



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Memorandum

Subject: Follow-up to AQ14-03 IR Response

Date: May 21, 2015

From: Robert Garris
Investigator, NHTSA ODI

To: AQ14-003

The purpose of this memo is to document the emails/discussions between Chrysler, Dave Bernier, and NHTSA, Robert Garris for clarifications in their IR response starting on 2/26/2015 through 4/1/2015.

See attachments below.

Garris, Robert (NHTSA)

From: Garris, Robert (NHTSA)
Sent: Thursday, February 26, 2015 9:50 AM
To: Bernier David (FCA) (david.bernier@fcagroup.com)
Cc: Timian, Jennifer (NHTSA); 'philip.hartnagel@fcagroup.com'
Subject: AQ14-003 Chrysler - IR response - Follow-up of the phone call on 2/20/2015 for clarification

Dave,

Per our phone conversation on Friday, 2/20/2015, the items that were not supplied per the IR are:

Question 1i: The date the recall remedy inspection completed. (TSBs provide Labor code for inspection)

- 13V-529: 19-N4-91-81 & 13V-528: 19-N6-21-81

Question 2: Identify all notices, communications, or instructions Chrysler issued or transmitted.

- Did not provide the automated communications of the part restrictions per screen shots from dealers.

Question 10e: (In short) Were parts being used to fulfill orders or being stockpiled?

- Screenshots from dealers on 2/21/2014 & 2/25/2014 showing uncommitted stock – emailed to Chrysler on 2/25/2015
- Document supplied shows ARO taking effect on 7/11/2014

Question 12: Chrysler does not acknowledge or answer the parts restriction per Chrysler DealerConnect system.

Question 13: Contract expediting did not work or apply due to the parts restriction

- Dealers had to enter/supply a VIN to get parts
- Screenshot from dealer on 2/21/2014 –emailed to Chrysler on 2/25/2015

Question 16j: The date the recall remedy inspection completed. (TSBs provide Labor code for inspection)

- 13V-529: 19-N4-91-81 & 13V-528: 19-N6-21-81

Question 18: Chrysler states that process changes have been initiated but does not provide any information and/or details of the changes.

- The process changes are?

Chrysler's response must be submitted to this office by March 9, 2015.

Please send an email notification to me at Robert.Garris@dot.gov and to ODI_IRresponse@dot.gov when Chrysler submits its response.

If a request for confidential treatment was made for the response, please so state and provide the details of any package tracking information.

If you have any questions or concerns, please contact me.

Regards,

Robert W. Garris

General Engineer

US DOT- NHTSA

ODI - Recall Management / W48-219

1200 New Jersey Ave SE

Washington, DC 20590

Robert.Garris@dot.gov

P. (202) 366-9525

F. (202) 366-7882

Garris, Robert (NHTSA)

From: Bernier David (FCA) <david.bernier@fcagroup.com>
Sent: Thursday, March 12, 2015 5:54 PM
To: Garris, Robert (NHTSA)
Cc: Hartnagel Philip (FCA)
Subject: AQ14-003

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Orange Category, Red Category, Tasks

Rob, as discussed today during our phone conversation, the items below are items requiring additional information.

Question 1: What information is contained in an Order #? Does it contain the repair order #, part ship date, etc.

Question 10. DealerCONNECT screen prints, two screen prints provided indicate the steering linkage part numbers on restriction for both Cleveland and Milwaukee depots dated February 21, 2014 and February 25, 2014. The response indicates the restrictions did not start until February 26, 2014.

Dealer Screen prints: please provide information relating to what Order Type "E" and "C" indicate.

Dealer Screen prints: please provide information relating to what Status Code "812A" and "812C" indicate.

Dealer Screen print: please explain in detail each line item. Include explanation of why certain order numbers are on three or four lines. Does this indicate multiple requests? Need explanation.

Question 10e: FCA still must explain if parts were not being stockpiled, why did Mopar show Uncommitted Stock but dealer could not receive a part?

Question 17: please investigate page 3 and page 29 of the AQ14-003 Legal Summaries.pdf. Record indicates the steering linkage was replaced prior to the accident, why does the data in the Question 16 answer indicate no vehicles with a crash had the linkage replaced?

I will contact you on Tuesday afternoon to discuss answers to the questions above. I will provide a response to as many questions as possible at this time.

If you have any questions or concerns, please contact me.

