CHRYSLER

May 25, 2012

Mr. D. Scott Yon, Chief
Vehicle Integrity Division, NVS-214
U.S. Department of Transportation

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation (ODI)
Room W48-304
1200 New Jersey Avenue SE
Washington, D.C. 20590

Reference: NVS-212am; EA11-010

Dear Mr. Yon:

Attached is Chrysler Group LLC's ("Chrysler") supplemental response to Questions 16 and 23 of the referenced inquiry. By providing the information contained herein, Chrysler is not waiving its claim to attorney work product and attorney-client privileged communications.

Sincerely,

David D. Dillon

Attachment and Enclosures

Preliminary Statement

On April 30, 2009 Chrysler LLC, the entity that manufactured and sold the vehicles that are the subject of this Information Request, filed a voluntary petition for relief under Chapter 11 of Title 11 of the United States Bankruptcy Code.

On June 10, 2009, Chrysler LLC sold substantially all of its assets to a newly formed company now known as Chrysler Group LLC. Pursuant to the sales transaction, Chrysler Group LLC assumed responsibility for safety recalls pursuant to the 49 U.S.C. Chapter 301 for vehicles that were manufactured and sold by Chrysler LLC prior to the June 10, 2009 asset sale.

On June 11, 2009, Chrysler LLC changed its name to Old Carco LLC. The assets of Old Carco LLC that were not purchased by Chrysler Group LLC, as well as the liabilities of Old Carco that were not assumed, remain under the jurisdiction of the United States Bankruptcy Court – Southern District of New York (*In re Old Carco LLC, et al*., Case No. 09-50002).

Note: Unless indicated otherwise in the response to a question, this document contains information through December 27, 2011, the date the information request was received.

Please repeat the applicable request verbatim above each response. After Chrysler's response to each request, identify the source of the information and indicate the last date the information was gathered.

16. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the Alleged Defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Chrysler. Ensure that this response includes testing or analysis conducted either by Chrysler or its suppliers, on any and all headlamp switches returned to Chrysler or the supplier, from field service or other consumer use. For each such action, provide the following information:

a. Action title or identifier;
b. The actual or planned start date;
c. The actual or expected end date;
d. Brief summary of the subject and objective of the action;
e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

A16. The requested assessments are listed below and for each assessment the appropriate enclosures are referenced as applicable.

Assessment 5: Customer Survey - Supplemental Response

Survey Summary: Chrysler completed a survey of 2005 model year Suspect Population Minivan owners who reported incidents of flicker and/or dim.

These Minivan owners had (1) a vehicle in service for a minimum of 48 months, (2) a vehicle manufactured within the 21 month Suspect Population, and (3) registered a complaint of flicker and/or dim.

A total of 70 reported complaints were identified, through CAIR and/or Field Reports, to be associated with the Alleged Defects of flicker and/or dim. Of the 70 reported complaints, the Chrysler Customer Assistance Center was able to contact 39 customers, of which 18 completed the survey, providing the basis for this assessment.

- Of the 18, 15 were found to be related to flicker and/or dim.
- 6 of the 15 complaints (40%) that were initially received as flicker were confirmed as a dimming condition.

- The remaining 9 reports confirmed a flicker[1] condition.
- None of the confirmed flicker conditions were found to be related to the headlamp switch.

The customer survey results are included in Enclosure 11 – Assessment 5 Customer Survey Results Conf Bus Info.

In summary, analysis of the customer survey results demonstrates that, although the allegations of flicker and dim are distinct and technically different conditions, they are often grouped together, as customers use these terms interchangeably. The results also demonstrate that the headlamp switch does not surface as cause in any of the flicker CAIR or Field Reports.

[1] NHTSA has long recognized the condition of flicker as a momentary loss of illumination (less than one second).

Assessment 6: Flicker and Dim Complaint Analysis - Supplemental Response

Chrysler recorded video of 2005 model year Minivans where the owners reported incidents of flicker. Both vehicles have been in service for over 48 months and were manufactured within the 21 month Suspect Population.

