

PE14-017  
CHRYSLER  
Q10  
Star Cases

# STAR Case



**Case Number:** S1108000132

**Release Date:** 09/09/2011

## **Symptom/Vehicle Issue:**

Cluster Drops Out; Warning Lights And Chime Come On, Radio And Blower Turn Off

## **Repair:**

Owner complains of accessories that turn off and on while driving or flicker. Dash lamps, warning chimes, blower motor cut in and out intermittently. Fault code at times in the FCM, B2100.

Review the ignition switch for sensitivity by gently moving the switch back and forth to duplicate the concern. Some cases of excessive keys have contributed to ignition switch related complaints.

Validate the owner is not carrying an excessive amount of keys, larger key rings. These larger key rings and added weight have created intermittent issues with the ignition switch especially when going over rough roads. Replace the ignition switch to repair as needed.

**[Contact the STAR Center for assistance if no solution is found](#)**



# STAR Case

---



**Case Number:** S1208000361

**Release Date:** 9/19/2012

**Symptom/Vehicle Issue:**

Momentary Delay When Quick Cycling Ignition Switch To The Start Position

**Discussion:**

Some reports indicate the vehicle has a momentary delay when quick cycling the key without any hesitation from off to start. The momentary delay is a ETC (Electronic Throttle Control) learn. The engine controller will do a calibration of the throttle body at every start. If you turn the key in a distinctively slower pace allowing the ignition positions to be read, the condition will be unnoticed.

**[Contact the STAR Center for assistance if no solution is found](#)**

PE14-017

CHRYSLER

Q10

Tech Line Communications

Control Number	Body	Body Description	Color Code	Color Description	Component Group	Component Group Name	Created By First Name
STAR-00000026	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	PJC	LIGHT KHAKI METALLIC CLEAR COAT		18 VEHICLE PERFORMANCE	TODD
STAR-00001949	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	PW1	STONE WHITE CLEAR COAT		18 VEHICLE PERFORMANCE	BRYAN

Created By Last Name	Created By TID	Created Date/Time	Date/Time	Dealer Address 1	Dealer Address 2	Dealer Area Code	Dealer City	Dealer Code	Dealer Country	Dealer County	Dealer Name
----------------------	----------------	-------------------	-----------	------------------	------------------	------------------	-------------	-------------	----------------	---------------	-------------

SMITH	T6468TS	53:56.1	57:14.3								
RICKMAN	T5741BR	42:39.7	42:39.7	507 LAKEWOOD RD		207 MADISON		60294 USA		SOMERSET	HIGHT CHRYSLER DODGE JEEP

Dealer Phone	Dealer State	Dealer ZIP	Dealer Zone	Emission Code	Emission Name	Emission Short Name	Engine Code	Engine Description	Engine Name	Engine Short Name	Family	File Name
				NAS	50 State Emissions		EKG	3.7L V6 ENGINE	3.7L V6 Engine		37 WK	
4747171 ME		04950 3010	32 NAE		California Emissions	CAL	EKG	3.7L V6 ENGINE	3.7L V6 Engine		37 WK	

Market	Market Name	Mileage	Mileage Indicator	Model Year	Extracted Text	Narrative Type	Part Number	Part Ordered?	Part Quantity	Plant
U	US	1209	M	2005	<p>tech driving vehicle home, try to get data recording. [not sure if recording will work on 05].</p> <p>:TBS9:11/16/2004 The cust made a recording with a copilot when it stalled and the lights on the trigger were out. The tech had made test recording with out an issue, no one other that the cust have had the vehicle stall.The cust key ring has about 6 keys on it The tech to see if the cust is turning the key off with his knee.</p> <p>:FW66:12/03/2004 Ordered pcm per drive group. Order # 2857**. :MED50:12/03/2004 Tom M. was calling to Order a PCM Told him it is already ordered. :RLC129:12/03/2004 tech is having a problem getting the starscan to work on the internet. advised the tech to call 800-374-4040.</p> <p>:DB194:12/10/2004 Customer thinks what is happening is thier knee is bumping against the ignition switch when moving from the brake pedal to the gas pedal and shutting the vehicle off.</p>	R	56044516AE	Y	1	C
U	US	3750	M	2007	<p>Customer states the vehicle stalling. This has happened twice for this issue. The tech has checked the wiring harness at the back of the engine. This vehicle stalling down the freeway at 50 MPH. Descibed as key being cycled off. The tech states there are no codes.</p>	P			0	C

Plant Name	STAR First Name	STAR Last Name	STAR Phone	STAR Phone Extension	STAR TID	Tech First Name	Tech Last Name	TID	Transmission Code	Transmission Description
JEFFERSON NORTH ASSEMBLY PLANT					T5262SM			T5262SM	DGJ	5-SPEED AUTO W5A580 TRANSMISSION
JEFFERSON NORTH ASSEMBLY PLANT					7062 T5741BR	ROBERT	CHAPMAN	T5741BR	DGJ	5-SPEED AUTO W5A580 TRANSMISSION

Transmission Name	Transmission Short Name	Updated By First Name	Updated By Last Name	Updated By TID	Updated Date/Time	VIN17	VIN8	VIN9	Warranty Built Date
-------------------	-------------------------	-----------------------	----------------------	----------------	-------------------	-------	------	------	---------------------

5-Speed Auto W5A580 Transmission	NAG1			T5262SM	57:14.3	1J4GR48K15C 516109	5C5 	1J4GR48K1	10/19/2004
--	------	--	--	---------	---------	-----------------------	---------	-----------	------------

5-Speed Auto W5A580 Transmission	NAG1			T5741BR	37:24.0	1J8GR48K57C 641888	7C 	1J8GR48K5	4/10/2007
--	------	--	--	---------	---------	-----------------------	--------	-----------	-----------



PE14-017

CHRYSLER

Q10

Zone Technical Advisor Report

Zone Technical Advisor Report

Part Information

Part Description

Part Concern #1

Customer Concern:

Customer states that vehicle quits while driving. Vehicle will restart immediately. Dealer has not been able to reproduce the problem.

Root Cause:

Ignition switch.

Repair Action:

The ignition switch and housing were replaced as an assembly--the ignition switch was not separated from the housing during the repair. The repairs were completed on 12/27/06, and as of 1/03/07 the customer has contacted the dealer 2 times to order accessories and has not experienced a repeat stall condition. Dealer advises that the parts were returned through the normal parts return system.

TSB Group: 08

Repair Successful: Y

\*\* No Parts Information Available

Quantity

Cost/Unit

Rein D

Images: 0

Issue Number: R154066  
Zone Number: 0-Unknown cagn's zone  
Issue Type: Driveability  
Category: Reliability  
Reported By: Brady, Chuck  
Phone: ( ) 895-6922  
Created On: 01/03/2007

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part
XK	6C	5410	102616	09086	EKG	DGJ	
					K293	J288	
					5211	5607	
					42	99	



PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 5

Customer Survey

PE14-017 Follow-up survey on  
customer complaints

FileID	Category	OwnerFleetName	OwnerFleetAddress	OwnerFleetPhone	VIN	MakeModelMY	Mileage	Incident ate	DateReported	Crash	PropertyD amage	Injuries	Fatalities	Summary	Driver Male/Fema le	Were they using cruise control or not. Leg position if they were using cruise control	Situation- Moving foot from brake to accelerator	Seat position- approxima te position	Adjustable pedal setting.	Key chain size and what is on it.	Replaceme nt part?	Knee contact or other body part	Can they describe the situation? Ex carrying stuff to kids college, or was carrying a lot of cargo.	Amount of time driving the vehicle	Did this happen in your primary vehicle or are you driving someone elses car.	What was the driving situation when this happened? Traffic conditions - highway with cruise, or moving from the gas pedal.	Do you still own the vehicle and would you be willing to allow us to inspect the vehicle.	
13109010	Consumer Complaint				1J4HR48NXX	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	1200	NA	1/31/05	0	0	0	0	Please See Attached Report	# on file disconnect ed	moving leg for circulation	all the way back				knee						
13165923	Consumer Complaint				1J4HR58N9	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1	1500	NA	2/1/05	0	0	0	0	Please See Attached Report	no answer						knee						
13305174	Consumer Complaint				1J4HR48N9	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	1300	NA	3/17/05	0	0	0	0	Please See Attached Report	no answer												
13315501	Consumer Complaint				1J4HR48N9	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	1100	NA	3/30/05	0	0	0	0	Please See Attached Report	no answer												
13326451	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	4092	NA	3/22/05	0	0	0	0	Please See Attached Report	# not in service						knee						
13360114	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	2266	NA	5/21/05	0	0	0	0	Please See Attached Report													
13800479	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	7150	NA	7/18/05	0	0	0	0	Please See Attached Report	no answer						knee						
13888729	Consumer Complaint				1J4HR48NXX	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	1000	NA	8/5/05	0	0	0	0	Please See Attached Report	busy					ignition switch key cylinder	knee						
13894493	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	550	NA	8/8/05	0	0	0	0	Please See Attached Report	voicemail						knee						
13898695	Consumer Complaint				1J4GR48K25	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	1196	NA	8/8/05	0	0	0	0	Please See Attached Report	# not in service												
13975389	Consumer Complaint				1J4HS48N35	2005 JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	1	2904	NA	8/26/05	0	0	0	0	Please See Attached Report	voicemail						knee						
13991025	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	660	NA	8/31/05	0	0	0	0	Please See Attached Report	voicemail						knee						
14047946	Consumer Complaint				1J4HR58N2	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1	12000	NA	9/14/05	0	0	0	0	Please See Attached Report	voicemail		all the way forward				knee						
14051286	Consumer Complaint				1J4G548K25	2005 JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	1	17700	NA	9/15/05	0	0	0	0	Please See Attached Report	no answer												
14098533	Consumer Complaint				1J4HR58N4	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1	21628	NA	9/28/05	0	0	0	0	Please See Attached Report	not available						knee						
14230705	Consumer Complaint				1J4G548K25	2005 JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	1	2000	NA	11/2/05	0	0	0	0	Please See Attached Report	# not in service						knee						
14358062	Consumer Complaint				1J4HR58275	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1	10000	NA	12/8/05	0	0	0	0	Please See Attached Report	voicemail						knee						
14405702	Consumer Complaint				1J8GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	4800	NA	12/22/05	0	0	0	0	Please See Attached Report	no answer						knee						
14487484	Consumer Complaint				1J8GR48K75	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	2800	NA	1/13/06	0	0	0	0	Please See Attached Report	voicemail						knee						
14512628	Consumer Complaint				1J8HR58N1	2006 JEEP COMMANDER LIMITED 4X2 SPORT UTILITY 4- DR	2	80	NA	1/23/06	0	0	0	0	Please See Attached Report	voicemail						knee						
14519730	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	18822	NA	1/23/06	0	0	0	0	Please See Attached Report	# not in service						knee						
14613412	Consumer Complaint				1J4GR48K65	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	20000	NA	2/16/06	0	0	0	0	Please See Attached Report													
14631175	Consumer Complaint				1J8HG48N0	2005 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	6900	NA	2/21/06	0	0	0	0	Please See Attached Report	# no longer in service												
14676291	Consumer Complaint				1J4HR48NXX	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	16500	NA	3/9/06	0	0	0	0	Please See Attached Report	duplicate												
14724719	Consumer Complaint				1J8GR48K25	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	5562	NA	3/17/06	0	0	0	0	Please See Attached Report	voicemail						knee						
14794622	Consumer Complaint				1J4HR48N7	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	11500	NA	4/5/06	0	0	0	0	Please See Attached Report	Male	Rarely used cruise control	Just readjusting his legs	6 feet tall	No	Normal size	Nothing replaced	knee		main vehicle	Primary vehicle	highway driving	No
14821138	Consumer Complaint				1J4HR58NXX	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1	10000	NA	4/17/06	0	0	0	0	Please See Attached Report	fax # on file						knee						
14827598	Consumer Complaint				1J4HSSBNXX	2006 JEEP GRAND CHEROKEE LTD. 4X2 SPORT UTILITY 4-DR	1	500	NA	4/14/06	0	0	0	0	Please See Attached Report	# is disconnect ed						knee						

FileID	Category	OwnerFleetName	OwnerFleetAddress	OwnerFleetPhone	VIN	MakeModelMY			Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary	Driver Male/Female	Were they using cruise control or not. Leg position if they were using cruise control	Situation-Moving foot from brake to accelerator	Seat position- approximate position	Adjustable pedal setting.	Key chain size and what is on it.	Replacement part?	Knee contact or other body part	Can they describe the situation? Ex: carrying stuff to kids, college, or was carrying a lot of cargo.	Amount of time driving the vehicle	Did this happen in your primary vehicle or are you driving someone elses car.	What was the driving situation when this happened? Traffic conditions - highway with cruise, or moving from the brake to the gas pedal.	Do you still own the vehicle and would you be willing to allow us to inspect the vehicle.	
14829913	Consumer Complaint				14HG538N3	2005 JEEP GRAND CHEROKEE LTD. 4X2 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	1100	NA	4/19/06	0	0	0	0	Please See Attached Report														
14839375	Consumer Complaint				14AGS48K35	2005 JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	10000	NA	4/21/06	0	0	0	0	Please See Attached Report		no answer							hand					
14896732	Consumer Complaint				14AGR48K15	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	16000	NA	5/8/06	0	0	0	0	Please See Attached Report		no # available							knee					
14905052	Consumer Complaint				18HG48K8	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	6300	NA	5/5/06	0	0	0	0	Please See Attached Report														
14912505	Consumer Complaint				14A8H48N1	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	2000	NA	5/8/06	0	0	0	0	Please See Attached Report		male	happens when cruise control is set		6 ft tall	no	key fob & one key	no	knee	just driving	9,000 miles a year		in town driving mainly	yes/yes
14970230	Consumer Complaint				14AGR48K25	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	14400	NA	5/24/06	0	0	0	0	Please See Attached Report		# for Laura O'Donald		all the way forward					knee					
14985151	Consumer Complaint				14A8H48N8	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	17000	NA	5/30/06	0	0	0	0	Please See Attached Report		husband primary driver	yes	knee bumps when moving his leg	6 ft tall	no	key fob & one key	no	knee	everyday driving	his main transportation	husband's primary vehicle	highway with cruise control set	no
15033853	Consumer Complaint				18HG48K8	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	10000	NA	6/12/06	0	0	0	0	Please See Attached Report														
15050732	Consumer Complaint				18HG48K8	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	6000	NA	6/16/06	0	0	0	0	Please See Attached Report														
15090664	Consumer Complaint				18GR48K56	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	26096	NA	6/26/06	0	0	0	0	Please See Attached Report		No phone number available							knee				going 70 mph on road	
15161051	Consumer Complaint				18HH48K3	2006 JEEP COMMANDER 4X2 SPORT UTILITY 4-DR	COMMANDER	2	4700	NA	7/14/06	0	0	0	0	Please See Attached Report		No answer											vehicle stalled while driving - STAR suggests operator may be bumping/fitting the key	
15182816	Consumer Complaint				18HG48K6	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	6000	NA	7/20/06	0	0	0	0	Please See Attached Report		No longer a good number											vehicle shuts down when keys are touched	
15210794	Consumer Complaint				18HG58216	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	0	NA	7/27/06	0	0	0	0	Please See Attached Report		603 772 2445 no longer a good number											accidentally lightly touch key, vehicle will stall	
15270946	Consumer Complaint				14AGR48K25	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	29900	NA	8/18/06	0	0	0	0	Please See Attached Report		704 202 8113 no longer number											engine shuts off if the slightest pressure touches the key	
15327901	Consumer Complaint				14AGR48K05	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	3510	NA	8/22/06	0	0	0	0	Please See Attached Report		No answer											key in the dash keeps shutting off when their knee hits key	
15328031	Consumer Complaint				14AGR48K05	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	3500	NA	8/22/06	0	0	0	0	Please See Attached Report		CAIR opened by accident.												
15463050	Consumer Complaint				14HGS8N95	2005 JEEP GRAND CHEROKEE LTD. 4X2 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	24411	NA	9/26/06	0	0	0	0	Please See Attached Report		No answer 910-420-2774 no answer/got VM											when you bump key in ignition it turns the car off while in motion.	
																													the ignition switch in 2006 Jeep Commander is oriented in such way that it could be easily turned off by a slight knee movement to the right, especially when driver seat is positioned far forward or in case driver has long legs. I experienced engine shut off during driving on two occasions. In one occasion, I was on highway on-ramp, raised my foot to brake, moved knee slightly to the right and engine shut off.	
15515339	Consumer Complaint				18HG58216	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	1400	NA	10/13/06	0	0	0	0	Please See Attached Report		No answer/VM		NOTE : RECENT EMAIL CONTACT FROM CUSTOMER										

