EA11-010
CHRYSLER
4/3/2012
ENCLOSURE 11
12 PAGE 106
AND
17 PAGE 108

EA11-010 CHRYSLER

4-3-2012

Enclosure 11

Assessment 1 - 7

<u>Enclosure 11 – Assessment 1</u> Reference: NVS-212am; EA11-010

April 3, 2012 Page 1 of 13

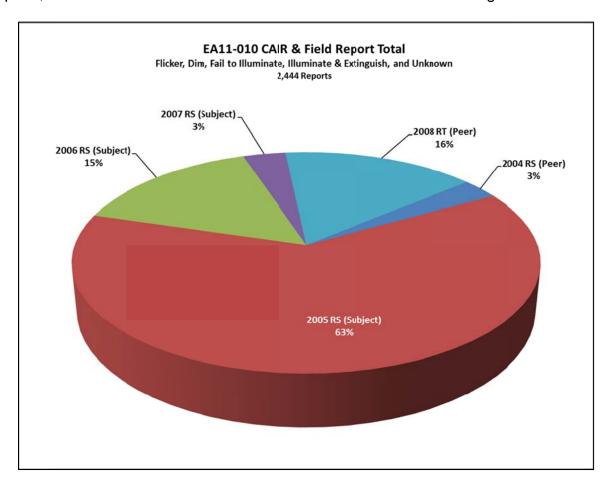


Figure A

April 3, 2012 Page 2 of 13

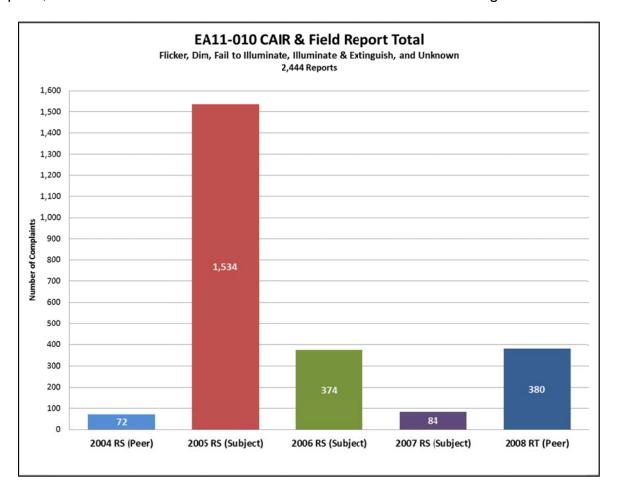


Figure B

April 3, 2012 Page 3 of 13

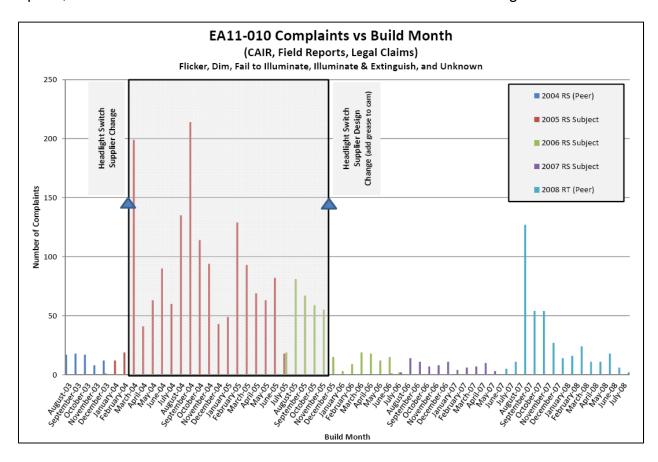


Figure C

April 3, 2012 Page 4 of 13

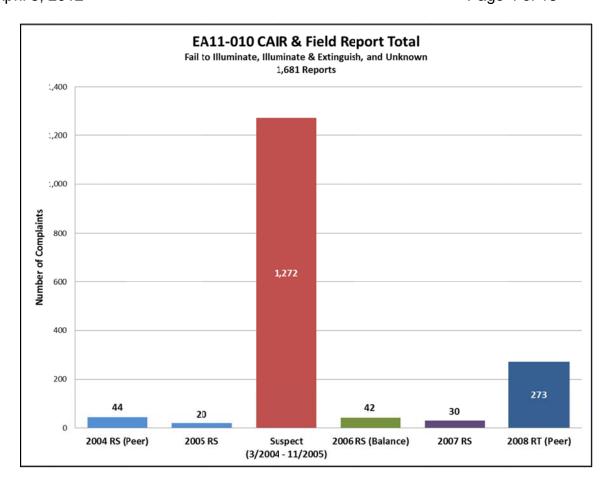


Figure D

April 3, 2012 Page 5 of 13

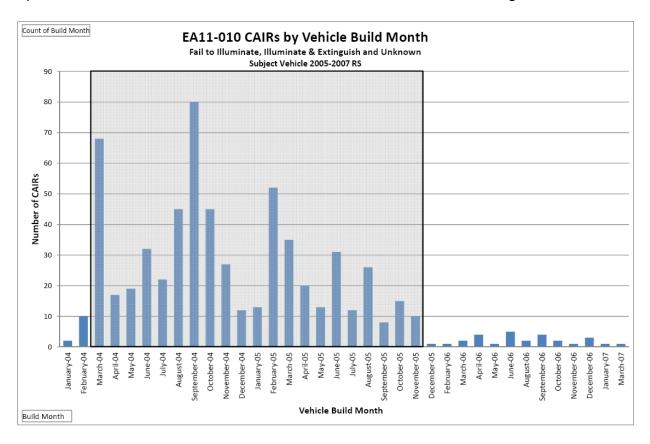


Figure E

April 3, 2012 Page 6 of 13

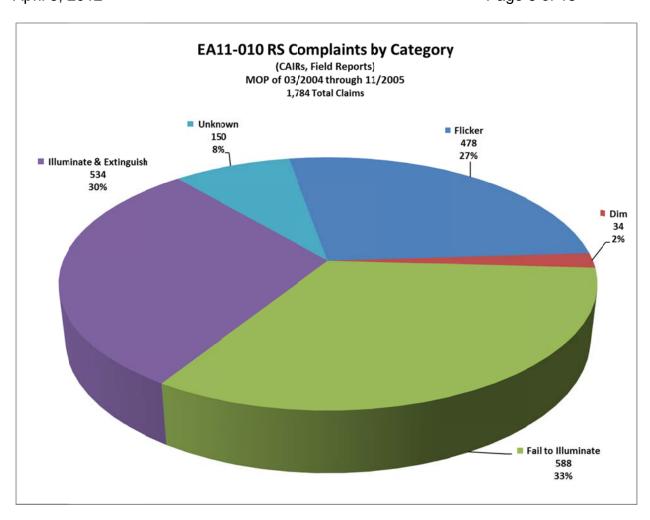


Figure F

Reference: NVS-212am; EA11-010

April 3, 2012 Page 7 of 13

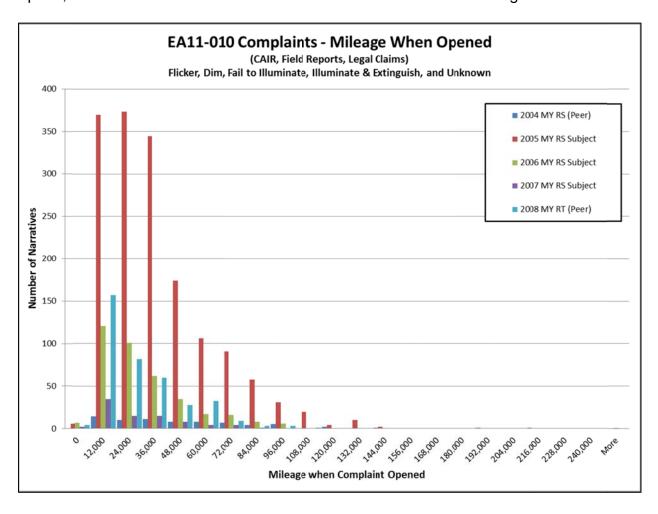


Figure G

April 3, 2012 Page 8 of 13

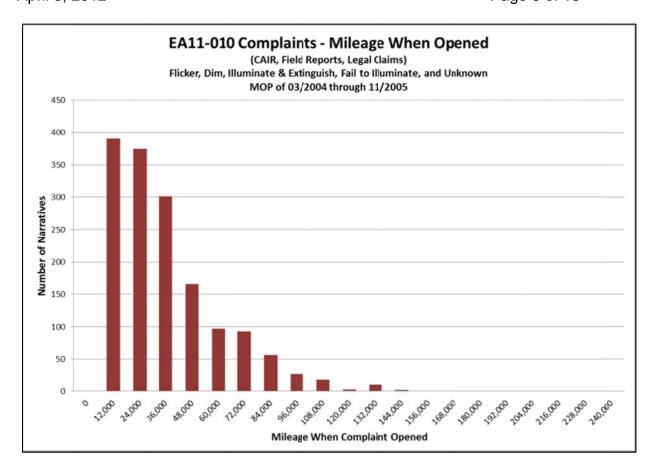


Figure H

Reference: NVS-212am; EA11-010

April 3, 2012 Page 9 of 13

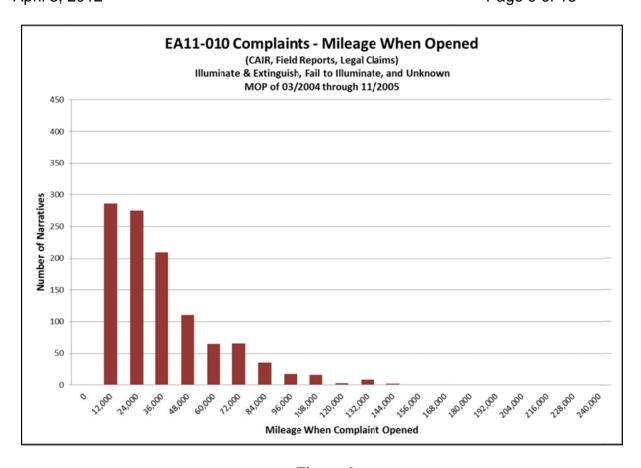


Figure I

April 3, 2012 Page 10 of 13

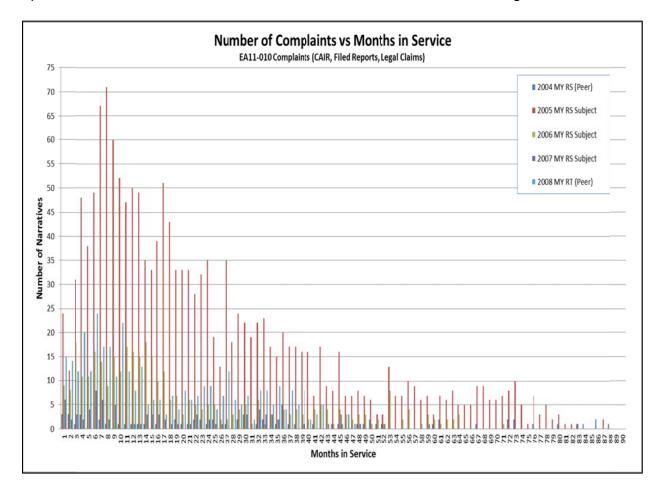


Figure J

April 3, 2012 Page 11 of 13

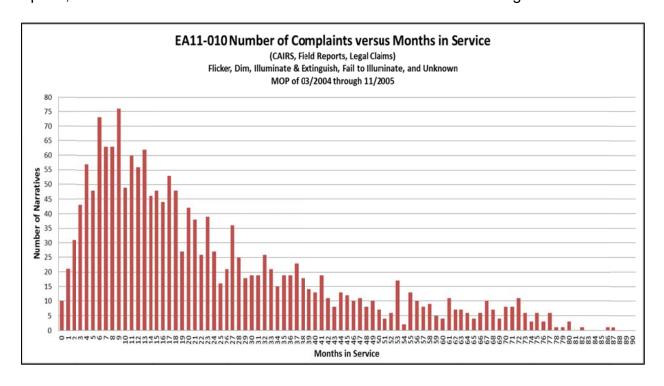


Figure K

<u>Enclosure 11 – Assessment 1</u> Reference: NVS-212am; EA11-010

April 3, 2012 Page 12 of 13

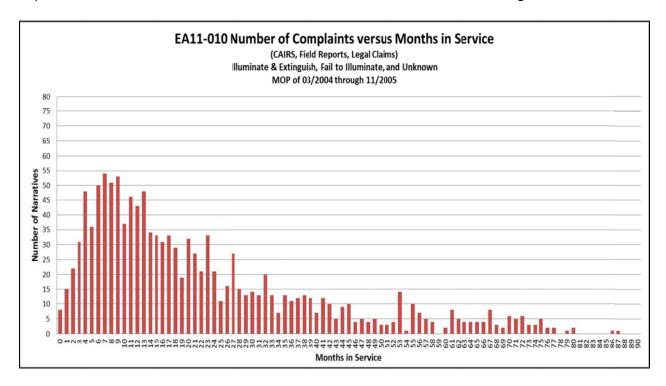


Figure L

Reference: NVS-212am; EA11-010

April 3, 2012 Page 13 of 13

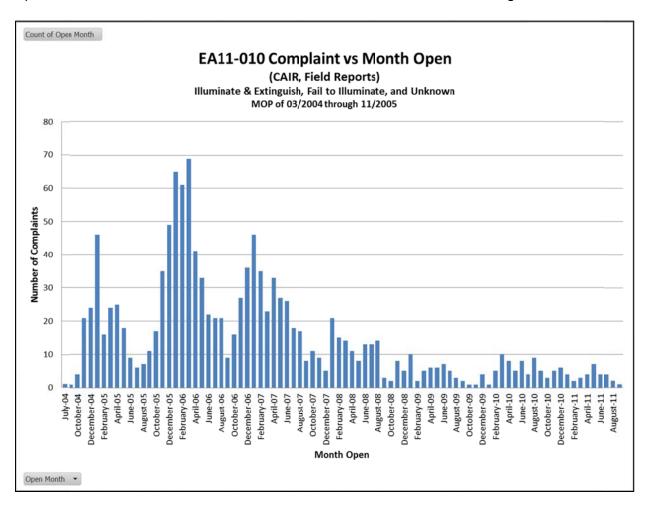
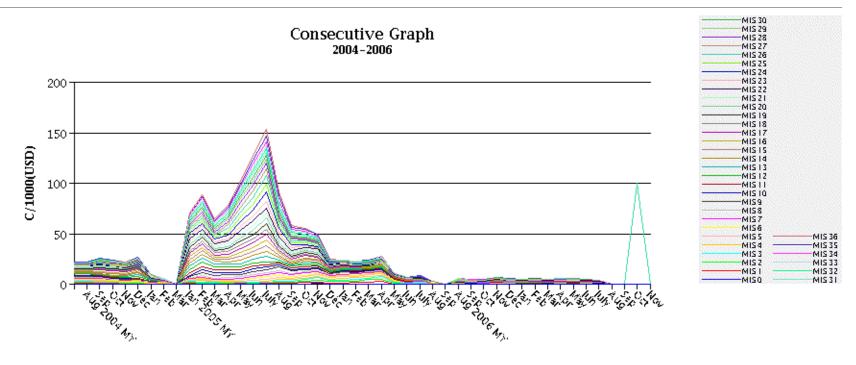
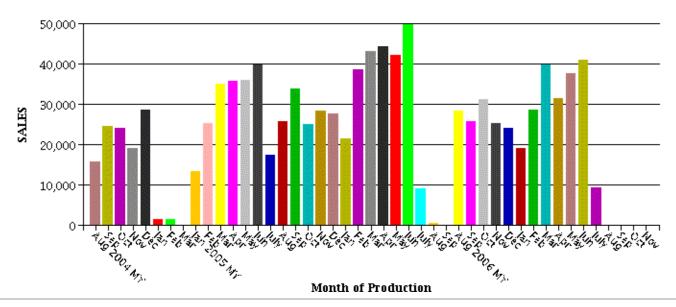


Figure M

WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Module; body control (081902) Data Through December 2011 February 2, 2012 2:49:18 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days Sales Divisor: Standard

Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

PL: RT FM: LN: PC: BS: AP: CG: 19 CC: 02 FGCGCC: FG: 08 OC: FC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

Footnotes:

MIS REPORTING

Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.

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WIS - Chart Page 3 of 4

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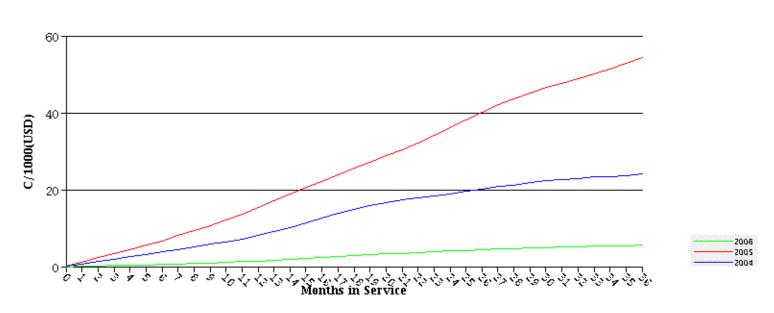
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 19 CC: 02 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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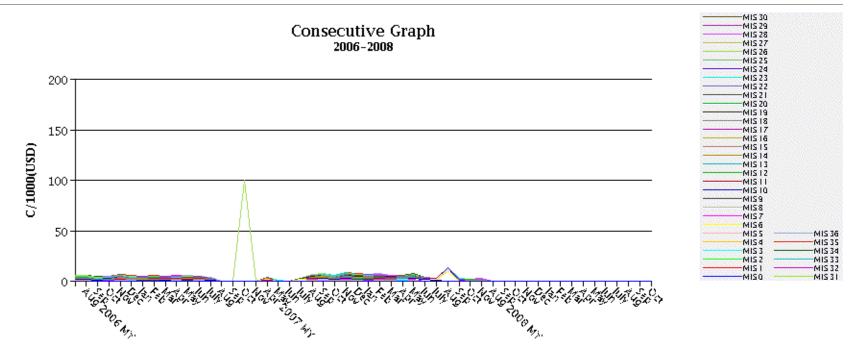
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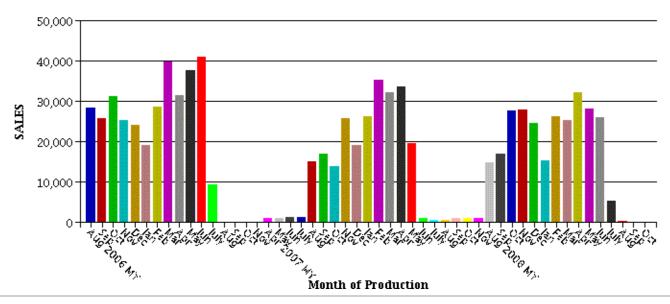