2005 RS MINIVAN				
	Vehicle # 5R382		Vehicle # 5R474	
VIDEO TITLE	Enclosure 11 – Assessment 6 Video 1	view from front of vehicle	Enclosure 11 – Assessment 6 Video 7	view from front of vehicle
	Enclosure 11 – Assessment 6 Video 2	view toward front of vehicle		
	Enclosure 11 – Assessment 6 Video 3	view of front left headlight		
	Enclosure 11 – Assessment 6 Video 4	view of interior overhead lighting		
	Enclosure 11 – Assessment 6 Video 5	view of interior overhead lighting		
	Enclosure 11 – Assessment 6 Video 6	view from front of vehicle after headlight switch change		

Segments labeled Video 1 through Video 6 were taken on Vehicle # 5R382, referred to as “2005 RS VIN 5R382.” Video 7 was taken on vehicle # 5R474, referred to as “2005 RS VIN 5R474.”

Enclosure 11 – Assessment 6 Video 1, Enclosure 11 – Assessment 6 Video 2 and Enclosure 11 – Assessment 6 Video 3, demonstrate that the owner’s original complaint of a flicker condition is actually describing a dimming condition where there is no loss of forward lighting. As noted in the videos, the dimming is attributed to momentary voltage fluctuations in the electrical system. These voltage drops were noted to occur during normal operation from momentary spikes in electrical loads, such as radiator fan initiation and accessory electrical draws (e.g., power windows, power seats, heated seats, etc.).

Enclosure 11 – Assessment 6 Video 4 and Enclosure 11 – Assessment 6 Video 5 were taken of the interior of the Minivan featured in the first three videos. These videos demonstrate that momentary system voltage fluctuations result in dimming of all vehicle lighting, and are not isolated to a reduction in headlight illumination intensity.

Enclosure 11 – Assessment 6 Video 6 was recorded after the headlamp switch was replaced in the vehicle featured in Enclosure 11 – Assessment 6 Video 1. This video demonstrates that the dimming condition remains unchanged and is independent of the headlamp switch.

Enclosure 11 – Assessment 6 Video 7 is of a second Minivan (Vehicle # 5R474) where the owner reported a flicker condition. This video serves as an additional demonstration that the owner’s original complaint of a flicker condition is actually describing a dimming condition where there is no loss of forward lighting. As noted in the video, the dimming is attributed to accessory electrical draws, specifically power window operation.

In summary, recorded video of 2005 model year Minivans, where the owners reported incidents of flicker, demonstrate a dimming condition where there is no loss of forward lighting.

- This dimming condition is shown to occur during normal operation from momentary spikes in electrical loads, such as radiator fan initiation or accessory electrical draws (e.g., power windows, power seats, heated seats, etc.).
- System voltage fluctuation results in dimming of all vehicle lighting, and is not isolated to a reduction in headlight illumination intensity.
- The dimming condition is independent of the headlamp switch.

23. State whether or not the Body Control Module (BCM) installed in the subject vehicles can be software reprogrammed (reflashed) with respect to headlight performance and if so describe the process required to conduct the BCM reflash, and state whether or not service technicians at Chrysler dealerships have the equipment and training to conduct a BCM reflash.

A23.

Background

The BCM interprets a voltage input received by the headlamp switch. The instruction given to the BCM as to the intended lighting state is received as (1) an open circuit, (2) a short circuit, or (3) some fraction of a 5 Volt signal. In both states (1) and (2), the BCM instructs the FCM to illuminate both Park and Low Beams if the key is in the ON position. When the key is on the OFF position, the FCM is instructed to turn all exterior lighting off. The voltage returned by the headlamp switch assembly is established based on customer input relative switch position. Switch positions for fog lamps, park lights, headlamps, and auto headlamps each output unique resistance values. The resistance, as applied to the 5 Volt signal, is interpreted by the BCM. The BCM, in turn, instructs the FCM to perform the specified lighting function(s).