File#	Category	OwnerFleetName	OwnerFleetAddress	OwnerFleetPhone	VIN	MakeModelMY		Mileage	Incident date	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary			Driver Male/Female	Were they using cruise control or not. Leg position if they were using cruise control	Situation- Moving foot from brake to accelerator	Seat position - approximate position	Adjustable pedal setting.	Key chain size and what is on it.	Replacement part?	Knee contact or other body part	Can they describe the situation? Ex: carrying stuff to kids college, or was carrying a lot of cargo.	Amount of time driving the vehicle	Did this happen in your primary vehicle or are you driving someone else's car.	What was the driving situation when this happened? Traffic conditions - highway with cruise, or moving from the brake to the gas pedal.	Do you still own the vehicle and would you be willing to allow us to inspect the vehicle.
15531747	Consumer Complaint				1BHGSBNK6C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	5500	NA	10/18/06	0	0	0	0	Please See Attached Report														
15541763	Consumer Complaint				1BHGSBZ96C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	1000	NA	10/12/06	0	0	0	0	Please See Attached Report														
15563063	Consumer Complaint				1AHRSBZ39C	2006 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	4000	NA	10/18/06	0	0	0	0	Please See Attached Report														
15576150	Consumer Complaint				1AHRSBZ39C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	40300	NA	11/6/06	0	0	0	0	Please See Attached Report														
15735667	Consumer Complaint				1AGRBK66C	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	3400	NA	12/4/06	0	0	0	0	Please See Attached Report			number disconnects d/no longer in service											if you put a key on the key ring and knee hits it, car will shut off
15778182	Consumer Complaint				1BHRSBZ97C	2007 JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	0	NA	12/15/06	0	0	0	0	Please See Attached Report														
15841771	Consumer Complaint				1BHGSBN56C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	850	NA	1/9/07	0	0	0	0	Please See Attached Report			336 510 0058 no answer/got VM							knee			hit the ignition key twice with my knee, vehicle shuts down	
15850301	Consumer Complaint				1BHGBAB96C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	4831	NA	1/9/07	0	0	0	0	Please See Attached Report														
15879554	Consumer Complaint				1AHRSBN79C	2006 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	28565	NA	1/22/07	0	0	0	0	Please See Attached Report														
15945204	Consumer Complaint				1BHHA8N6C	2006 JEEP COMMANDER 4X2 SPORT UTILITY 4-DR	COMMANDER	2	6570	NA	2/9/07	0	0	0	0	Please See Attached Report														
16009031	Consumer Complaint				1BHGBAB96C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	21000	NA	3/5/07	0	0	0	0	Please See Attached Report														
16019071	Consumer Complaint				1AHRSBNZ5C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	19600	NA	3/7/07	0	0	0	0	Please See Attached Report			No phone number available											when the ignition key is bumped the vehicle shuts off - 4X4 once while adjusting seat
16032570	Consumer Complaint				1BHGSBN86C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	14500	NA	3/14/07	0	0	0	0	Please See Attached Report			319 899 3317 no longer good number							knee			6'5" tall - knee bumps key	
16055529	Consumer Complaint				1BHGSBN86C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	COMMANDER	2	14953	NA	3/22/07	0	0	0	0	Please See Attached Report			no longer good number							knee			* * * *	
16069278	Consumer Complaint				1BHGBAB96C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	25000	NA	3/28/07	0	0	0	0	Please See Attached Report			reached voice mail - good number										ignition has shut off while either wife or husband - slight bump of key with knee	
16146052	Consumer Complaint				1BHGBAB56C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	10000	NA	4/11/07	0	0	0	0	Please See Attached Report			got VM							knee			his knees have disengaged the key switch several times	
16243760	Consumer Complaint				1AHRSBZ69C	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	16000	NA	4/26/07	0	0	0	0	Please See Attached Report			512 971 6689 got VM 512 689 9992 got VM											
16261029	Consumer Complaint				1BHHA8N56C	2006 JEEP COMMANDER 4X2 SPORT UTILITY 4-DR	COMMANDER	2	6000	NA	5/2/07	0	0	0	0	Please See Attached Report			no phone #							knee			knee hits key/vehicle turns off	
16274702	Consumer Complaint				1BGRABK57C	2007 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	3700	NA	5/7/07	0	0	0	0	Please See Attached Report			BUSY							knee			the ignition has shut off while either my wife or I were driving after just the slightest bump of the ignition key with our knee	
16361583	Consumer Complaint				1BHGBAB56C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	6000	NA	6/1/07	0	0	0	0	Please See Attached Report			got VM							knee			her husband being tall and hitting the ignition switch... knee hitting the switch	
16396267	Consumer Complaint				1BHRSBN93C	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	21000	NA	6/12/07	0	0	0	0	Please See Attached Report			757-867-8300 no answer (not sure if good number)							leg			husband's leg hits ignition cutting vehicle off	
16396808	Consumer Complaint				1BHHA8N96C	2006 JEEP COMMANDER 4X2 SPORT UTILITY 4-DR	COMMANDER	2	15500	NA	6/12/07	0	0	0	0	Please See Attached Report			call cannot be completed as dialed										if the key in the ignition is touched the ignition switch turns to the off position. Ignition switch is too sensitive... stalled on her and her husband about 8 times.	

FileID	Category	OwnerFleetName	OwnerFleetAddress	OwnerFleetPhone	VIN	MakeModelMY		Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary			Driver Male/Female	Were they using cruise control or not. Leg position if they were using cruise control	Situation- Moving foot from brake to accelerator	Seat position - approximate position	Adjustable pedal setting.	Key chain size and what is on it.	Replacement part?	Knee contact or other body part	Can they describe the situation? Ex: carrying stuff to kids' college, or was carrying a lot of cargo.	Amount of time driving the vehicle	Did this happen in your primary vehicle or are you driving someone else's car.	What was the driving situation when this happened? Traffic conditions - highway with cruise, or moving from the brake to the gas pedal.	Do you still own the vehicle and would you be willing to allow us to inspect the vehicle.
16486319	Consumer Complaint				1BHG48N86C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	22000	NA	7/9/07	0	0	0	0	Please See Attached Report			no answer 417 849 9998 correct number - reached VM Beth Banta										vehicle will stall while she is driving	
16595044	Consumer Complaint				1BHG48K06C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	28000	NA	8/7/07	0	0	0	0	Please See Attached Report			571 488 0827 Still good number?? VM - same name						knee			knee has hit key and turned off ignition		
16627712	Consumer Complaint				1J4HR48N76C	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	23000	NA	8/15/07	0	0	0	0	Please See Attached Report			reached VM						knee			Customer states he was driving and hit the key with his knee and the vehicle shut off on him		
16703123	Consumer Complaint				1J4HR5K206C	2006 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	6950	NA	9/5/07	0	0	0	0	Please See Attached Report		No Answer												
16762465	Consumer Complaint				1BGR48K37C	2007 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	8000	NA	9/21/07	0	0	0	0	Please See Attached Report		No Answer												
16778445	Consumer Complaint				1BHG48N16C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	8118	NA	9/26/07	0	0	0	0	Please See Attached Report		No Answer												
16926974	Consumer Complaint				1BHG48P57C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	3300	NA	11/9/07	0	0	0	0	Please See Attached Report		No Answer												
16989696	Consumer Complaint				1BGR48K15C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	43580	NA	1/10/08	0	0	0	0	Please See Attached Report		Male	No, foot on gas	foot on gas and neutral	unknown	no	Key was Not on a keychain	No	Unknown, owner doesn't remember	was on Route 95 in New Rochelle Ny gain 60 mph and suddenly shut off. Put trans in Neutral and pulled to side of road to restart	An hour to 1.5 hrs at 60 mph	Primary	was on Route 95 in New Rochelle Ny	Yes- Yes
16994672	Consumer Complaint				1BHG48N16C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	0	NA	12/6/07	0	0	0	0	Please See Attached Report		No Phone												
17003694	Consumer Complaint				1BGR48K77C	2007 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	18000	NA	12/5/07	0	0	0	0	Please See Attached Report		Phone disconnected												
17092227	Consumer Complaint				1BHG48N86C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	18000	NA	1/7/08	0	0	0	0	Please See Attached Report		Phone disconnected												
17155467	Consumer Complaint				1BGR48K07C	2007 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	13000	NA	1/28/08	0	0	0	0	Please See Attached Report		No Answer												
17328942	Consumer Complaint				1BHG48P67C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	28000	NA	3/18/08	0	0	0	0	Please See Attached Report		No Answer												
17444103	Consumer Complaint				1J4HR48N55C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	22500	NA	4/23/08	0	0	0	0	Please See Attached Report		No Phone												
17511483	Consumer Complaint				1BHG48K17C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	32650	NA	5/15/08	0	0	0	0	Please See Attached Report		No Phone												
18068073	Consumer Complaint				1BHG48P97G	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	42300	NA	11/21/08	0	0	0	0	Please See Attached Report														
18917847	Consumer Complaint				1J4G548K35C	2005 JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	80800	NA	9/9/09	0	0	0	0	Please See Attached Report		phone disconnected												
19638774	Consumer Complaint				1BHG48K07C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	38000	NA	6/15/10	0	0	0	0	Please See Attached Report		no answer												
19872238	Consumer Complaint				1BHS58N35C	2005 JEEP GRAND CHEROKEE LTD. 4X2 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	39490	NA	8/26/10	0	0	0	0	Please See Attached Report		No Phone												
19923617	Consumer Complaint				1BHG48K66C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	8277	NA	9/10/10	0	0	0	0	Please See Attached Report		No Phone												
20146350	Consumer Complaint				1J4GR48K75C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	44000	NA	11/15/10	0	0	0	0	Please See Attached Report		No Phone												
20252568	Consumer Complaint				1BHG48N06C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	COMMANDER	2	20673	NA	12/21/10	0	0	0	0	Please See Attached Report		no answer												
20907972	Consumer Complaint				1J4HR48N36C	2006 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	GRAND CHEROKEE	1	59387	NA	5/31/11	0	0	0	0	Please See Attached Report		no answer												

FileID	Category	OwnerFleetName	OwnerFleetAddress	OwnerFleetPhone	VIN	MakeModelMY	Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary	DriverMale/Female	Were they using cruise control or not. Leg position if they were using cruise control	Situation - Moving foot from brake to accelerator	Seat position - appropriate position	Adjustable pedal setting.	Key chain size and what is on it.	Replacement part?	Knee contact or other body part	Can they describe the situation? Ex: carrying stuff to kids, college, or was carrying a lot of cargo.	Amount of time driving the vehicle	Did this happen in your primary vehicle or are you driving someone else's car.	What was the driving situation when this happened? Traffic conditions - highway with cruise, or moving from the brake to the gas pedal.	Do you still own the vehicle and would you be willing to allow us to inspect the vehicle.
21050323	Consumer Complaint				1B8HG48K37C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	56000	NA	6/28/11	0	0	0	0	Please See Attached Report	phone disconnected											
21077854	Consumer Complaint				1B8HG48K37C	2007 JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR	1	80000	NA	7/6/11	0	0	0	0	Please See Attached Report												
21119438	Consumer Complaint				1B8HG58226C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	2	96581	NA	7/19/11	0	0	0	0	Please See Attached Report	male	When in cruise control	Yes did stall 1 time	No	Normal with little amt of keys	no	yes, hit with knee	vehicle was empty with only driver in it	Would happen various times regardless of short/fung rides	Primary	mostly on highway, open road with or without cruise.	No longer owns vehicle.
21247988	Consumer Complaint				1B8HG48N96C	2006 JEEP COMMANDER 4X2 SPORT UTILITY 4-DR	2	9	NA	8/17/11	0	0	0	0	Please See Attached Report	female	not using cruise	no	middle setting	No	No, very little weight	No	No body contact	vehicle was empty with only driver in it	Heppened on long commate and also when coasting down decline the vehicle was stall and have to be put in Neutral to restart	Both Highway and city driving vehicle would stall	No longer owns vehicle.
21401249	Consumer Complaint				1B8HG48P37C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	72702	NA	9/29/11	0	0	0	0	Please See Attached Report												
21764299	Consumer Complaint				1B8HG58N56C	2006 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	2	77304	NA	1/12/12	0	0	0	0	Please See Attached Report												
22646423	Consumer Complaint				1B8HG48P77C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	56000	NA	9/23/12	0	0	0	0	Please See Attached Report												
22819181	Consumer Complaint				1B8HG58277C	2007 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	2	105000	NA	11/19/12	0	0	0	0	Please See Attached Report												
22952391	Consumer Complaint				1B8HG58277C	2007 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	2	108000	NA	1/4/13	0	0	0	0	Please See Attached Report												
23463121	Consumer Complaint				1B8HG48K37C	2007 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	94000	NA	5/21/13	0	0	0	0	Please See Attached Report												
23667459	Consumer Complaint				1B8HG48K36C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	70790	NA	7/9/13	0	0	0	0	Please See Attached Report												
24719998	Consumer Complaint				1J4HR48N25C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	78000	NA	3/13/14	0	0	0	0	Please See Attached Report												
24816970	Consumer Complaint				1B8HG48N06C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	145000	NA	4/1/14	0	0	0	0	Please See Attached Report												
24847129	Consumer Complaint				1J4GR48K15C	2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1	105000	NA	4/8/14	0	0	0	0	Please See Attached Report												
24852103	Consumer Complaint				1B8HG58P07C	2007 JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	2	65000	NA	4/8/14	0	0	0	0	Please See Attached Report												
25043816	Consumer Complaint				1B8HG48N06C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	150000	NA	5/20/14	0	0	0	0	Please See Attached Report												
25189048	Consumer Complaint				1B8HG48K76C	2006 JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	2	100000	NA	6/19/14	0	0	0	0	Please See Attached Report												
25205710	Consumer Complaint				1J4HR58N35C	2005 JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1	120000	NA	6/23/14	0	0	0	0	Please See Attached Report												



PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-

PE14-017 email for Methode

Electronics WK Charts

PUBLIC



"Thompson, John"  
<john.thompson@methode.com>

12/04/2006 12:09 PM

To ldm4@daimlerchrysler.com

cc "Shutwell, Jared" <JShutwell@methode-aecd.com>, dm90@daimlerchrysler.com, wds6@daimlerchrysler.com, "Cox, Mark" <mark.cox@methode.com>

bcc

Subject RE: Information Request

Lance:

Regarding your message below:

Paragraph 1: I have forwarded your request to Carthage and will work with Quality and Warranty to coordinate your request.

Paragraph 2: Your assumptions are correct. The "trough" represents the return from "Run" towards "Acc." The value is represented as a negative number; however, it is a positive value.

Regards,

John Thompson  
Methode Electronics

Phone: (248) 603-2120

Fax: (248) 354-6667

E-mail: [john.thompson@methode.com](mailto:john.thompson@methode.com)

---

**From:** ldm4@daimlerchrysler.com [mailto:ldm4@daimlerchrysler.com]

**Sent:** Friday, December 01, 2006 2:07 PM

**To:** John.Thompson@methode.com

**Cc:** JShutwell@methode-aecd.com; dm90@daimlerchrysler.com; wds6@daimlerchrysler.com

**Subject:** Information Request

John,

Thank you,

Lance

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 email Ignition Key  
Higher Spring Force 2 PUBLIC

**William D  
Scarbro/MVP/DCC/DCX**  
12/14/2006 07:27 AM

To Miles Christmas/JTE/DCC/DCX@wk-America  
cc David Mathews/LCP/DCC/DCX@wk-America, Lance D  
McCracken/JTE/DCC/DCX@wk-America  
bcc William D Scarbro/MVP/DCC/DCX  
Subject Re: Fw: ignition key higher spring force detents

Miles



Miles Christmas/JTE/DCC/DCX

**Miles  
Christmas/JTE/DCC/DCX**  
12/08/2006 08:51 AM

To Thomas C Cowing/JTE/DCC/DCX@wk-America, Michael R  
Olechiw/JTE/DCC/DCX@wk-America, Partha  
Datta/SCI/DCC/DCX@wk-America, Jeffery D  
Foor/JTE/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America  
cc  
Subject Fw: ignition key higher spring force detents

Cost and timing for the increased ign switch efforts. See below in bold.

Bill,  
Has your supplier re-reviewed cost and timing or is this accurate?

Miles Christmas  
WK/XK Electrical Synthesis  
(313) 493-2118 T/L 733-2118  
Pager (313) 714-2143  
MC71@DCX.com  
----- Forwarded by Miles Christmas/JTE/DCC/DCX on 12/08/2006 08:48 AM -----

**William D  
Scarbro/MVP/DCC/DCX**  
12/04/2006 08:38 PM

To Miles Christmas/JTE/DCC/DCX@wk-America  
cc Lance D McCracken/JTE/DCC/DCX@wk-America, David  
Mathews/LCP/DCC/DCX@wk-America  
Subject Re: ignition key higher spring force detents

Lance McCracken will drop off an ignition switch at your desk tomorrow that has increased effort between the RUN and ACC positions.

**Miles**  
**Christmas/JTE/DCC/DCX**  
11/27/2006 10:11 AM

To Thomas C Cowing/JTE/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America  
cc Partha Datta/SCI/DCC/DCX@wk-America  
Subject Re: ignition key higher spring force detents

Bill,  
Can you provide an update on what your group is working on with regards to the WK/XK ignition switch  
"knee bump" issue. Can we get the increased effort samples sooner for review?

Miles Christmas  
WK/XK Electrical Synthesis  
(313) 493-2118 T/L 733-2118  
Pager (313) 714-2143  
MC71@DCX.com

**Thomas C**  
**Cowing/JTE/DCC/DCX**  
11/27/2006 07:55 AM

To Partha Datta/SCI/DCC/DCX@wk-America  
cc Miles Christmas/JTE/DCC/DCX@wk-America  
Subject Re: ignition key higher spring force detents

Need to challenge the two weeks. In the last go-around, we has ign cylinders to assess in less that two  
days. Assumedly, something is 'on the shelf'.

Thomas C. Cowing  
Sr Manager - WK/XK Vehicle Synthesis  
Ph. 313-493-3106  
T/L 733-3106  
Cell 248-202-3325  
Partha Datta/SCI/DCC/DCX



**Partha Datta/SCI/DCC/DCX**  
11/27/2006 07:44 AM

To Thomas C Cowing/JTE/DCC/DCX@wk-America  
cc Miles Christmas/JTE/DCC/DCX@wk-America  
Subject ignition key higher spring force detents

Tom

Miles reports back that this is being worked on by the column controls and overhead systems core team  
and we are supposed to have a sample part from Bill Scarbro's team in 2 weeks.

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email Ignition Key  
Higher Spring Force PUBLIC

Partha Datta/SCI/DCC/DCX

12/18/2006 10:19 AM

To William D Scarbro/MVP/DCC/DCX@wk-America

cc Michael R Olechiw/JTE/DCC/DCX@wk-America, Thomas C  
Carty/PDO/DCC/DCX@wk-America, Miles  
Christmas/JTE/DCC/DCX@wk-America, Brian M

bcc

Subject Re: Fw: ignition key higher spring force detents

Bill

Please proceed with implementing this change for the WK/XK. I have confirmed with Tom Cowing and he agrees. (BTW which other vehicle lines use this component?)

