FL Failure Date: 08/19/2013

15 10537720 2014 JEEP GRAND CHEROKEE Power Train VEHICLE HAS AN OSCILLATING VIBRATION AT ANYTIME WITH NO REASON. IT HAPPENS AT ALL DIFFERENT SPEEDS AND ROAD CONDITIONS. *TT

FORESTPORT NY Failure Date: 08/01/2013

15 10551163 2014 JEEP GRAND CHEROKEE Power Train WHEN VEHICLE REACHES OF 38 MPH AND ABOVE, MOST OF THE TIME A VIBRATION OCCURS. THE VIBRATION CAN BE FELT IN THE SEAT , THE FLOORBOARD AND STEERING WHEEL . ONCE AT 70 MPH THE VIBRATION CAN BE SEEN IN THE STEERING WHEEL. THIS 2014 GRAND CHEROKEE HAS BEEN TO THE DEALER SEVERAL TIMES AND THE ISSUE NEVER RESOLVED. THEY SAID IT COULD A TRANSMISSION , BUT NOTHING WAS EVER DONE. WHEEL ALIGNMENT HAS ALSO BEEN A PROBLEM. *TR CHARLESTON SC Failure Date:

08/01/2013

15 10712789 2014 JEEP GRAND CHEROKEE Power Train S10 APPROPRIATE HANDLING- LETTER TO THE SECRETARY FROM CONSTITUENT

NHTSA Consumer Complaints as of August 24, 2018

RE COPY OF A LETTER TO FIAT CHRYSLER CHIEF EXECUTIVE OFFICER SERGIO MARCHIONNE REGARDING A JEEP CHEROKEE SAFETY RECALL. *SMD FOR MONTHS THE PARTS WERE NOT AVAILABLE FOR RECALL #14V643000. IN NOVEMBER 2014, THE CONSUMER WAS ABLE TO GET ONE OF THE RECALLS RECTIFIED ONLY BECAUSE SOMEONE DID NOT SHOW UP FOR THE APPOINTMENT. ALSO, THE CONSUMER EXPERIENCED A CATASTROPHIC TRANSMISSION FAILURE. *JB UPDATED 08/03/15. *JB SOMERS
NY Failure Date: 08/01/2013

15 10525987 2014 JEEP GRAND CHEROKEE Power Train THIS VEHICLE HAS ALLEGEDLY BEEN REPAIRED BY THE DEALERSHIP ON FRIDAY FOR THE SAME ISSUE I HAD TODAY. VEHICLE KEEPS JUMPING OUT OF DRIVE AND GOES INTO NEUTRAL. THIS IS A BIG SAFETY ISSUE. WHILE I WAS TRYING TO TURN LEFT THE VEHICLE JUMPED INTO NEUTRAL LEAVING ME TO FACE TRAFFIC COMING TOWARDS ME. I HAD TO PRESS THE BRAKE PEDAL THEN PUT THE VEHICLE BACK INTO DRIVE TO PULL AWAY. THANK GOD I WAS ONLY TRAVELING AT A LOW SPEED AND THE OTHER VEHICLES HAD TIME TO SLOW DOWN BEFORE HITTING ME. EITHER JEEP /CHRYSLER OR MY DEALERSHIP IS LYING WHEN THEY SAY THE VEHICLE HAD BEEN FIXED! *TR KATY
TX Failure Date: 07/21/2013

15 10545047 2014 JEEP GRAND CHEROKEE Power Train WITH VEHICLE IN PARK, WITH FOOT ON THE BRAKE, PUSHING BUTTON TO EITHER TURN THE VEHICLE ON OR OFF CAUSES THE VEHICLE TO LUNGE FORWARD. INTERMITTENT OCCURENCES, UNABLE TO REPRODUCE FOR THE MECHANIC. HAS HAPPENED WITH THIS VEHICLE 6 TIMES OVER AN 8 WEEK PERIOD.
HESPERIA CA Failure Date: 07/15/2013

15 10544280 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE WOULD AUTOMATICALLY SHIFT GEARS AND THE CHECK ENGINE WARNING LIGHT WOULD ILLUMINATE INTERMITTENTLY. THE VEHICLE WAS TOWED TO A DEALER WHERE UNKNOWN REPAIRS WERE MADE. THE MANUFACTURER WAS NOTIFIED