The BCM software initiates a check routine to validate voltage values sent to and received by the headlamp switch assembly.

If the BCM detects an unexpected voltage value or an out of range condition from the headlamp switch, the BCM defaults to headlamps on Low Beam when the ignition switch is in the run position.

The BCM software strategy for the headlamp switch has remained consistent, from original release for the 2001 RS, through both the peer and subject vehicles indicated in this investigation.

Feasibility

It should be noted that the BCM software must be modified as an integral change, and not a modular change and/or a data table value change to address any headlamp functionality. The BCM module is near the limit of memory capacity, and intricate logic to modify headlamp functionality may not be possible.

The range of changes to the software regarding headlamp functionality may be limited. The resistance ladder used within the headlamp switch is a governing factor. In order to completely eliminate the headlamp switch voltage output as a cause for the Suspect Condition identified in Assessment 7, from a BCM perspective, the vehicle would have to ensure that a headlamp on to headlamp off only occurred when the vehicle was off, and from a headlamp off to a headlamp on, the vehicle must be running. This would mean that the entire time

the vehicle is running, headlamps would always be on (full power running lights). This would introduce some additional complexity to deal with, such as the dimming of interior lights during daylight hours (as a vehicle not equipped with auto-lamp feature is unable to distinguish between daylight and nighttime). This may also affect other components, such as battery, that may not have been designed or manufactured for this type of duty cycle.

Chrysler has not yet determined whether a software flash to the BCM is feasible, and is in currently in the process of completing an evaluation of feasibility and functional compromises that may be involved, and whether or not these compromises may affect any existing lighting compliance requirements.

5.25.12 UPDATE

Chrysler has conducted an evaluation of the feasibility and functional compromises with the implementation of a software change to the BCM and/or FCM to address the alleged defect.

The original BCM used for the 2005 and 2006 RS vehicle was designed and built by Huntsville Electronics, then owned by Chrysler. The Huntsville business entity was sold to Siemens which subsequently sold the entity to the current owner, Continental. Continental cannot confirm that the entire populations of vehicles that may be affected by a potential field action involving a BCM software modification have the capability to be field flashable. Furthermore, Continental has indicated to Chrysler that it has reason to believe that some portion of the population of vehicles that may be affected by a potential field action involving a BCM software modification are ***not*** *field flashable.*

In addition, a running change was made for the 2005 model year to the FCM to replace the flash Read Only Memory (ROM) with a mask ROM, eliminating the possibility to flash the FCM. Thus, any changes to the system which may require a field flash to the FCM cannot be considered.

For background, there are three functional configurations of the headlamp switch as shown in the following table:

Configuration	***Autolamp***	***Headlamp Off***	***Parklamps ON***	***Headlamps ON***	***Front Fog lamps ON***
1	*X*	*X*	*X*	*X*	*X*
2		*X*	*X*	*X*	*X*
3		*X*	*X*	*X*	

As stated in Chrysler's original response to Q23, "The resistance ladder used within the headlamp switch is a governing factor." This resistance ladder limits the available options which might eliminate the headlamp switch voltage output as a cause for the Suspect Condition.

Simplified Vehicle Voltage Measurements - Headlamp Switch

Voltage	< 0.315 V	< 1.043 V	< 1.705 V	< 2.148	< 2.835	< 3.528	< 3.986	< 4.438	< 4.802	> 4.802
State	Error	Rear Fog (not applicable to NAFTA)	Headlamp	Headlamp + Front Fog	Parklamp	OFF	Parklamp + Front Fog	Autolamp	Autolamp + Front Fog	Error
Switch Position		Not appicable to NAFTA vehicles	ON	ON + Fog	Parklamp	OFF	Parklamp + Front Fog	AUTO	AUTO + Fog	
Alternative 1										
Proposed Changes	Error		Headlamp ON, Parklamp ON and Front Fog (if equipped)			OFF	Parklamp + Front Fog	AUTO	AUTO + Fog	
Proposed Switch Position			ON or Parklamp			OFF	Parklamp + Front Fog	AUTO	AUTO + Fog	
Alternative 2										
Proposed Changes	Error		Headlamp ON, Parklamp ON and Front Fog (if equipped)					AUTO	AUTO + Fog	
Proposed Switch Position			Any switch position - always ON.					AUTO	AUTO + Fog	

As Chrysler evaluated the vehicle voltage requirements governing the headlamp state as shown in the table above, two possible alternatives were identified as potential software modifications for consideration.