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WIS - Chrysler Group Months in Service - C/1000 Report MIS: 3 MOP/MIS Module; body control (081902) Data Through December 2011 February 2, 2012 2:51:05 PM EST



WIS - Chart Page 2 of 4



RGN:

BC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: LN: PC: BS: FG: 08 CG: 19 CC: 02 OC: Model Year: 2008-2006 FC: Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: PN: LCC: Sales Divisor: Standard CD: QM: QS: Currency: USD

IMKT:

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

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AP:

FGCGCC:

WIS - Chart Page 3 of 4

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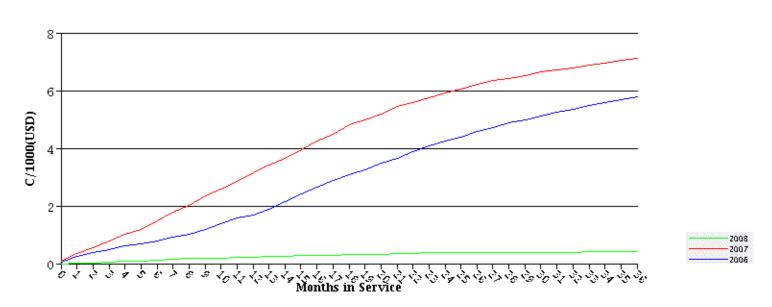
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Overlay Graph 2006-2008



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 19 CC: 02 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.

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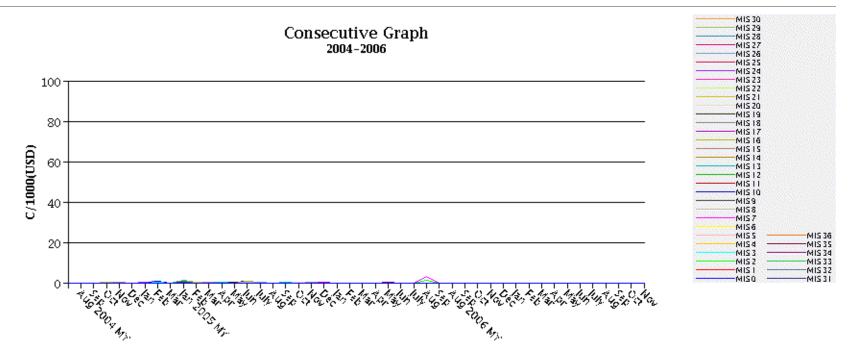
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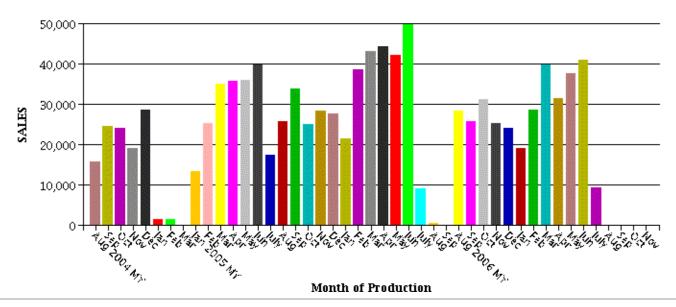
WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3

MOP/MIS Wiring harness; body (089075)

Data Through December 2011 February 2, 2012 3:08:07 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service
Model Year: 2006-2004
Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K)
Fleet/Retail: All Fleet & Retail (@)
Sold Market: All Markets (@)
Brand: All Brands (@)

PL: RT FM: LN: PC: BS: AP: CG: 90 CC: 75 FGCGCC: FG: 08 OC: FC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

Footnotes:

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WIS - Chart Page 3 of 4

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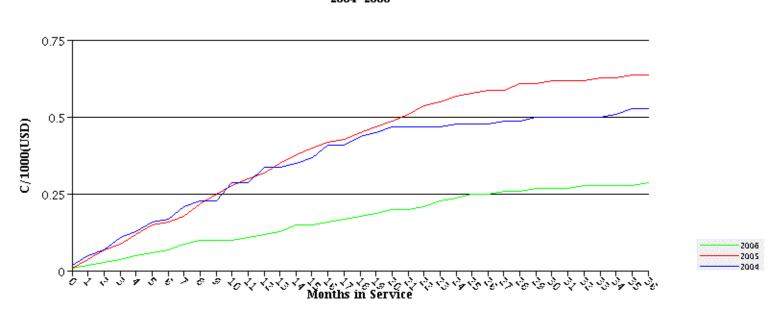
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 90 CC: 75 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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MIS REPORTING

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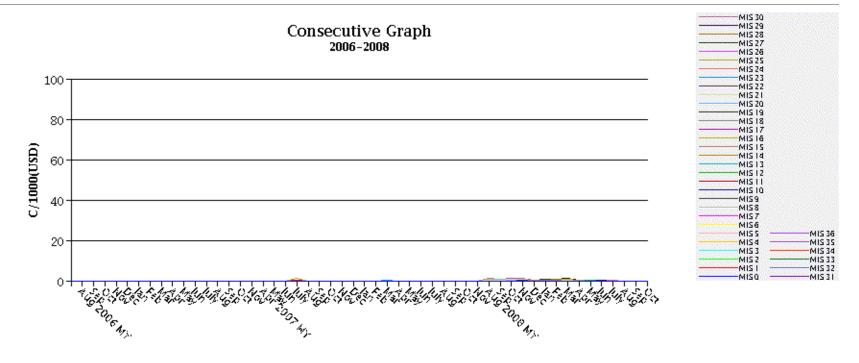
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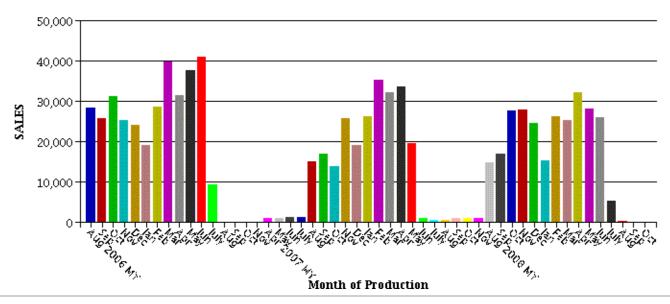
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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Wiring harness; body (089075) Data Through December 2011 February 2, 2012 3:08:58 PM EST