Mr. Cowing will carry the message to our Chief Engineer Mr. Phil Jansen for his concurrence. To expedite the process, can we initiate the CN before the end of the year (in view of the 10 weeks from Approval date)?

Thanks and Best regards

Partha Datta

Supervisor

RWD Vehicle Development-Synthesis

Phone: 313-493-3217

(Teline: 733-3217)

Fax: 313-493-8693

CIMS: 514-17-31

Internet E-Mail: [pd22@daimlerchrysler.com](mailto:pd22@daimlerchrysler.com)

-----Miles Christmas/JTE/DCC/DCX wrote: -----

To: Michael R Olechiw/JTE/DCC/DCX@wk-America, Partha Datta/SCI/DCC/DCX@wk-America, Thomas  
C Carty/PDO/DCC/DCX@wk-America

From: Miles Christmas/JTE/DCC/DCX

Date: 12/18/2006 07:52AM

Subject: Fw: ignition key higher spring force detents

FYI...

Miles Christmas

WK/XK Electrical Synthesis

(313) 493-2118 T/L 733-2118

Pager (313) 714-2143

MC71@DCX.com

----- Forwarded by Miles Christmas/JTE/DCC/DCX on 12/18/2006 07:51 AM -----

**William D  
Scarbro/  
MVP/DC  
C/DCX**

12/14/2006

6 07:27

AM

To Miles Christmas/JTE/DCC/DCX@wk-America

cc David Mathews/LCP/DCC/DCX@wk-America, Lance D  
McCracken/JTE/DCC/DCX@wk-America

Subject: Re: Fw: ignition key higher spring force detents

t

Miles

Miles Christmas/JTE/DCC/DCX

M  
il  
es  
C  
h  
ri  
st  
m  
as  
/J  
T  
E/  
D  
C  
C  
/  
D  
C  
X

To Thomas C Cowing/JTE/DCC/DCX@wk-America, Michael R  
Olechiw/JTE/DCC/DCX@wk-America, Partha  
Datta/SCI/DCC/DCX@wk-America, Jeffery D  
Foor/JTE/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America

cc

Subject Fw: ignition key higher spring force detents

1  
2/  
0  
8/  
2  
0  
0  
6  
0  
8:  
5  
1  
A  
M

Cost and timing for the increased ign switch efforts. See below in bold.

Bill,  
Has your supplier re-reviewed cost and timing or is this accurate?

Miles Christmas  
WK/XK Electrical Synthesis  
(313) 493-2118 T/L 733-2118  
Pager (313) 714-2143  
MC71@DCX.com

----- Forwarded by Miles Christmas/JTE/DCC/DCX on 12/08/2006 08:48 AM -----

William D



Lance McCracken will drop off an ignition switch at your desk tomorrow that has increased effort between the RUN and ACC positions. [ ]

**Miles**

**Christmas/JTE/DCC/DCX**

To Thomas C Cowing/JTE/DCC/DCX@wk-America, William D Scarbro/MVP/DCC/DCX@wk-America

cc Partha Datta/SCI/DCC/DCX@wk-America

11/27/2006 10:11 AM Subject: Re: ignition key higher spring force detents

Bill,

Can you provide an update on what your group is working on with regards to the WK/XK ignition switch "knee bump" issue. Can we get the increased effort samples sooner for review?

Miles Christmas  
WK/XK Electrical Synthesis  
(313) 493-2118 T/L 733-2118  
Pager (313) 714-2143  
MC71@DCX.com

**Thomas C Cowing/JTE/DCC/DCX**

To Partha Datta/SCI/DCC/DCX@wk-America

11/27/2006 07:55 AM

cc Miles Christmas/JTE/DCC/DCX@wk-America

Subject: Re: ignition key higher spring force detents

Need to challenge the two weeks. In the last go-around, we have ign cylinders to assess in less than two days. Assumedly, something is 'on the shelf'.

Thomas C. Cowing  
Sr Manager - WK/XK Vehicle Synthesis  
Ph. 313-493-3106  
T/L 733-3106  
Cell 248-202-3325

Partha Datta/SCI/DCC/DCX

**Partha Datta/SCI/DCC/DCX**

To Thomas C Cowing/JTE/DCC/DCX@wk-America

11/27/2006 07:44 AM

cc Miles Christmas/JTE/DCC/DCX@wk-America

Subject: ignition key higher spring force detents

Tom

Miles reports back that this is being worked on by the column controls and overhead systems core team and we are supposed to have a sample part from Bill Scarbro's team in 2 weeks.

Please let me know if you have any more questions.

Thanks

Best regards

Partha Datta  
Supervisor  
RWD Vehicle Development-Synthesis  
Phone: 313-493-3217  
(Teline: 733-3217)  
Fax: 313-493-8693  
CIMS: 514-17-31  
Internet E-Mail: [pd22@daimlerchrysler.com](mailto:pd22@daimlerchrysler.com)

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-

PE14-017 Email Ignition

Switch Peak Efforts PUBLIC



"Thompson, John"  
<[john.thompson@methode.com](mailto:john.thompson@methode.com)>

11/09/2006 09:38 AM

To [ldm4@daimlerchrysler.com](mailto:ldm4@daimlerchrysler.com)

cc [wds6@daimlerchrysler.com](mailto:wds6@daimlerchrysler.com), [dm90@daimlerchrysler.com](mailto:dm90@daimlerchrysler.com),  
"Cox, Mark" <[mark.cox@methode.com](mailto:mark.cox@methode.com)>, "Shutwell, Jared"  
<[JShutwell@methode-aecd.com](mailto:JShutwell@methode-aecd.com)>, "Bolen, Pat"

bcc

Subject Ignition Switch Peak Efforts

Regards,

John Thompson  
Methode Electronics

Phone: (248) 603-2120

Fax: (248) 354-6667

E-mail: [john.thompson@methode.com](mailto:john.thompson@methode.com)



CS Peak Efforts.JPG



WK Peak Efforts.JPG



DR Peak Efforts.JPG



RS Peak Efforts.JPG











PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email Ignition  
Switch Torque PUBLIC (2)

- Reply to Kurt on TMS

Kurt  
Thorington/CTC/DCC/DCX  
12/05/2006 03:55 PM

To William D Scarbro/MVP/DCC/DCX@wk-America  
cc Christopher D Grifka/VEO/DCC/DCX@wk-America, Dino D  
DePaolis/SCI/DCC/DCX@wk-America, George  
Chacko/SCP/DCC/DCX@wk-America, Kenneth

bcc

Subject Re: Ignition switch torque

History:

This message has been replied to and forwarded.

Attached file shows data taken already, pages 5-8 are for new data from switch supplier.

- measurement system at supplier has poor resolution - need to improve

SAS  
C/Sprk



Ignition.Switch.Torque.12.05.06.ppt

Kurt

Kurt  
Thorington/CTC/DCC/DCX  
11/28/2006 02:25 PM

To Mike Talevski/LCP/DCC/DCX  
cc Christopher D Grifka/VEO/DCC/DCX@wk-America, Dino D  
DePaolis/SCI/DCC/DCX@wk-America, George  
Chacko/SCP/DCC/DCX@wk-America, Kenneth  
Holm/PTP/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America  
Subject Re: Ignition switch torque

Kurt

Kurt Thorington/CTC/DCC/DCX

**Kurt  
Thorington/CTC/DCC/DCX**  
11/14/2006 04:29 PM

To William D Scarbro/MVP/DCC/DCX, Dino D  
DePaolis/SCI/DCC/DCX, George Chacko/SCP/DCC/DCX,  
Christopher D Grifka/VEO/DCC/DCX, Kenneth  
Holm/PTP/DCC/DCX  
cc  
Subject Ignition switch torque

Bill,

call if you have any q's,

Kurt Thorington  
EE Core BB Group  
248.576.3364 office  
810.845.5742 cell



PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email Ignition  
Switch Torque PUBLIC

**Kurt**  
**Thorington/CTC/DCC/DCX**  
12/06/2006 10:16 AM

To William D Scarbro/MVP/DCC/DCX@wk-America  
cc  
bcc  
Subject Re: Ignition switch torque

**William D**  
**Scarbro/MVP/DCC/DCX**  
12/05/2006 04:45 PM

To Kurt Thorington/CTC/DCC/DCX@wk-America  
cc  
Subject Re: Ignition switch torque

What do you mean by the statement "measurement system at supplier has poor resolution - need to improve"?

**Kurt**  
**Thorington/CTC/DCC/DCX**  
12/05/2006 03:55 PM

To William D Scarbro/MVP/DCC/DCX@wk-America  
cc Christopher D Grifka/VEO/DCC/DCX@wk-America, Dino D DePaolis/SCI/DCC/DCX@wk-America, George Chacko/SCP/DCC/DCX@wk-America, Kenneth Holm/PTP/DCC/DCX@wk-America, Mike Talevski/LCP/DCC/DCX@wk-America  
Subject Re: Ignition switch torque

Attached file shows data taken already, pages 5-8 are for new data from switch supplier.

- measurement system at supplier has poor resolution - need to improve
- slight decrease in torque from switch in housing to switch only may be wear in of switch, but no effect on range

Bill, I added the VIN for the old vans,

- I owe you contact info for VLS if you still want to go and re-measure, which are at the Merriman Office lot.

[attachment "Ignition.Switch.Torque.12.05.06.ppt" deleted by William D Scarbro/MVP/DCC/D CX]

Kurt

Kurt  
Thorington/CTC/DCC/DCX

11/28/2006 02:25 PM

To Mike Talevski/LCP/DCC/DCX

cc Christopher D Grifka/VEO/DCC/DCX@wk-America, Dino D  
DePaolis/SCI/DCC/DCX@wk-America, George  
Chacko/SCP/DCC/DCX@wk-America, Kenneth  
Holm/PTP/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America

Subject Re: Ignition switch torque

[Redacted content]

Kurt

Kurt Thorington/CTC/DCC/DCX

Kurt  
Thorington/CTC/DCC/DCX

11/14/2006 04:29 PM

To William D Scarbro/MVP/DCC/DCX, Dino D  
DePaolis/SCI/DCC/DCX, George Chacko/SCP/DCC/DCX,  
Christopher D Grifka/VEO/DCC/DCX, Kenneth  
Holm/PTP/DCC/DCX

cc

Subject Ignition switch torque

Bill,

[Redacted content]

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email Ignition  
Switch Torque Test PUBLIC



Kurt  
Thorington/CTC/DCC/DCX  
12/05/2006 03:55 PM

To William D Scarbro/MVP/DCC/DCX@wk-America  
cc Christopher D Grifka/VEO/DCC/DCX@wk-America, Dino D  
DePaolis/SCI/DCC/DCX@wk-America, George  
Chacko/SCP/DCC/DCX@wk-America, Kenneth  
bcc  
Subject Re: Ignition switch torque

History: This message has been replied to and forwarded.

Attached file shows data taken already, pages 5-8 are for new data from switch supplier.

- measurement system at supplier has poor resolution - need to improve



Ignition.Switch.Torque.12.05.06.ppt

Kurt

Kurt  
Thorington/CTC/DCC/DCX  
11/28/2006 02:25 PM

To Mike Talevski/LCP/DCC/DCX  
cc Christopher D Grifka/VEO/DCC/DCX@wk-America, Dino D  
DePaolis/SCI/DCC/DCX@wk-America, George  
Chacko/SCP/DCC/DCX@wk-America, Kenneth  
Holm/PTP/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America  
Subject Re: Ignition switch torque

Kurt

Kurt Thorington/CTC/DCC/DCX

Kurt  
Thorington/CTC/DCC/DCX  
11/14/2006 04:29 PM

To William D Scarbro/MVP/DCC/DCX, Dino D  
DePaolis/SCI/DCC/DCX, George Chacko/SCP/DCC/DCX,  
Christopher D Grifka/VEO/DCC/DCX, Kenneth  
Holm/PTP/DCC/DCX

cc

Subject Ignition switch torque

Bill,

call if you have any q's,

Kurt Thorington  
EE Core BB Group  
248.576.3364 office  
810.845.5742 cell

























PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email MCM Updates  
PUBLIC

Partha Datta/SCI/DCC/DCX  
01/08/2007 01:53 PM

To William D Scarbro/MVP/DCC/DCX@wk-America, Lance D  
McCracken/JTE/DCC/DCX@wk-America  
cc Brian M Cook/JTE/DCC/DCX@wk-America, Miles  
Christmas/JTE/DCC/DCX@wk-America  
bcc  
Subject Fw: Re: MCM updates.

Bill/Lance

Please note mail from TCC. The ignition switch increased detent forces are needed only on the WK/XK/WH/XH platform. We are not asking for implementation on the CS, JK, JS, KA, KK, LE, LX, MK, PM, PT, RG, RS. (see Underlined red text in e-mails below)  
Please respond with what this would mean to the CN and to timing.

Partha Datta  
Supervisor  
RWD Vehicle Development-Synthesis  
Phone: 313-493-3217  
(Teline: 733-3217)  
Fax: 313-493-8693  
CIMS: 514-17-31  
Internet E-Mail: [pd22@daimlerchrysler.com](mailto:pd22@daimlerchrysler.com)

-----Forwarded by Partha Datta/SCI/DCC/DCX on 01/08/2007 01:46PM -----

To: Partha Datta/SCI/DCC/DCX@wk-America  
From: Thomas C Cowing/JTE/DCC/DCX  
Date: 01/08/2007 11:51AM  
Subject: Re: MCM updates.

Please make sure that the ignition detent CN is for WK/XK/WH/XH only. I do not want to drive the change into the rest of the previously noted CG cars.

-----Forwarded by Partha Datta/SCI/DCC/DCX on 01/08/2007 01:50PM -----

To: Michael R Olechiw/JTE/DCC/DCX@wk-America, Partha Datta/SCI/DCC/DCX@wk-America  
From: Miles Christmas/JTE/DCC/DCX  
Date: 01/08/2007 09:39AM  
Subject: Fw: ignition key higher spring force detents

FYI...

Miles Christmas  
WK/XK Electrical Synthesis  
(313) 493-2118 T/L 733-2118  
Pager (313) 714-2143  
[MC71@DCX.com](mailto:MC71@DCX.com)

----- Forwarded by Miles Christmas/JTE/DCC/DCX on 01/08/2007 09:38 AM -----

**Lance D  
McCracken**  
**/JTE/DCC/  
DCX**

ToMiles Christmas/JTE/DCC/DCX@wk-America

ccBrian M Cook/JTE/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America

01/08/2007

09:35 AM Subject: Re: Fw: ignition key higher spring force detents  
t

Miles,

I estimate alternative  
selected status will be achieved by 17 January as the 05/06 WK/XK CAG issue is taking up most of my  
time.

Lance McCracken  
Steering Wheel EVIC and Ignition Switches  
E/E Engineering Core  
6-4457

Miles Christmas/JTE/DCC/DCX

**Miles  
Christmas**  
**/JTE/DCC  
/DCX**

ToLance D McCracken/JTE/DCC/DCX@wk-America

ccBrian M Cook/JTE/DCC/DCX@wk-America, William D  
Scarbro/MVP/DCC/DCX@wk-America

01/04/2007

03:32 PM Subject: Fw: ignition key higher spring force detents  
t

Lance,  
Has this change been kicked off. If so please let me know the CN number.

Miles Christmas  
WK/XK Electrical Synthesis  
(313) 493-2118 T/L 733-2118  
Pager (313) 714-2143  
MC71@DCX.com

----- Forwarded by Miles Christmas/JTE/DCC/DCX on 01/04/2007 03:30 PM -----

**William D  
Scarbro/  
MVP/DC  
C/DCX**

ToMiles Christmas/JTE/DCC/DCX@wk-America

ccDavid Mathews/LCP/DCC/DCX@wk-America, Lance D



PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email Proposed  
Implementation Plan PUBLIC

Lance D  
McCracken/JTE/DCC/DCX  
01/17/2007 08:13 AM

To John.Thompson@methode.com  
cc William D Scarbro/MVP/DCC/DCX@wk-America, David  
Mathews/LCP/DCC/DCX@wk-America  
bcc  
Subject Proposed Implementation Plan for Ignition Switch Detent  
Change

John,

The details of the CN 70105-J09:

56010568AC SWITCH ASSY-IGNITION SWITCH & LOCK HOUSING (which is made up of 04685719AB SWITCH-IGNITION and 56010566AC LOCK HOUSING)

will be superceded by

56010568AD SWITCH ASSY-IGNITION SWITCH & LOCK HOUSING (which will be made up of 04685719AF SWITCH-IGNITION (with flat cover) and 56010566AC LOCK HOUSING).

56044851AA SWITCH ASSY-IGNITION SWITCH & LOCK HOUSING (which is made up of 56054004AA SWITCH-IGNITION and 56010566AC LOCK HOUSING)

will be superceded by

56044851AB SWITCH ASSY-IGNITION SWITCH & LOCK HOUSING (which will be made up of 56054004AB SWITCH-IGNITION and 56044933AA LOCK HOUSING).

Please review this proposal with Jared and let me know if you have any concerns.

Thank you,

Lance

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Email WK Peak  
Efforts PUBLIC



"Thompson, John"  
<john.thompson@methode.com>

11/29/2006 05:24 PM

To "wds6@daimlerchrysler.com"  
<wds6@daimlerchrysler.com>, dm90@daimlerchrysler.com,  
ldm4@daimlerchrysler.com  
cc "Davis, Don" <Don.Davis@methode.com>  
bcc

Subject FW: WK Peak Efforts

Enclosed, please find the WK ignition switch effort data we discussed in today's meeting.

Please note Jared's comments below.