Alternative 1 proposes to eliminate the Parklamp ON state. This would combine the functionality of the Headlamp ON state, Front Foglamp ON state (if equipped), and Parklamp ON state.

Alternative 2 proposes to implement an imitation Daytime Running Light solution. The Headlamps, Parklamps and Front Foglamps (if equipped) would be operating whenever the vehicle is running.

The consequences of these alternatives are as follows:

1. *There are 21 States and the District of Columbia that have regulations concerning fog lamp displays. Specifically, each vehicle must have a means for indicating to the driver when the fog lamps are "on" or "off". The headlamp switch design for the 2005 and 2006 RS vehicle utilizes a mechanical push-pull toggle to activate the fog lamps. The push pull toggle is contained within the cam selector switch for headlamp state, allowing the customer to activate fog lamps with parklamps or with front headlamps. The Front Fog lamps are available as listed in the following table:*

State	***Active Switches***
Off	*OFF*
Parklamps ON	*Parklamp ON*
Parklamps ON / Front Fog ON	*Parklamp ON with Fog Lamp toggle*
Headlamps ON	*Headlamp ON*
Headlamps ON / Front Fog ON	*Headlamp ON with Fog Lamp toggle*
Autolamp	*Autolamp*
Autolamp / Front Fog ON	*Autolamp with Fog Lamp toggle*

The Fog Lamp ON indicator light is located within the headlamp switch assembly, and is mechanically activated to illuminate when the user pulls the push-pull toggle outwards. A feedback logic loop to verify that the fog lamps are activated does not exist. Both alternatives above could potentially have a headlamp state wherein the Front Fog lamps are illuminated, along with front Headlamps and Parklamps, without the fog lamp push-pull toggle in the pulled position. This would violate the above State regulations as the Front Fog lamp indicator lamp would not illuminate when the fog lamps are activated.

2. *In both alternatives, the Headlamp switch control identification would not correlate with the headlamp state without graphics modification. The expectation of the customer positioning the headlamp switch in the Parklamps ON position would be an activation of Parklamps ON, however the actual lighting state would be Headlamp ON, Parklamp ON and Front Fog ON (if equipped). The two detent positions, Headlamp ON and Parklamp ON, would result in the same lighting state. A graphics change to the Parklamp ON position on the headlamp switch to indicate Headlamp ON state may be required.*

3. *For both alternatives, the performance of an approximately 7 year old headlamp system, including but not limited to, wiring harnesses, headlamp bulbs, headlamp sockets, battery, etc., cannot be predicted when the additional load of full on headlamp, parking lamps and Front Foglamp (if equipped) is considered. This load is beyond the initial design criteria of the vehicle, and significant testing would be required to validate the viability of this option.*

4. *For alternative 2, during Headlamp ON activation, the interior cluster lights and radio dim to the level set by the position on the dimming wheel control. This could potentially present a situation to the driver wherein the information in the cluster may not be visible during daylight hours without manual intensity adjustment via the dimming wheel control. Conversely, during nighttime driving conditions, the interior cluster lights may be too bright for the driver if the prior driving trip was during the day and the luminous intensity level had been adjusted. This translates into customer dissatisfaction, in addition to unknown durability performance of an aged dimming wheel control not validated to this duty cycle.*

5. *Alternative 2 results in a system that is nearly the same as a vehicle equipped with Daytime Running Lights (DRL), however, it could not be technically defined as such. The Alternative 2 combination of full intensity headlamp on, Parklamp on and Front Fog on is not consistent with the spirit of the DRL requirements in FMVSS 108. For example, this system would result in full time running lamps that are more than 7½ times the DRL maximum for luminous intensity.*

For the above stated reasons, Chrysler has determined that a software reflash to prevent to the potential for the Suspect Condition to occur is not a feasible solution.