WIS - Chart Page 2 of 4



RGN:

PC:

OC:

PN:

BC:

BS:

FC:

LCC:

AP:

FGCGCC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: LN: CG: 90 FG: 08 CC: 75 Model Year: 2008-2006 Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: Sales Divisor: Standard CD: QM: QS:

IMKT:

Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

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WIS - Chart Page 3 of 4

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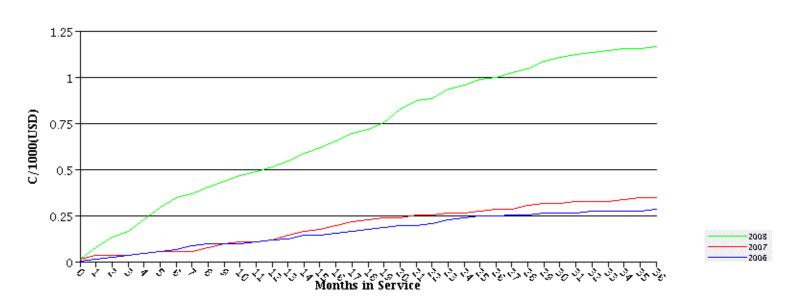
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Overlay Graph 2006-2008





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Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 90 CC: 75 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

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WIS - Chart Page 4 of 4

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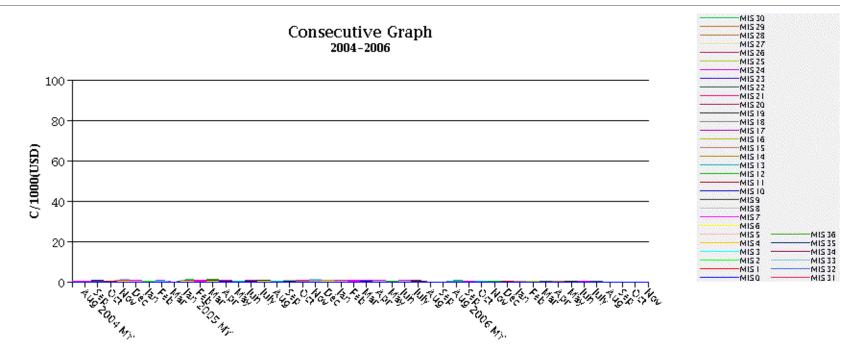
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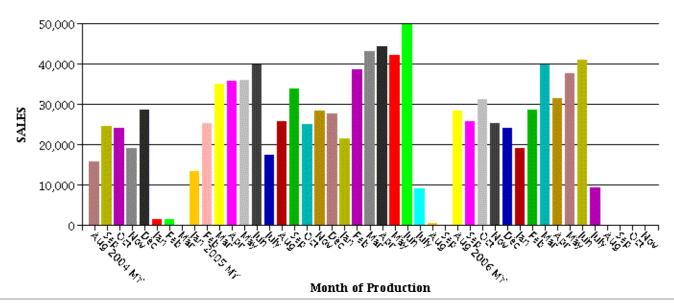
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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Ground (0894BJ) Data Through December 2011 February 2, 2012 3:14:05 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

CTC: CT: SMLC: CD: QM: QS: IMKT:

PL: RT

FG: 08

RGN: BC:

FM:

CG: 94

LN:

CC: BJ

PC:

OC:

PN:

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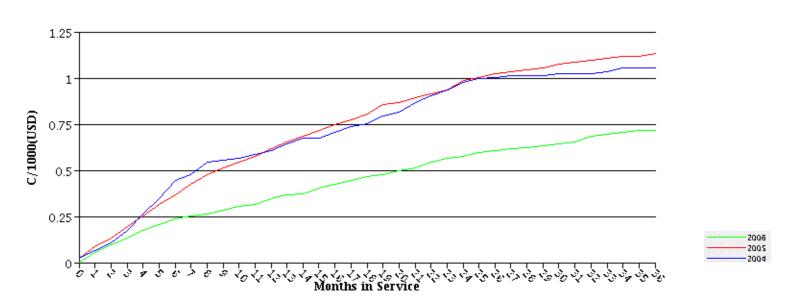
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Overlay Graph 2004-2006





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Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 94 CC: BJ OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.

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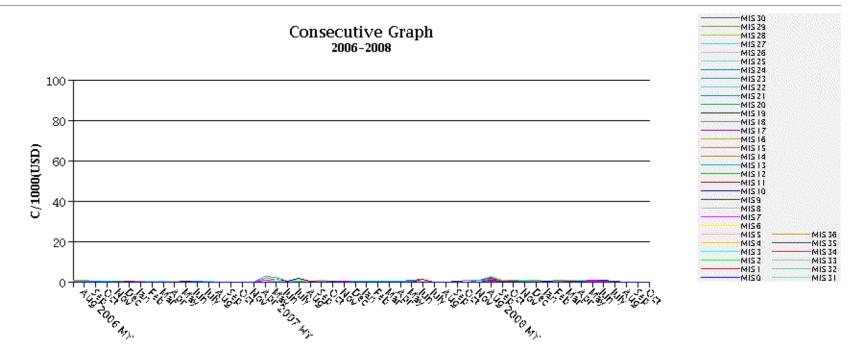
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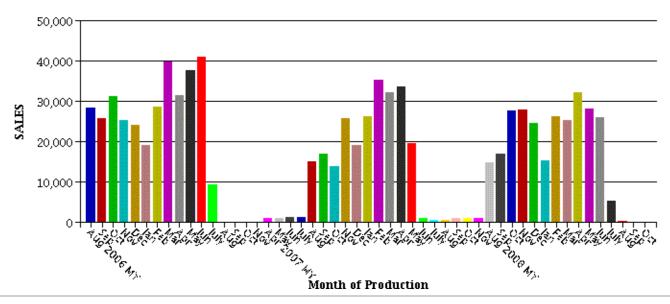
2001 and prior XJ warranty coded as KJ for comparison.

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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Ground (0894BJ) Data Through December 2011 February 2, 2012 3:14:56 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days Sales Divisor: Standard

Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

CD: QM: IMKT: RGN:

PL: RT

FG: 08

CTC:

FM:

CT:

CG: 94

BC:

LN:

QS:

SMLC:

CC: BJ

PC:

OC:

PN:

BS:

FC:

LCC:

AP:

FGCGCC:

Footnotes:

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WIS - Chart Page 3 of 4

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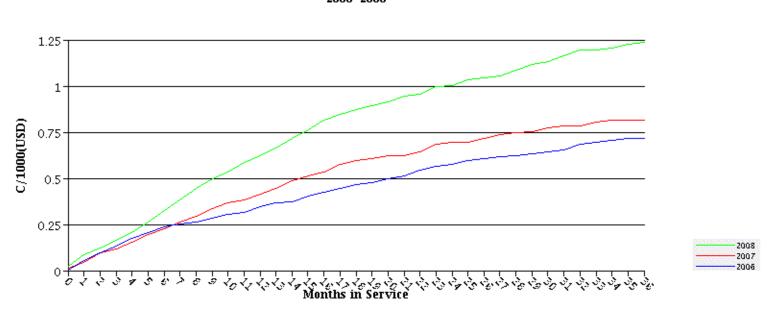
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2002 KJ launched in May, 2001.

2001 DR'S Built Jan-Jul 2000 are coded as 2000 MY.

2001 and prior XJ warranty coded as KJ for comparison.

Overlay Graph 2006-2008



Standard Report Parameters

Metric: Months in Service PL: RT

FM: LN: PC: BS: AP: Model Year: 2008-2006 FG: 08 CG: 94 CC: BJ OC: FC: FGCGCC: Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: PN: LCC: CD:

IMKT:

QM:

RGN:

QS:

BC:

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

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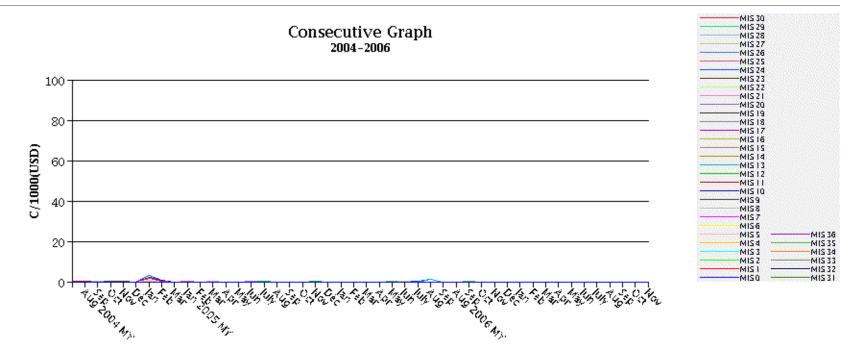
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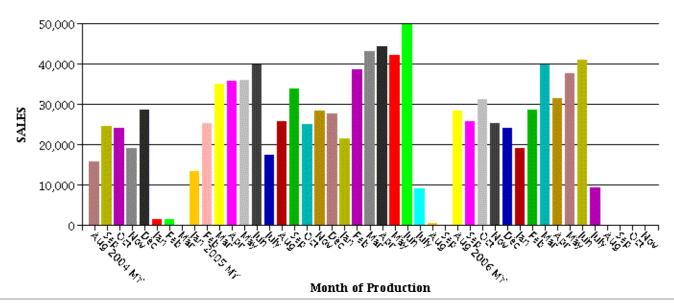
2001 DR'S Built Jan-Jul 2000 are coded as 2000 MY.

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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Headlamps (0894LC) Data Through December 2011 February 2, 2012 3:15:55 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days Sales Divisor: Standard

Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

PL: RT FM: LN: PC: BS: AP: CG: 94 CC: LC FC: FGCGCC: FG: 08 OC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

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WIS - Chart Page 3 of 4

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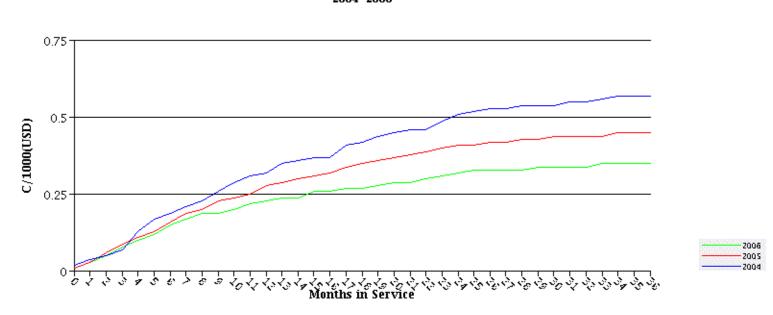
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 94 CC: LC OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.