Thanks,

David R. Bernier

Fiat Chrysler Automobiles (FCA)

Recall Administration/TREAD

Phone: 248-576-7313

Mobile: [REDACTED]

Email: david.bernier@fcagroup.com

Garris, Robert (NHTSA)

From: Bernier David (FCA) <david.bernier@fcagroup.com>
Sent: Friday, March 20, 2015 1:52 PM
To: Timian, Jennifer (NHTSA); Garris, Robert (NHTSA)
Cc: Hartnagel Philip (FCA)
Subject: AQ14-003 Update Presentation Material
Attachments: AQ14-003 NHTSA Update 03202015.pptx

Categories: Tasks

Attached is a copy of the presentation material for today's conference call.

David R. Bernier

Fiat Chrysler Automobiles (FCA)

Recall Administration/TREAD

Phone: 248-576-7313

Mobile: [REDACTED]

Email: david.bernier@fcagroup.com

AQ14-003 Update

Question On Whether FCA US LLC Mopar Division Stockpiled CBUEN491AA campaign Parts

End of Month Snapshot	Part#	Total PDC Stock Snap Shot (EOM)	Dealer Inventory Snapshot (EOM)	Dealer Shipped Orders (Cumulative Month)	% Of Shipped Order Initiated by Internal/Expediting	Order Pieces Cancelled	Total Orders (Dealers Shipped + Cancelled)
Dec-13	CBUEN491AA	39,398	57	80	100% (80)	6,012	6,092
Jan-14	CBUEN491AA	24,927	8,919	22,088	37% (8,172)	25,819	47,907
Feb-14	CBUEN491AA	21,778	7,850	16,773	29% (4,864)	26,000	42,773
Mar-14	CBUEN491AA	30,829	877	97	57% (55)	17,092	17,189
Mar-14	CBUEN491AB	7,641	61	4	100% (4)	2,935	2,939
Apr-14	CBUEN491AA	21,180	558	0	0% (0)	2,394	2,394
Apr-14	CBUEN491AB	7,596	9,005	21,790	55% (11,984)	4,832	26,622
Apr-14	CBUEN491AC	3,360	26	30	0% (0)	555	585
May-14	CBUEN491AA	11,429	308	1	0% (0)	746	747
May-14	CBUEN491AB	11,013	5,354	7,203	90% (6,482)	2,273	9,476
May-14	CBUEN491AC	14,937	6,581	14,257	72% (10,265)	1,101	15,358



Garris, Robert (NHTSA)

From: Bernier David (FCA) <david.bernier@fcagroup.com>
Sent: Wednesday, April 01, 2015 1:58 PM
To: Garris, Robert (NHTSA)
Cc: Hartnagel Philip (FCA); Timian, Jennifer (NHTSA); Beach Chris (FCA)
Subject: AQ14-003 Part Detail Screen information
Attachments: Part Status N49 dealer 26823.xlsx; Part Status Screen.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Correction needed, Tasks

Rob, attached is an explanation of the information available on the Part Detail screens requested. The Word file provides a description of the terms provided on the Part Detail Screen and the Excel file contains information for the specific Dealer Part Order Status screen provide by NHTSA.

If you have any questions, please let me know.

FYI, I will be out of the office from April 2, 2015 through April 10,2 2015. If you have any questions, comments or require additional information, please contact Phil and/or Chris Beach.

Thanks

David R. Bernier

Fiat Chrysler Automobiles (FCA)

Recall Administration/TREAD

Phone: 248-576-7313

Mobile: [REDACTED]

Email: david.bernier@fcagroup.com

Part Status Screen:

The part status screen (screen shot provided to FCA US by NHTSA) contains the following information:

- Order Number – this originates from the dealer system, this can be manually entered and can be duplicated
- Order Type – This identifies the type of order such as:
 - E = Daily order from the dealer to Mopar
 - C = Manual push for a campaign, this is a follow-up from ARO admin
 - A = Automatic order
 - S = Special handling – expedited shipment
- Order Date – Date which the dealer placed the order
- Order Quantity – Quantity of pieces ordered by the dealer
- Servicing PDC – Parts Distribution Center (PDC) servicing or fulfilling the order, if blank could mean a cancelled order
- Status Quantity – Quantity of the part ordered, shipped, packed in container, or in backorder
- Status Date – Date the part-level status was added to the system
- Status Code – Code representing last status
- Reason Code Description – Description of last status (associated description of Status Code)
- Invoice number – Invoice sent to dealer for order or invoice sent to PDC for payment to Mopar
- Ship Date – Ship date of order

Part Detail Screen:

The part detail screen displays detailed status information about a part on a specific order. The following terms describe the information reported on the Part Detail page:

- Order Number – this originates from the dealer system, this can be manually entered and can be duplicated
- Part Number – the part associated with the order
- Order Type – This identifies the type of order such as:
 - E = Daily order from the dealer to Mopar
 - C = Manual push for a campaign, this is a follow-up from ARO admin
 - A = Automatic order
 - S = Special handling – expedited shipment
- From Date – Beginning date of a specified date range
- To Date – End date of a specified date range
- Order Status – Status of the entire order
- Dual ID – Alternate part number
- Part Comments – Dealer part-level comments entered on the Order Detail page
- Part Description – Name of the part

- Order Master Control Number – Control number assigned by the system to identify the order
- Dealer Net – Unit cost of a part for the dealer
- Ruling – Three position code assigned to a part that has been, or will be, taken out of service. The ruling code indicates whether the part is superseded to another part, superseded to multiple parts, or cancelled.
- Console Option – Indicator used when a line item on an order has been consolidated and invoiced by the International System
- Vehicle Identification Number – Standard vehicle identification number (VIN)
- Mileage – Mileage of the vehicle receiving the part
- Servicing PDC – PDC servicing or providing the order; if blank could mean a cancelled order
- Status Code – code representing last status
- Box Number – Box number containing the part
- Reason Code Description – Description of the disposition of the part
- Order Status Description – Description of the status of the order
- Discount Code – Two-digit code which indicates the discount a part can receive
- Dealer Discount – Discount the dealer receives on the part
- Tariff – International customs reference code, required for International dealers only
- Signal Code – Code required for transmitter parts
- Original Customer ETA Date – Original estimated time of arrival date
- Current Customer ETA Date – Current estimated time of arrival date
- Status Date – Date the part-level status was added to the system
- Invoice Number – Invoice number on the line item shipped
- Line Number – Sequential number assigned to the part within an order
- Order Quantity – Number of parts the dealer ordered
- Part Eligibility for Return – Return eligibility date
- Source – Letter identifies the source of data entry for the order
- Shipment Date – Actual ship date for the commitment quantity
- Shipper Number – Shipping control number assigned by Mopar's backorder processing system whenever a backorder is created or reinstated
- Scheduled Release Date – Date for which the dealer has scheduled the shipment
- Reason Code – Disposition of a designated part
- Packing List Number – Packing list number assigned by the freight forwarder
- Carrier – Carrier assigned for the shipment
- Tracking Number – Number assigned by the carrier to track packages.

