



January 9, 2013

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; PE12-032

Dear Mr. Quandt:

As directed in PE12-032 IR dated November 7, 2012, attached is Chrysler Group LLC's response to Request Nos. 1- 7. 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 directed in PE12-032 IR, Chrysler Group LLC plans to provide its response to Request Nos. 8-9 on January 30, 2013.

Sincerely,

A handwritten signature in black ink that reads "Reginald Modlin". The signature is written in a cursive style with a large, prominent initial "R".

Reginald Modlin

Attachment and Enclosures

Mr. Jeffrey L. Quandt
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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 November 12, 2012.

This attachment contains Chrysler Group LLC's partial response to Questions 1- 7.

1. State, by model, engine and model year, the number of MY 2011 through 2012 Jeep Patriot vehicles Chrysler has 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 (displacement and engine code);
 - d. Model Year;
 - e. Date of manufacture; Date warranty coverage commenced; and
 - f. The State in the United States, or the 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_032_PRODUCTION DATA."

- A1. The 2011 and 2012 model year (MY) Jeep Patriot US market vehicles are designated as the MK model and are built in the Belvidere Assembly Plant in Belvidere, Illinois. The total number of subject vehicles manufactured by Chrysler for sale or lease for the US market was 114,998.

The detailed response that lists the production data is provided in Enclosure 1 as Microsoft Access 2010 tables titled "PE12_032_PRODUCTION DATA.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 Jeep Patriot 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 subject vehicles. Chrysler has conducted a reasonable and diligent search of the normal repositories of such information.
- a. There are 220 consumer complaints (Customer Assistance Inquiry Request or CAIR) that may relate to the alleged condition for the subject vehicle, which represent 185 unique VINs.
 - b. There are a total 71 field reports that may relate to the alleged condition for the subject vehicles, which represent 67 unique VINs.
 - c. There are 2 reports alleging a crash which represent one unique VIN, and no injury or fatalities in the subject vehicles that may relate to the alleged condition.
 - d. There are no reports alleging property damage in the subject vehicles that may relate to the alleged condition.
 - e. There are no third-party arbitration proceedings involving Chrysler for the subject vehicles.
 - f. There are 3 legal claims involving the subject vehicles that may relate to the alleged condition.

Based on the analysis of these complaints for the subject vehicles, Chrysler has determined that all of the responsive complaints (CAIRs, field reports and legal claims) comprise 224 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. 3 (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_032_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 n. is provided in Enclosure 3 – Request Number Two Data in a Microsoft Access 2010 table, titled "PE12_032_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 subject vehicles 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 counts 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 Jeep Patriot 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_ 032_ WARRANTY DATA.mdb".

A5. The total number of warranty claims for the alleged condition, in the subject vehicles is listed below.

Description of Repair	Labor Operation	Fail Code	2011 MY 2.0L	2011 MY 2.4L	2012 MY 2.0L	2012 MY 2.4L
Sensor, oxygen - Test and replace 2.0-2.4 liter engine upstream (B)	25017027	DO – Die Out	0	0	0	1
Driveability, No Trouble Found - No repair/Trouble Not Found No Repair/TNF Driveability (B)	85411801	Y2 - Stall	22	13	2	25
Check Engine Light, No Trouble Found - No repair/Trouble Not Found No Repair /TNF Check Engine Light (B)	85412501	Y2 – Stall	0	1	0	1
Module, global powertrain engine controller (GPEC) - Test and replace 2.0-2.4 liter engine (B)	081903	DO – Die Out	12	12	4	9

Additionally, not all of the warranty claims are necessarily related to the alleged condition as there are various reasons for a vehicle to exhibit an engine stall condition. 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 based on warranty data alone.

The detailed response that lists the warranty claims is provided in Enclosure 5 – “PE12_032_WARRANTY DATA.mdb”

6. 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).

- A6. Chrysler searched warranty labor operations that contained a failure code related to “die out” or “stall” and can be seen in the table below:

Description of Repair	Labor Operation	Fail Code
Sensor, oxygen - Test and replace 2.0-2.4 liter engine upstream (B)	250170	DO – Die Out
Driveability, No Trouble Found - No repair/Trouble Not Found No Repair/TNF Driveability (B)	854118	Y2 - Stall
Driveability, No Trouble Found - No repair/Trouble Not Found No Repair/TNF Driveability (B)	854125	Y2 – Stall
Sensor, intake air temperature - Test and replace (B)	250160	DO – Die Out
Module, global powertrain engine controller (GPEC) - Test and replace 2.0-2.4 liter engine (B)	081903	DO – Die Out

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 and 2012 MY Jeep Patriot vehicles was 36 months / 36,000 miles.

The powertrain limited warranty offered for the 2011 and 2012 MY Jeep Patriot vehicles was five years / 100,000 miles.

7. 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.

- A7. A search was conducted and one document was found that may be related to the alleged condition. The document is being provided in Enclosure 7 – Dealer Communications.

The Global Parts Order Process Tech Tip (GPOP Tech Tip) was issued to ensure the dealer technicians were going through the proper diagnostic procedures prior to replacing the fuel pump module.

There are also no such communications or informational documents currently planned to be issued in the next 120 days.