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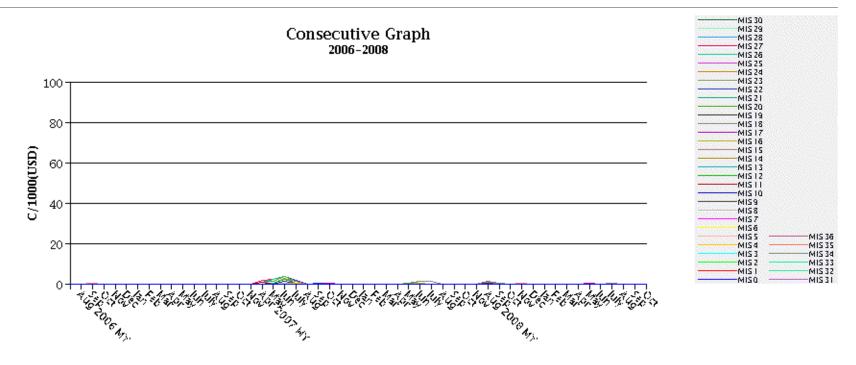
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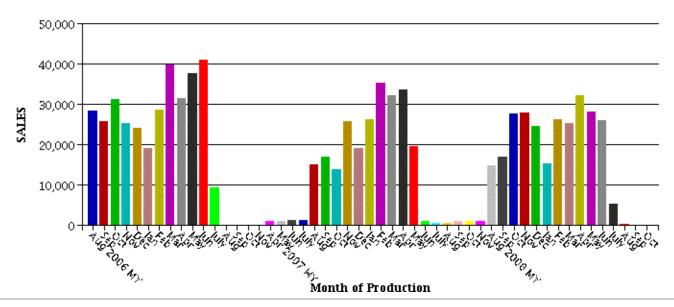
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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Headlamps (0894LC) Data Through December 2011 February 2, 2012 3:16:49 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006 Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

PL: RT FM: LN: PC: BS: AP: CG: 94 CC: LC OC: FC: FGCGCC: FG: 08 CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

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WIS - Chart Page 3 of 4

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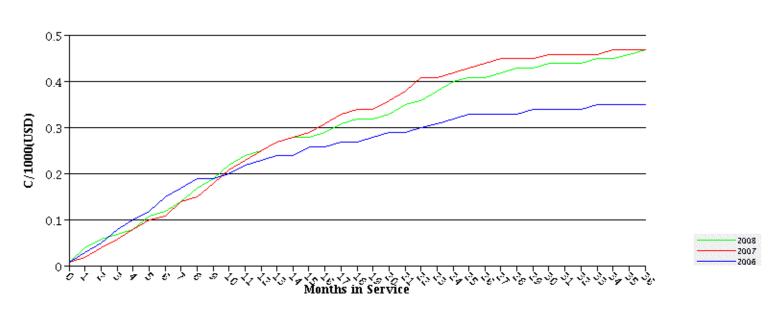
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Overlay Graph 2006-2008



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 94 CC: LC OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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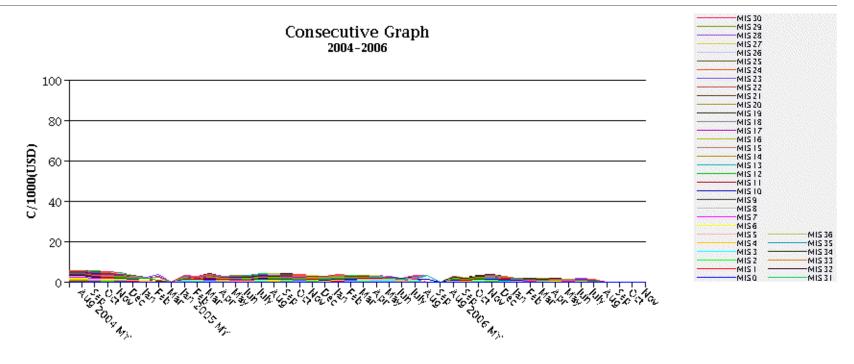
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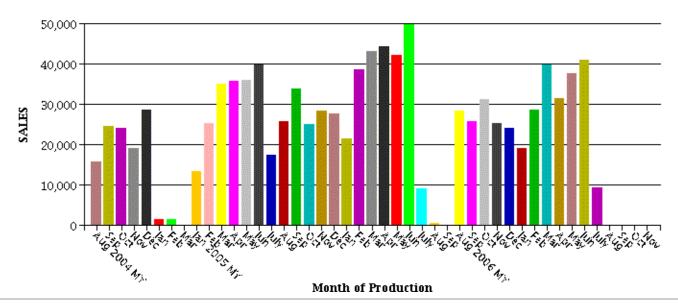
WIS - Chrysler Group Months in Service - C/1000 Report MIS: 3

MOP/MIS Module; front control (081908)

Data Through December 2011 February 2, 2012 2:55:32 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service
Model Year: 2006-2004
Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K)
Fleet/Retail: All Fleet & Retail (@)
Sold Market: All Markets (@)
Brand: All Brands (@)

PL: RT FM: LN: PC: BS: AP: CG: 19 CC: 08 FGCGCC: FG: 08 OC: FC: CTC: CT: SMLC: PN: LCC: CD: QM: QS: IMKT: RGN: BC:

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WIS - Chart Page 3 of 4

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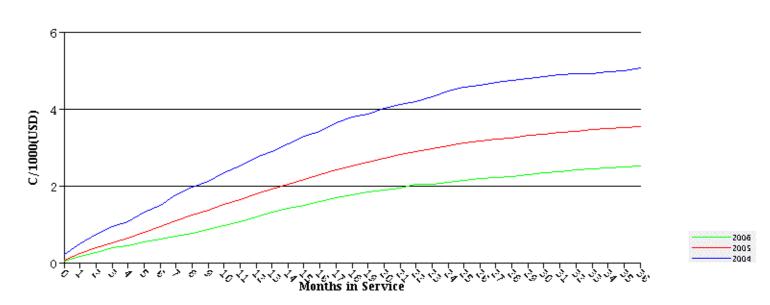
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service PL: RT FM: Model Year: 2006-2004 FG: 08 CG: 19

Vehicle: Days to Sale Selection - 120 Days Sales Divisor: Standard

Currency: USD Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

IMKT:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

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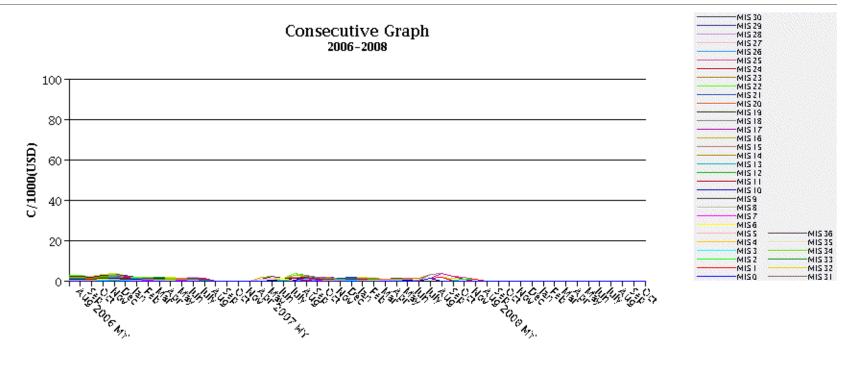
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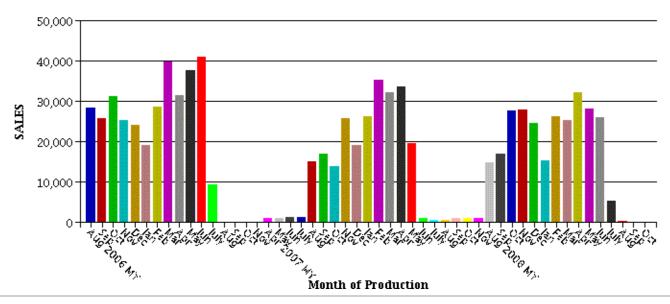
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WIS - Chrysler Group Months in Service - C/1000 Report MIS: 3 MOP/MIS Module; front control (081908) Data Through December 2011 February 2, 2012 2:56:26 PM EST



WIS - Chart Page 2 of 4



FM:

CT:

QM:

RGN:

IMKT:

CG: 19

LN:

QS:

BC:

SMLC:

CC: 08

PC:

OC:

PN:

BS:

FC:

LCC:

AP:

FGCGCC:

Standard Report Parameters

Metric: Months in Service PL: RT
Model Year: 2008-2006 FG: 08
Vehicle: Days to Sale Selection - 120 Days CTC:
Sales Divisor: Standard CD:

Currency: USD
Coverage: 3/36 (K)
Fleet/Retail: All Fleet & Retail (@)
Sold Market: All Markets (@)

Fleet/Retail: All Fleet & Retail (@ Sold Market: All Markets (@) Brand: All Brands (@)

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WIS - Chart Page 3 of 4

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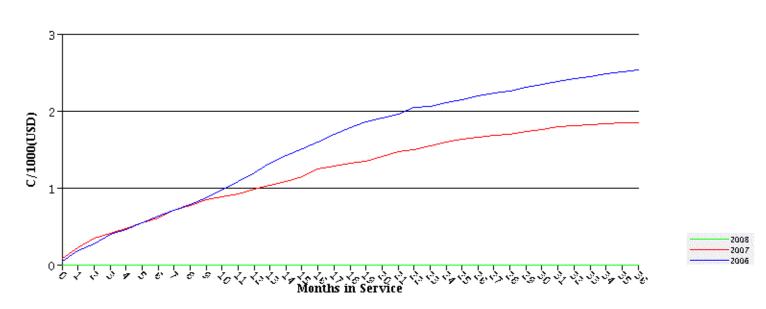
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Overlay Graph 2006-2008



Standard Report Parameters

Metric: Months in Service PL: RT FM: LN: PC: BS: AP: Model Year: 2008-2006 FG: 08 CG: 19 CC: 08 OC: FC: FGCGCC: Vehicle: Days to Sale Selection - 120 Days LCC:

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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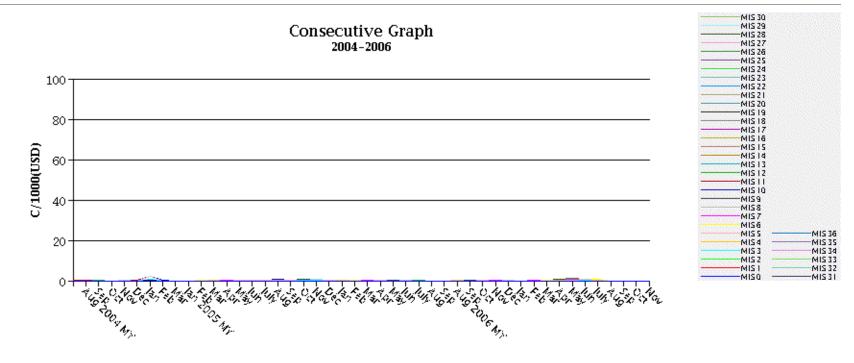
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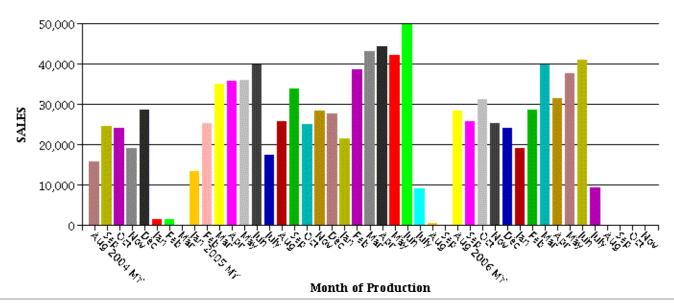
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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Bulb; headlamp (085032) Data Through December 2011 February 2, 2012 3:04:50 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD Coverage: 3/36 (K)

Coverage: 3/36 (K)
Fleet/Retail: All Fleet & Retail (@)
Sold Market: All Markets (@)
Brand: All Brands (@)

PL: RT FM: LN: PC: BS: AP: CG: 50 CC: 32 FGCGCC: FG: 08 OC: FC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

Brand: All Brands (@

Footnotes:

MIS REPORTING

Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.

CAR

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WIS - Chart Page 3 of 4

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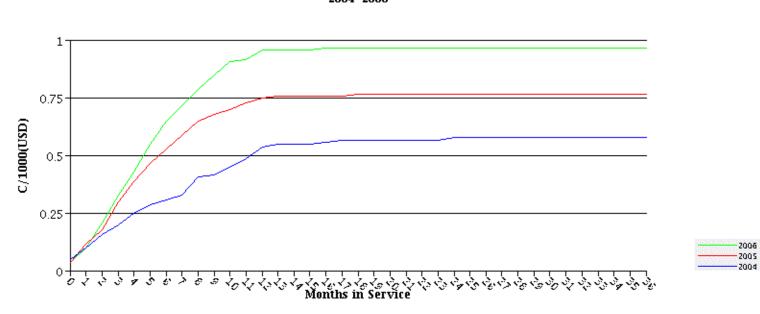
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2001 and prior XJ warranty coded as KJ for comparison.