NHTSA Consumer Complaints as of August 24, 2018

OF THE FAILURE. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE APPROXIMATE FAILURE MILEAGE WAS 500 AND THE CURRENT MILEAGE WAS 5,000. SACRAMENTO CA Failure Date: 07/04/2013

15 10524107 2014 JEEP GRAND CHEROKEE Power Train WHILE TRAVELING AT HIGH SPEED OR LOW SPEED FOR NO REASON VEHICLES GEAR SHIFTER SELECTS NEUTRAL ON ITS OWN. ALSO PROBLEMS WITH VEHICLE INSTRUMENTS DISPLAY, DISPLAYING VARIOUS FAULTS WITH VEHICLE. AFTER VEHICLE COMES TO A STOP AND VEHICLE RESTARTED PROBLEM DISAPPEARS THEN REAPPEARS A SHORT TIME LATER. NOW TAKEN BACK TO DEALER FOR THEM TO REPAIR VEHICLE. STILL WAITING AFTER TWO WEEKS FOR CHRYSLER TO REPAIR/SUPPLY NEW PARTS. *TR KATY TX Failure Date: 07/01/2013

15 10520129 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE AT A COMPLETE STOP, THE VEHICLE INDEPENDENTLY SHIFTED INTO NEUTRAL GEAR AND THEN IT STALLED. THE VEHICLE WAS RESTARTED WITHIN A FEW MINUTES. THE VEHICLE WAS ABLE TO BE DRIVEN TO THE CONTACTS RESIDENCE. THE CONTACT ALSO MENTIONED THAT THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE COULD NOT BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 300. WITTMANN AZ Failure Date: 06/16/2013

15 10520137 2014 JEEP GRAND CHEROKEE Power Train TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT WHILE MAKING A TURN AT UNKNOWN SPEEDS, THE VEHICLE INDEPENDENTLY SHIFTED INTO NEUTRAL THEN STALLED. THE VEHICLE WAS ABLE TO BE DRIVEN TO THE CONTACT'S RESIDENCE AFTER BEING RESTARTED SEVERAL MINUTES LATER. THE CONTACT ALSO MENTIONED THAT THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE COULD NOT BE REPLICATED. THE VEHICLE WAS NOT

NHTSA Consumer Complaints as of August 24, 2018

REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 1500. WITTMANN AZ Failure Date: 06/03/2013

15 10536633 2014 JEEP GRAND CHEROKEE Power Train VEHICLE STALLED AT A STOP LIGHT. THE INSTRUMENT PANEL REGISTERED NEUTRAL, BUT THE GEAR SHIFT WAS IN DRIVE, WITH THE ENGINE OFF. THE GEAR SHIFT WAS UNABLE TO SHIFT. CAR STALLED T RED LIGHT. ..UPDATED 08/19/13 *BF THE VEHICLE STARTED 15-20 MINUTES LATER. THE VEHICLE STALLED AGAIN SIX DAYS LATER. THE VEHICLE WAS UNABLE TO DIAGNOSE THE PROBLEM. UPDATED 08/27/13 WITTMANN AZ Failure Date: 06/03/2013