Regards,

John Thompson

Methode Electronics

Phone: (248) 603-2120

Fax: (248) 354-6667

E-mail: [john.thompson@methode.com](mailto:john.thompson@methode.com)

---

**From:** Shutwell, Jared

**Sent:** Wednesday, November 29, 2006 11:41 AM

**To:** Thompson, John; Bolen, Pat; Whitcomb, Paul; Cox, Mark; Kolleck, Vicki

**Subject:** WK Peak Efforts

<<WK Ignition Isoplot .inv>> <<WK lockhousing Isoplot .inv>> <<Lab Peak effort data for Isoplots  
11-28-06.xls>>

John,

If you have any questions please give me a call.

Regards,

Jared Shutwell

Quality Engineer

Methode Electronics

Phone: 217-357-3941 ext 22215



Fax: 217-357-6200 WK Ignition Isoplot .inv WK lockhousing Isoplot .inv Lab Peak effort data for Isoplots 11-28-06.xls

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-PE14-017 Meeting  
WKXK Ignition Cylinder  
Detent Change Conf Call  
PUBLIC

Calendar Entry

## Meeting

☐ Notify me



☐ Mark Private

☐ Pencil In

**Subject** WK/XK Ignition Cylinder Detent Change Conf Call  
800-857-2228 Passcode: 392169

**Chair** Thomas C Cowing/JTE/DCC/DCX  
**Sent By** Karen M Thorsrud

**When** Starts Thu 01/11/2007 01:00 PM  
Ends Thu 01/11/2007 01:30 PM 30 mins

**Where** Location  
Rooms AUTHREQD 2 VD-1/I

**Invitees** Required (to) Antonius H  
Brenders/SCP/DCC/DCX@wk-America, Brian M  
Cook/JTE/DCC/DCX@wk-America, Miles

**Categorize**

**Description**

**Your Notes**









PE14-017

CHRYSLER

7/14/2014

Enclosure 11

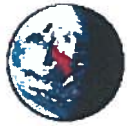
Assessments Public

Assessment

7 Engineering PUBLICPE14-  
PE14-017 Methode Electronics  
Chrysler WK Ignition Curve  
PUBLIC







"Thompson, John"  
<[john.thompson@methode.com](mailto:john.thompson@methode.com)>

12/19/2006 09:05 AM

To [ldm4@daimlerchrysler.com](mailto:ldm4@daimlerchrysler.com)

cc [wds6@daimlerchrysler.com](mailto:wds6@daimlerchrysler.com), [dm90@daimlerchrysler.com](mailto:dm90@daimlerchrysler.com)

bcc

Subject FW: WK Ignition from Lance

Please see Mark's note below. This is for the first of the 3 parts returned in the last 2 weeks.

Regards,

John Thompson

Methode Electronics

Phone: (248) 603-2120

Fax: (248) 354-6667

E-mail: [john.thompson@methode.com](mailto:john.thompson@methode.com)

---

**From:** Cox, Mark

**Sent:** Monday, December 18, 2006 3:08 PM

**To:** Thompson, John

**Subject:** FW: WK Ignition from Lance

**Importance:** High

John,

Attached is the parameter trace and electrical readings from the WK igiton returned last week. Jared reviewed the part and traces and felt they looked good.

Let me know if you have any questions.

Thanks,  
Mark



<<Log #6348-02 WK Ignition.pdf>> Log #6348-02 WK Ignition.pdf

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 CS 2006 Interior2





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 CS 2006 Interior3



PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 CS 2006 Interior





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 CS LX Cairns Knee

Key

NARRATI VE_SOU RCE	NARR_DATE	CCC	OPEN_DAT E	VINLAST 8	DCX_MO DEL	DCX_FA MILY	MILEAGE	WARRAN TY_BLD_ DT	MDH	DEALERS HIP_STA TE
QTN	9/16/2004	ETHE LOCATION OF THE IGNITION SWITCH AND THE SIZE AND SHAPE OF THE IGNITION KEY MAKES IT TOO EASY TO INADVERTENTLY HIT THE KEY WITH ONES KNEE, THUS TURNING OFF THE VEHICLE. 000	9/15/2004	5R656558	CSYS74	CS	0	5/10/2004	51003	MD
CCC	1/20/2006	CAIR TYPE:C ***** safety concerns with new pacifica.. engine turns off while driving... almostcaused 3 accidents already the ignition key placement is such that i have glanced off it with my knee while driving. When this happens the engine shuts off locking up my steering and brakes. It happened once at high speed and almst killed myself and my children. The key should be located such that it cannot be turned off accidentally. Or if the key placement remains the same there should be a safet mechanism that it cannot turn off the engine while the car is in drive. This is a SERIOUS design flaw. My next move will be to contact consumer groups or the transportation department. Please respond and let me know if youare aware of this issue and if something can be done. Thank you SENT THE FOLLOWING: Dear Patrick, Thank you for your recent email to DaimlerChrysler Motors regarding your Chrysler Pacifica. One way we have of being able to gauge what types of problems our customers are having is through correspondence from customers such as yourself. We're pleased you have taken both the time and effort to express your concerns to us. Your comments will be forwarded to both our Customer Advocate Group and Product Planning. Customer feedback is vital- thanks for sharing your concerns with us. Thank you again for your email.	12/16/2005	5R599270	CSYS74	CS	3500	7/7/2005	70703	IL
QTN	11/11/2004	IGNITION SWITCH, KEY EXTENDS OUT, TOO EASY TO TURN OFF WITH KNEE. 000	11/10/2004	5R241868	CSYS74	CS	0	7/9/2004	70902	TX
QTN	12/2/2004	MOVE SPEED CONTROL STALK TO RIGHT SIDE OF STEERING COLUMN. MOVE IGNITION PLACEMENT SO KEYS DO NOT HANG AND REST ON DRIVER'S RIGHT KNEE WHILE DRIVING. 000	12/1/2004	5H564056	LXCP48	LX	0	9/22/2004	92207	NY

HIP\_ZIP\_ HIP\_PHO HIP\_PHO HIP\_FAX MBER

2.09E+08 301 670- 301 670- 301 670-

6E+08	847 299- 6557	847 298- 0900	847 298- 7799
-------	------------------	------------------	------------------

1.42E+08	716 839-4500	716 839-4500	716 505-7514
----------	--------------	--------------	--------------

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 DSCN0565







PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 LX 2006 Interior2



PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 LX 2006 Interior3





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 LX 2006 Interior





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK 2006 Interior2





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK 2006 Interior3





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK 2006 Interior4





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK 2006 Interior5





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK 2006 Interior





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK XK Ignition

Switch 1



## Office of Defects Investigation

# Complaints - Search Results

3 Records Displayed.

Report Date : **June 23, 2006 at 03:59 PM**  
SEARCH TYPE : **VEHICLE**  
YEAR : **2006**  
Make : **JEEP**  
Model : **GRAND CHEROKEE**  
Type : **MULTIPURPOSE PASSENGER VEHICLE**

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10149368**Number of Deaths:** 0**Date of Failure:** January 27, 2006**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

THIS CONCERNS AN UNSAFE DESIGN OF SUV. I RENTED A 2006 JEEP CHEROKEE IN JAN. 2006 FROM AVIS RENTAL CAR COMPANY. I AM A FREQUENT RENTER AND RENT A WIDE VARIETY OF AUTOS. I WAS DRIVING IN HEAVY TRAFFIC WHEN THE JEEP ALL OF A SUDDEN WOULD NOT ACCELERATE. BEING A VERY EXPERIENCED DRIVER I LOOKED AT THE RPM GAUGE AND NOTICED THAT THE RPM WAS ON "0" INDICATING THE JEEP WAS NOT RUNNING. THE RADIO WAS STILL PLAYING (AS THIS IS A FEATURE COMMONLY AVAILABLE THAT THE RADIO WILL PLAY AFTER THE AUTO IS SWITCHED UNTIL THE DOOR IS OPENED). I SHIFTED INTO NEUTRAL AND RESTARTED THE JEEP. IT WAS NOT UNTIL LATTER THAT DAY THAT I REALIZED WHAT HAD HAPPEN BECAUSE IT HAPPENS AGAIN. IN THE CHEROKEE, THE KEY SWITCH IS LOCATED LOW IN THE DASH FACING THE DRIVER. THIS LOCATION OF THE KEY SWITCH AND THE COMBINATION OF A LARGE KEY WITH A SELF-CONTAINED REMOTE ELECTRONIC DOOR OPENER MAKE IT POSSIBLE THAT THE TOP OF MY KNEE COULD HIT THE KEY SWITCH AND EFFECTIVELY SWITCH OFF THE AUTO WHILE IN MOTION. I WAS ABLE TO ASSET THE PROBLEM AND REACT ACCORDINGLY BUT IF HAD BEEN MY WIFE OR MY 17 YEAR OLD DAUGHTER IT COULD HAVE RESULTED IN A SERIOUS ACCIDENT THAT OTHER WISE WOULD HAVE BEEN UNEXPLAINABLE. WITH THE AUTO SWITCHED OFF MANY OF THE AUTO'S SYSTEMS DO NOT WORK. PLEASE LOOK INTO THIS AS COULD SAVE SOMEONE'S LIFE!!! \*NM

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10155291**Number of Deaths:** 0**Date of Failure:** April 13, 2006**VIN :** 1J4HS58NX6C...**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH

PE14-017 - Chrysler - 02395



## Office of Defects Investigation

# Complaints - Search Results

9 Records Displayed.

Report Date : **June 23, 2006 at 04:22 PM**  
SEARCH TYPE : **VEHICLE**  
YEAR : **2005**  
Make : **JEEP**  
Model : **GRAND CHEROKEE**  
Type : **MULTIPURPOSE PASSENGER VEHICLE**

**Make :** JEEP                      **Model :** GRAND CHEROKEE                      **Year :** 2005  
**Manufacturer :** DAIMLERCHRYSLER CORPORATION  
**Crash :** No                      **Fire :** No                      **Number of Injuries:** 0  
**ODI ID Number :** 10103300                      **Number of Deaths:** 0  
**Date of Failure:** December 7, 2004  
**VIN :** 1J4HS48N75C...

**Component:** ELECTRICAL SYSTEM:IGNITION

**Summary:**

CONSUMER CONTACTED THE DEALER ABOUT AN IGNITION PROBLEM. MECHANIC STATED THAT A CAUSE COULD NOT BE DETERMINED. CONSUMER INFORMED THE MECHANIC. WHEN DRIVER ENTERED INTO THE VEHICLE AND STARTED IT UP, AND WHILE DRIVING DRIVER'S KNEES HIT AGAINST THE IGNITION. THIS CAUSED THE VEHICLE TO SHUT DOWN INTERMITTENTLY, BUT DRIVER WAS ABLE TO RESTART IT. \*AK

**Make :** JEEP                      **Model :** GRAND CHEROKEE                      **Year :** 2005  
**Manufacturer :** DAIMLERCHRYSLER CORPORATION  
**Crash :** No                      **Fire :** No                      **Number of Injuries:** 0  
**ODI ID Number :** 10116788                      **Number of Deaths:** 0  
**Date of Failure:** February 17, 2005  
**VIN :** Not Available

**Component:** ELECTRICAL SYSTEM:IGNITION

**Summary:**

SAME AS 101001116 AND 10106060. MY HUSBAND WAS DRIVING ON RTE. 75 AT APROXIMATELY 75 MPH WHEN HIS KNEE BUMPED THE KEY IN THE IGNITION SWITCH AND CAR TURNED OFF. VERY SCARY, FORTUNATELY AROUND 8PM AND NOT AS MUCH TRAFFIC AS USUAL. COULD HAVE BEEN VERY BAD IF TRAFFIC HAD BEEN A BIT DIFFERENT.\*AK

**Make :** JEEP                      **Model :** GRAND CHEROKEE                      **Year :** 2005  
PE14-017 - Chrysler - 02396



**Manufacturer :** DAIMLERCHRYSLER CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10119093

**Number of Deaths:** 0

**Date of Failure:** April 1, 2005

**VIN :** 1J4GR48K65C...

**Component:** ELECTRICAL SYSTEM:IGNITION

**Summary:**

COMPLAINT REGARDING THE POSITION OF THE IGNITION SYSTEM ON THE 2005 JEEP LAREDO.\*MR THE CONSUMER STATED HE INADVERTENTLY TURNED THE IGNITION OFF WITH HIS KNEE. \*JB \*NM

---

**Make :** JEEP

**Model :** GRAND CHEROKEE

**Year :** 2005

**Manufacturer :** DAIMLERCHRYSLER CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10126986

**Number of Deaths:** 0

**Date of Failure:** May 31, 2005

**VIN :** 1J4GR48K55C...

**Component:** ELECTRICAL SYSTEM:IGNITION

**Summary:**

I HAVE A 2005 JEEP GRAND CHEROKEE. SEVERAL TIMES SINCE I BOUGHT IT IN MARCH THE ENGINE HAS SUDDENLY STOPPED WHILE I WAS DRIVING. WHEN I STOP THE CAR AND PUT IT IN NEUTRAL, THE ENGINE WILL IMMEDIATELY RESTART. THE DEALER HAS NOT BEEN ABLE TO FIND WHY THIS IS HAPPENING. THIS IS FAR MORE THAN A NUISANCE. SHOULD IT HAPPEN, FOR EXAMPLE, WHILE I'M PASSING ANOTHER CAR, IT COULD RESULT IN A CRASH. I HAVE TALKED TO JEEP ABOUT THIS AND THEY CLAIM THIS CONDITION IS IMPOSSIBLE. HOWEVER THE DEALER TOLD ME THAT HIS REGIONAL MANAGER HAS EXPERIENCE THE SAME PROBLEM WITH HIS 2005 JEEP. HOWEVER I HAVE DISCOVERED THE SOURCE OF THE PROBLEM. THE KEY AND IGNITION SWITCH HAVE BEEN MOUNTED ON THE STEERING COLUMN. SHOULD THE DRIVER INADVERTENTLY BUMP THE KEY WITH HIS/HER LEG, YOU CAN STOP THE CAR. I HAVE CONFIRMED THIS CONDITION AND REPORTED IT TO THE DEALER. HE MENTIONED THAT THE REGIONAL MANAGER ALSO SUSPECTED THIS WAS THE CASE. I AM A NORMAL SIZED MALE, 165 POUNDS, 5' 11". IT SHOULD NOT BE POSSIBLE TO STOP THE CAR IN THE MANNER I AM DESCRIBING. IT HAS HAPPENED TO ME SEVERAL TIMES SINCE I TOOK DELIVERY OF THE VEHICLE. I BELIEVE THIS IS A CONDITION THAT IS DANGEROUS AND NEEDS TO BE PURSUED BY DAIMLER- CHRYSLER ASAP. GARY STREET REGISTERED PROFESSIONAL ENGINEER

---

**Make :** JEEP

**Model :** GRAND CHEROKEE

**Year :** 2005

**Manufacturer :** DAIMLERCHRYSLER CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10128091

**Number of Deaths:** 0

**Date of Failure:** January 1, 1901

**VIN :** Not Available

**Component:** ELECTRICAL SYSTEM:IGNITION

**Summary:**

2005 JEEP GRAND CHEROKEE DESIGN FLAW IN THE IGNITION SYSTEM. \*\*\*NO ANSWER REQUIRED\*\*\*. \*MR WITH A BRUSH OF THE KNEE OF A 6 FOOT TALL MALE, THE IGNITION CAN BE TURNED OFF WHILE IN GEAR AND MOVING FORWARD ON A HIGHWAY. THE CAR CAN'T BE RE-STARTED UNLESS STOPPED AND WHEN SHIFTED IN THE PARK POSITION. THERE SHOULD BE A LOCKING DEVICE ON THE IGNITION THAT PREVENTS SHUT-DOWN WHILE MOVING IN GEAR. \*TT \*NM

PE14-017 - Chrysler - 02397

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10128093**Number of Deaths:** 0**Date of Failure:** January 1, 1901**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION**Summary:**

CONSUMER FEELS THAT THE IGNITION FUNCTION OF THE 2005 GRAND CHEROKEE CAN BE DANGEROUS.\*\*\*NO ANSWER REQUIRED\*\*\*. \*MR THE PLACEMENT OF THE IGNITION ON THE 2005 MODEL PUTS IT DIRECTLY IN THE PATH OF THE KNEE OF A 6 FOOT TALL MALE. WITH A BRUSH OF THE KNEE, THE IGNITION CAN BE TURNED OFF WHILE IN GEAR AND MOVING FORWARD ON A HIGHWAY. THE CAR CAN'T BE RE-STARTED UNLESS STOPPED AND SHIFTED IN THE PARK POSITION. THERE SHOULD BE A LOCKING DEVICE ON THE IGNITION THAT PREVENTS SHUT-DOWNS WHILE MOVING IN GEAR. \*TT \*NM

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10131310**Number of Deaths:** 0**Date of Failure:** January 1, 1901**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION**Summary:**

CONSUMER'S KNEE HITS THE IGNITION RESULTING IN THE ENGINE TURNING OFF IN THE 2005 JEEP GRAND CHEROKEE. \*MR THE CONSUMER BELIEVES THE IGNITION WAS DESIGN TO LOW WHICH MAKES IT PRONE TO BEING HIT. \*NM

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10145737**Number of Deaths:** 0**Date of Failure:** December 18, 2005**VIN :** 1J8GR48K85C...**Component:** ELECTRICAL SYSTEM:IGNITION**Summary:**

GRAND CHEROKEE SHUT OFF BY ITSELF (LOST POWER STEERING AND BRAKES). CAR STARTED RIGHT BACK UP. THIS HAPPENED ON A MAJOR HIGHWAY AROUND A SHARP CURVE AND COULD HAVE RESULTED IN A CAR ACCIDENT WITH INJURIES OR EVEN DEATH. BROUGHT THE CAR TO A DEALER AND THEY SAID THEY COULD NOT REPLICATE THE PROBLEM AND SOMETIMES THE INTERNAL COMPUTER NEEDS TO BE REBOOTED. I BOUGHT THE CAR BECAUSE OF ALL THE SAFETY FEATURES. I WILL PROBABLY TRADE THIS CAR IN. IT'S NOT WORTH MY WELL-BEING. \*NM