Overlay Graph 2004-2006



QM:

RGN:

QS:

BC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: Model Year: 2006-2004 FG: 08

LN: PC: BS: AP: CG: 50 CC: 32 OC: FC: FGCGCC: Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: PN: LCC:

CD:

IMKT:

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

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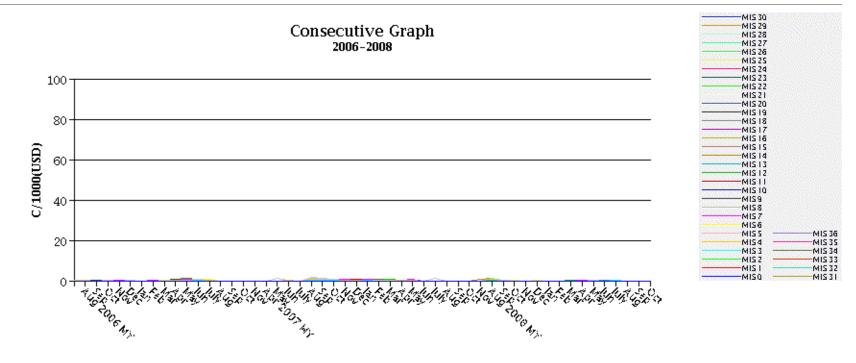
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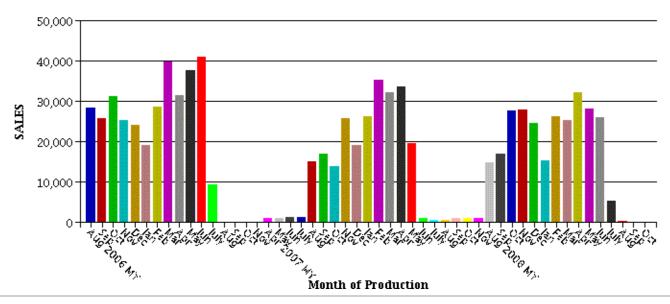
2001 DR'S Built Jan-Jul 2000 are coded as 2000 MY.

2001 and prior XJ warranty coded as KJ for comparison.

WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Bulb; headlamp (085032) Data Through December 2011 February 2, 2012 3:05:43 PM EST



WIS - Chart Page 2 of 4



RGN:

IMKT:

LN:

QS:

BC:

CC: 32

PC:

OC:

PN:

BS:

FC:

LCC:

AP:

FGCGCC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: FG: 08 CG: 50 Model Year: 2008-2006 Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: Sales Divisor: Standard CD: QM:

Currency: USD Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

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WIS - Chart Page 3 of 4

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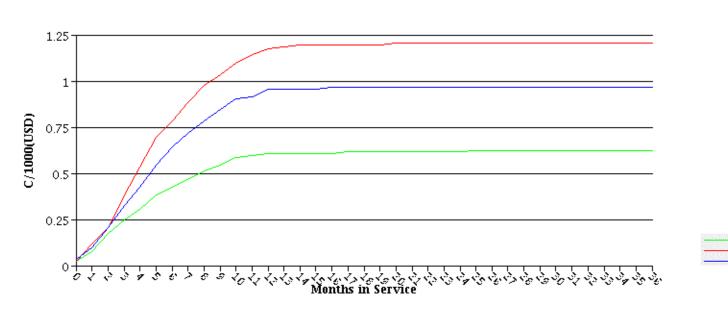
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Overlay Graph 2006-2008



QM:

QS:

BC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: Model Year: 2008-2006 FG: 08 CG: 50

LN: PC: BS: AP: CC: 32 OC: FC: FGCGCC: Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: PN: LCC: CD:

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) IMKT: RGN: 2008 2007 2006 WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

Each Product Line is at its stated MIS. The Totals are at the current reporting MIS.

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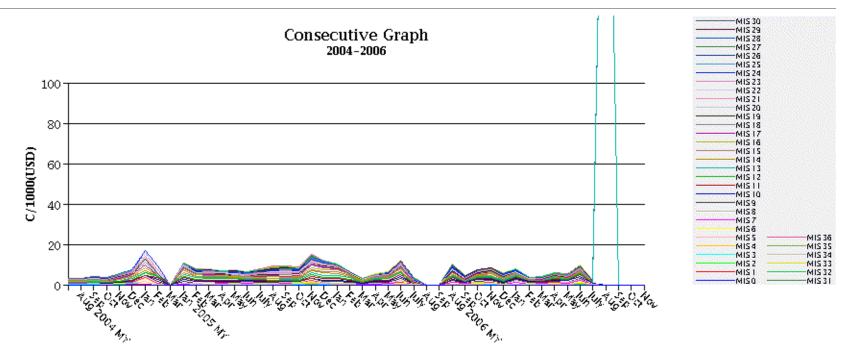
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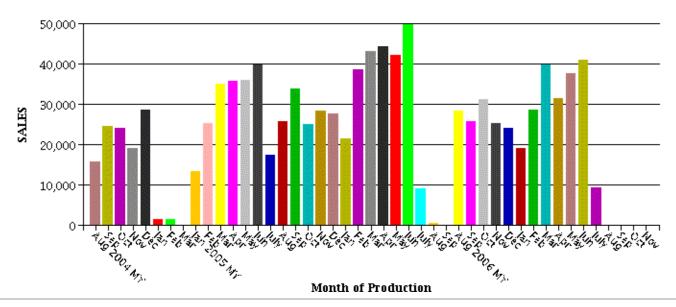
2001 DR'S Built Jan-Jul 2000 are coded as 2000 MY.

2001 and prior XJ warranty coded as KJ for comparison.

WIS - Chrysler Group Months in Service - C/1000 Report MIS: 3 MOP/MIS Housing; headlamp (085031) Data Through December 2011 February 2, 2012 3:01:11 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days Sales Divisor: Standard

Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

PL: RT FM: LN: PC: BS: CG: 50 CC: 31 FGCGCC: FG: 08 OC: FC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

AP:

IMKT: RGN: BC:

Footnotes:

MIS REPORTING

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WIS - Chart Page 3 of 4

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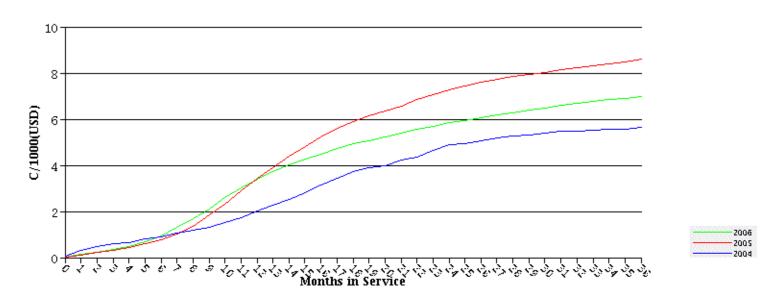
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD Coverage: 3/36 (K)

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 50 CC: 31 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

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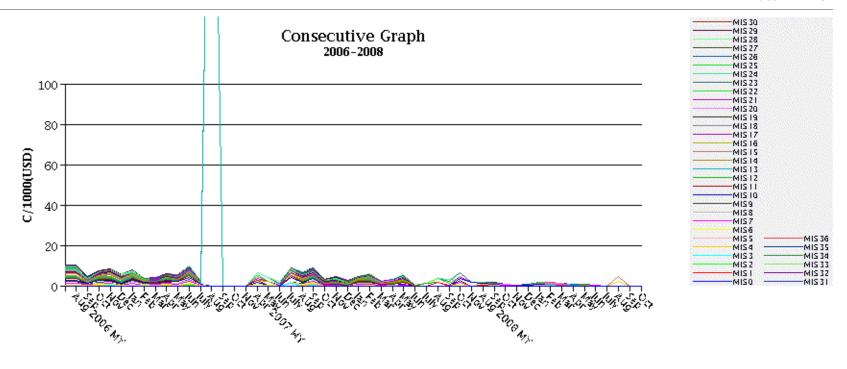
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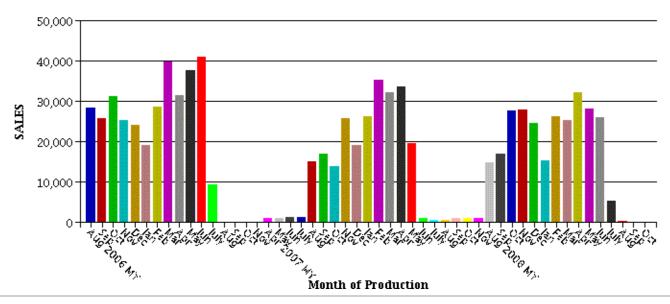
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WIS - Chrysler Group Months in Service - C/1000 Report MIS: 3 MOP/MIS Housing; headlamp (085031) Data Through December 2011 February 2, 2012 3:03:41 PM EST



WIS - Chart Page 2 of 4



RGN:

IMKT:

LN:

QS:

BC:

SMLC:

CC: 31

PC:

OC:

PN:

BS:

FC:

LCC:

AP:

FGCGCC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: FG: 08 CG: 50 Model Year: 2008-2006 Vehicle: Days to Sale Selection - 120 Days CTC: CT: Sales Divisor: Standard CD: QM:

Currency: USD Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

Sold Market: All Markets (@) Brand: All Brands (@)

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WIS - Chart Page 3 of 4

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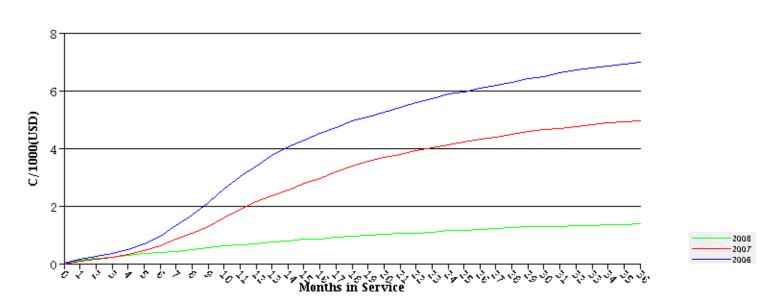
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Overlay Graph 2006-2008



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 50 CC: 31 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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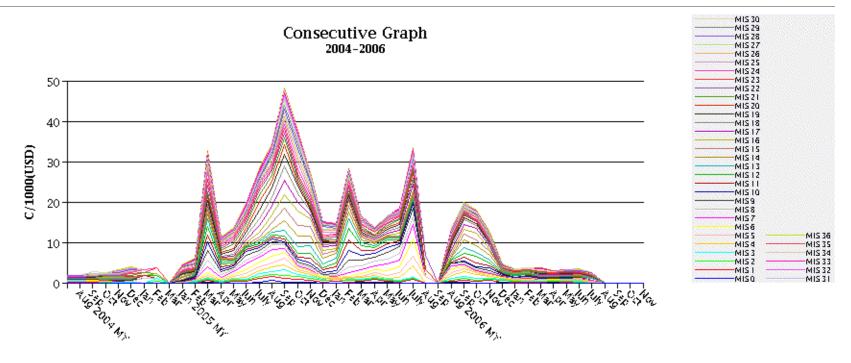
2001 and prior XJ warranty coded as KJ for comparison.

WIS - Chart Page 1 of 4

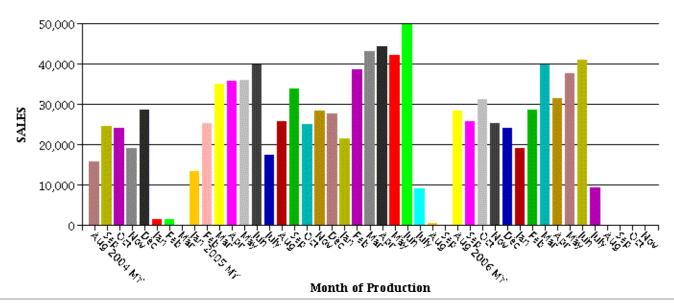
WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3

MOP/MIS Switch; headlamp and lighting control (088036)

Data Through December 2011 February 2, 2012 2:42:36 PM EST



WIS - Chart Page 2 of 4



PL: RT

FG: 08

CTC:

CD:

IMKT:

FM:

CT:

QM:

RGN:

CG: 80

LN:

QS:

BC:

SMLC:

CC: 36

PC:

OC:

PN:

BS:

FC:

LCC:

AP:

FGCGCC:

Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@)

Brand: All Brands (@)

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WIS - Chart Page 3 of 4

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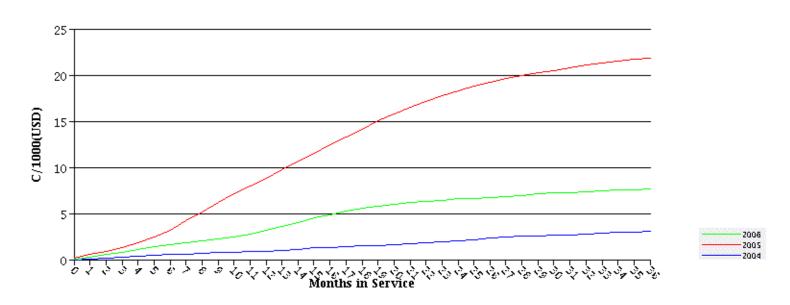
2004 WJ launched in January, 2003.

