

PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

18507441

April 24, 2009

[REDACTED]
South Riding, VA [REDACTED]

Reference No.: 18507441

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2005 Jeep Grand Cherokee.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, Chrysler Motors LLC provided for an independent inspector to examine your vehicle. Chrysler Motors LLC feels that the expense of this inspection is in the best interest of you, our customer, and the corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. Also, a diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. Also, as you may know, any fault with the air bag system prior to the accident, would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

All Chrysler Motors LLC vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the investigation is that the rate of deceleration necessary to activate the air bag system was not present during this accident. Complete information regarding the air bag and air bag system may be found in your Owner's Manual.

Thank you for this opportunity to address your inquiry.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/kat

CONFIDENTIAL - Prior Approval Required Before Duplicating
Preliminary Vehicle Investigation Report(PVIR)

CAIR# 18507441

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2005	JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY 4-DR	1J4HR58275C [REDACTED]		01-20 00	42019	08/06/2005
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		SOUTH RIDING	VA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Bright Silver Metallic Clear Coat	WKJ	[REDACTED]			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
JOE JACOBY CHRYSLER JEEP DODGE		35	68483	WARRENTON	VA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
TOM SAMUELS C		SPX-EAA		410-571-5743		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 10500.00		

INTERVIEW

INTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
04/21/2009	03/25/2009	07:30 <input checked="" type="radio"/> AM <input type="radio"/> PM	04/22/2009

1. DRIVER'S DESCRIPTION OF EVENT: **Driver/Owner stated she was driving on "The Dullas Toll Road when a Volvo came onto the road from the Rt.#123 entrance. The Volvo was going in the same direction at a high speed and smashed into the right front corner and spun the Jeep around and around. The Volvo kept bumping the Jeep like a bowling ball going down the lane. Her Jeep spun once more and hit the guard rail on the right side bending the front wheel over on the side. Driver said the Volvo air bags deployed but the Jeep bags did not deploy. Owner wants to know if her bags should have deployed.**

Insurance Company Name: **FARMERS INS. CO.**

Personal Injury:

Were there Personal Injuries? ☒ Yes ☐ No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior? ☐ Yes ☒ No

If Yes, What light:

**IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS
(DRAW NO CONCLUSIONS)**

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

☒ ALL FOUR SIDE VIEWS

IF CRASH DAMAGED:

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL

INFORMATION:

☒ POLICE/AGENCY REPORT #: **09 1013801024 V**

☒ ALL REPORTS/PHOTOS BY OTHERS
- ADDRESS OF INSPECTION

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

PE14-017 - Chrysler - 09422

SIGHT LINES(8 TOTAL)
 - ANY RECENT VEHICLE
 SERVICE
☐ YES ☒ NO
☐ UNKNOWN
 IF YES, ENCLOSE COPIES OF
 REPAIR ORDERS

Address **PLATINUM Body Work**
 1
 Address **Elmwood Road**
 2
 City **Sterling**
 State **VA**
 Zip **20166**
 Phone **703-444-4669**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- ☒ WINDSHIELD
- ☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- ☒ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- ☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- ☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
- ☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE

No broken glass. No interior damages. Work was in process. [98% complete.] Owner is picking up vehicle this afternoon. No parts were available for inspection. The Body shop did have photos. Photos # [8] Thur [#17] are from the body shop prior to repairs. Photo # 39--40 are of the completed vehicle. The R.O. indicated the alleged damages were on many areas of the vehicle The alleged photos indicated the right front end had the main impact. The right front axle, steering arms, lower control arms, tie rod springs, strut wheel and tire were all replaced. The frame was bent. The right front fender and bumper, grill and head light were replaced. Some repairs to the right front door and rear quarter were also repaired. The left front fender and grill were replaced. Owner/driver said she received a broken wrist. Her passenger was not injured.

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☒ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:

7.02

- SERIAL NUMBER :

52124081AE

- PART NUMBER :

62124081AE

- DOES AIRBAG WARNING LIGHT CYCLE ON?

☒ YES ☐ NO ☐ N/A

- ARE WARNING LABELS PRESENT (PHOTO)

☒ YES ☐ NO ☐ N/A

- RECORD LABEL PART NUMBER

NONE

☒ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
NO DTC DETECTED		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
NO FAULT CODES		

- WAS AIRBAG DEPLOYED?

DRIVER ☐ YES ☒ NO

IF NO, EXPLAIN NON-DEPLOYED

PASSENGER ☐ YES ☒ NO

IF NO, EXPLAIN NON-DEPLOYED

SIDE AIRBAG ☐ YES ☒ NO ☐ N/A

IF NO, EXPLAIN NON-DEPLOYED

- WHICH SIDE DEPLOYED?

☐ LEFT ☐ RIGHT ☒ N/A ☐ BOTH

- TYPE OF SIDE AIRBAG

☒ SEAT ☐ CURTAIN ☐ N/A

- TYPE OF STEERING WHEEL

☒ TILT ☐ STANDARD

- ANY DAMAGE TO STEERING WHEEL

☐ YES ☒ NO

IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

☐ YES ☒ NO

IF YES,

☐ NOTE POSITION OF PASSENGER A/B SWITCH

☐ ON ☐ OFF ☒ N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

☐ YES ☒ NO ☐ N/A

IF YES, EXPLAIN

CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS

- UNDERBODY DAMAGED?