## Office of Defects Investigation

# Complaints - Search Results

1 Records Displayed.

Report Date : **June 23, 2006 at 04:20 PM**  
SEARCH TYPE : **VEHICLE**  
YEAR : **2006**  
Make : **JEEP**  
Model : **COMMANDER 4X2**  
Type : **MULTIPURPOSE PASSENGER VEHICLE**

**Make :** JEEP**Model :** COMMANDER 4X2**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10145501**Number of Deaths:** 23**Date of Failure:** December 15, 2005**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

I WAS DRIVING MY NEW 2006 JEEP COMMANDER, AUTOMATIC TRANSMISSION 6 CYL ENGINE. I AM 6'4.25" TALL AND WEIGH 205 LBS. I HAVE PROPORTIONATELY SIZED LIMBS AND APPENDAGES. I WAS DRIVING AT ABOUT 35 MPH ON A ROAD NEAR MY HOUSE AND ALL OF THE SUDDEN THE CAR TURNED OFF. THE KEY WAS BRUSHED BY MY KNEE AND THE VEHICLE ABRUPTLY QUIT. THERE IS NO WAY FOR ME TO FIT IN THE SEAT AND PUT THE SEAT FAR ENOUGH BACK THAT THERE IS NO RISK OF THE KEY TURNING OFF WHILE STILL LETTING MY ARMS REACH THE WHEEL. THE KEY PROTRUDES DIRECTLY PERPENDICULARLY OUT OF THE DASH, INTERCEPTING MY KNEE DEAD ON FROM THE FRONT. I HAD DRIVEN THE CAR FOR OVER 100 MILES BEFORE THIS EVER HAPPENED. THEN IT HAPPENED AGAIN THIS MORNING. COME TO THINK OF IT, THE NEW JEEP GRAND CHEROKEE THAT MY FRIEND HAS, THIS HAS HAPPENED TOO. THE PLACEMENT OF THE IGNITION SWITCH, COMBINED WITH ITS ANGLE ON THE DASHBOARD AND THE SLIGHTLY LARGE SIZE OF THE KEY FOB MAKE THIS A BIG RISK FOR TALLER DRIVERS LIKE MYSELF. THE KEY ONLY BARELY HAS TO BE GRAZED (I COULD NOT FEEL IT HAPPENING) AND THE VEHICLE SHUTS OFF (WHILE IN MOTION!) AND HAS TO BE PUT INTO PARK IN ORDER TO BE RESTARTED. I THINK THAT EVENTUALLY SOMEONE WILL HAVE AN ACCIDENT KEEPING CONTROL OF THEIR CAR WHEN IT UNINTENTIONALLY SHUTS OFF ON THEM, NOW IT HAS HAPPENED TO ME 3 TIMES WITHIN ABOUT 200 MILES, AND LIKE I SAID, THERE IS NO PHYSICALLY POSSIBLE WAY FOR ME TO ADJUST THE SEAT SO THAT MY ARMS REACH THE WHEEL AND ME KNEE DOES NOT REACH THE KEY. THIS SEEMS DANGEROUS AND I WANTED TO BRING IT TO YOUR ATTENTION IMMEDIATELY SO THAT CHRYSLER CAN MODIFY THE DESIGN OF EITHER THE KEY FOB OR THE IGNITION SWITCH IN ORDER TO PREVENT PEOPLE FROM CAUSING DAMAGE TO THEMSELVES OR THEIR VEHICLE. THANKS, RYAN WEATHERBY. \*NM



## Office of Defects Investigation

# Complaints - Search Results

3 Records Displayed.

Report Date : **June 23, 2006 at 04:14 PM**  
SEARCH TYPE : **VEHICLE**  
YEAR : **2006**  
Make : **JEEP**  
Model : **GRAND CHEROKEE**  
Type : **MULTIPURPOSE PASSENGER VEHICLE**

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10146213**Number of Deaths:** 0**Date of Failure:** December 17, 2005**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION**Summary:**

RENTED 2006 JEEP CHEROKEE AT AIRPORT. DURING TWO STOPS AT INTERSECTIONS I REACHED TO SWITCH RADIO STATIONS AND ACCIDENTALLY AND LIGHTLY BRUSHED THE KEYS IN THE IGNITION. THEY SWITCHED TO "ACC" AND THE VEHICLE TURNED OFF. WHEN I SAY "LIGHTLY BRUSHED" I MEAN JUST THAT. I WASN'T EVEN AWARE OF WHAT HAD HAPPENED UNTIL THE SECOND INCIDENT. TWO THINGS APPEAR DEFECTIVE: THE PLACEMENT OF THE IGNITION AND THE FACT THAT JUST A LIGHT TOUCH TURNS THE KEY OFF. HAD I DONE THAT WHILE DRIVING, THE CAR WOULD HAVE IMMEDIATELY BEEN INOPERABLE AND A DANGEROUS SITUATION WOULD HAVE OCCURRED. \*NM

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10153018**Number of Deaths:** 0**Date of Failure:** January 1, 1901**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION**Summary:**

2006 GRAND CHEROKEE IGNITION SWITCHED OFF WHEN BRAKES WERE APPLIED. \*TS WHILE DRIVING AT HIGHWAY SPEEDS THE VEHICLE IGNITION SUDDENLY SHUT OFF WHEN THE BRAKE WAS APPLIED. THE CONSUMER BELIEVES THE PROBLEM WAS THE RESULT OF THE LOCATION OF THE IGNITION SWITCH. IT WAS ONLY ON INCH ABOVE THE CONSUMER'S KNEE CAP WHEN HIS FOOT WAS ON THE THROTTLE. WHEN HE LIFTED HIS FOOT OFF THE THROTTLE TO APPLY THE BRAKE HIS KNEE WOULD TOUCH THE KEY AND THE IGNITION WOULD SHUT OFF. THE VEHICLE WAS A RENTAL. \*NM

PE14-017 - Chrysler - 02400



---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** Yes**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10158165**Number of Deaths:** 0**Date of Failure:** April 26, 2006**VIN :** 1J4GR48K26C...**Component:** ELECTRICAL SYSTEM:IGNITION**Summary:**

DT\*: THE CONTACT STATED WHILE DRIVING BETWEEN 25-30MPH, THE KEY WAS SLIGHTLY TAPPED, THE IGNITION TURNED OFF, CAUSING THE CONTACT TO HIT A TREE. THERE WERE NO INJURIES SUSTAINED IN THE ACCIDENT. THIS PROBLEM HAS OCCURRED ON TWO SEPARATE OCCASIONS. THE DEALERSHIP AND MANUFACTURER WERE ALERTED AND DETERMINED THERE WAS NOTHING WRONG WITH THE VEHICLE. THE POLICE WERE ALERTED AND A REPORT WAS FILED AT THE SCENE.

---



## Office of Defects Investigation

## Complaints - Search Results

7 Records Displayed.

Report Date : **June 23, 2006 at 04:34 PM**  
 SEARCH TYPE : **VEHICLE**  
 YEAR : **2005**  
 Make : **JEEP**  
 Model : **GRAND CHEROKEE**  
 Type : **MULTIPURPOSE PASSENGER VEHICLE**

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10101116**Number of Deaths:** 0**Date of Failure:** November 16, 2004**VIN :** 1J4HR48N45C...**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

DRIVER'S KNEE WOULD HIT THE IGNITION SWITCH WHILE DRIVING,THIS CAUSED THE VEHICLE TO SHUT OFF. CONTACTED THE DEALER FOR THIS PROBLEM. DEALER INFORMED CONSUMER NO COMPLAINT ON THIS PROBLEM WAS RECORDED. \*AK

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10106060**Number of Deaths:** 0**Date of Failure:** November 1, 2004**VIN :** 1J4GR48K15C...**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

BOUGHT A 2005 JEEP GRAND CHEROKEE IN LATE OCTOBER. HAVE HAD NUMEROUS INSTANCES ON ENGINE SHUTTING DOWN WHILE DRIVING, INCLUDING ON A BUSY EXPRESSWAY. NEITHER CHRYSLER NOR THE DEALER WAS ABLE TO CORRECT THE PROBLEM (THE DEALER'S SERVICE DEPARTMENT WAS IN CONTACT WITH CHRYSLER TECHNICAL SUPPORT WHEN TRYING TO REPAIR). THEY TRIED A COUPLE OF REPAIRS SUGGESTED BY CHRYSLER THAT DID NOT RESOLVE THE PROBLEM. FINALLY REALIZED I WAS GENTLY BUMPING THE IGNITION KEY OR ATTACHED KEYS WHEN GOING FROM THE ACCELERATOR TO THE BRAKE AND THE SWITCH WAS MOVING TO "ACCESSORY" FROM "ON" AND KILLING THE ENGINE. THE TWO POSITIONS ARE VERY CLOSE TOGETHER. HAVE TALKED TO TWO PEOPLE AT THE DEALERSHIP WHO HAVE HAD THIS HAPPEN WITH EITHER A JEEP OR PACIFICA. TO ME THIS IS A SERIOUS SAFETY CONCERN THAT COULD GET SOMEONE INJURED OR KILLED IF IN TRAFFIC. I REMOVED ALL OTHER KEYS AND EVEN THE RING FROM THE IGNITION KEY TO TRY TO PREVENT THIS FROM HAPPENING. WITH THIS INFORMATION, THE DEALER

HAS AGREED TO REPLACE THE IGNITION CYLINDER; I ASKED THAT THEY CHECK THE OTHER GRAND CHEROKEES TO SEE IF IT'S A COMMON PROBLEM SEVERAL DAYS AGO, BUT THEY HAVE NOT YET RESPONDED. TO ME AS AN ENGINEER, THERE ARE TWO PROBLEMS: THE IGNITION SWITCH IS VERY LOW ON THE DASHBOARD WHERE THE KEY CAN EASILY BE HIT, AND THE TWO POSITIONS ON THE SWITCH ARE VERY CLOSE TOGETHER, MAKING THIS PROBLEM EASY TO OCCUR. IF THERE IS THE SLIGHTEST WEAKNESS IN THE SPRING IN THE IGNITION, THIS IS EVEN MORE LIKELY.\*AK

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10112589**Number of Deaths:** 0**Date of Failure:** March 5, 2005**VIN :** 1J4GR48K35C...**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

I HAVE A 2005 GRAND CHEROKEE LAREDO UNDER 3000 MILES. MY ENGINE LIGHT HAS COME ON LESS THAN 10 TIMES ,AND MY CAR HAS STALLED WHEN COME TO STOP LIGHT OR COMPLETE STOP ABOUT 5 TIMES. I HAVE MADE 5 TRIPS TO THE DEALER AND THE FIRST FEW TIMES THEY COULD NOT FIND ANYTHING WRONG WITH IT. THEN THEY DETERMINED IT WAS RELATED TO THE REMOTE START WHICH THEY HAD INSTALLED. I GOT IT BACK AND THEY SAID IT WAS FIXED AND IT STALLED OUT WHEN I PULLED INTO MY DRIVEWAY THAT VERY DAY. ENGINE LIGHT CAME ON AGAIN EXACTLY 1 WEEK LATER. ENGINE LIGHT IS STILL ON NOW. THIS WILL BE MY 7TH TRIP TO THE DEALER FOR THIS PROBLEM. I WOULD ALSO LIKE TO SAY THAT I HAVE ALSO HIT THE KEY IN THE IGNITION TWICE WHICH MADE THE CAR SHUT OFF AND MY CAR HAS ALSO REVVED UP WITH THE BRAKE ON JUST AS THE OTHER COMPLAINTS ON THIS SITE. I AM ALSO ONLY GETTING 12 MILES PER GALLON!\*AK

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10130780**Number of Deaths:** 0**Date of Failure:** July 25, 2005**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

DT: THE CAR WAS A RENTAL CAR. THE DRIVER RENTED IT LAST WEEK. THE CONTACT WAS DRIVING ON INTERSTATE IN THE RIGHT LANE AND DRIVER'S KNEE HIT THE KEY AND THE CAR SHUT OFF. THE DRIVER LOST POWER STEERING, AND HAD TO COME TO A STOP IN THE MIDDLE OF THE HIGHWAY. THE DRIVER HAD THE SAME PROBLEM AGAIN ON AN OFF RAMP. THE CAR SHUT OFF AND HE LOST POWER STEERING, HAD TO COAST TO A STOP AGAIN. THE LOCAL CHYRSLER DEALERSHIP ADVISED THAT THERE WAS A GOVERNMENT MANDATE THAT REQUIRES THAT THE KEY BE LOCATED ON THE DASHBOARD. THE OWNER CONTACTED RENTAL COMPANY UPON RETURN, AND MADE A COMPLAINT. THE DRIVER WANTED OTHERS TO KNOW. THE VIN NUMBER NOT LISTED BECAUSE THE CONTACT WAS NOT THE OWNER, THIS WAS A RENTAL CAR. \*AK

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2005**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10150800**Number of Deaths:** 0

PE14-017 - Chrysler - 02403

**Date of Failure:** January 1, 1901

**VIN :** Not Available

**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH

**Summary:**

WHEN IGNITION KEY IS IN PLACE WITH THE 2005 GRAND CHEROKEE LAREDO RUNNING, IT IS POSSIBLE TO BUMP THE LOWER EDGE OF THE KEY WITH THE DRIVER'S KNEE. \*TS \*\*\*NO ANSWER REQUIRED\*\*\* THE CONSUMER STATED THE REMEDY WOULD BE TO RAISE THE IGNITION SWITCH OR MAKE THE KEY SMALLER. \*JB

---

**Make :** JEEP

**Model :** GRAND CHEROKEE

**Year :** 2005

**Manufacturer :** DAIMLERCHRYSLER CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10152084

**Number of Deaths:** 0

**Date of Failure:** March 5, 2006

**VIN :** 1J4HR48NX5C...

**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH

**Summary:**

DT\*: THE CONTACT STATED WHILE DRIVING OR IN PARK THE VEHICLE WAS TURNED OFF WHEN THE CONTACT'S KNEE TOUCHED THE KEY. EVEN WHEN THE SEAT WAS MOVED FARTHER BACK THE PROBLEM STILL OCCURRED. THE KEY CONTAINS THE REMOTE KEYPAD ON IT, WHICH MAKES THE KEY LARGER AND EASY TO BE HIT. THE IGNITION IS LOCATED ON THE DASHBOARD. THE DEALERSHIP REPLACED THE IGNITION CYLINDER IN AN ATTEMPT TO PREVENT THE PROBLEM FROM OCCURRING WITHOUT SUCCESS. UPDATED 03/22/06

---

**Make :** JEEP

**Model :** GRAND CHEROKEE

**Year :** 2005

**Manufacturer :** DAIMLERCHRYSLER CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10156396

**Number of Deaths:** 0

**Date of Failure:** April 26, 2006

**VIN :** 1J4HR48N75C...

**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH

**Summary:**

I AM THE OWNER OF A 2005 JEEP GRAND CHEROKEE LAREDO. ON MORE THAN 10 OCCASIONS SINCE I HAVE PURCHASED THE VEHICLE I HAVE INADVERTENTLY SHUT OF THE ENGINE BY HITTING THE KEY WITH MY KNEE WHILE DRIVING AT HIGHWAY SPEEDS. I BELIEVE THIS IS DUE TO THE PLACEMENT OF THE IGNITION DIRECTLY ABOVE THE DRIVER'S KNEE. TO DATE I HAVE BEEN ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND GET IT RESTARTED BEFORE AN ACCIDENT OCCURRED. HOWEVER, WITHOUT POWER STEERING IF I HAD BEEN ON A CURVE I DOUBT I WOULD HAVE BEEN ABLE TO MAINTAIN CONTROL OF THE VEHICLE. I HAVE BEEN IN TOUCH WITH DAIMLER CHRYSLER VIA EMAIL IN AN ATTEMPT TO RESOLVE THIS SITUATION TO NO AVAIL. THIS MAY BE UNIQUE TO ME BUT I CONSIDER IT TO BE A SERIOUS SAFETY CONDITION THAT NEEDS TO BE RECTIFIED. I HAVE ASKED THEM TO ALLOW ME TO TERMINATE MY LEASE WITHOUT SUCCESS. AT THIS POINT THERE IS NO ALTERNATIVE BUT TO ASK THAT AN INVESTIGATION BE INITIATED TO DETERMINE WHETHER MY CONCERN IS AN INDIVIDUAL PROBLEM OR A SERIOUS SAFETY DEFECT. THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER. \*NM

---

**Summary:**

DT\*: THE CONTACT STATED WHILE DRIVING AT VARIOUS SPEEDS THE IGNITION SWITCH CAME OFF 4 TIMES WHILE DRIVING DUE TO LIGHT CONTACT FROM CONTACT'S RIGHT KNEE. BOTH THE DEALER AND MANUFACTURER WERE CONTACTED. UPDATED 05/16/2006 - A COMPLAINT WAS REGISTERED WITH DAIMLER/CHRYSLER, AND CONTACT MET WITH THE GENERAL MANAGER OF THE DEALERSHIP. THE SERVICE DEPARTMENT AT THE DEALERSHIP ALREADY KNEW ABOUT THE PROBLEM. THE SERVICE MANAGER TOLD THE GENERAL MANGER THAT THE PROBLEM WAS CAUSED BY KEY CHAINS. HOWEVER, THE CONTACT HAD REMOVED THE KEY FROM THE KEY CHAIN AND STILL EXPERIENCED THE PROBLEM. SINCE THE VEHICLE WAS INOPERATIVE THE CONTACT HAD TO TRADE IT IN AND EXPERIENCED A HUGE FINANCIAL LOSS. \*AK \*NM