Dealer	Dealer Order Number	OMC (Internal Order Num)	Item NUM	Order type	Order date	Order Created By: LOGON	Part	Qty	Status code	Status reason		Status/Reason Description	Status date	File	Invoice number	Shipped status	I_SEQ	Serv PDC
26823000	00A345	25860822	00000001	E	11-Dec-13	D26823E	CBUEN491AA	1	81	49	8149	CNCL BY CHY - NEW MODEL PART CANCELED BY CHRYSLER	26-Dec-13	2				
26823000	00A346	25869280	00000001	E	12-Dec-13	D26823E	CBUEN491AA	1	81	49	8149	CNCL BY CHY - NEW MODEL PART CANCELED BY CHRYSLER	26-Dec-13	2				
26823000	00F007	26001839	0027	E	7-Jan-14	D26823E	CBUEN491AA	01	36	00	3600	PDC SHIPPED	8-Jan-14	4	00284673		01	03148
26823000	00F008	26010734	00000016	E	8-Jan-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	8-Jan-14	2				
26823000	F008	88262417	0001	E	14-Jan-14	S74698A	CBUEN491AA	01	36	00	3600	PDC SHIPPED	15-Jan-14	4	00285083		01	03148
26823000	00F016	26063389	00000020	E	16-Jan-14	D26823E	CBUEN491AA	1	81	2C	812C	CNCL BY CHY - CAN ONLY ORDER 3 IN 7 DAYS	16-Jan-14	2				
26823000	00F016	26063389	00000021	E	16-Jan-14	D26823E	CBUEN491AA	1	81	2C	812C	CNCL BY CHY - CAN ONLY ORDER 3 IN 7 DAYS	16-Jan-14	2				
26823000	00F016	26063389	0018	E	16-Jan-14	D26823E	CBUEN491AA	01	36	00	3600	PDC SHIPPED	17-Jan-14	4	00285083		01	03148
26823000	00F017	26071889	00000025	E	17-Jan-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	17-Jan-14	2				
26823000	00F020	26081007	00000035	E	20-Jan-14	D26823E	CBUEN491AA	1	81	2C	812C	CNCL BY CHY - CAN ONLY ORDER 3 IN 7 DAYS	20-Jan-14	2				
26823000	00F021	26089859	00000030	E	21-Jan-14	D26823E	CBUEN491AA	1	81	2C	812C	CNCL BY CHY - CAN ONLY ORDER 3 IN 7 DAYS	21-Jan-14	2				
26823000	00F021	26089859	00000031	E	21-Jan-14	D26823E	CBUEN491AA	1	81	2C	812C	CNCL BY CHY - CAN ONLY ORDER 3 IN 7 DAYS	21-Jan-14	2				
26823000	00F021	26089859	00000032	E	21-Jan-14	D26823E	CBUEN491AA	1	81	2C	812C	CNCL BY CHY - CAN ONLY ORDER 3 IN 7 DAYS	21-Jan-14	2				
26823000	00G023	26107197	00000017	E	23-Jan-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	23-Jan-14	2				
26823000	00F027	26124173	0027	E	27-Jan-14	D26823E	CBUEN491AA	01	36	00	3600	PDC SHIPPED	29-Jan-14	4	00000000		02	03148
26823000	00F035	26176095	00000041	E	4-Feb-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	4-Feb-14	2				
26823000	00F035	26176095	00000042	E	4-Feb-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	4-Feb-14	2				
26823000	00F035	26176095	00000043	E	4-Feb-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	4-Feb-14	2				
26823000	00F017	88419446	0001	E	4-Feb-14	S74698A	CBUEN491AA	01	36	00	3600	PDC SHIPPED	5-Feb-14	4	00286307		01	03148
26823000	C00003	58331026	0001	C	5-Feb-14	CSOP754	CBUEN491AA	01	36	00	3600	PDC SHIPPED	6-Feb-14	4	00286307		01	03148
26823000	00F042	26218953	00000028	E	11-Feb-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	11-Feb-14	2				
26823000	00F016	88485853	0001	E	12-Feb-14	S74698A	CBUEN491AA	01	36	00	3600	PDC SHIPPED	15-Feb-14	4	00000000		03	03148
26823000	0F0218	26260836	00000029	E	18-Feb-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	18-Feb-14	2				
26823000	0F0221	26287144	00000011	E	21-Feb-14	D26823E	CBUEN491AA	1	81	2A	812A	CNCL BY CHY - CAN ONLY ORDER 1 IN 7 DAYS	21-Feb-14	2				
26823000	00F016	88553854	0001	E	21-Feb-14	S74698A	CBUEN491AA	01	36	00	3600	PDC SHIPPED	22-Feb-14	4	00287117		01	03129
26823000	00F017	88643266	00000001	S	5-Mar-14	S74698A	CBUEN491AA	1	81	49	8149	CNCL BY CHY - NEW MODEL PART CANCELED BY CHRYSLER	11-Mar-14	2				
26823000	0F0318	26438848		E	18-Mar-14	D26823E	CBUEN491AA	23	81	01	8101	CNCL BY CHY - SUPERCEDED PART RULED	3/18/2014	1				
26823000	0F0328	26510448		E	28-Mar-14	D26823E	CBUEN491AA	01	23	01	2301		3/28/2014	1				
26823000	C00005	58464924	1	C	3-Apr-14	CSOP754	CBUEN491AB	23	81	90	8190	INVOICED	4/5/2014	3	289556	36	1	03148
26823000	0F0407	26565678		E	7-Apr-14	D26823E	CBUEN491AA	01	81	23	8123	CNCL BY CHY - DO NOT SERVICE	4/7/2014	1				
26823000	0F0421	26655190		E	21-Apr-14	D26823E	CBUEN491AA	01	81	23	8123	CNCL BY CHY - DO NOT SERVICE	4/21/2014	1				
26823000	B04251	26692446	1	E	25-Apr-14	T6287VK	CBUEN491AB	2	90	00	9000	CLOSED	4/26/2014	3	290773	36	1	03148
26823000	B04291	26711475	1	E	29-Apr-14	T6287VK	CBUEN491AB	01	90	00	9000	CLOSED	5/1/2014	3	291184	36	1	03148
26823000	0F0509	26785170		E	9-May-14	D26823E	CBUEN491AB	01	81	66	8166	CNCL BY CHY - CAMPAIGN PART - QUANTITY RESTRICTED BY CHRYSLER	5/9/2014	1				
26823000	B05201	26846416	1	E	20-May-14	T6287VK	CBUEN491AB	02	90	00	9000	CLOSED	5/22/2014	3	292394	36	1	03148

Detailed chart above based on the chart below.