☒ YES ☐ NO

IF YES, EXPLAIN

Alleged damaged frame and steering

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☒ CLOSE UP OF ANY IRREGULARITIES
- ☒ LATCHPLATE WEAR
- ☒ CLOSE UP D-RING TO SHOW LOADING
- ☒ OVERALL OF SEAT
- ☒ CLOSE UP OF DAMAGE
- ☒ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):

DDD 8ER5 ##000

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

E 33637

- PRETENSION DEPLOYED?

☐ YES ☒ NO ☐ UNKNOWN

- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING

4 DEGREES

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

NONE

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY

NOTE RESULTS

- DOES THE BUCKLE LATCH?

☒ YES ☐ NO

IF NO, EXPLAIN

- DO THEY RELEASE?

☒ YES ☐ NO

IF NO, EXPLAIN

- DO THEY RETRACT?

☒ YES ☐ NO

IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

☐ YES ☒ NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

☒ NORMAL

☐ BROKEN

☐ LOOSE

☐ MISSING

- NOTE AND RECORD APPROX. SEAT TRACK

OVERLAP
4"

PART - E TRANSMISSION NOT APPLICABLE

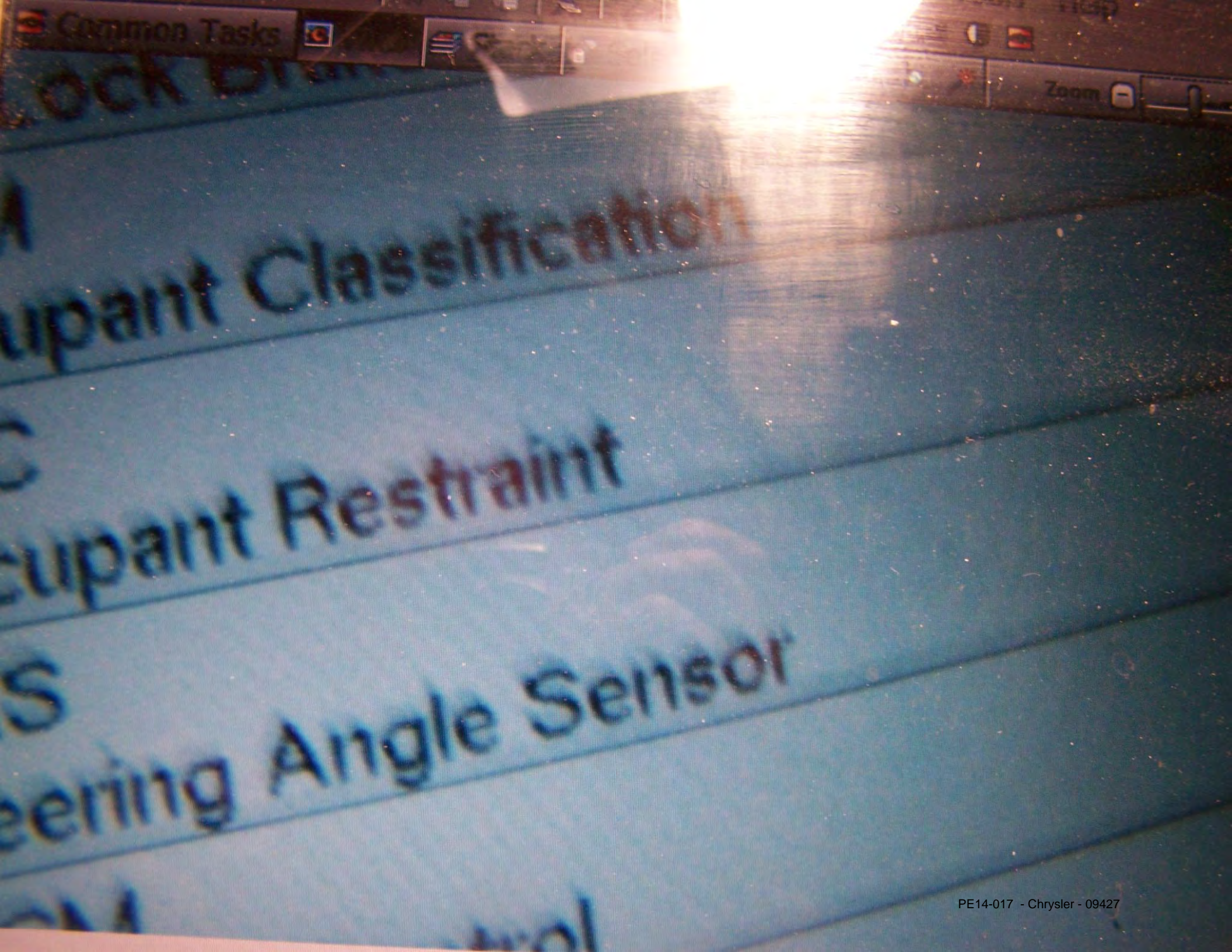
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PART - F UNINTENDED ACCELERATION NOT APPLICABLE**PART - G BRAKES NOT APPLICABLE****PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE****PART - I AXLE/DIFFERENTIAL NOT APPLICABLE****☒ PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

Work in process was 98% completed. No parts were available for inspection. This Jeep has an "HEMI" Engine. The photos alleged some engine area damage. The body shop said they did drive vehicle in the shop prior to repairs. The alleged main impact was to the right front and under carriage. The frame was bent on the right side. The seat belt retractor did lock up on quip pulls.

