



August 9, 2012

Mr. Jeffrey L. Quandt, Chief
Vehicle Controls Division (VCD), NVS-213
U.S. Department of Transportation

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation (ODI)
Room W48-312
1200 New Jersey Avenue SE
Washington, D.C. 20590

Reference: NVS-213krh; PE12-016

Dear Mr. Quandt:

Attached is Chrysler Group LLC's partial response to the referenced inquiry (Question 1- 6 and 8). In performing the analysis and reaching conclusions, and by providing the information contained herein, Chrysler Group LLC is not waiving its claim to attorney work product and attorney-client privileged communications. As agreed during our August 1, 2012 discussion, Chrysler Group LLC plans to provide the remainder of its response to this inquiry on August 30, 2012.

Sincerely,

A handwritten signature in cursive script, appearing to read "David D. Dillon".

David D. Dillon

Attachment and Enclosures

Mr. Jeffrey L. Quandt
Reference: NVS-213krh; PE12-016
August 9, 2012

ATTACHMENT

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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 June 25, 2012, the date the information request was received.

This attachment contains Chrysler Group LLC's partial response to the Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine Questions 1- 6 and 8.

- 1. State, by model, engine and model year, the number of MY 2011 through 2012 Chrysler 200 and Dodge Avenger models Chrysler manufactured for sale or lease in the United States and federalized territories. Separately, for each subject vehicle manufactured to date by Chrysler, state the following:**
 - a. Vehicle identification number (VIN);**
 - b. Model;**
 - c. Engine;**
 - d. Model Year;**
 - e. Date of manufacture; Date warranty coverage commenced; and**
 - f. The State in the United States, or federalized territory, where the vehicle was originally sold or leased (or delivered for sale or lease).**

Provide the table in Microsoft Access 2003, 2007, or a compatible format, entitled "PE12_016_ PRODUCTION DATA."

- A1. The 2011 model year (MY) and 2012 MY Chrysler 200 (sedan and convertible) and Dodge Avenger US market vehicles are designated as the JS model and are built in the Sterling Heights Assembly Plant in Sterling Heights, Michigan. The subject vehicles are equipped with the 3.6L V6 engine. The total number of 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine, manufactured by Chrysler for sale or lease for the US market was 46,387 and 49,454 respectively.

The detailed response that lists the production data is provided in Enclosure 1 as Microsoft Access 2010 tables titled "PRODUCTION DATA (PE12-016).mdb".

- 2. State, by model, engine and model year, the number of each of the following, received by Chrysler, or of which Chrysler is otherwise aware, which relate to, or may relate to, the alleged defect in MY 2011 through 2012 Chrysler 200 and Dodge Avenger vehicles:**
 - a. Consumer complaints, including those from fleet operators;**
 - b. Field reports, including dealer field reports;**
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
 - d. Property damage claims;**
 - e. Third-party arbitration proceedings where Chrysler is or was a party to the arbitration; and**
 - f. Lawsuits, both pending and closed, in which Chrysler is or was a defendant or codefendant.**

For subparts "a" through "d" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents

involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “f” provide a summary description of the alleged problem and causal and contributing factors and Chrysler’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “f” and “g” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- A2. The following summarizes the reports identified by Chrysler that relate to, or may relate to, the alleged condition in the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine. Chrysler has conducted a reasonable and diligent search of the normal repositories of such information.
- a. There are 253 consumer complaints (Customer Assistance Inquiry Request or CAIR) that may relate to the alleged condition for the 2011MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine, which represent 207 unique VINs. There are 193 CAIR reports with unique VINs for the 2011 MY vehicles and 14 unique VINs for the 2012 MY vehicles that may relate to the alleged condition.
 - b. There are a total 156 field reports that may relate to the alleged condition for the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine, which represent 140 unique VINs. There are 137 unique VINs for the 2011 MY vehicles and 3 unique VINs for the 2012 MY vehicles that may relate to the alleged condition.
 - c. There are 2 reports alleging a crash in the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine that may relate to the alleged condition. Both reports were associated with 2011 MY vehicles. There were no reports of fire, injury or fatality.
 - d. The 2 crash reports identified above in subpart c. allege property damage.
 - e. There are no third-party arbitration proceedings involving Chrysler for the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine.
 - f. There are 16 legal claims involving the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine that may relate to the alleged condition.