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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard
Currency: USD
Coverage: 3/36 (K)

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 80 CC: 36 OC: FC: FGCGCC: CTC: SMLC: PN: LCC: CT: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

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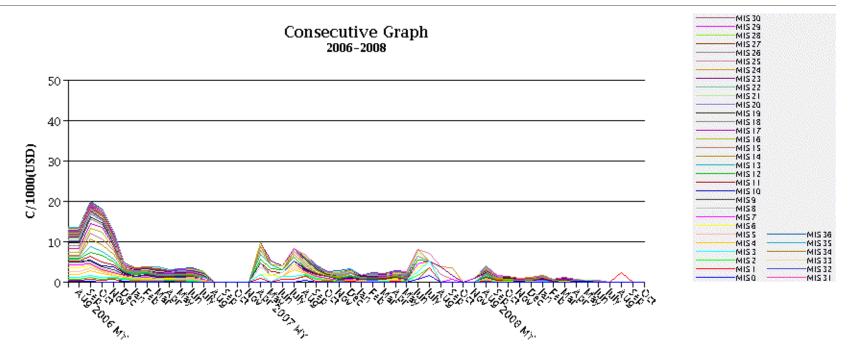
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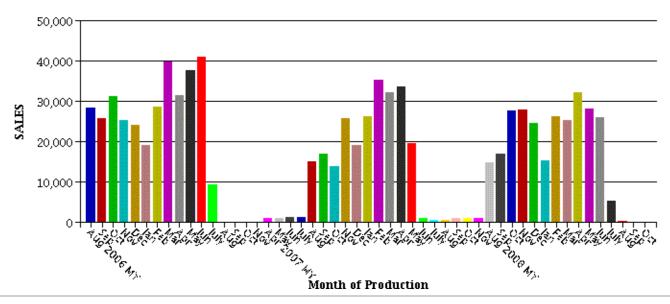
WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3

MOP/MIS Switch; headlamp and lighting control (088036)

Data Through December 2011 February 2, 2012 2:45:55 PM EST



WIS - Chart Page 2 of 4



FM:

CT:

QM:

RGN:

IMKT:

CG: 80

LN:

QS:

BC:

SMLC:

CC: 36

PC:

OC:

PN:

BS:

FC:

LCC:

AP:

FGCGCC:

Standard Report Parameters

Metric: Months in Service PL: RT FG: 08 Model Year: 2008-2006 Vehicle: Days to Sale Selection - 120 Days CTC: Sales Divisor: Standard CD:

Currency: USD Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

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WIS - Chart Page 3 of 4

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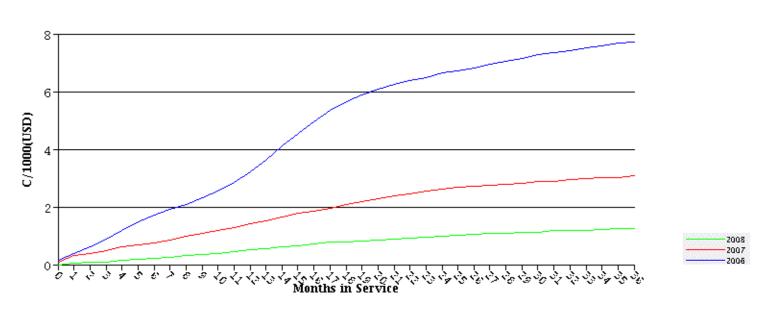
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Overlay Graph 2006-2008



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard
Currency: USD
Coverage: 3/36 (K)

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 80 CC: 36 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

Footnotes:

MIS REPORTING

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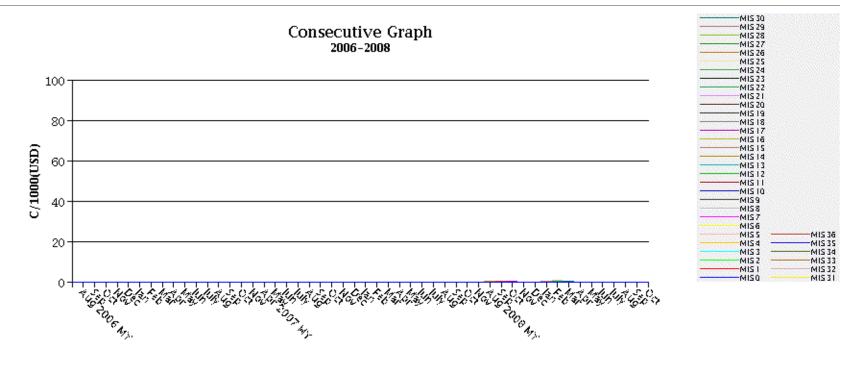
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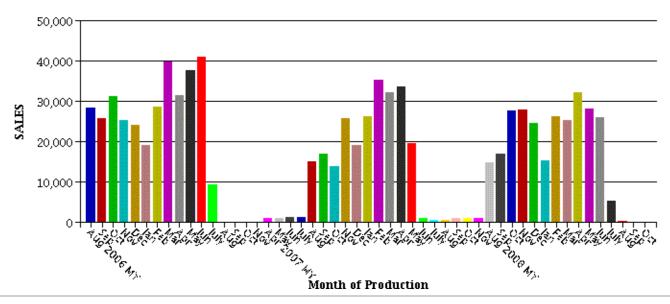
2001 and prior XJ warranty coded as KJ for comparison.

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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Lamp; high intensity discharge system (085035) Data Through December 2011 February 2, 2012 3:06:42 PM EST



WIS - Chart Page 2 of 4



RGN:

BC:

Standard Report Parameters

Metric: Months in Service PL: RT FM: LN: PC: BS: FG: 08 CG: 50 CC: 35 FGCGCC: Model Year: 2008-2006 OC: FC: Vehicle: Days to Sale Selection - 120 Days CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT:

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

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WIS - Chart Page 3 of 4

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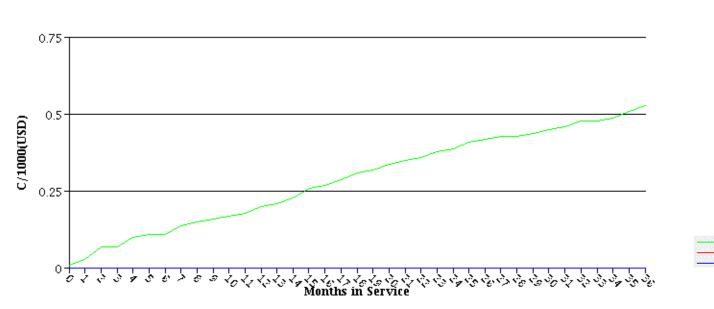
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Overlay Graph



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD Coverage: 3/36 (K)

Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 50 CC: 35 OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

2008 2007 2006 WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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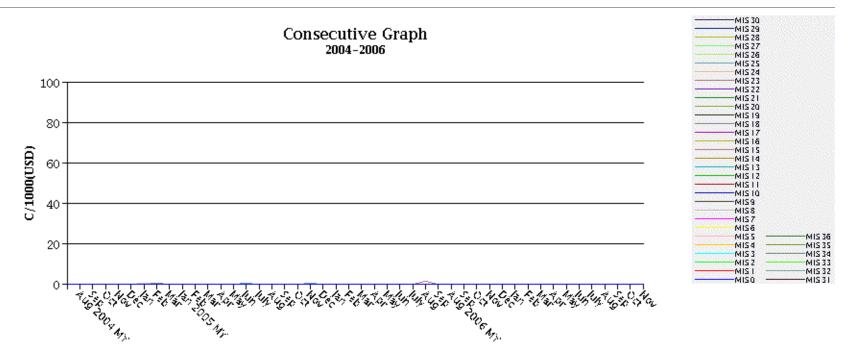
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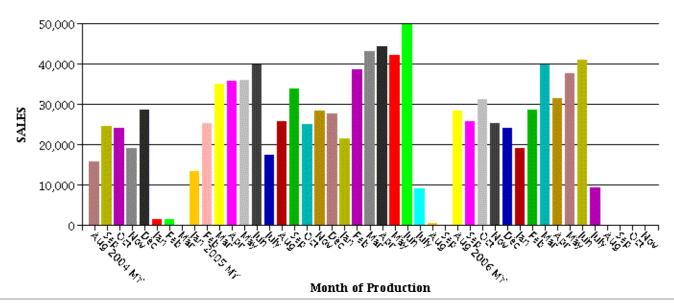
2001 and prior XJ warranty coded as KJ for comparison.

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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Ground (0892BJ) Data Through December 2011 February 2, 2012 3:09:55 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD Coverage: 3/36 (K)

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@) PL: RT FM: FG: 08 CG: CTC: CT: QM: IMKT: RGN:

FM: LN: CG: 92 CC: BJ CT: SMLC: QM: QS:

BC:

PC: BS: OC: FC: PN: LCC:

AP: FGCGCC:

Footnotes:

MIS REPORTING

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CAR

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WIS - Chart Page 3 of 4

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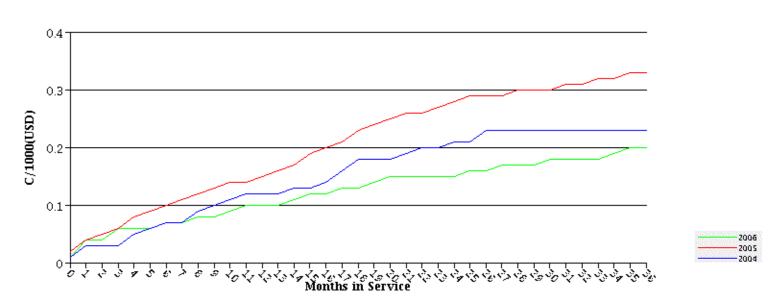
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard
Currency: USD
Coverage: 3/36 (K)

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 92 CC: BJ OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

IMKT: RGN: BC:

WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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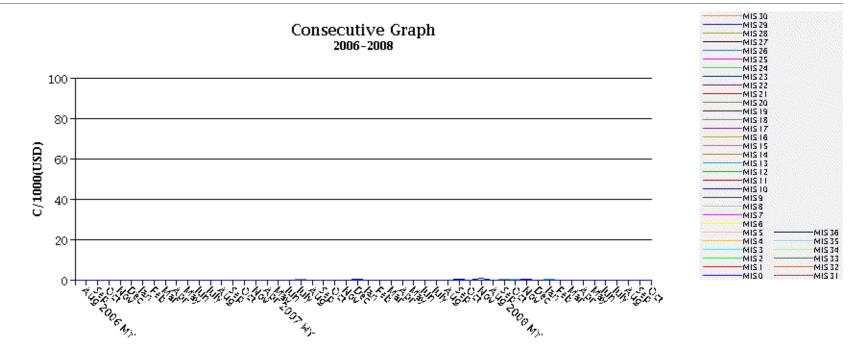
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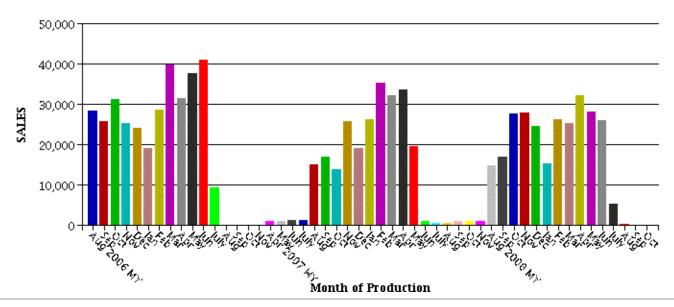
2001 and prior XJ warranty coded as KJ for comparison.