[Previous](#)[Form Approved](#)[Returned for corrections](#)



Common Tasks

Lock Brake

Occupant Classification

Occupant Restraint

Steering Angle Sensor

TMA

ronic Overhead



C
Ventilation and A/C



ant Restraint



Radio



Tasks	Files	Stack	Selection	Mouse	Zoom
c Overhead					<input checked="" type="checkbox"/>
tilation and A/C					<input checked="" type="checkbox"/>
Restraint					<input checked="" type="checkbox"/>
					<input checked="" type="checkbox"/>
dio					<input type="checkbox"/>

Common Tasks			Files	Stack	Selection	Zoom		
CMC	B163C	Active	Left Hi Beam High					
FCMC	B1634	Active	Battery Voltage Low					
OCM	B210D	Active	Occupant Restraint Controller Firing Stored					
ORC	B220B	Stored	OCM DTC Present					
ORC	B223D	Active	Battery Voltage Low					
ORC	B210D	Active	Lost Communication Up-Front Left Side					
ORC	B210D	Stored	Lost Wheel Distance Message					
	U0170							

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Controller Name	Active	DTCs	Bus
PCM Powertrain Control Module	<input checked="" type="checkbox"/>	0	CAN C
ABS Anti Lock Brakes	<input checked="" type="checkbox"/>	0	CAN C
CCN Instrument Cluster/Cabin Compartment	<input checked="" type="checkbox"/>	0	CAN B
EOM Electronic Overhead	<input checked="" type="checkbox"/>	0	CAN B
HVAC Heat, Ventilation and A/C	<input checked="" type="checkbox"/>	0	CAN B
RC Occupant Restraint	<input checked="" type="checkbox"/>	0	CAN B
ADIO Radio	<input checked="" type="checkbox"/>	0	CAN B
PAR			



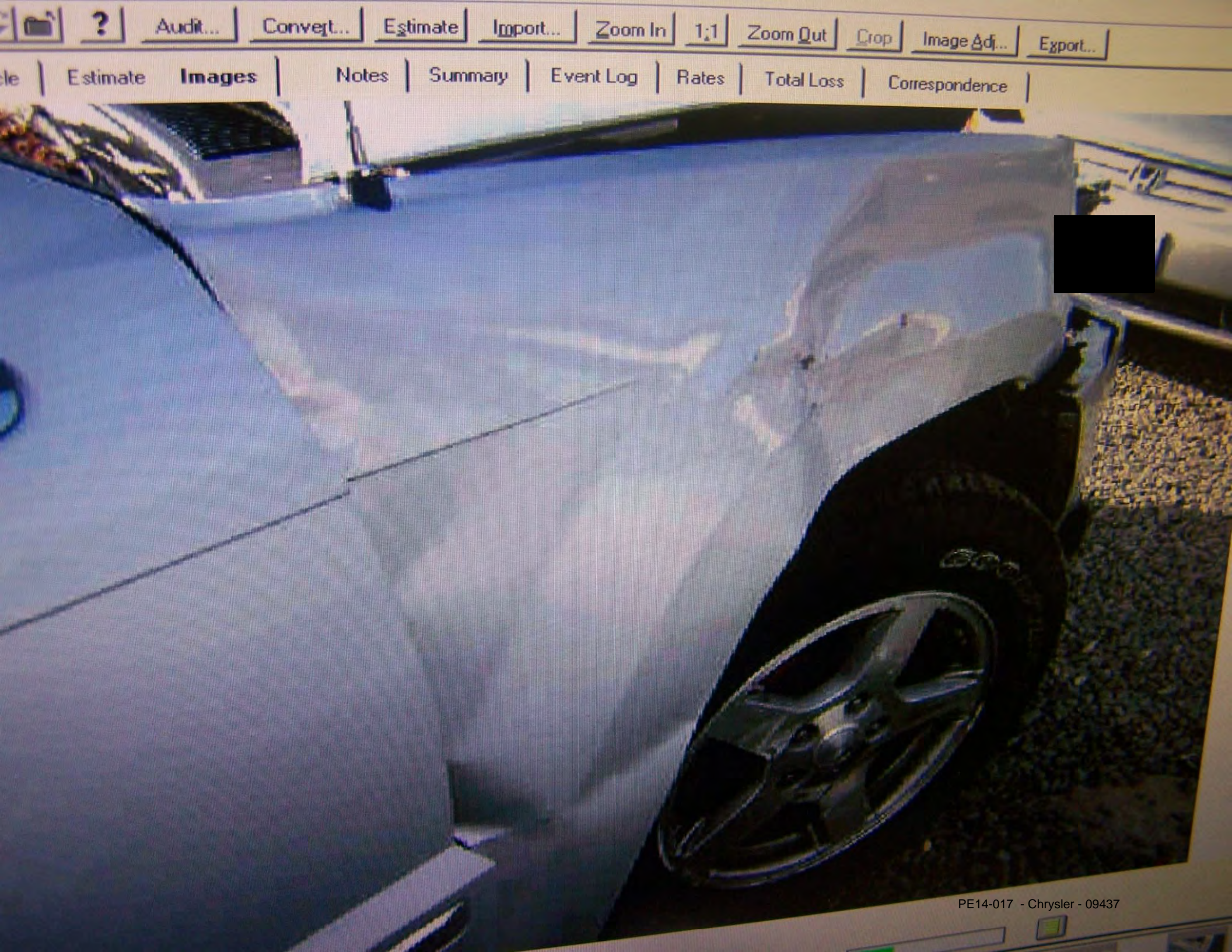


Vehicle	Estimate	Images	Notes	Summary	Event Log	Photos	Total Loss	Correspondence	Export...
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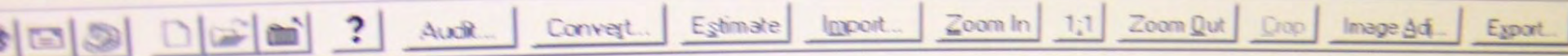