The BCM software for the Subject Vehicle population supported an electrical architecture, flash procedure, and development tools that are no longer used for production vehicles. Chrysler has confirmed that development computers and compilers necessary for any software changes for the BCM are available to develop and validate any software changes for the BCM. However, the equipment has been not been in active use for a Chrysler vehicle since 2005. Any software change would require an entire modification of the software within the BCM, and thus would require a software development and validation program. To date, Chrysler was unable to locate test instrumentation equipment to be used in the development of a BCM software flash. Chrysler is continuing to attempt to locate test equipment and/or alternate options that may assist. In addition, the available code space within the BCM is limited to 72 bytes. Existing code may need to be refactored or deleted to make room for new changes.

Field Flash Capability

The service procedure to flash the BCM for the Subject Vehicle population would involve the use of the Chrysler DRBIII® tool. The Chrysler DRBIII® tool has been replaced by the Chrysler WiTech tool for all new vehicles. It is backward compatible for select vehicles, but not for the 2005, 2006 or 2007 RS. The DRBIII® tool was a standard tool at the time. Chrysler would have to verify if the DRBIII® tool is still be available at all Chrysler dealerships.

BCM Reflash Procedure

The process required to flash the BCM module would follow the process below:
Diagnosis:

1. With the ignition switch in the “RUN” position, determine the original software part number of the BCM currently in the vehicle. Using DRBIII® select:
    a. “DRBIII® standalone.”
    b. “1998-2005 Diagnostics.”
    c. “All (Except Below).”
    d. “Body Interior.”
    e. “Body Computer.”
    f. “Module Display.”
    g. Record the “Software part #” on the repair order for later reference.
    h. Check DTC’s.

Repair Procedure:

1. Before beginning a flash procedure, remove any old flash files from the DRBIII ® memory. To clear memory from the MAIN MENU:

i. Simultaneously press the “MORE” and “YES” keys.
j. A screen will appear requesting a “COLD BOOT.”
k. Follow the on screen instructions by selecting the “F4” key.
l. When the DRBIII ® reboots to the MAIN MENU, proceed to Step #2.

2. Connect the DRBIII® to TechCONNECT. Open TechTOOLS and verify that the DRBIII® Status: Connected” message is in the upper right corner of the TechTOOLS screen.
3. Enter the “BCM part #,” recorded in “Diagnosis Step #1,” in the “Parts Criteria” area and select “Show Updates.” TechTOOLS will populate the appropriate flash file.
4. Select the flash file.
5. Select “DRBIII®” radio button which is next to the “Download/Update” button.
6. Select the “Download/Update” button.

Note: If this flash process is interrupted or aborted, the flash process should be restarted and then follow the directions on the DRBIII®.