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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Ground (0892BJ) Data Through December 2011 February 2, 2012 3:10:50 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days Sales Divisor: Standard

Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@) Sold Market: All Markets (@) Brand: All Brands (@)

PL: RT FM: LN: PC: BS: CG: 92 FG: 08 CC: BJ OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

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WIS - Chart Page 3 of 4

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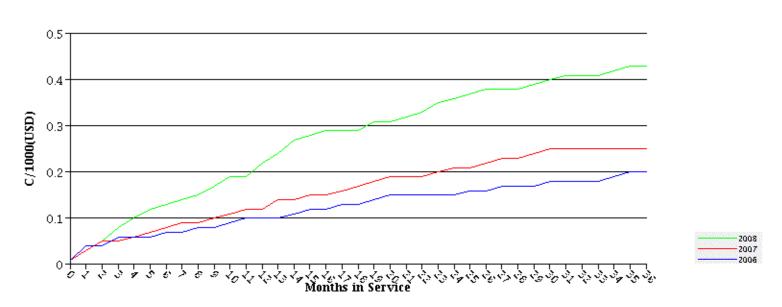
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Overlay Graph 2006-2008





Metric: Months in Service Model Year: 2008-2006

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard
Currency: USD
Coverage: 3/36 (K)

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 92 CC: BJ OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

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WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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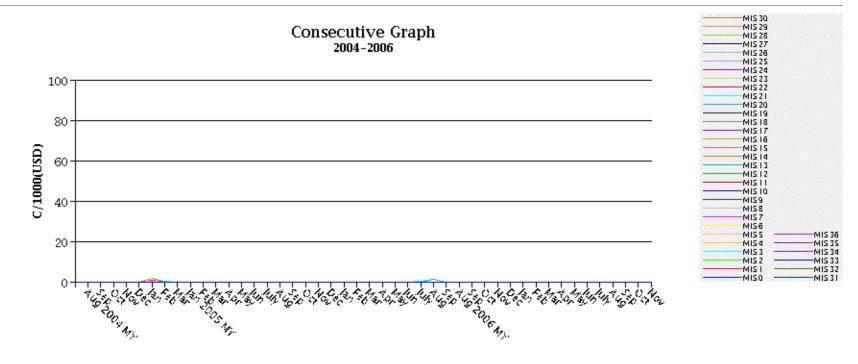
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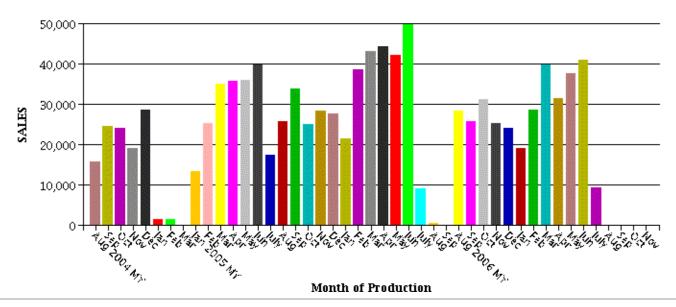
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WIS - Chrysler Group Months in Service - C/1000 Report MIS : 3 MOP/MIS Headlamps (0892LC) Data Through December 2011 February 2, 2012 3:12:15 PM EST



WIS - Chart Page 2 of 4



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD Coverage: 3/36 (K)

Coverage: 3/36 (K)
Fleet/Retail: All Fleet & Retail (@)
Sold Market: All Markets (@)
Brand: All Brands (@)

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WIS - Chart Page 3 of 4

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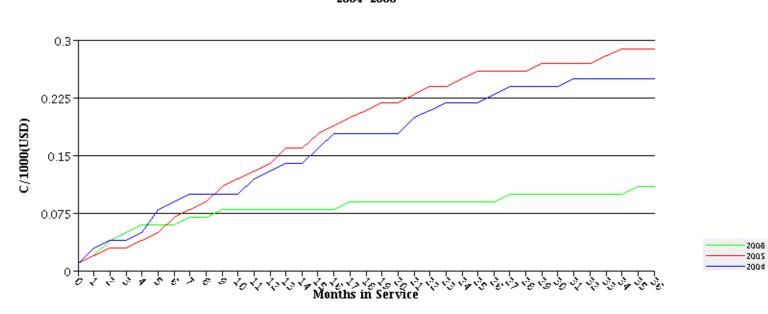
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Overlay Graph 2004-2006



Standard Report Parameters

Metric: Months in Service Model Year: 2006-2004

Vehicle: Days to Sale Selection - 120 Days

Sales Divisor: Standard Currency: USD

Coverage: 3/36 (K) Fleet/Retail: All Fleet & Retail (@)

PL: RT FM: LN: PC: BS: AP: FG: 08 CG: 92 CC: LC OC: FC: FGCGCC: CTC: CT: SMLC: PN: LCC: CD: QM: QS:

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WIS - Chart Page 4 of 4

Sold Market: All Markets (@) Brand: All Brands (@)

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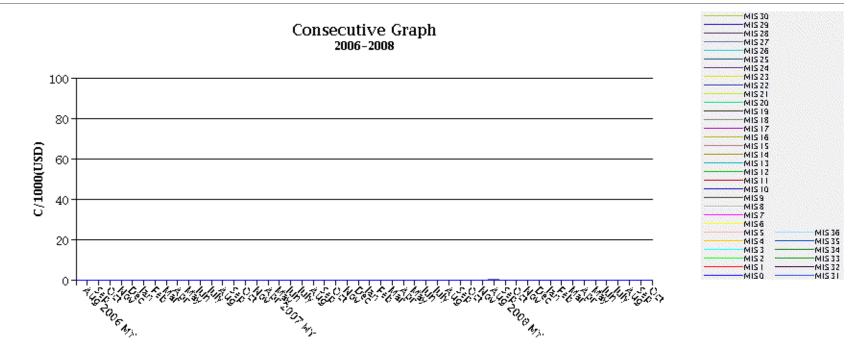
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April 3, 2012 Page 1 of 5

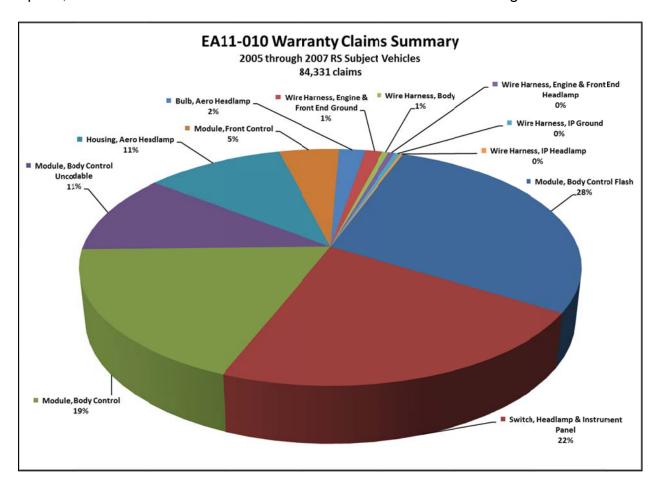


Figure A

April 3, 2012 Page 2 of 5

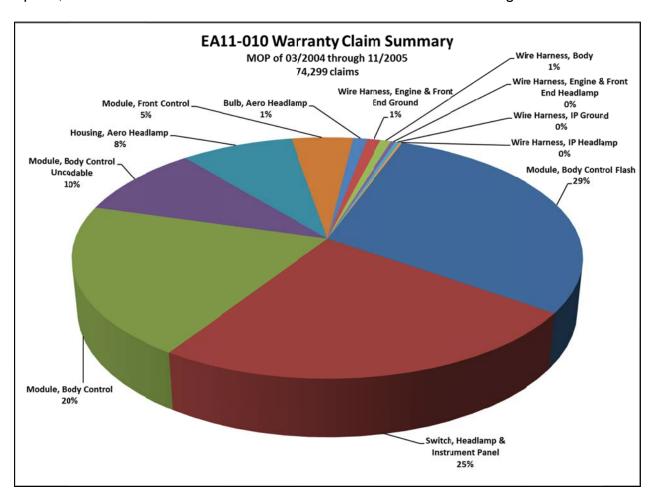


Figure B

April 3, 2012 Page 3 of 5

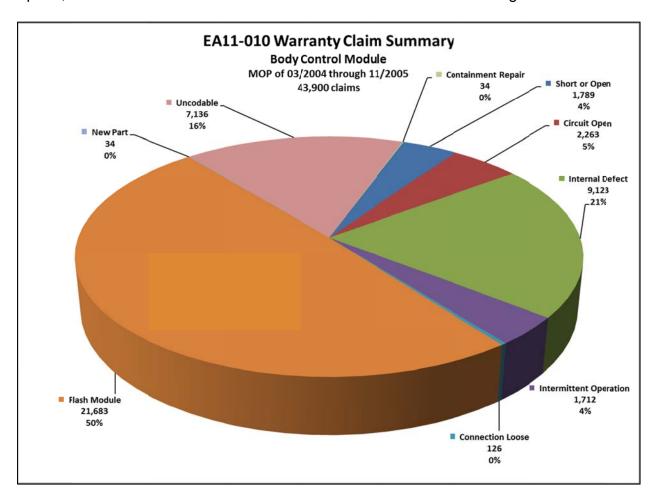


Figure C

April 3, 2012 Page 4 of 5

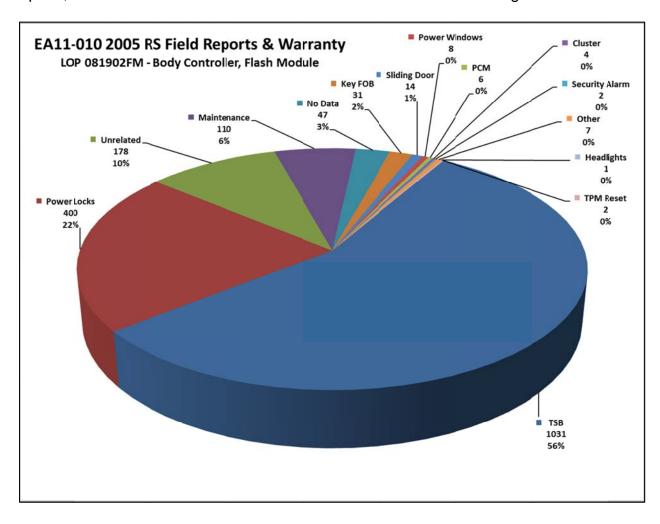


Figure D

April 3, 2012 Page 5 of 5

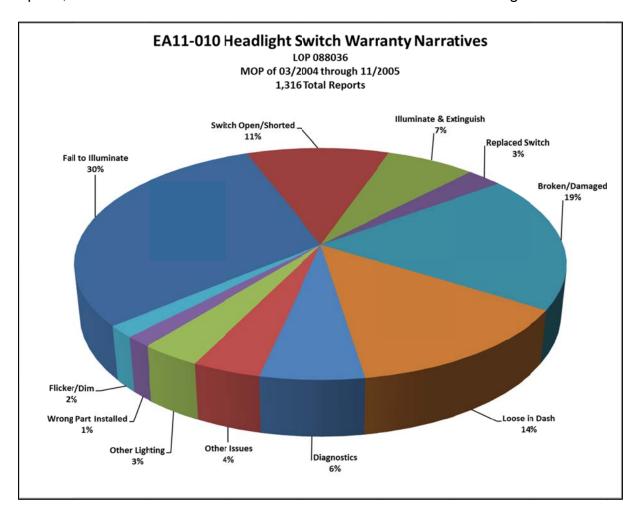


Figure E

April 3, 2012 Page 1 of 1

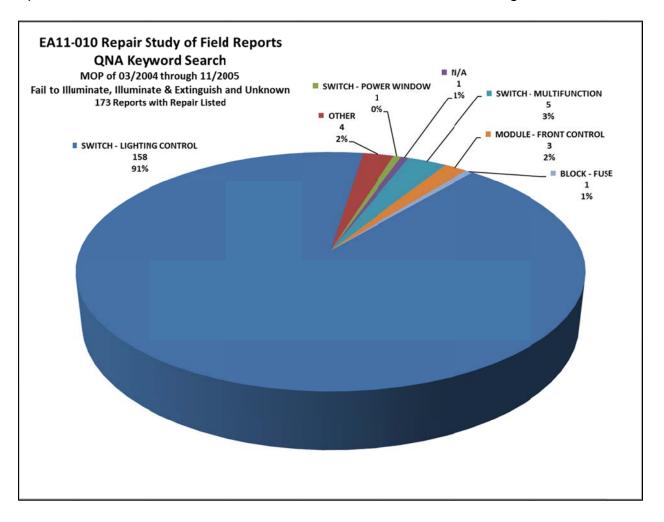


Figure A

April 3, 2012 Page 1 of 1

Flicker Questionnaire

Background:

You are being contacted because you previously reported a 'flicker' condition involving the headlamps on your 2005 MY Minivan.