Edit View Help



Admin | Vehicle | Estimate | **Images** | Notes | Summary | Event Log | Rates | Total Loss | Correspondence |








20
km/h

200
220

0420 19 mile







TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5		FRONT 2		REAR 3	
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED 476 KG OR 1050 LB					
TIRE		ORIGINAL TIRE SIZE			
P245/65R17		P245/65R17			
FRONT		REAR			
SPARE		P245/65R17			
228 kPa, 33 PSI		228 kPa, 33 PSI			
COLD TIRE INFLATION PRESSURE		SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION			

5C6086660

BY DAIMLERCHRYSLER CORPORATION
E OF MFR: 1-05
R FRONT: 1339 KG 2950 LB
R REAR: 1452 KG 3200 LB
17X7.5
CUR: 2790 KG 6150 LB
WITH P245/65R17 TIRES
RIMS AT 228 KPA (33 PSI) COLD
WITH P245/65R17 TIRES
RIMS AT 228 KPA (33 PSI) COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1J4HR582750
TYPE: MPV
VEHICLE MADE IN U.S.A. PRINT: PSB TRIM: PLUS
4648509



PE14-017 - Chrysler - 09447

MERONA

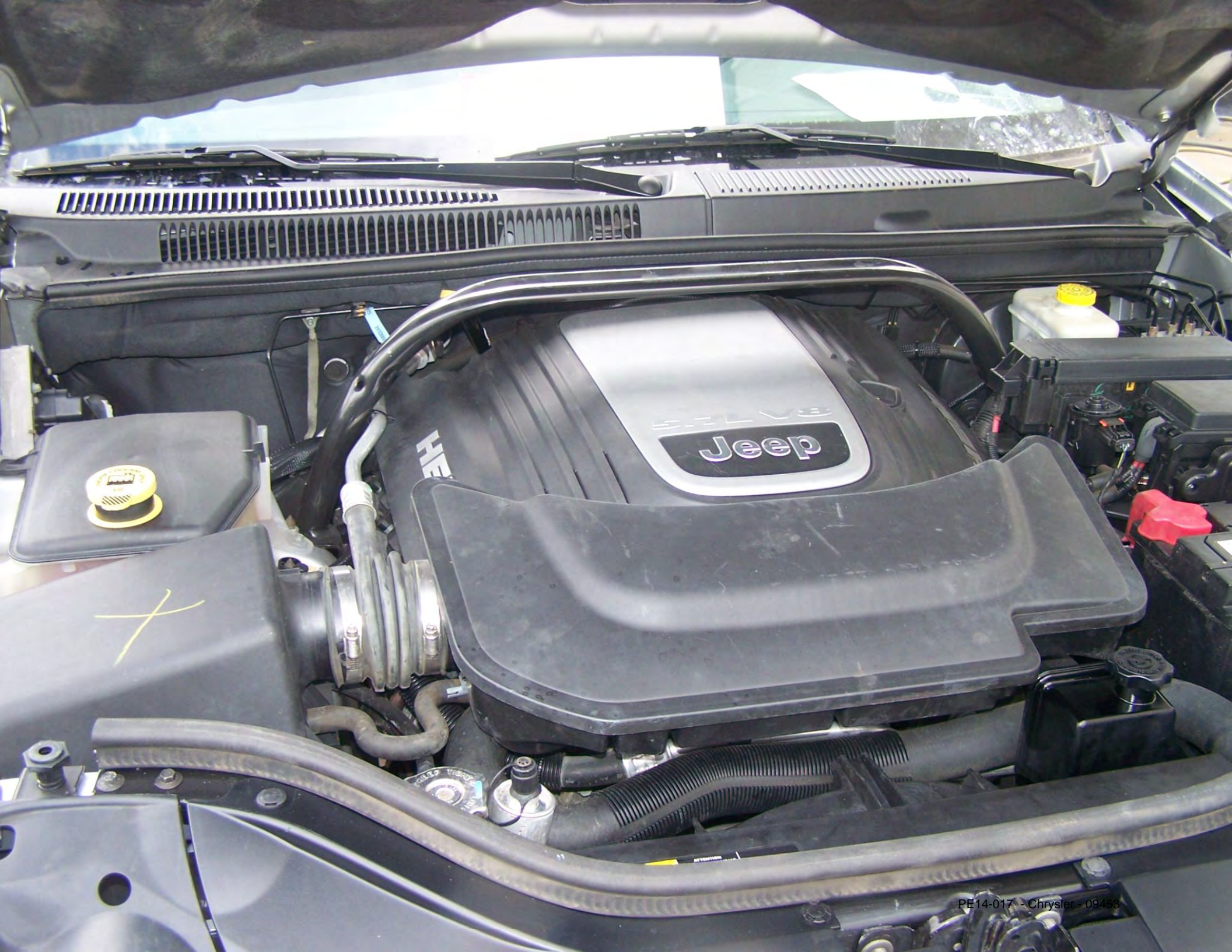






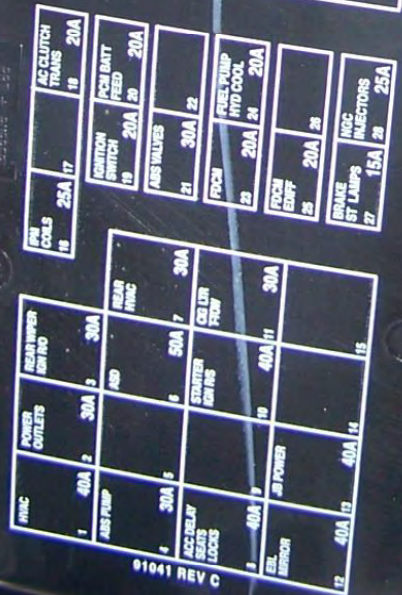




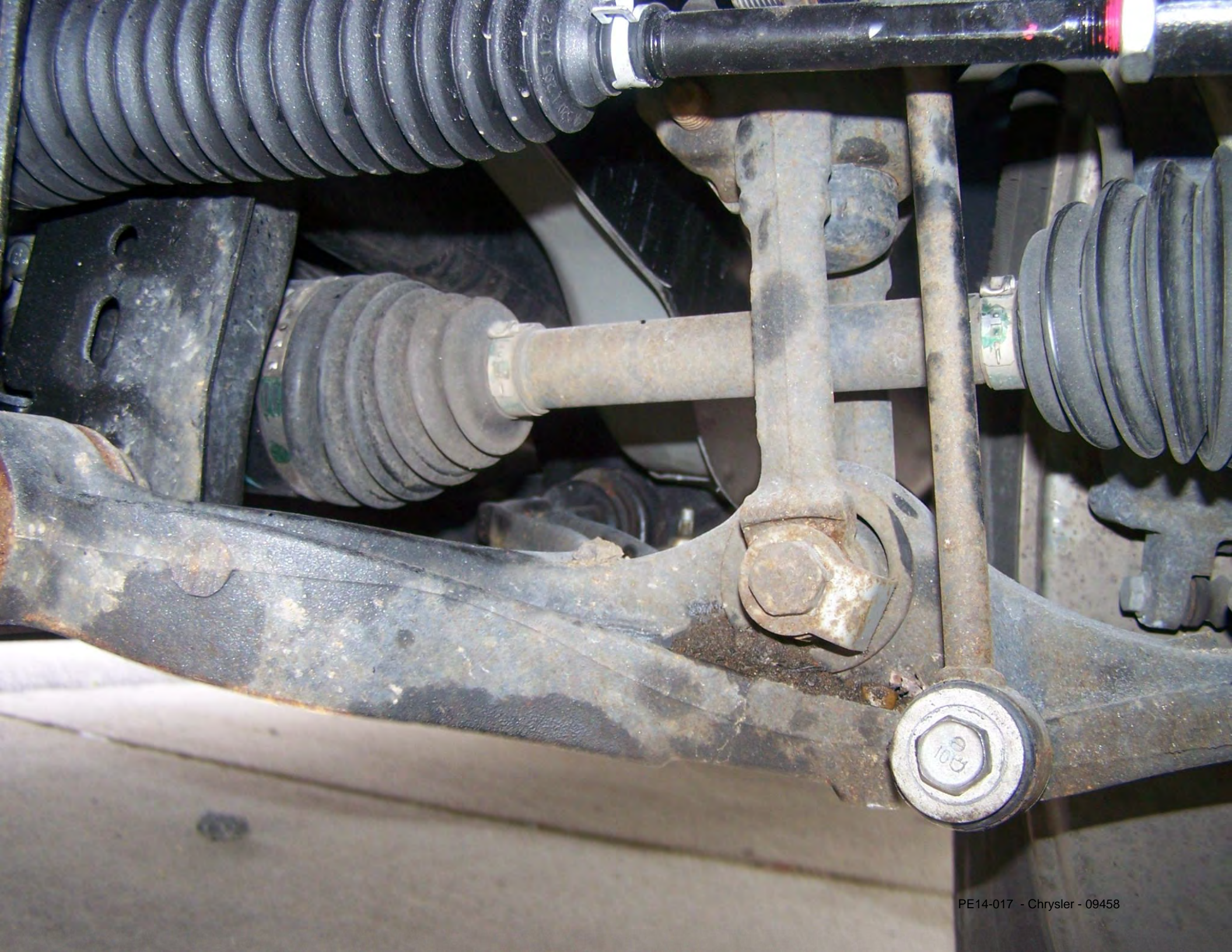






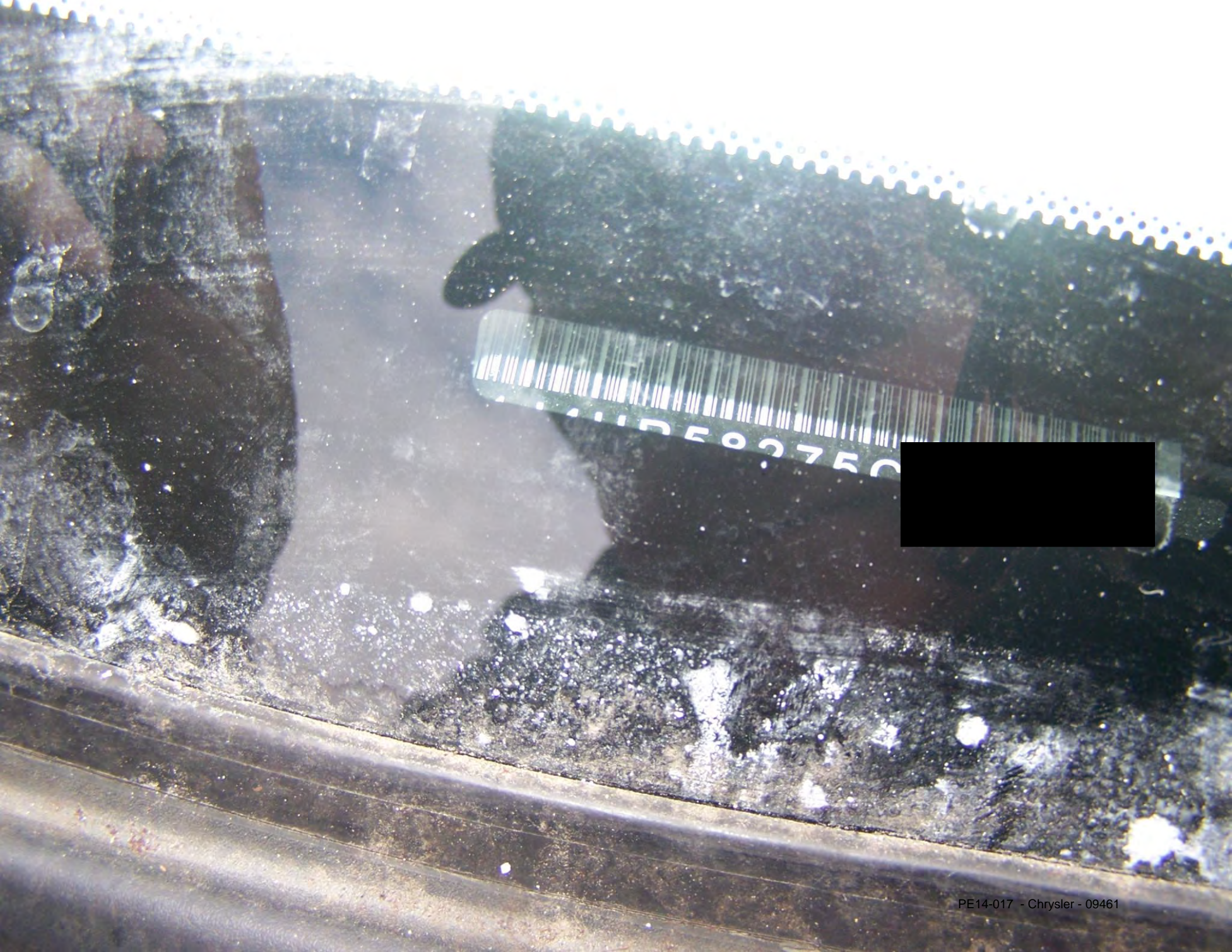




















PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

18607364

June 1, 2009

[REDACTED]
Mattapan, MA [REDACTED]

Reference No.: 18607364

VIN: 3D7LU38C04G [REDACTED]

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2006 Jeep Commander.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, Chrysler Motors LLC provided for an independent inspector to examine your vehicle. Chrysler Motors LLC feels that the expense of this inspection is in the best interest of you, our customer, and the corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. Also, a diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. Also, as you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