Based on the analysis of these complaints for the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine, Chrysler has determined that all of the responsive complaints (CAIRs, field reports and legal claims) comprise 296 unique VINs.

- 3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:**
- a. Chrysler's file number or other identifier used;**
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);**
 - c. Vehicle owner or fleet name (and fleet contact person), address and telephone number;**
 - d. Vehicle's VIN;**
 - e. Vehicle's model and model year;**
 - f. Vehicle's mileage at time of incident;**
 - g. Incident date;**
 - h. Report or claim date;**
 - i. Whether a crash is alleged;**
 - j. Whether property damage is alleged;**
 - k. Number of alleged injuries, if any; and**
 - l. Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2003 or 2007, or a compatible format, entitled "PE12_016_REQUEST NUMBER THREE DATA."

- A3. The detailed response that lists the customer complaints, field reports and legal claims from Request No. 2, as requested in Items a. through l. is provided in Enclosure 3 in a Microsoft Access 2010 table, titled "PE12_016_REQUEST Number THREE DATA.mdb".
- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Chrysler used for organizing the documents.**
- A4. Copies of all documents within the scope of Question No. 2 are provided in Enclosure 4 – Field Data. The documents for the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine contain CAIR reports, field reports and legal claims. The CAIR summaries are submitted in one .pdf file and the related documents are arranged in folders by CAIR number.
- 5. State, by model, engine and model year, total count for all of the following categories of claims, collectively, that have been paid by Chrysler to date that**

relate to, or may relate to, the alleged defect in MY 2011 through 2012 Chrysler 200 and Dodge Avenger vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Chrysler's claim number;**
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;**
- c. VIN;**
- d. Repair date;**
- e. Whether a claim for towing was made within five days of the claim date;**
- f. Vehicle mileage at time of repair;**
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;**
- h. Labor operation number and description;**
- i. Problem code and description;**
- j. Replacement part number(s) and description(s);**
- k. Concern stated by customer;**
- l. Cause and Correction stated by dealer/technician; and**
- m. Additional comments, if any, by dealer/technician relating to claim and/or repair.**

Provide this information in Microsoft Access 2003 or 2007, or a compatible format, entitled "PE12_016_WARRANTY DATA."

Describe in detail the search criteria used by Chrysler to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Chrysler on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered).

- A5. The total number of warranty claims for the subject component, in the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine is listed below.

Claim Description (may relate to the subject component):	Number of Warranty Claims
2011 3.6L Module, Powertrain Control	173
2012 3.6L Module, Powertrain Control	28

Additionally, not all of the warranty claims are necessarily related to the alleged condition as there are other reasons for powertrain control module replacement. Therefore, the number of responsive warranty claims may be artificially high with regard to the alleged condition. Thus, Chrysler has not drawn conclusions regarding trends for the powertrain control module warranty in 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine based on warranty data alone.

The part numbers, labor operation codes used by Chrysler to identify warranty claims are noted in the charts below. In conducting its search, Chrysler included warranty claims where:

- A powertrain control module was replaced as part of the warranty claim; and
- A warranty claim narrative was potentially related to the alleged condition or was not clear enough for it to be ruled out.