EA11-010 Enclosure 11 - Assessment 5 Customer Survey Results

Responses - Completed Survey

CAIR Number	CAIR Text												Summary of Call Center Contact
18675571	All the dashboard lights and the headlights started flashing.												"Constant on and off of headlights and dash lights, as well as needles on gauges going crazy." Wiring harness was replaced and customer states that resolved the issue.
18779347	All my interior lights, radio, etc. pulsate when I get in the vehicle. Also, at night, my headlights would even pulsate.												"Lights have never totally failed but get pretty dim at times." Not repaired.
19011747	The interior and exterior lights are pulsing or flickering.												Headlights and all interior lights would pulsate when turned on. This condition was present all the time lights were on but varied in its intensity. Customer indicated lights would not go completely out and that the issue was never resolved.
19244857 19260617	Needs an EGR valve, needs a catalytic converter, which has been ordered, head lights flicker, needs a front control module.												Lights do not flicker but will not come on at times. If he cycles headlight switch the headlights will come on. Headlights do not extinguish once on and do not flicker but problem is intermittent upon startup of vehicle only. Front Control Module and alternator replaced on 02/04/2010.
19355623	Guages become erratic, dash lights flicker, headlight s flicker, radio cuts out, all at same time.												"She indicated that the lights would flicker but not go out entirely." "Problem was fixed at dealer by some type of ground wire being replaced from battery."
19550055	The dash lights head lights and radio will start flickering, switch on and off, and then the warning bells go off.												Light flicker issue is with headlights and dash lights and is intermittent. Headlights do dim at times as well as vehicle losing RPMs. Issue happens both in motion and stopped but no pattern can be determined. Customer has a 3rd party SC with CarMax.
19550211	Customer stated one night she was driving and her headlights flickered.												"Headlights and dashlights would totally go out at times." "Issue stopped on it s own without any repair facility inspecting." "Concern has yet to resurface."
19578441	Customer stated that the lights and headlights will flash.												"Lights on dash and headlights would flicker at certain times but not go completely out." "Issue has not happened in a while."
19664688	The vehicle s light and gauges intermittently flicker.												"Headlights have never gone completely out but get dim." Problem still exists.
20018950	The lights are flickering - all the lights, inside and out.												Customer was not clear on exact nature or symptoms of the light issue. "Battery replacement was last repair that seemed to solve issue."
20186079	The dash is flickering. Customer states the vehicle headlights are flickering as well at highway speeds.												Light issue would begin with PRNDL light 'dancing' back and forth and then dash lights and headlights would begin to flicker until vehicle would eventually seem to lose power. Headlights would go completely out at times. "Caused by relay fan nipping alternator wiring causing a short."
20254898	Customer stated the head lights are flickering.												"Headlights do not go completely out but sometimes flicker."
20305326													Customer notes interior and dash lights flicker.

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20357714	The headlights started flickering and the van cut off at a stoplight.		Headlight flicker, dash gauges and lights coming on and off erratically.
20383136	Lights on the vehicle are strobing.		Dash and headlights flicker when heated seat is turned on. Not repaired.
20431162	All the light will start flickering including the headlights, tail lights and all the lights on the dashboard.		"Headlights and dash lights would dim and come back on an intermittent basis." Customer says issue was resolved by changing aftermarket battery which was bad.
21049411	Gauges going haywire, lights & LEDs flickering.		All lights including headlights and dash would flicker while vehicle was moving or in park. Battery wiring.
19664688	The light on the dash, the head light, and the dash gages.		The flickering problem involves the headlights and dash lights and is intermittent at no specific time of night. Headlights have never gone completely out but get dim enough at times to be a concern.
22011553			Dash and headlights flickered, dimmed and went totally dark at some times. Vehicle was repaired by IRF but customer did not know what exact fix was as it was a long time ago.

Responses - Insufficient Information

CAIR Number	CAIR Text		Summary of Call Center Contact
19379375	Dashboard gauges flutter and flicker, the headlights will flicker on and off, and the vehicle at times will loose power.		Customer would provide no other information other than problem was never fixed and they are just 'dealing' with it.
22011221			Never had an issue with the headlights or dashlights flickering. Not the original owner.

Did Not Respond

CAIR Number	CAIR Text		Summary of Call Center Contact
18266127	All the lights flicker (headlights/dashlights/bells ringing). Then it will stall out.		Attempted to contact customer about light flicker issue. Left message for customer with agents number to return call if he could answer some questions on the issue.
18353921	"All the lights on the dash and head lights flashes on everytime."		Attempted to contact customer regarding light flicker issue. Left message with agents direct line for customer to call back.
18418232	The dash lights and head lights and just about every other light flickers constantly.		Called customer to discuss light flicker issue. Left message for customer to call agent back.
18431466	The interior lights and head lights strobe and just about go out.		Attempts to contact customer to discuss light flicker issue have been unsuccessful. Left message but could not verify number I was calling was correct.
18985847	The dash and headlights flicker, the needles jump around, the radio cuts out.		Left message for customer to return call at 248-944-7218 to discuss the issue and if it still exists or what was done to solve problem.
19030433	"Radio not working, headlights flicker, intermittemt on headlights."		