---

**Make :** JEEP**Model :** GRAND CHEROKEE**Year :** 2006**Manufacturer :** DAIMLERCHRYSLER CORPORATION**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10160506**Number of Deaths:** 0**Date of Failure:** January 1, 1901**VIN :** Not Available**Component:** ELECTRICAL SYSTEM:IGNITION:SWITCH**Summary:**

2006 GRAND CHEROKEE ENGINE SHUTS DOWN WHEN THE DRIVER GENTLY GRAZES THE IGNITION SWITCH. \*KB THE IGNITION SWITCH IS LOCATED LOW ON THE VEHICLE'S DASHBOARD RATHER THAN ON THE VEHICLE'S STEERING COLUMN, WHERE IS HAS BEEN LOCATED ON PREVIOUS MODELS. THE SWITCH'S NEW LOCATION RESULTED IN FREQUENT CONTACT WITH THE DRIVER'S KNEE, ESPECIALLY WHEN THE DRIVER IS MOVING HIS OR HER FOOT FROM THE THROTTLE TO THE BRAKE. \*NM

---

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK XK QTS FFB

PE Lease Ignition Switch

Narratives

WK XK QTS FFB PE Lease Ignition Switch Narratives.txt

NARRATIVE_SOURCE	REPORT_NUM	REPORT_VERSION	NARR_DATE	Narrative
Complaint	Cause	Correction	QUESTION_NUM	VINLAST8
MAKE	MODEL_DESC	DCX_MODEL	DCX_FAMILY	MODEL_YEAR
FAS	5C5005320407C	2	7/28/2004	AT 6 FEET HEIGHT AND 174 LBS I AM NOT REAL BIG BUT I MOVED WHILE DRIV TH ISA PAST SAT. AND MY RIGHT KNEE HIT THE INGNITION KEY AND I INADVERTENTL Y TURNED OOF THE UNIT AT 70 MPH ON I 69. CAME TO STOP AND RE STARTED TH E UNIT. PERHAOS THE WK TEAM SHOULD RETHINK THE LOCATION OF THE IGNITION SWITCH! THANKS
JEEP	GRAND CHEROKEE LAREDO 4X4 SPOR	WKJH74	WK	5C500532
FAS	5C5006950408G	1	8/5/2004	IGNITION KEY CYLINDER LOCATION ALLOWS KEY RING TO DANGLE IN CONTACT TO D RIVER S KNEE. NOT THE BEST LOCATION. HAD TO USE A SHORTER KEY RING.
JEEP	GRAND CHEROKEE LAREDO 4X2 SPOR	WKTH74	WK	5C500695
FAS	5C5004200409C	1	9/3/2004	"KNEE HIT KEY AND TURNED OFF VEHICLE - UNEXPECTEDLY, OF COURSE. - REPORT CREATED BY: T3636DN - DAVID NELSON - PHONE: 7333252."
JEEP	GRAND CHEROKEE LTD. 4X4 SPORT	WKJP74	WK	5C500420
FAS	5C5005480410D	1	10/22/2004	"POSITION OF THE IGNITION SWITCH ALLOWS TO TURN THE ENGINE OFF WHILST DRI VING! WHEN MOVING IN THE DRIVERS SEAT, IT IS POSSIBLE TO HIT THE KEY WIT H THE KNEE AND TURN IT TO THE OFF POSITION."
JEEP	GRAND CHEROKEE LTD. 4X4 SPORT	WKJP74	WK	5C500548
QTN	5C53112301	1	12/2/2004	THE KEY CAN BE BUMPED WITH A KNEE AND TURNS IGNITION OFF WHILE DRIVING DOWN THE HIGHWAY.

000	025v001	5C531123	2005	JEEP
QTN	5C53327702	1	1/20/2005	IGNITION TOO CLOSE TO KNEE-COULD NOT ATTACH OTHER KEYS TO THE JEEP KEY.

000	025v001	5C533277	2005	JEEP
QTN	5C55160001	1	1/26/2005	"I'M 6'2'' & WEIGHT 240 LBS. WHEN I'M DRIVING, MY KNEE IS ABOUT 2-3'' FROM THE KEY, WHICH IS NOT A PROBLEM. WHEN I HAVE JEEP RUNNING & GET BACK IN, SOMETIMES MY KNEE WILL HIT THE KEYS & IT WILL SHUT OFF. COULD BE IN A HIGHER LOCATION.
JEEP	GRAND CHEROKEE LTD. 4X4 SPORT	WKJP74	WK	5C551600
QTN	5C53089703	1	2/3/2005	"MY KNEE HITS THE KEY-NO KEYCHAIN, JUST KEY, AND TURNS VEH OFF WHILE MOVING. HUGE SAFETY CONCERN.

000"	025v001	5C530897	2005	JEEP
QTN	5C54559003	1	2/10/2005	KEY IS EASILY HIT W/LEG AND TURNS OFF-THIS IS DANGEROUS.

000	029v001	5C545590	2005	JEEP
QTN	5C54559006	1	2/10/2005	"KEY LOCATION-SERIOUS FLAW-ACCIDENTALLY HIT LOCK ON KEY & LOCKED DOOR WHEN WALKED OUT. IF SEAT IS BROUGHT CLOSE TO WHEEL & KNEE MOVES UPTO KEY, IT TURNS OFF WHILE MOVING. GEARSHIFT LOCKED & BRAKE PWR STOPPED & I COULDN'T TAKE CAR OUT OF DRIVE TO RESTART-THIS WAS ON THE HWY, ACCIDENT ALMOST HAPPENED.
JEEP	GRAND CHEROKEE LTD. 4X2 SPORT	WKTP74	WK	5C545590
QTN	5C50075407	1	2/17/2005	"SOMETIMES WHEN GETTING INT HE VEHICLE WHILE IT'S RUNNING, MY RIGHT KNEE HITS THE KEY AND TURNS OFF THE ENGINE.

000"	025v001	5C500754	2005	JEEP
------	---------	----------	------	------

WK XK QTS FFB PE Lease Ignition Switch Narratives.txt

GRAND CHEROKEE LAREDO 4X4 SPOR WKJH74 WK  
QTN 5C59142301 1 3/17/2005 KNEES BUMP INTO THE KEY AND TURNS IT OFF-CAR STALLS.

000 025v001 5C591423 2005 JEEP  
GRAND CHEROKEE LAREDO 4X4 SPOR WKJH74 WK  
QTN 5C59358201 1 4/14/2005 IGNITION KEY RELOCATED TO LOWER PANEL FROM STRG COLUMN. MY KNEE MADE CONTACT CAUSING CAR TO TURN OFF WHILE DRIVING. RETURNED 2005 JEEP TO DEALER AND RECEIVED DIFFERENT VEHICLE.

000 025v001 5C593582 2005 JEEP  
GRAND CHEROKEE LAREDO 4X4 SPOR WKJH74 WK  
QTN 5C64624301 1 6/17/2005 "MY KNEE SOMETIMES HITS THE KEY, CAUSING THE ENGINE TO TURN OFF WHILE DRIVING. THIS IS VERY DANGEROUS.

000" 025v001 5C646243 2005 JEEP  
GRAND CHEROKEE LAREDO 4X4 SPOR WKJH74 WK  
QTN 5C64624302 1 6/17/2005 SUGGEST MOVING THE POSITION OF THE KEY IGNITION OR ATTACHING A SAFETY DEVICE THAT RENDERS THE KEY FROM BEING TURNED FROM THE ON POSITION WHILE THE CAR IS IN DRIVE OR REVERSE.

000 400v001 5C646243 2005 JEEP  
GRAND CHEROKEE LAREDO 4X4 SPOR WKJH74 WK  
FAS 6C1003830507G 1 7/12/2005 "DURING A 4 HOUR DRIVE, I REPOSITIONED MYSELF, MY KNEE CONTACTED THE KEY, AND TURNED OFF THE VEHICLE."  
7760417 6C100383 2006 JEEP  
COMMANDER 4X4 SPORT UTILITY 4-DR XKJH74 XK  
FAS 6C1004600507I 1 7/14/2005 "IGNITION SWITCH LOCATION. APPARENTLY, MY SITTING POSITION IN THE COMMAN DER IS DIFFERENT, POSSIBLY HIGHER, THAN IN MY PREVIOUS GRAND CHEROKEE AS MY RIGHT KNEE CAN HIT THE IGNITION KEY HEAD AND SWITCH OFF THE IGNITION . WHEN IT HAPPENS, SURPRISE!!!" 7542893  
6C100460 2006 JEEP COMMANDER LIMITED 4X2 SPORT  
UTILITY 4-DR XKTP74 XK  
QTN 6C17321702 1 12/8/2005 TURNED KEY OFF WITH MY KNEE @ 75 MPH.

000 025v001 6C173217 2006 JEEP  
COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR XKJP74 XK  
QTN 6C19127401 2 1/11/2006 IGNITION KEY IN A BAD LOCATION. I HAVE TURNED OFF THE KEY WITH MY KNEE TWO TIMES.

000 025v001 6C191274 2006 JEEP  
COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR XKJP74 XK  
QTN 6C19137001 1 1/23/2006 IGNITION SWITCH IN BAD SPOT. EASILY KNOCKED BY MY KNEE AND SHUTS OFF ENGINE. EITHER MOVE LOCATION OR MAKE SMALLER KEY.

000 025v001 6C191370 2006 JEEP  
COMMANDER 4X4 SPORT UTILITY 4-DR XKJH74 XK  
QTN 6C19137001 1 2/3/2006 IGNITION SWITCH IN BAD SPOT. EASILY KNOCKED BY MY KNEE AND SHUTS OFF ENGINE. EITHER MOVE LOCATION OR MAKE SMALLER KEY.

000 025v001 6C191370 2006 JEEP  
COMMANDER 4X4 SPORT UTILITY 4-DR XKJH74 XK  
QTN 6C16838501 1 2/7/2006 MAKE THE KEY HEAD SMALLER TO FIT ON KEY RINGS BETTER. THE IGNITION SWITCH IS TOO LOW. I HAVE BUMPED THE KEY DURING BRAKING AND IT TURNED THE JEEP OFF.



WK XK QTS FFB PE Lease Ignition Switch Narratives.txt

000 400v001 6C168385 2006 JEEP  
 COMMANDER 4X4 SPORT UTILITY 4-DR XKJH74 XK  
 QTN 6C19358705 1 2/9/2006 "LARGER STOWAGE IN REAR AREA TO PUT  
 THINGS LIKE SAFETY KITS, BATTERY CABLES, TOOL KIT, ETC. RELOCATE IGNITION KEY SO IT  
 CAN NOT BE ACCIDENTALLY 'BUMPED' OFF. EXCESSIVE DUST FALLS AND REMAINS ON REAR  
 WINDOW BECAUSE OF ITS SLOPE.

000" 400v001 6C193587 2006  
 JEEP GRAND CHEROKEE LAREDO 4X2 WKTH74 WK  
 QTN 6C17169601 1 3/9/2006 "MY HUSBAND IS TALL WITH LONG LEGS.  
 HE HAS ACTUALLY HIT THE IGNITION KEY TWICE WITH HIS KNEE AND TURNED OFF THE IGNITION  
 ON THE HIGHWAY, WHILE SIMPLY SHIFTING HIS POSITION. MY OLD JEEP HAD THE IGNITION ON  
 THE STEERING COLUMN. THIS ONE IS BETWEEN THE COLUMN AND THE RADIO AREA. IT'S A  
 SERIOUS DESIGN FLAW. 000" 025v001 6C171696 2006

JEEP GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 QTN 6C22979501 1 3/16/2006 "MY HUSBAND'S KNEE HAS TWICE HIT THE  
 KEY IN THE IGNITION AND TURNED OFF THE CAR. WE WERE DRIVING DOWN I-75 THE SECOND  
 TIME. LUCKILY, WE WERE ABLE TO PULL OVER AND RESTART THE CAR.

000" 025v001 6C229795 2006 JEEP  
 GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 FAS 6C100448603AI48 1 3/21/2006 "GROUP=I, TYPE=48 VEHICLE SHUTS DOWN  
 IF IGNITION KEY IS SLIGHTLY NUDGED BY DRIVER S RIGHT KNEE. OCCURED 03/18/06 WHILE  
 TRAVELING 65 MPH ON FREEWAY. COASTED TO SIDE OF ROAD WHERE IT WAS RESTARTED  
 SUCCESSFULLY." 7221187 6C100448 2006 JEEP  
 COMMANDER 4X2 SPORT UTILITY 4-DR XKTH74 XK  
 QTN 6C17711901 1 3/23/2006 "ON SEVERAL OCCASIONS, I'VE HIT THE  
 KEY WITH MY KNEE AND THE KEY TURNED OFF THE CAR.

000" 025v001 6C177119 2006 JEEP  
 GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 QTN 6C20241301 1 4/6/2006 "KEY SWITCHED OFF WHILE I WAS  
 DRIVING. I REACHED FOR THE RADIO AND BUSHED THE KEY LIGHTLY, IT TURNED TOO EASILY  
 OFF. I HAD TO COAST TO A STOP. GLAD IT DID NOT HAPPEN ON THE HIGHWAY.

000" 025v001 6C202413 2006  
 JEEP GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 QTN 6C22784806 1 4/6/2006 ENGINE CUTS OFF WHEN ACCIDENTALLY  
 HITTING KEY CHAIN.

000 114v001 6C227848 2006 JEEP  
 GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 LSE 6C282974604AI48 2 4/8/2006 THE POSITION OF THE IGNITION SWITCH  
 ON THE FRONT OF THE CONSOLE MAKES IT VERY CLOSE TO WHERE MY KNEE IS. IN 20 YEARS OF  
 DRIVING MANY CARS I HAVE NEVER HAD THIS HAPPEN BEFORE BUT WHEN I WAS ON THE FREEWAY  
 TRAVELLING FAST I MOVED MY KNEE AND TURNED OFF THE IGNITION. MAY WANT TO CONSIDER  
 REPOSITING THE KEY. 6C282974 2006 JEEP

COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR XKJP74 XK  
 LSE 6C188162604AI48 2 4/21/2006 IN THE ONE MONTH THAT I HAVE HAD THE  
 VEHICLE I HAVE MISTAKENLY TURNED OFF THE VEHICLE WHILE IN MOTION BY BUMPING THE  
 IGNITION KEY WITH MY KNEE AT LEASET FIVE TIMES. I AM NOT A FAN OF THE PLACEMENT OF  
 THEIGNITION KEY. 6C188162 2006 JEEP

COMMANDER 4X4 SPORT UTILITY 4-DR XKJH74 XK  
 QTN 6C24233001 1 4/27/2006 "BUMP W/KNEE CAN TURN KEY OFF WHILE  
 DRIVING. A PUSH TO START BUTTON WOULD BE COOL. THAT WAY YOU COULD PUT AN RF ID TAG  
 IN THE KEY SO THE CAR COULD KNOW YOU WERE CLOSE, AND ENABLE THE IGNITION.

000" 025v001 6C242330 2006 JEEP  
 GRAND CHEROKEE SRT-8 WKJX74 WK  
 LSE 6C143222605AI48 1 5/4/2006 "I HAVE MISTAKENLY TURNED THE  
 VEHICLE OFF WHILE DRIVING 3 TIMES AND MY WIFE HAS DONE IT ONCE HERSELF, BY KNOCKING  
 THE KEY RING WITH OUR KNEES. I ORIGINALLY THOUGHT THE VEHICLE HAD AN ELECTRICAL

WK XK QTS FFB PE Lease Ignition Switch Narratives.txt  
 ISSUE, UNTIL SOMEONE TOLD ME I MIGHT BE TURNING THE IGNITION OFF WITH MY LEG (WHICH  
 I LATER OBSERVED WAS THE CASE)" REPAIR NOT REQUIRED - REDESIGN IS  
 6C143222 2006 JEEP GRAND CHEROKEE LAREDO 4X2  
 WKTH74 WK  
 LSE 6C153311606AQ66 1 6/13/2006 "I DO NOT LIKE THE POSITION OF THE  
 IGNITION KEY - AT LEAST 2 TO 3 TIMES WHILE DRIVING ON THE HIGHWAY, I VE MOVED MY LEG  
 & INADVERTANTLY TURNED OFF THE VEHICLE WITH MY KNEE WHILE AT HIGHWAY SPEEDS."  
 6C153311 2006 JEEP COMMANDER  
 4X4 SPORT UTILITY 4-DR XKJH74 XK  
 QTN 6C17751001 1 6/19/2006 2 TIMES I HAVE ATTEMPTED TO EITHER  
 CHANGE RADIO STATION OR SWITCH TO CD AND HIT THE KEYS IN THE IGNITION CAUSING CAR TO  
 SHUT OFF. KEY RING CAUGHT ON MY PINKY FINGER.

000 025v001 6C177510 2006 JEEP  
 GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 QTN 6C28233401 1 6/19/2006 "EXTREMELY CONCERNED WITH THE  
 LOCATION OF THE IGNITION SWITCH. MY HUSBAND IS 6 FT 4 INCHES AND HAS TURNED OFF THE  
 CAR WHILE DRIVING BY BUMPING THE KEY W/HIS KNEE. HIGHLY DANGEROUS, A HUGE CONCERN.

000" 025v001 6C282334 2006  
 JEEP GRAND CHEROKEE LAREDO 4X4 WKJH74 WK  
 QTN 6C27318403 1 6/22/2006 "I WOULD MOVE THE IGNITION SWITCH.  
 I'M REALLY SHORT, SO I NEVER NOTICED IT, BUT WHEN TALLER PEOPLE DRIVE MY CAR, THEIR  
 KNEE KNOCKS THE KEY IN THE IGNITION AND TURNS THE CAR OFF WHILE DRIVING. IT HAPPENED  
 NUMEROUS TIMES.