3.6L Powertrain Control Modules Part Numbers & Description
2011 Module, Powertrain Control, Generic, Part Number 05150628AB
2011 Module, Powertrain Control, Generic, New Part For Core Return, Part Number RL1550628AB
2012 Module, Powertrain Control, Generic, Part Number 05150657AA
2012 Module, Powertrain Control, Generic, New Part For Core Return, Part Number RL150657AA

Description of Repair	Labor Operation
Module, Powertrain Control (PCM) – Test & Replace All Other Engines	08190601

Failure Code	Code Descriptions
DO	Die Outs
DT	No Response DRB/MDS
ML	Check Engine/Service Engine Soon
18	Circuit Open

In addition to looking at the warranty claims that have been made for the subject component, Chrysler also analyzed the following labor operation codes which contain a failure code for DO – Die Out or Y2 – Stall and the reflash of the powertrain control module:

Description of Repair	Labor Operation	Fail Code	2011 Claims	2012 Claims
Sensor, oxygen - Test and replace 3.6 liter engine - Upstream - Right side (C)	250170P2	DO – Die Out ML – Mil Light	21	1
Driveability, No Trouble Found - No repair/Trouble Not Found No Repair/TNF Driveability (B)	85411801	Y2 - Stall	64	2
Driveability, No Trouble Found - No repair/Trouble Not Found No Repair/TNF Driveability (B)	85412501	Y2 – Stall, ML – Mil Light	259	56
Sensor, intake air temperature - Test and replace (B)	25016001	DO – Die Out ML – Mil Light	0	0
Module, Powertrain Control (PCM) - Reprogram (C)	18190602	FM – Flash Module NA-Not Applicable	1025	107

Additionally, not all of the warranty claims are necessarily related to the alleged condition as there are other reasons for reflashing a powertrain control module. In June 2009 a Warranty Bulletin was issued to dealers with the following requirements for software (a copy is included within Enclosure 5 – Warranty Data):

In an effort to delight the customer and enhance the experience on the Service Drive, we are now promoting the usage of wiTECH® to pro-actively provide the customer with the latest module software available for their vehicle at every service visit, without waiting for a specific symptom

to occur. This action supersedes the previous policy requiring that a customer wait for a specific symptom before executing a flash operation.

Therefore, the number of responsive warranty claims may be artificially high with regards to the alleged condition. Thus, Chrysler has not drawn conclusions regarding trends for the warranty in 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine based on warranty data alone

It should be noted that there are no specific failure codes for "stall while driving" and the above list contains the only failure codes that could reasonably be related to the alleged condition.

The standard warranty coverage offered for the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine was 36 months / 36,000 miles. The standard warranty coverage offered for the subject component in the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine was 96 months / 80,000 miles.

The detailed response that lists the warranty claims is provided in Enclosure 5 – "PE12-016_WARRANTY DATA.mdb"

- 6. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Chrysler has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletin, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Chrysler is planning to issue within the next 120 days.**
- A6. There are no GPOP tech tips, Technical Service Bulletins or informational documents related to the alleged condition for the 2011 MY and 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine that have been issued to Chrysler dealers, Business Centers, fleet purchasers or other such entities. There are also no such communications or informational documents currently planned for the next 120 days.
- 8. Describe all modifications or changes made by, or on behalf of, Chrysler in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:**

- a. **The date or approximate date on which the modification or change was incorporated into vehicle production;**
- b. **A detailed description of the modification or change;**
- c. **The reason(s) for the modification or change;**
- d. **The part number(s) (service and engineering) of the original component;**
- e. **The part number(s) (service and engineering) of the modified component;**
- f. **Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;**
- g. **When the modified component was made available as a service component; and**

Also, provide the above information for any modification or change that Chrysler is aware of which may be incorporated into vehicle production within the next 120 days.

- A8. In 2011 MY, there are no modifications or changes made to the powertrain control module or its software in the Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine that may relate to the alleged condition. In the 2012 MY Chrysler 200 and Dodge Avenger vehicles equipped with a 3.6L engine, changes were made to the evaporative system purge to address a 2011 MY OBD evaporative system purge monitoring deficiency approved by the California Air Resource Board (ARB). Chrysler is investigating if these changes affect the alleged condition.

The requested information is provided in Enclosure 8 - Subject Component Changes – CONF BUS INFO which has been submitted under separate cover to the NHTSA Chief Counsel's Office with a request for confidential treatment.