15 10595252 2014 JEEP GRAND CHEROKEE Power Train AS OF YESTERDAY I HAVE HAD MY 2014 GRAND CHEROKEE FOR 1 YEAR. I BOUGHT IT WITH 6 MILES ON IT BRAND NEW. SINCE THEN I HAVE BEEN BACK TO THE DEALER 16 TIMES FOR NUMEROUS ISSUES. 4 OF WHICH WAS RELATED TO THE FAULTY TRANSMISSION. THERE WERE 3 FLASH UPDATES FOR THE TRANSMISSION AND NONE OF THE ADDRESSED HE PROBLEM. THE ROUGH SHIFTING, JERKING OF THE VEHICLE AND EXTREMELY HIGH RUNNING RPM'S MUST BE DOING FURTHER DAMAGE TO THE POWER TRAIN. THERE IS NO SMOOTH SHIFTING FROM 1-2-3 NOR IS THERE FROM 3-2-1. GETTING ON AND OFF THE HIGHWAY IS ALWAYS INTERESTING. TRYING TO GET ON THE HIGHWAY THE VEHICLE FEELS BOGGED DOWN AND TAKES SOME TIME TO SHIFT TO THE NEXT GEAR. YOU ARE GIVING IT GAS AND IT JUST IS STUCK IN 3-4 OR 5TH GEAR AND YOU ARE PUTTING ON THE HIGHWAY TRYING TO GET ON AND THEN OUT OF NO WHERE THE TRANSMISSION UNLEASHES AND THE CAR JUST TAKES OFF. GETTING OFF THE HIGHWAY ON AN EXIT RAMP ANY TIME OF SLOW DOWN (FAST OR GRADUALLY) THE CAR JUST WHINES AND THE RPM'S ARE WAY IN THE RED, SINCE THE TRANSMISSIO N WILL NOT DOWNSHIFT PROPERLY. AGAIN BROUGHT IT TO THE DEALER THAT SOLD IT TO ME FOR ALL THE FLASH UPDATES AND ANOTHER VISIT TO SAY IT IS STILL NOT OPERATING PROPERLY AND THEY TOLD ME TO RUN IT IN SPORT MODE OR TURN OFF THE ECO BUTTON. WELL WHAT GOOD IS GIVING YOU THE OPTION FOR A ECO BUTTON AND CAN'T EVEN USE IT...NOT TO MENTION IT REALLY DOESN'T

NHTSA Consumer Complaints as of August 24, 2018

ADDRESS THE UNDERLINING PROBLEM WITH THE FAULTY TRANSMISSION. VERY FRUSTRATED WITH HE CAR, JEEP AND THE DEALER DUE TO THEIR LACK OF SUPPORT. THIS IS A WELL KNOWN ISSUE ON THIS NEW RELEASED VEHICLE AND NO ONE WANTS TO FIX IT UNTIL SOMEONE UNFORTUNATELY GETS HURT FROM FAULTY OPERATION OF THE POWER TRAIN. I NOW HAVE ABOUT 10,000 MILES AND STILL LIKE FROM DAY ONE I AM HAVING ALL THE SAME TRANSMISSION PROBLEMS. *TR WORCESTER MA Failure Date: 05/30/2013

15 10582954 2014 JEEP GRAND CHEROKEE Power Train SINCE I BOUGHT THIS VEHICLE WHEN ONE TURNS A CORNER AND THE PADDLE SHIFTER IS IN ADVERTENTLY TOUCHED THE CAR CAN DROP INTO ANY GEAR AND CAN SLOW SO THAT ONE STANDS A RISK OF BEING REAR ENDED AS HAS NARROWLY HAPPENED TO ME . THERE IS A REAL NEED TO PREVENT THIS DANGEROUS BEHAVIOR TO HAVE A PREVENTER MECHANISM OF SOME SORT TO PREVENT THIS BY REPROGRAMMING THE SOFTWARE OR BY MECHANICAL MEANS BY INSTALLING A SWITCH OF SOME SORT THAT MUST BE SEPARATELY ENGAGED TO TRANSFER CONTROL OF GEAR TO THE PADDLE SHIFTER. *TT BATON ROUGE LA Failure Date: 04/24/2013

15 10781311 2014 JEEP GRAND CHEROKEE Power Train BOUGHT NEW IN APRIL 2013. SINCE THEN, JEEP HAS BEEN IN DEALERS SERVICE DEPT FOR MANY ELECTRICAL PROBLEMS, TRANSMISSION PROBLEMS, DOWN LOADS TO CONTROL MODULES AND FRONT AND REAR BUMPERS JUST FALLING OFF. RADIO WAS REPLACED, WIRING HARNESS REPLACED, MANY CONTROL MODULARS REPLACED, GENERATOR AND BATTERY REPLACED AND THE DEALER EVEN ADDED AN EXTRA NEGATIVE WIRE TO THE JEEP TO STOP THE EXTERIOR AND INTERIOR LIGHTS FROM JUST TURNING OFF AND ON, ALTERING THE JEEPS DESIGN. MY JEEP THEN BEGAN TURNING ON AND OFF CERTAIN CONTROLS, LIKE THE WIPERS WOULD JUST COME ON AND OFF, THE RADIO WOULD GO UP AND DOWN IN SOUND THEN THE WHOLE SCREEN WOULD GO BLACK, TURNING OFF ON ITS OWN, DEALER HAD TO REPLACE THE ENTIRE RADIO SYSTEM. RECENT REPAIRS WERE THE TRANSMISSION,