	Select	Order Number	Order Type	Order Date (MM/DD/YYYY)	Order Quantity	Servicing PDC	Status Quantity	Status Date (MM/DD/YYYY)	Status Code	Reason Code Description	Invoice Number	Ship Date (MM/DD/YYYY)
1.	<input type="radio"/>	0F0218	E	02/18/2014	1			02/18/2014	812A	ORDER 1 IN 7		
2.	<input type="radio"/>	00F016	E	02/12/2014	1	CLE	1	02/13/2014	0603	BO CLOSED		
3.						CLE	1	02/13/2014	0603	BO CLOSED		
4.						MLW	1	02/15/2014	7000	INVOICED-PDC	W-00286713	02/15/2014
5.	<input type="radio"/>	00F042	E	02/11/2014	1			02/11/2014	812A	ORDER 1 IN 7		
6.	<input type="radio"/>	C00003	C	02/05/2014	1	CLE	1	02/06/2014	7000	INVOICED-PDC	W-00286307	02/06/2014
7.	<input type="radio"/>	00F035	E	02/04/2014	1			02/04/2014	812A	ORDER 1 IN 7		
8.	<input type="radio"/>	00F035	E	02/04/2014	1			02/04/2014	812A	ORDER 1 IN 7		
9.	<input type="radio"/>	00F035	E	02/04/2014	1			02/04/2014	812A	ORDER 1 IN 7		
10.	<input type="radio"/>	00F017	E	02/04/2014	1	CLE	1	02/05/2014	7000	INVOICED-PDC	W-00286307	02/05/2014
11.	<input type="radio"/>	00F027	E	01/27/2014	1	CLE	1	01/28/2014	0603	BO CLOSED		
12.						CLE	1	01/29/2014	7000	INVOICED-PDC	W-00285897	01/29/2014
13.	<input type="radio"/>	00G023	E	01/23/2014	1			01/23/2014	812A	ORDER 1 IN 7		
14.	<input type="radio"/>	00F017	E	01/23/2014	1			01/24/2014	8100	CNCL BY CHY		
15.	<input type="radio"/>	00F017	E	01/23/2014	1			01/23/2014	8000	CANCL BY DLR		
16.	<input type="radio"/>	00F021	E	01/21/2014	1			01/21/2014	812C	ORDER 3 IN 7		
17.	<input type="radio"/>	00F021	E	01/21/2014	1			01/21/2014	812C	ORDER 3 IN 7		
18.	<input type="radio"/>	00F021	E	01/21/2014	1			01/21/2014	812C	ORDER 3 IN 7		
19.	<input type="radio"/>	00F020	E	01/20/2014	1			01/20/2014	812C	ORDER 3 IN 7		
20.	<input type="radio"/>	00F017	E	01/17/2014	1			01/17/2014	812A	ORDER 1 IN 7		
21.	<input type="radio"/>	00F016	E	01/16/2014	1	CLE	1	01/17/2014	7000	INVOICED-PDC	W-00285083	01/17/2014
22.	<input type="radio"/>	00F016	E	01/16/2014	1	CLE	1	01/17/2014	7000	INVOICED-PDC	W-00285083	01/17/2014
23.	<input type="radio"/>	00F016	E	01/16/2014	1			01/16/2014	812C	ORDER 3 IN 7		
24.	<input type="radio"/>	00F016	E	01/16/2014	1			01/16/2014	812C	ORDER 3 IN 7		
25.	<input type="radio"/>	F008	E	01/14/2014	1	CLE	1	01/15/2014	7000	INVOICED-PDC	W-00285083	01/15/2014
26.	<input type="radio"/>	00F008	E	01/08/2014	1			01/08/2014	812A	ORDER 1 IN 7		
27.	<input type="radio"/>	00F007	E	01/07/2014	1	CLE	1	01/08/2014	7000	INVOICED-PDC	W-00284673	01/08/2014
28.	<input type="radio"/>	00A346	E	12/12/2013	1			12/26/2013	8149	NEW MOD CNCL		
29.	<input type="radio"/>	00A345	E	12/11/2013	1			12/26/2013	8149	NEW MOD CNCL		