We would like to obtain some additional information.

Condition Description

Can you please provide a verbal description of the phenomenon?

Can you describe what was happening when you experienced this condition?

Driving Conditions:

When was the flickering most predominant?

Day to dusk / Darkness of night / Night to morning light.

OR

A combination of the above. Please explain.

OR

Unsure.

When was the flickering most predominant?

While vehicle was in motion.

OR

Typically when decelerating to a stop.

OR

Typically when accelerating from a stop.

OR

Under all driving conditions.

OR

Unsure.

Components

Was the flickering noticed only in the headlights? YES/NO/UNSURE

If NO

Where else did you notice the flickering taking place?

Resolution

Was the vehicle inspected and/or repaired? YES/NO

IF YES,

Were component(s) replaced?

IF YES,

What component was/components were replaced.

Was the issue resolved?

If NO,

What action, if any, was performed. Please explain.

Was the issue resolved?

April 3, 2012 Page 1 of 2

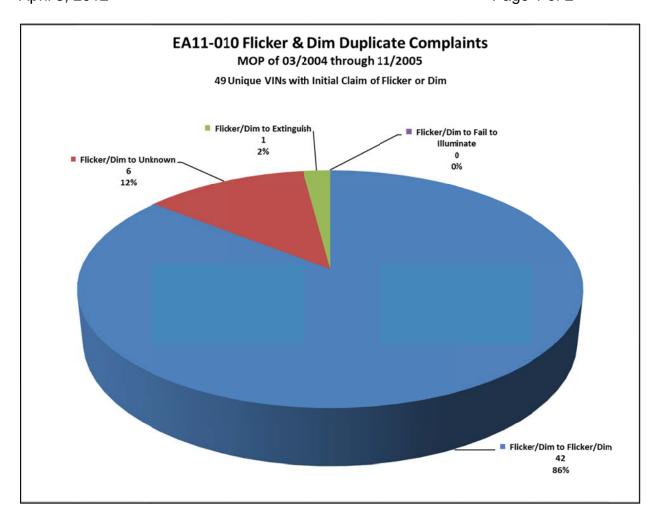


Figure A

April 3, 2012 Page 2 of 2

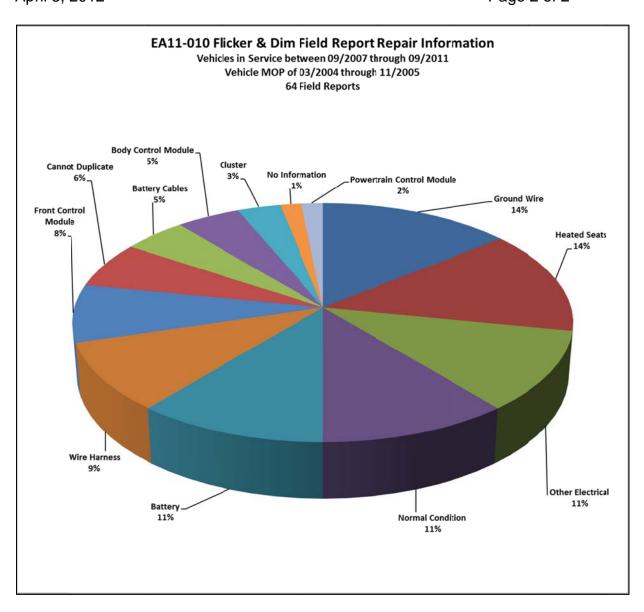


Figure B

Page 1 of 1 April 3, 2012

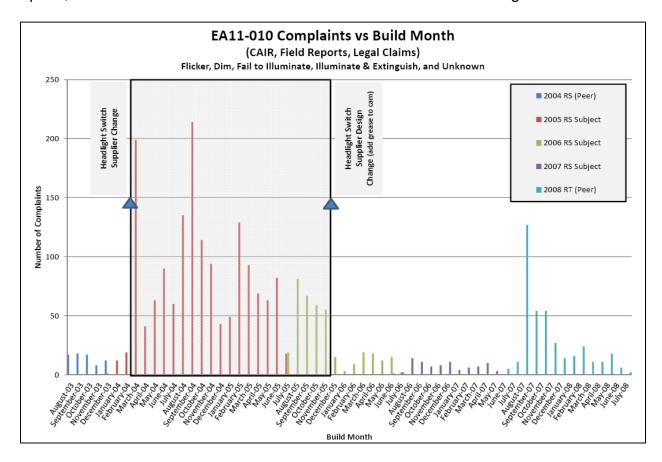


Figure A

EA11-010

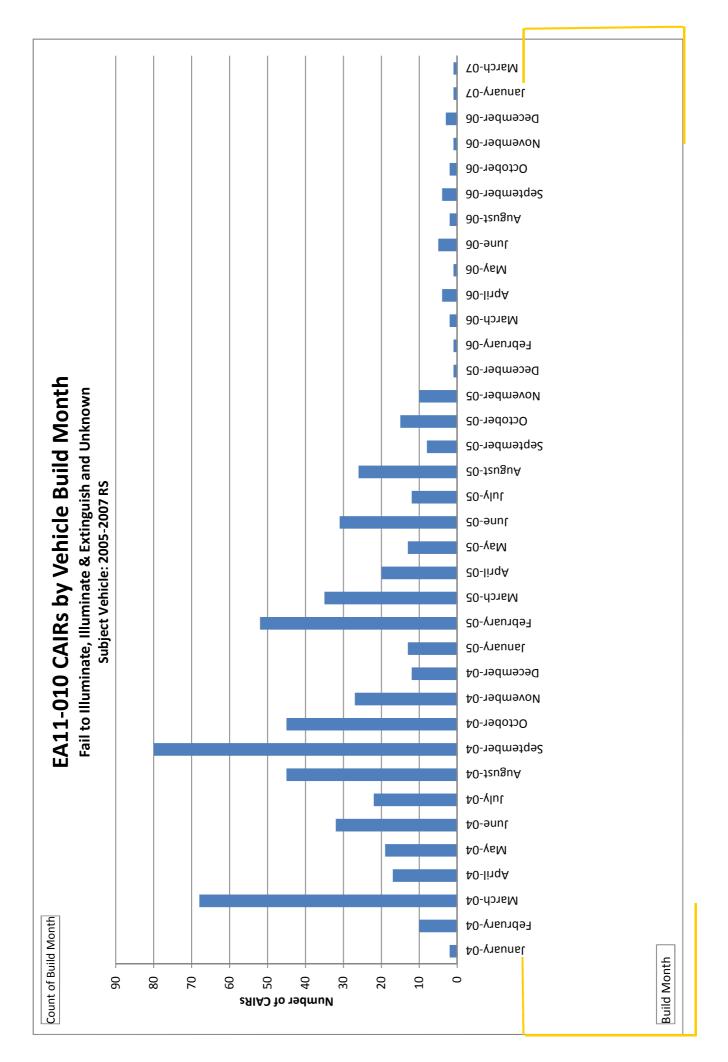
CHRYSLER

4-3-2012

Enclosure 12

Field Data

Change History Overlay Public



EA11-010 CHRYSLER 4-3-2012 Enclosure 17

Final Assessment

April 3, 2012 Page 1 of 4

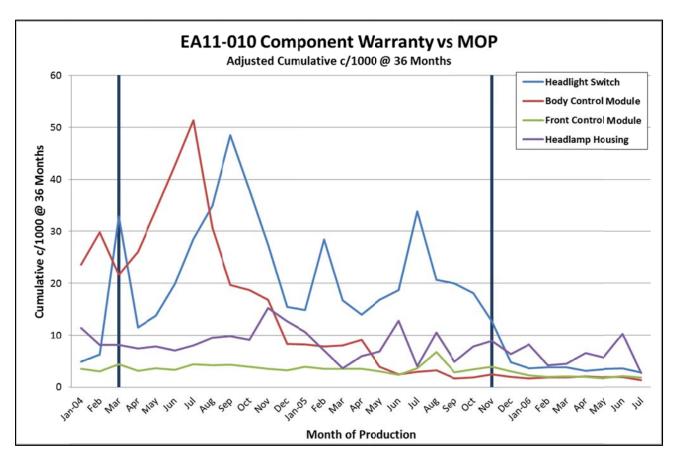


Figure A

April 3, 2012 Page 2 of 4

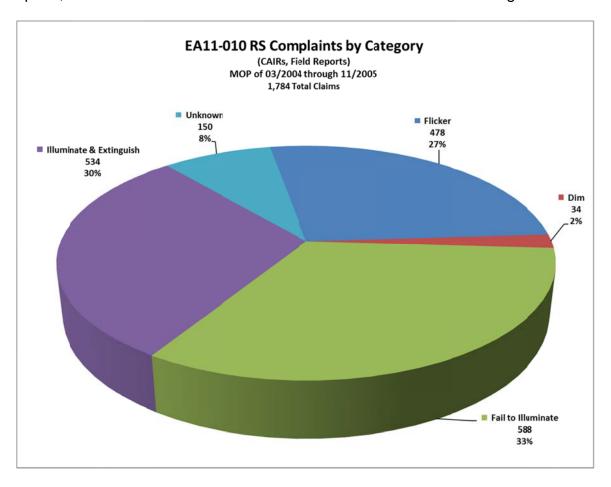


Figure B

April 3, 2012 Page 3 of 4

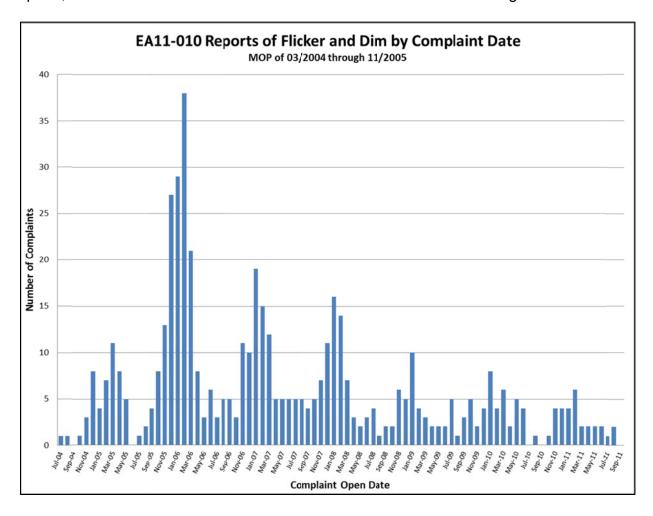


Figure C

April 3, 2012 Page 4 of 4

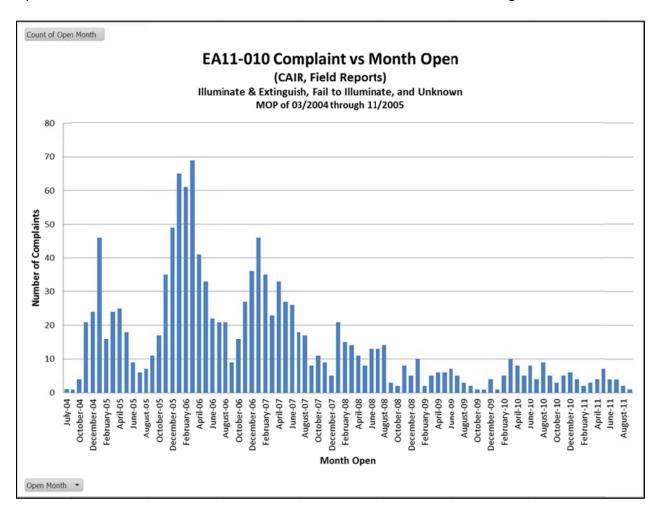


Figure D