All Chrysler Motors LLC vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the Chrysler Motors LLC investigation is that the primary impact involved "crumple" zones and "crush" areas, which are engineered into your vehicle to dissipate impact energies in order to enhance the total vehicle crash worthiness. Therefore, the rate of deceleration necessary to activate the air bag system was not met. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for this opportunity to address your inquiry.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/kat

CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 18607364

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2006	JEEP COMMANDER 4X4 SPORT UTILITY 4-DR	1J8HG48K16C [REDACTED]		06-03 23	32394	06/06/2006
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		MATTAPAN	MA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Stone White Clear Coat	XKJ	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MARTY FRANICH CDJ INC/DOLLAR THRIF		71	49921	TULSA	OK	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Atwood, David		[REDACTED]		508-737-5374		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input type="radio"/> MODERATE <input checked="" type="radio"/> TOTAL LOSS				\$.00		

INTERVIEWINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
05/27/2009	05/16/2009	02:45 <input type="radio"/> AM <input checked="" type="radio"/> PM	05/28/2009

1. DRIVER'S DESCRIPTION OF EVENT: **While driving, I swerved to avoid a squirrel and went off the road and hit a telephone pole. I was wearing my seat belt and was not hurt. There were no warning lights on the dash prior to the accident.**

Insurance Company Name: **Plymouth Rock**
Personal Injury:
Were there Personal Injuries? ☐ Yes ☒ No
Any Indicator/Warning Lights on Prior? ☐ Yes ☒ No

If Yes, complete section "B"

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**Help Key****PART A- GENERAL****REQUIRED PHOTOGRAPHS:**☒ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)
- ANY RECENT VEHICLE

INFORMATION:☒ POLICE/AGENCY REPORT #: **none****none**☒ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Copeland Street Auto
Address

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

SERVICE

☐ YES ☐ NO☒ UNKNOWNIF YES, ENCLOSE COPIES OF
REPAIR ORDERS

1

Address **65 Copeland St**

2

City **Quincy**State **MA**Zip **02169**Phone **617-479-6352**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- ☒ WINDSHIELD
- ☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- ☒ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- ☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- ☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
- ☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE

I observed front end impact damage to the right of center. Bumper, hood, A/C condenser, radiator and nearby components were pushed in approximately 12" in a uniform circular pattern from top to bottom. There were no reported injuries to the driver.