000" 400v001 6C273184 2006 JEEP  
 COMMANDER 4X4 SPORT UTILITY 4-DR XKJH74 XK

PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 XK 2006 Interior2





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 XK 2006 Interior3





PE14-017

CHRYSLER

7/14/2014

Enclosure 11

Assessments Public

Assessment 8

Regulatory Affairs PUBLIC

PE14-017 WK XK QTS FFB

PE14-017 XK 2006 Interior





THIS VEHICLE IS EQUIPPED  
WITH ADVANCED AIR BAGS  
PLEASE READ AND UNDERSTAND  
THESE INSTRUCTIONS  
AND THE INFORMATION ON THE  
LABELS LOCATED IN THE VEHICLE  
BEFORE DRIVING. ALWAYS WEAR  
YOUR SEATBELT. NEVER DRINK  
AND DRIVE. NEVER DRIVE WHILE  
UNDER THE INFLUENCE OF  
DRUGS OR ALCOHOL. ALWAYS  
DRIVE SAFELY.

DEALER MUST REMOVE  
PROTECTIVE COVER  
MUST REMOVE  
GIVE COVER

DEALER MUST REMOVE  
PROTECTIVE COVER  
MUST REMOVE  
GIVE COVER



PE14-017

CHRYSLER

Q13

PE14-017 WK-XK-  
PartNumberSummary

Vehicle	Part Name \ Model Year	2005	2006	2007	Manufacturer
Jeep Grand Cherokee WK	<b>Ignition Switch Assembly</b> <<<See Note 1>>>	56010568AC	56010568AC	56010568AC (V1) 56010568AD (V2) 56010568AE (V2)	Methode Electronics, Inc.
	Ignition Switch	04685719AB	04685719AB	04685719AB (V1) 04685719AF (V2) 04685719AG (V2)	
	Ignition Switch Lock Housing	56010566AC	56010566AC	56010566AC	
	Key Cylinder	04589060AA (V1) 04589060AB (V2)	04589060AB	04589060AB	Strattec Security Corp
	Keys <<<See Note 2>>>	56038768AD (V1) 56038768AF (V2) 56038768AG (V2)	56038768AG	56038768AG 05026355AA 6 button (V1) 05026355AB 6 button (V2)	
Jeep Commander XK	<b>Ignition Switch Assembly</b> <<<See Note 1>>>	--	56010568AC	56010568AC (V1) 56010568AD (V2) 56010568AE (V2)	Methode Electronics, Inc.
	Ignition Switch	--	04685719AB	04685719AB (V1) 04685719AF (V2) 04685719AG (V2)	
	Ignition Switch Lock Housing	--	56010566AC	56010566AC	
	Key Cylinder	--	04589060AB	04589060AB	Strattec Security Corp
	Keys <<<See Note 2>>>	--	56038768AG	56038768AG 05026355AA 6 button (V1) 05026356AA 5 button (V1) 05026357AA 6 button (V1) 05026355AB 6 button (V2) 05026356AB 5 button (V2) 05026357AB 6 button (V2)	

#### DEFINITIONS:

(V1) Volume One initial production

(V2) Change made during model year

#### NOTES:

<<<Note 1>>>

"Ignition Switch Assembly" is comprised of two components:

"Ignition Switch" & "Ignition Switch Lock Housing"

<<<Note 2>>>

Key Part Numbers in chart reflect geometry of production key shapes and sizes. Similar keys with other Part Numbers were utilized depending on available vehicle equipment such as remote start, power liftgate, etc. These additional vehicle features add buttons to the control panel side of the key, but overall geometry including size and shape of the key remains the same.

PE14-017

CHRYSLER

Q14

Letter From Chrysler Office of  
General Counsel To Methode  
Requesting Ignition Switch  
Information



**Louann Van Der Wiele**

Vice President & Associate General Counsel  
Office of the General Counsel

July 11, 2014

**VIA OVERNIGHT MAIL with enclosures**  
**and FAX (708-457-4050) without enclosures**

Jayne Bordelli  
Administrative Assistant  
Methode Electronics, Inc.  
7401 West Wilson Avenue  
Harwood Height, IL 60706

**RE: NHTSA Preliminary Evaluation (PE14-017)**

Ms. Bordelli:

A member of my staff called you yesterday and was instructed to direct this letter to your attention. Please immediately forward this letter to your company's legal counsel and the appropriate executive-level manager(s).

Chrysler Group is responding to a Preliminary Evaluation initiated by the National Highway Traffic Safety Administration (NHTSA) involving certain model year Jeep Grand Cherokee and Jeep Commander vehicles. The NHTSA Opening Resume for PE14-017 is enclosed. I have been informed by Chrysler Group's Regulatory Affairs office that one or more of the subject components at issue in this NHTSA investigation – specifically, the ignition switch assembly -- were sold and/or manufactured by Methode Electronics (Methode). In addition to the subject vehicles in this investigation, I have been informed that Methode also supplied the same or similar ignition switch assemblies for other DaimlerChrysler Corporation vehicles during model years 2001 through 2007. We seek your assistance in responding to NHTSA's requests for documents and information.

Enclosed is an Information Request (IR) we received from NHTSA that identifies certain categories of documents and electronically stored information sought in this investigation. **We request that you preserve any and all documents and electronically stored information (including emails) that are or may be responsive to the IR for all DaimlerChrysler Corporation vehicles, model years 2001 through 2007, that were equipped with a Methode ignition switch or ignition switch assembly.** The detail and assembly Part Numbers at issue include, but are not limited to, Part Numbers 04685719AA through 04685719AI.

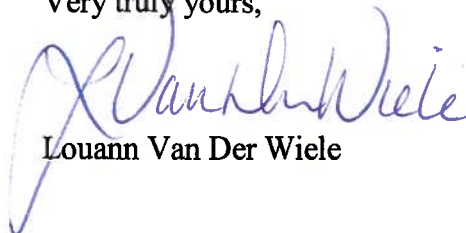
Moreover, some of the materials that are responsive to NHTSA's IR are also identified in the following Performance Standards that were made available to Methode (copies of which are enclosed):

- PF 10163 (published 01/29/1999)
- PF 10163 A (published 02/14/2006)
- PF 10163 B (published 12/18/2006)
- PF 10562 (published 03/19/2002)
- PF 10562 A (published 03/31/2003)
- PF 10562 B (published 06/16/2003)

It is believed that some of the documents and information sought by NHTSA in these Performance Standards may be in the sole possession of Methode. **As such, we are also requesting your immediate assistance in providing Chrysler Group with copies of documents and electronically stored information identified by the above Part Numbers, the above Performance Standards and other records that may be responsive to the NHTSA IR.** Please direct your staff to contact Michael Cuson in Chrysler Group's Regulatory Affairs office ([mc1539@chrysler.com](mailto:mc1539@chrysler.com); 248-576-8826) to arrange for delivering copies of these materials. We will, of course, honor a request to treat materials as confidential business information to the extent permitted by law and regulation.

Thank you in advance for your cooperation with Chrysler Group in responding to this NHTSA investigation. Please contact me if you have any questions or require any further information.