NHTSA Consumer Complaints as of August 24, 2018

WHICH HAVE BEEN AN ONGOING PROBLEM WITHIN MONTH OF PURCHASE. THE JEEP WOULD NOT GO HIGHER THE 2ND GEAR. DEALER HAD TO REMOVE CERTAIN CODES, REPLACE WITH NEW CODES AND REPROGRAM THE TCM CONTROL MODULE. THIS HAS BEEN DONE MANY TIMES. JUST LAST MONTH, THE FRONT AND REAR BUMPERS JUST BEGAN TO FALL APART. DEALER HAD TO SEND JEEP TO A BODY SHOP FOR REPAIRS. THE JEEP IS IN MINT CONDITION AND ALWAYS HAS. IT'S SERVICE RECORD IS PROOF OF PROPER MAINTENANCE ON SCHEDULE. ON ONE OCCASION AFTER THE DEALER ATTEMPTED TO FIX THE LIGHTS FROM GOING OUT AND HAD THE JEEP FOR SEVERAL WEEKS, THE DEALER TOLD ME THEY GOT THE LIGHTS TO AT LEAST NOT GO OUT BUT IT STILL HAS A SLIGHT FLICKER. WHEN I TOLD THE DEALERSHIP THAT'S NOT FIXED RIGHT, THE DEALER TOLD ME THAT THEY CONSIDERED THE REPAIRS COMMERCIALY ACCEPTABLE. IT'S BEEN ALMOST A YEAR SINCE I HIRED AN ATTORNEY TO ADDRESS THIS UNDER THE LEMON LAW BUT CHRYSLER CONTINUES TO DRAG THIS ISSUE OUT WITHOUT ADDRESSING THE SAFETY ISSUES MY FAMILY CONTINUES TO ENDURE ON A DAILY BASIS. ASKING THE ATTORNEY TO BECOME MORE INVOLVED, I WAS TOLD THEY HAVE TO DO WHAT THE LAW ALLOWS

WILLIAMSTOWN

NJ Failure Date: 04/16/2013

15 10552756 2014 JEEP GRAND CHEROKEE Power Train

CONTINUOUSLY EXHIBITING PERSISTENT PROGRESSIVELY WORSENING LIFE-THREATENING TRANSMISSION AND ELECTRICAL FAILURES. TRANSMISSION STICKS IN LOW GEAR AND WILL NOT UPSHIFT, TRANSMISSION STALLS, PUSH GAS PEDAL TO THE FLOOR AND NOTHING HAPPENS, ALMOST HIT NUMEROUS TIMES, GEARS JERK, RPM'S REV UP AND SPEED INCREASES WHEN APPLYING BRAKES, WILL NOT SLOW DOWN THEN BOUNCES TO A STOP, INTERIOR LIGHTS SHORT OUT, DOORS DO NOT LOCK, ELECTRONIC CHIRPING SOUND FROM ENGINE EVEN WHEN OFF, TOUCHSCREEN/RADIO/CLIMATE CONTROLS DO NOT WORK, TOTAL OF 45 DIFFERENT DEFECTS, CONTINUOUS SINCE DAY PURCHASED, SENT 2 WRITTEN NOTICES TO CHRYSLER, HAS BEEN 8 MONTHS AND NO ONE WILL HELP, INCREASINGLY FEARFUL FOR SAFETY. TOTAL OF 43 DAYS IN SHOP AND 14 ATTEMPTS TO REPAIR SAME SERIOUS

NHTSA Consumer Complaints as of August 24, 2018

SAFETY DEFECTS AND CONDITIONS. *TR LURAY VA Failure Date:
03/29/2013