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☒ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
03.04.03
- SERIAL NUMBER :
no access
- PART NUMBER :
56043195BD

- DOES AIRBAG WARNING LIGHT CYCLE ON?
☒ YES ☐ NO ☐ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
☒ YES ☐ NO ☐ N/A
- RECORD LABEL PART NUMBER
55361230AA
- ☒ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
no active DTCs		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
no stored DTCs		

- WAS AIRBAG DEPLOYED?
DRIVER ☐ YES ☒ NO
IF NO, EXPLAIN **air bag not deployed**
- PASSENGER ☐ YES ☒ NO
IF NO, EXPLAIN **air bag not deployed**
- SIDE AIRBAG ☐ YES ☒ NO ☐ N/A
IF NO, EXPLAIN **air bag not deployed**
- WHICH SIDE DEPLOYED?
☐ LEFT ☐ RIGHT ☒ N/A ☐ BOTH
- TYPE OF SIDE AIRBAG
☐ SEAT ☒ CURTAIN ☐ N/A
- TYPE OF STEERING WHEEL
☒ TILT ☐ STANDARD
- ANY DAMAGE TO STEERING WHEEL
☐ YES ☒ NO
IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
☐ YES ☒ NO
IF YES,
☐ NOTE POSITION OF PASSENGER A/B SWITCH
☐ ON ☐ OFF ☒ N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
☐ YES ☒ NO ☐ N/A
IF YES, EXPLAIN
- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
☐ YES ☒ NO
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☒ CLOSE UP OF ANY IRREGULARITIES
- ☒ LATCHPLATE WEAR
- ☒ CLOSE UP D-RING TO SHOW LOADING
- ☒ OVERALL OF SEAT
- ☐ CLOSE UP OF DAMAGE
- ☒ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
none visible
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
PXR536 082
- PRETENSION DEPLOYED?
☐ YES ☒ NO ☐ UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING
inclined approx. 15deg. to rear
- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
seated, no gap

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY

- NOTE RESULTS
- DOES THE BUCKLE LATCH?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RELEASE?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RETRACT?
☒ YES ☐ NO
IF NO, EXPLAIN
- ANY LOOSENESS OR BROKEN PARTS
☐ YES ☒ NO
IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
☒ NORMAL
☐ BROKEN
☐ LOOSE
☐ MISSING
- NOTE AND RECORD APPROX. SEAT TRACK

OVERLAP
approx. 4" to the rear

PART - E TRANSMISSION NOT APPLICABLE

Previous

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PART - F UNINTENDED ACCELERATION NOT APPLICABLE**PART - G BRAKES NOT APPLICABLE****PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE****PART - I AXLE/DIFFERENTIAL NOT APPLICABLE****☒ PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

I tested inertia lock up of all seat belts by giving a sharp tug with both hands. All belts locked up.

[Previous](#)[Form Approved](#)[Returned for corrections](#)

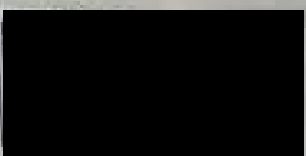
BY DAIMLERCHRYSLER CORPORATION

VE OF REG: 8-86

WGT FRONT: 1339 KG 2950 LB
17X7.5

WGT REAR: 1656 KG 3650 LB
17X7.5

GVWR: 2903 KG 6400 LB
WITH P245/65R17 TIRES
RIMS AT 242 KPA (35 PSI) COLD
WITH P245/65R17 TIRES
RIMS AT 242 KPA (35 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J8HG48K16C TYPE: MPV
VEHICLE TYPE: M.P.V. PAINT: 701 TRIM: K725
1648540



Jeep



















































DAIMLERCHRYSLER



2006 JCR ECU Overview - ORC 2.01 Show Shortcuts

Back 7L 1J0H4348K15C [REDACTED]

Hardware Version: 00.00	Software Version: 06.D5.E0
Part Number: 68000147AA	Country Code: USA

Data Display

Actuators

Misc. Functions

More Options

View DTCs

Active: 0	Stored: 0	Pending: 0
-----------	-----------	------------



StarSCAN⁺



1J8HG48K16C



PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

18717871

PHOTOS









JERR-DAN

GARY HOFFMAN'S
CARS, INC.
1000-000





JERR-DAN

PE14-017 - Chrysler - 09508

























THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1J8HG58N760 TYPE: [REDACTED] PAINT: PJC TRIM: SLJ1 MDH: 100405 387AA 4648509

2903 KG 06400 LB
P245/65R17 242 KPA (35 PSI) COLD
TRES
WITH RIMS AT 17X7.5

BY DAIMLERCHRYSLER CORPORATION
OF MFR: 10-05
FRONT: 1339 KG 2950 LB
17X7.5
REAR: 1656 KG 3650 LB
17X7.5

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1J8HG58N76C [REDACTED] TYPE: [REDACTED] PAINT: PJC TRIM: SLJ1 4648509
MDH: 100405 387A MPV

2903 KG 06400 LB
P245/65R17 242 KPA (35 PSI) COLD
TRES
WITH RIMS AT
CHRYSLER CORPORATION
R: 10-05
MT: 1339 KG 2950 LB
17X7.5
1656 KG 3650 LB
17X7.5





WARNING
To help reduce the risk of injury or death in a crash, please read and follow the instructions on the labels attached to the sun visor.