EA11-010 Enclosure 11 - Assessment 5 Customer Survey Results														
19150712	My lights in the dash, the gages, the radio, and the head lights all flash iradically and continuosly as I drive down the road.													Attempted to call customer to discuss light flicker issue. Number on file has been disconnected or no longer in service per message. Per Cair above customer has sold vehicle over 2 years ago.
19224172	The guages started to flicker.													Called customer regarding light flicker issue. Left message with agents phone of 248-944-7218 for customer to return call to discuss.
19276868	Pulsating of all his lamps, including his headlights.													Attempted to contact customer on light dimming issue. No answer. Left customer a message requesting return call to discuss issue. Agent left number 248-944-7218 for return call.
19284450	Customer states the dealer said that it is normal for the lights to dim													
19301753	Customer stated that she is experiencing some electrical issues.													Attempted to contact Susan Hughes to ask about headlight flicker issue. Called number 618-262-8518 and person who answered the phone indicated that she was not at that number. No alternate number is listed on file and COIN now showing different owner.
19304309	Air bag light goes on and off, her door locks do not work and head lights flicker.													Attempted to contact customer to ask about light flicker issue at phone number 610-767-8764. Message indicated number had been disconnected.
19412765	The headlights will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off.													Customer stated she wanted to make sure her case was closed because she traded in the vehicle on 05/16/09 and she made sure it was not a Dodge or Chrysler product.
19453145	The dash lights and headlights keep flashing on and off on her vehicle.													Call would then be disconnected from customers end. No further info was able to be obtained from this customer on light flicker issue that could be added to info above.
19821566	The interior lights and radio and head lights were going on and off.													Left message for customer to call agent back at 248-944-7218 to discuss flickering light issue.
19863767	Vehicle gauges intermittently fluctuate on and off and the radio goes in and out and the headlights look like they are shaking.													Left message for customer requesting call back to answer light flicker questionnaire.
20207099	The headlights are sometimes flickering.													Left message for customer indicating agents phone number of 248-944-7218 and that I was calling to ask questions about the light flicker issue listed in this Cair and would request a call back from the customer.
20337826	Head lights / dash lights / radio / other instrustments flicker.													Called customer multiple times to ask questions about flickering light issue. Each time phone would ring and person answering the phone would disconnect even before I could identify myself.
20720618	Dash lights flicker, vehicle stalls at low speeds, head lights flicker.													Attempted to contact customer at phone number 580-236-9326 3 times to ask questions on light flicker issue as reported in this Cair. Line would ring quick busy then just beep like line was no longer in service.
21114474	The dash lights, headlights start blinking, the gauges start sweeping back and forth and if I am idiling the motor dies.													Attempted to contact customer with questionaire regarding light flicker issue. No answer.
18282771	Intermittent electrical issues, instrument and headlamp flickering, and stalling.													Left message with agents direct line asking customer to call back if they are willing to answer questions regarding issue.
22004173														Attempted to contact customer regarding previous light flicker issue. No answer/ no message. Will attempt to call back. Cannot leave message on second attempt. Closing CAIR.

EA11-010 Enclosure 11 - Assessment 5 Customer Survey Results														
22010752														Attempted to contact customer to question about the light flicker issue per engineering request. Line has been disconnected.
22011314														Attempted to contact customer to ask questions regarding light flicker issue per engineering request. Customer number on file has been disconnected.
22013219														Called customer to inquire about light flicker issue per engineering request. Left message asking to have him call me about issue if he would be willing to answer some questions.