PE12-016

CHRYSLER

8-9-2012

ATTACHMENT,
ENCLOSURE 5,

Witech flash warranty policy
June 2009



STICK WITH THE SPECIALISTS®

Warranty Bulletin

TO: Dealer Principal, Service Mgr., Parts Mgr., and Warranty Claims Administrator	NO: D-09-12
	DATE: June, 2009
SUBJECT: wiTECH® – Electronic Control Module Flash Warranty Policy	FOR: X Dealers
	Business Centers

PURPOSE:

To announce a change in policy regarding electronic control module “Service Flash” updates by wiTECH®

TIMING:

Effective Immediately

BACKGROUND:

In an effort to delight the customer and enhance the experience on the Service Drive, we are now promoting the usage of wiTECH® to pro-actively provide the customer with the latest module software available for their vehicle at every service visit, without waiting for a specific symptom to occur. This action supersedes the previous policy requiring that a customer wait for a specific symptom before executing a flash operation.

ACTION:

The following Service Flash and Parts Flash requirements now apply and should be followed when diagnosing and repairing a vehicle.

Please note: Existing Service Bulletins, formerly known as TSB’s and the new wiTECH Service Flashes are two separate functions and should be processed per normal claim processing guidelines.

Note: This bulletin only pertains to flashes that are performed by a wiTECH® device and not a Diagnostic Readout Box (DRB). Flashes are reimbursable within the parameters of the warranty. What this means is if a flash is for a 3/36 item (power sliding door, sunroof, etc), then it is covered for 3/36. If the flash is for an 8/80 emission component (PCM, etc.), then it is covered for 8/80.

Always reference VIP > Warranty Coverage for determination of coverage eligibility.

Service Flashes

A “Service Flash” is a software update that does NOT require a part to be replaced. Service Flashes that exist for a vehicle should be performed for any and all modules and are reimbursable within the provisions of the warranty. *Service flashes will always include failure code “FM.”*

NOTE: PRIOR TO PERFORMING ANY SERVICE FLASH, REVIEW THE APPROPRIATE SERVICE BULLETIN SYMPTOM/CONDITION SECTION. THEN, REVIEW THIS INFORMATION WITH THE CUSTOMER TO ENSURE THAT THEY AGREE WITH INSTALLATION OF THE REVISED SOFTWARE.

Parts Required Flashes

A “Parts Required” Flash require that the technician first install new hardware and then flash a control module. It also includes any electronic control module update that must be performed using the DRBIII. *These Service Bulletins will include failure code “ZZ.”*

“Parts Required” Flashes should NOT be performed automatically, but only when it is required to resolve a customer complaint.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

Question and Answer

Question:

What LOP should be used to flash a vehicle with multiple flashes? Should a "Prime Flash" be used, then secondary?

Answer: Originally, we planned on having a "Prime LOP" for flashing modules with each Service Flash found by wiTech being entered as secondary LOPs for multiple flashes performed in one condition. We had to abandon that business model. There were just too many downstream users who would be impacted, like our Vehicle Safety Group and our Vendor Recovery Group. Each Service Flash should be submitted on a separate condition.

Question: What LOP should be used for connecting the wiTECH?

Answer: There are no current plans for establishing a LOP for connecting to wiTech.

Question:

What LOP should be used if a vehicle does NOT come in for something related to a flash, but flashes are revealed by wiTECH?

Answer: The wiTech tool will provide the appropriate LOP even if there is no Service bulletin related to the flash. QuickLOP will provide the correct failure code and time allowance when the LOP is entered.

Question: What action should be taken about flashes when there is NO LOP or SB? What is the coverage? Are we supposed to change the failure code because there are Service Bulletins that show FC ZZ and no part replacement?

Answer: If a vehicle comes in with a complaint and an applicable SB is found the technician should complete the SB and the SB LOP, failure code and hours should be entered on the claim. Service Flashes prompted by the wiTECH tool will provide the correct LOP for claim submission.

Question: Prior bulletins state that updates must be performed using the DRBIII with failure code of ZZ and installation of new hardware and then a flash of the control module. Are all the bulletins going to be revised as a result of this new change?

Answer: Existing Service Bulletins will not be revised. Future bulletins published will reflect the most current information.