Very truly yours,



Louann Van Der Wiele

LVW/kr  
Enclosures

PE14-017

CHRYSLER

Q14

Photos-Ignition Cylinder and  
Keys

# 04589060AB – Ignition Cylinder





# Key – No FOB



# 56038768AF – Key FOB



PE14-017

CHRYSLER

Q14

Photos-Ignition Switch and  
Internal Rotor



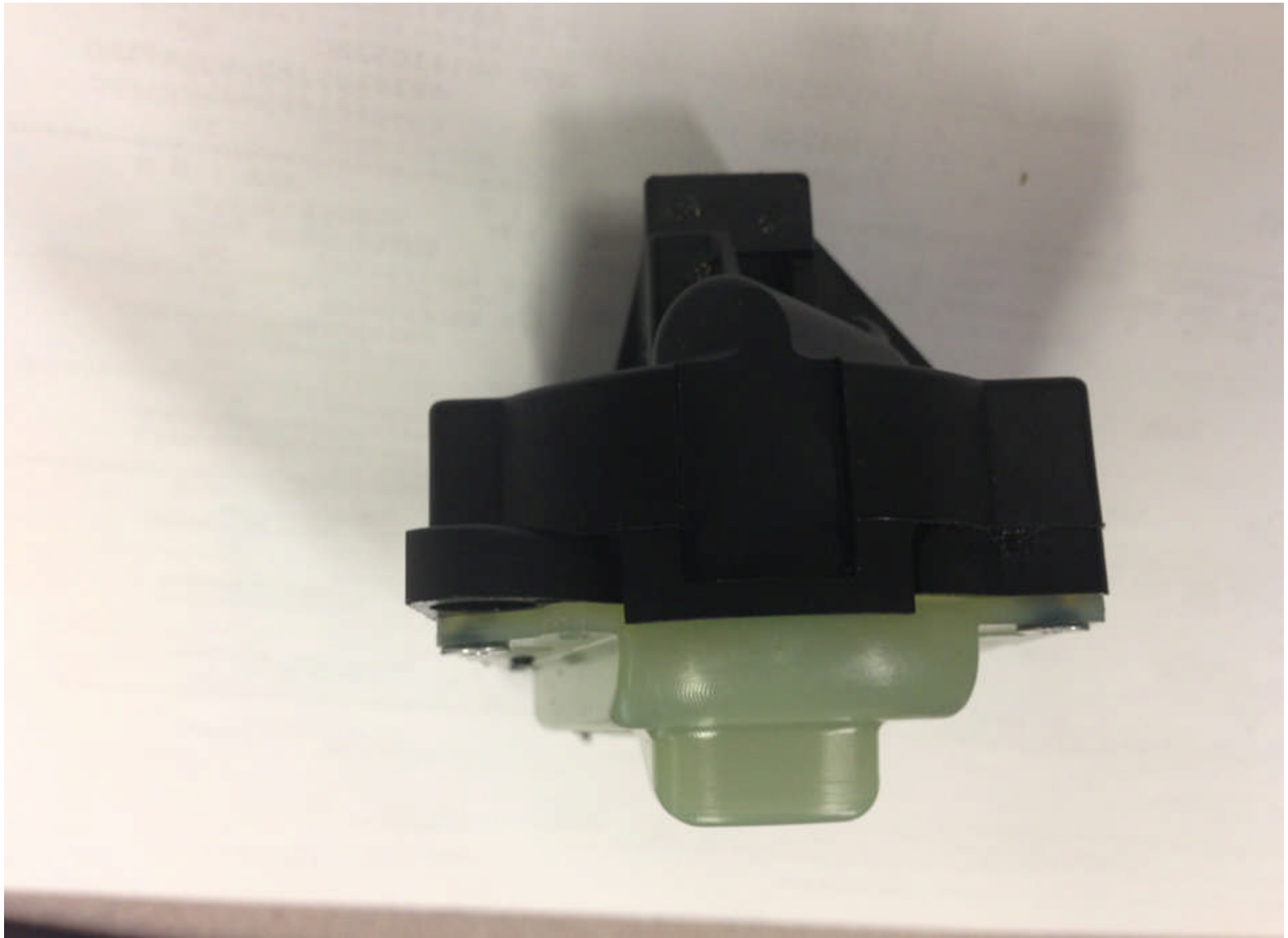










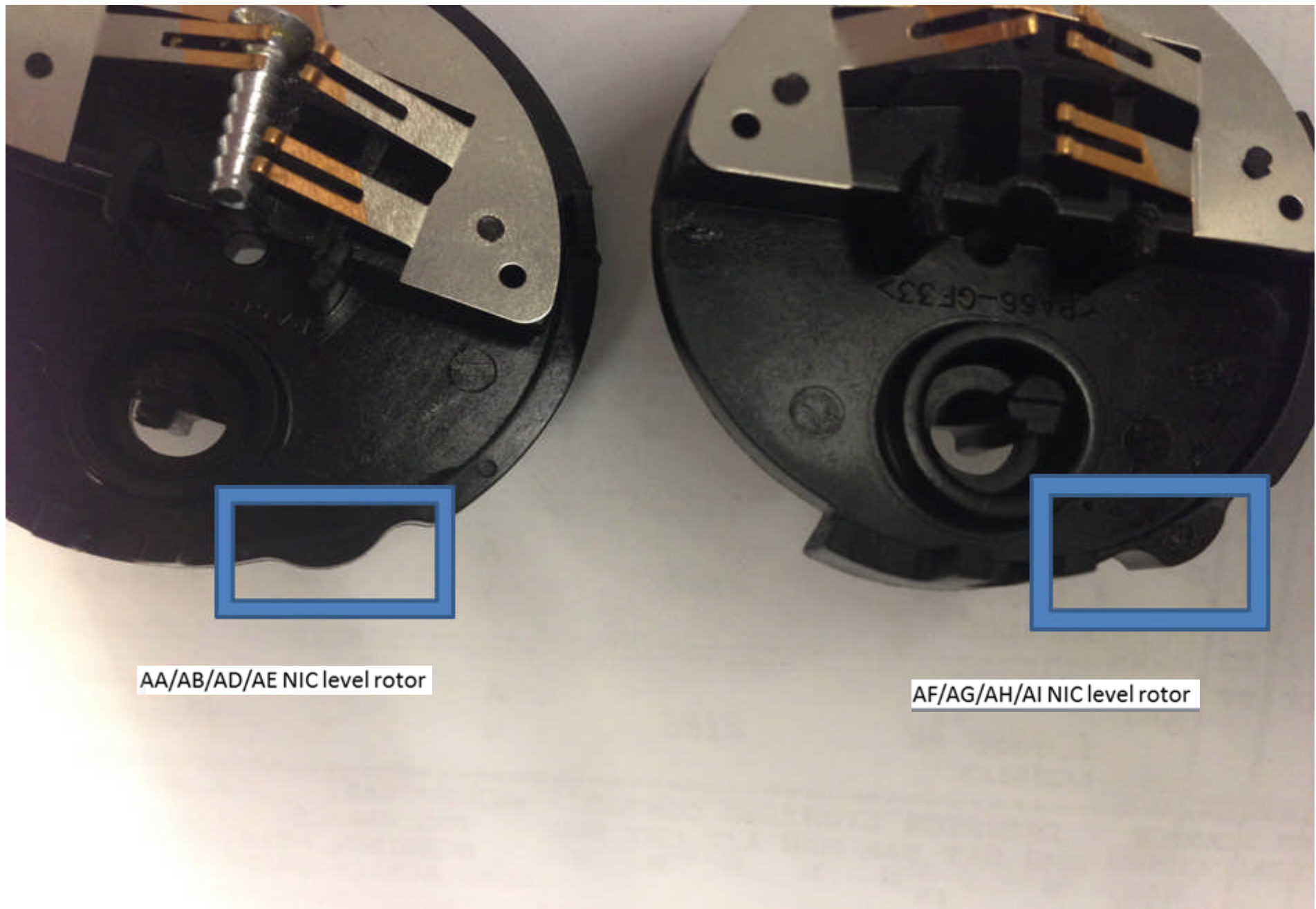




AA/AB/AD/AE NIC level rotor



AF/AG/AH/AI NIC level rotor

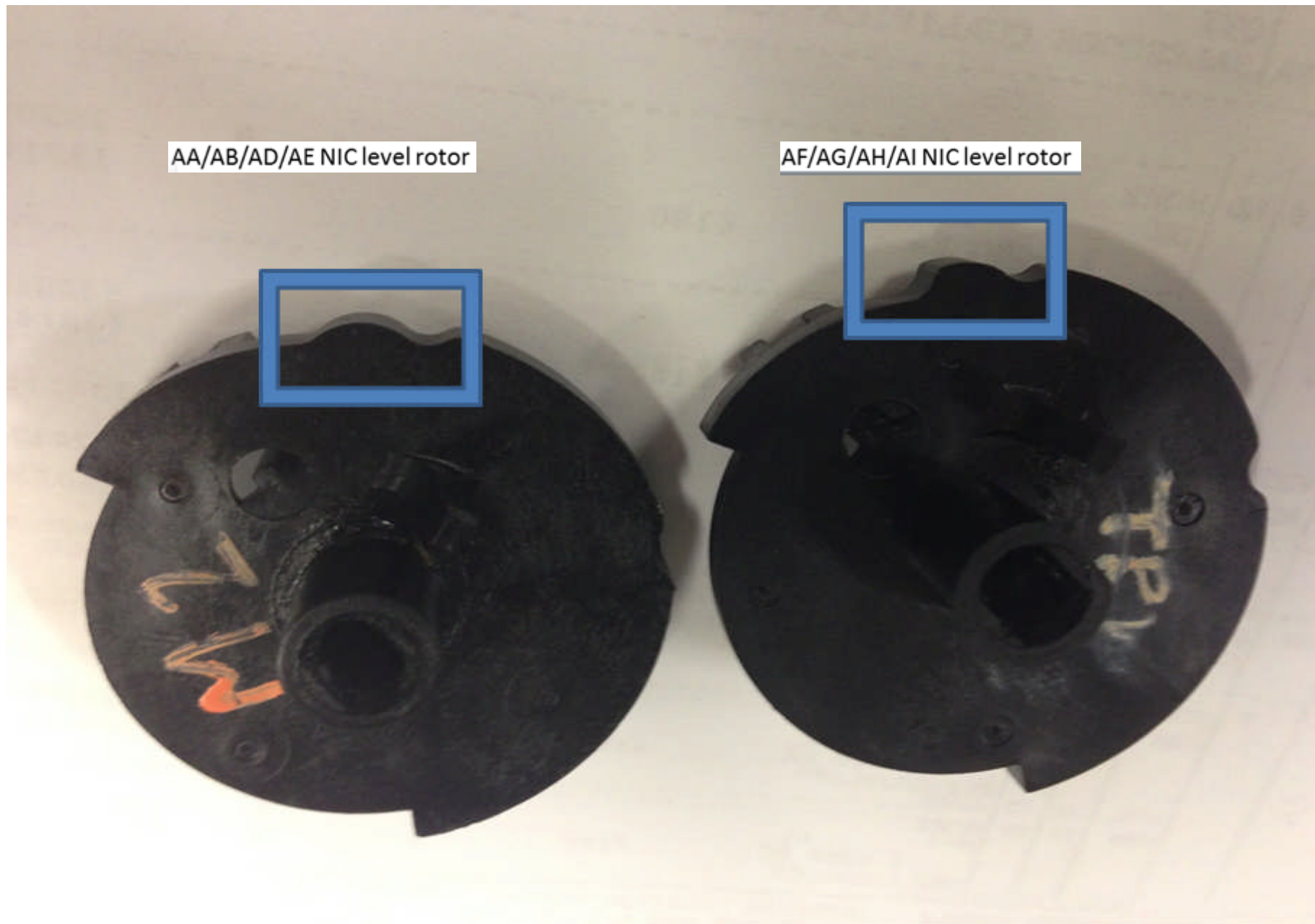


AA/AB/AD/AE NIC level rotor

AF/AG/AH/AI NIC level rotor

Difference in between lower and higher effort rotor





Difference in between lower and higher effort rotor

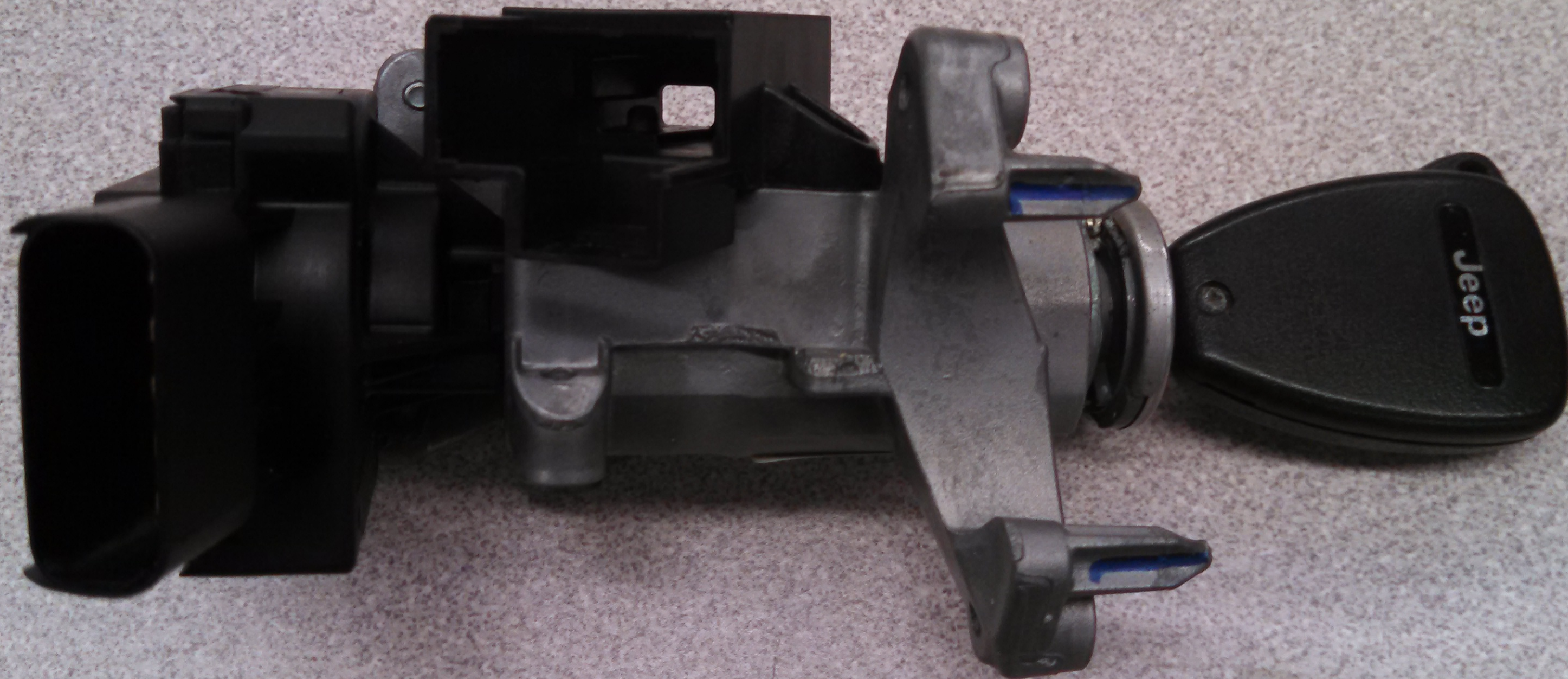
PE14-017  
CHRYSLER  
Q14

PE14-017 Photos-Ignition  
Switch, Housing, Lock Cylinder  
and Key





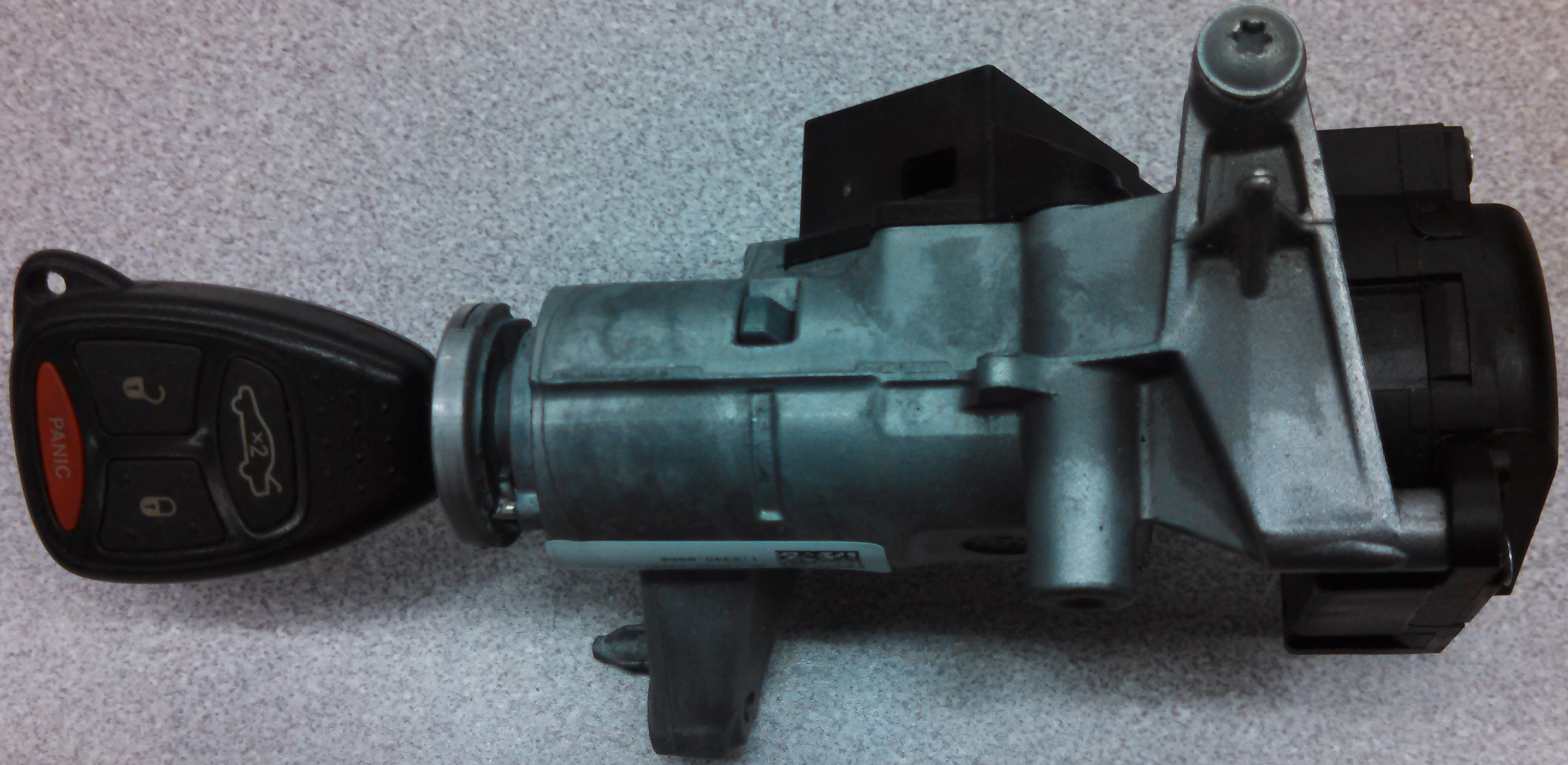


























Stock # 00064245 Model GRAND

IC # 193 Ignition W/Key

Description

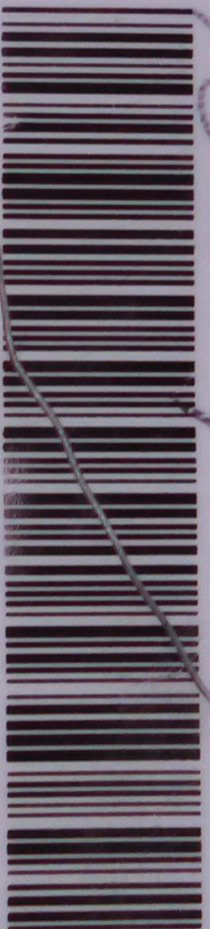
Comments W/STANDARD KEY

Year 2006

VIN 1J8HR58286C136971

Located

Condition



0000064730

A B C

Stock # 00064245 Model GRAND

IC # 193 Ignition W/Key

Description

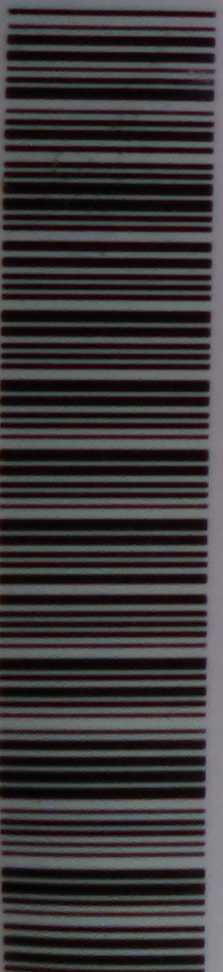
Comments W/STANDARD KEY

Year 2006

VIN 1J8HR58286C

Located

Condition



0000064730

A B C



PE14-017

CHRYSLER

Q10 - Q17

Public Documents Chart

## PE14-017 - PUBLIC DOCUMENTS CHART

Question No.	Enclosure	File/Document Name	Bates No.
10	Enclosure 10 Dealer Communications	PE14-017 Star Cases.pdf	PE14-017 – Chrysler – 02367 thru 02368
		PE14-017 Tech Line Communications.pdf	PE14-017 – Chrysler – 02369 thru 02374
		PE14-017 Zone Technical Advisor Report.pdf	PE14-017 – Chrysler - 02375
11	Enclosure 11 Assessments Public/ Assessment 5 Customer Survey	PE14-017 Follow-up survey on customer complaints.pdf	PE14-017 – Chrysler -02376 thru 02380
	Enclosure 11 Assessments Public/ Assessment 7 Engineering PUBLIC	PE14-017 email for Methode Electronics WK Charts PUBLIC.pdf	PE14-017 – Chrysler - 02305
		PE14-017 email Ignition Key Higher Spring Force 2 PUBLIC.pdf	PE14-017 – Chrysler – 02306 thru 02307
		PE14-017 Email Ignition Key Higher Spring Force PUBLIC.pdf	PE14-017 – Chrysler – 02308 thru 02311
		PE14-017 Email Ignition Switch Peak Efforts PUBLIC.pdf	PE14-017 – Chrysler – 02312 thru 02316
		PE14-017 Email Ignition Switch Torque PUBLIC (2).pdf	PE14-017 – Chrysler – 02317 thru 02319
		PE14-017 Email Ignition Switch Torque PUBLIC.pdf	PE14-017 – Chrysler – 02320 thru 02321
		PE14-017 Email Ignition Switch Torque Test PUBLIC.pdf	PE14-017 – Chrysler – 02322 thru 02334
		PE14-017 Email MCM Updates PUBLIC.pdf	PE14-017 – Chrysler – 02335 thru 02336
		PE14-017 Email Proposed Implementation Plan PUBLIC.pdf	PE14-017 – Chrysler – 02337
		PE14-017 Email WK Peak Efforts PUBLIC.pdf	PE14-017 – Chrysler – 02338 thru 02339
		PE14-017 Meeting WKXK Ignition Cylinder Detent Change Conf Call PUBLIC.pdf	PE14-017 – Chrysler – 02349 thru 02352
		PE14-017 Methode Electronics Chrysler WK Ignition Curve PUBLIC.pdf	PE14-017 – Chrysler – 02353 thru 02355

11	Enclosure 11 Assessments Public/ Assessment 8 Regulatory Affairs PUBLIC	PE14-017 CS 2006 Interior.pdf	PE14-017 – Chrysler - 02381
		PE14-017 CS 2006 Interior2.pdf	PE14-017 – Chrysler - 02382
		PE14-017 CS 2006 Interior3.pdf	PE14-017 – Chrysler - 02383
		PE14-017 CS LX Cairns Knee Key.pdf	PE14-017 – Chrysler – 02384 thru 02385
		PE14-017 DSCN0565.pdf	PE14-017 – Chrysler - 02386
		PE14-017 LX 2006 Interior.pdf	PE14-017 – Chrysler - 02387
		PE14-017 LX 2006 Interior2.pdf	PE14-017 – Chrysler - 02388
		PE14-017 LX 2006 Interior3.pdf	PE14-017 – Chrysler - 02389
		PE14-017 WK 2006 Interior.pdf	PE14-017 – Chrysler - 02390
		PE14-017 WK 2006 Interior2.pdf	PE14-017 – Chrysler - 02391
		PE14-017 WK 2006 Interior3.pdf	PE14-017 – Chrysler - 02392
		PE14-017 WK 2006 Interior4.pdf	PE14-017 – Chrysler - 02393
		PE14-017 WK 2006 Interior5.pdf	PE14-017 – Chrysler - 02394
		PE14-017 WK XK Ignition Switch 1.pdf	PE14-017 – Chrysler – 02395 thru 02405
		PE14-017 WK XK QTS FFB PE Lease Ignition Switch Narratives.pdf	PE14-017 – Chrysler – 02406 thru 02409
		PE14-017 XK 2006 Interior.pdf	PE14-017 – Chrysler - 02410
		PE14-017 XK 2006 Interior2.pdf	PE14-017 – Chrysler - 02411
		PE14-017 XK 2006 Interior3.pdf	PE14-017 – Chrysler - 02412
13	Enclosure 13 Part Numbers and Manufacturer	PE14-017 WK-XK- PartNumberSummary.pdf	PE14-017 – Chrysler - 02413
14	Enclosure 14 Drawings Standards and Photos Public	PE14-017 Letter From Chrysler Office of General Counsel To Methode Requesting Ignition Switch Information.pdf	PE14-017 – Chrysler – 02414 thru 02415
		PE14-017 Photos-Ignition Cylinder and Keys.pdf	PE14-017 – Chrysler – 02416 thru 02418
		PE14-017 Photos-Ignition Switch and Internal Rotor.pdf	PE14-017 – Chrysler – 02419 thru 02427
		PE14-017 Photos-Ignition Switch, Housing, Lock Cylinder and Key.pdf	PE14-017 – Chrysler – 02428 thru 02435
17	Enclosure 17 Part Sales and Service Part Numbers PUBLIC	PE14-017 Service Parts and Supplier Contacts.pdf	PE14-017 – Chrysler - 02436

PE14-017

CHRYSLER

Q17

Service Parts and Supplier  
Contacts



**PE14-017 Service Parts For The Subject Vehicles\***

From Part	Description	To Part	Description	Supersedence Date	Supplier Name	Supplier Address	Contact Name	Title	Phone
04685719AB	SWITCH	04685719AE	SWITCH	8/1/2005	Methode Electronics, Inc.	7401 West Wilson Ave, Harwood Heights, IL, 60706	Jayne Bondelli	Executive Administrative Assistant	(708) 867-6777
04685719AE	SWITCH	04685719AD	SWITCH	1/30/2007	Methode Electronics, Inc.	7401 West Wilson Ave, Harwood Heights, IL, 60706	Jayne Bondelli	Executive Administrative Assistant	(708) 867-6777
68033393AA	SWITCH	04685719AG	SWITCH	7/17/2007	Methode Electronics, Inc.	7401 West Wilson Ave, Harwood Heights, IL, 60706	Jayne Bondelli	Executive Administrative Assistant	(708) 867-6777
04685719AD	SWITCH	68033393AA	SWITCH	8/15/2007	Methode Electronics, Inc.	7401 West Wilson Ave, Harwood Heights, IL, 60706	Jayne Bondelli	Executive Administrative Assistant	(708) 867-6777
04685719AF	SWITCH	68033393AA	SWITCH	8/24/2007	Methode Electronics, Inc.	7401 West Wilson Ave, Harwood Heights, IL, 60706	Jayne Bondelli	Executive Administrative Assistant	(708) 867-6777
04685719AH	SWITCH	04685719AI	SWITCH	1/27/2012	TRW Automotive Electronics	1200 Tech Center Drive Tech 1 Bldg., Livonia, MI, 48150	Scott W. McEwan	Sales Director - Fiat and Chrysler	(734) 855 2554
04685719AG	SWITCH	04685719AH	SWITCH	3/10/2012	TRW Automotive Electronics	1200 Tech Center Drive Tech 1 Bldg., Livonia, MI, 48150	Scott W. McEwan	Sales Director - Fiat and Chrysler	(734) 855 2554

\* Service part numbers for other Chrysler vehicles using the identical ignition switch are still be complied.

USA