WARNING
To help reduce the risk of injury or death in a crash, please read and follow the instructions on the labels attached to the sun visor.

Services Per Month	For	70
Amount Per Service	75	
Amount Per Service	75	
Amount Per Service	75	





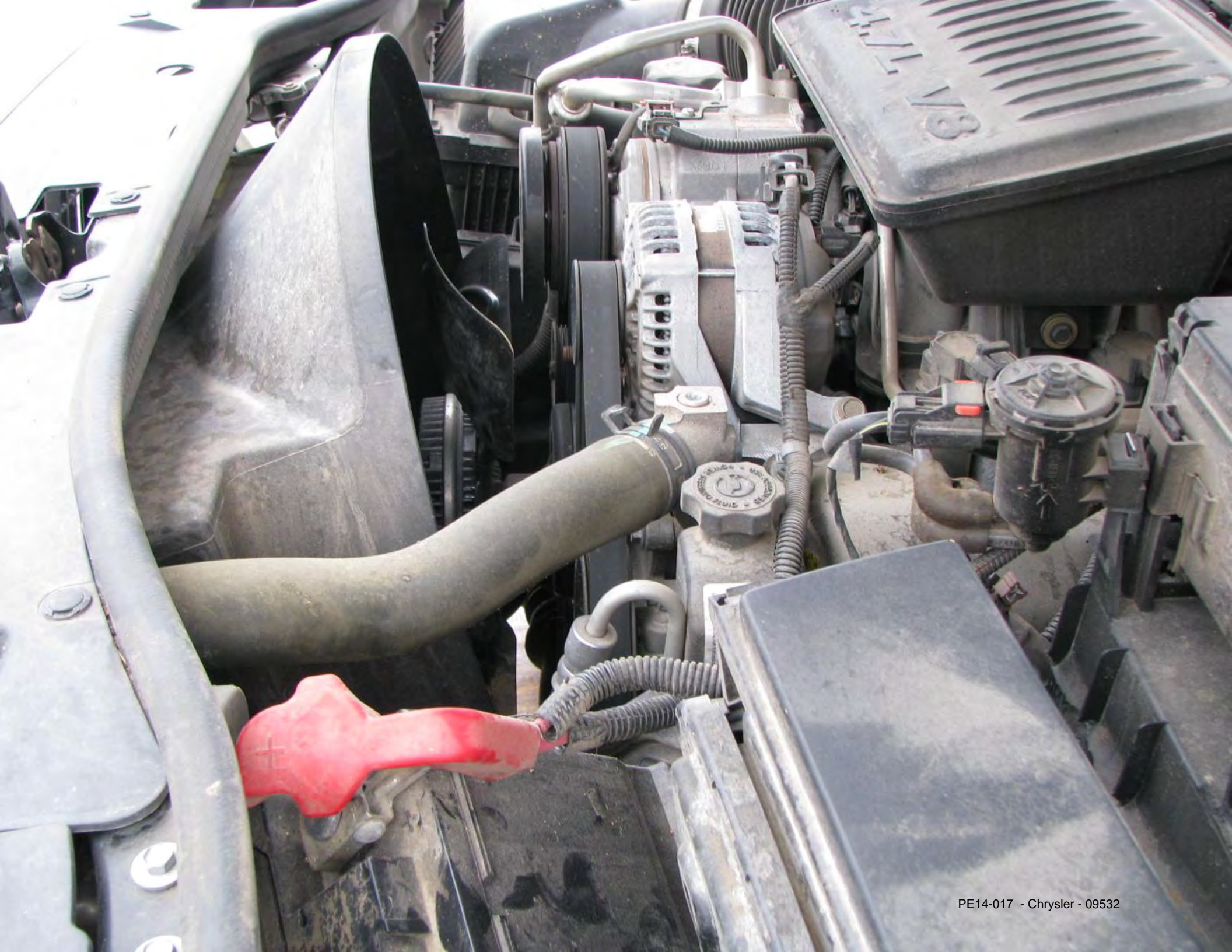














	Controller Name	Active	DTCs	Bus
▲	HSM Heated Seat Module	<input checked="" type="checkbox"/>	0	CAN B
	HVAC Heat, Ventilation and A/C	<input checked="" type="checkbox"/>	0	CAN B
	LRSM Light Rain Sensor module	<input checked="" type="checkbox"/>	1	CAN B
	MSMD Memory Seat	<input checked="" type="checkbox"/>	0	CAN B
	OCM Occupant Classification	<input checked="" type="checkbox"/>	0	CAN B
	ORC Occupant Restraint	<input checked="" type="checkbox"/>	0	CAN B
	PDM Passenger Door Module	<input checked="" type="checkbox"/>	5	CAN B
▼	PTS Parktronics	<input checked="" type="checkbox"/>	1	CAN B



Back

2006 XK

Data Display - OCM

9.05

4.7L 1J8HG58N76C

Show
Shortcuts

Name

Value

Unit

Show
Graph

Battery Voltage

10.941

Volts

Ignition Voltage

10.941

Volts

Add to
GraphPassenger Seat Weight Sensor#1
(RR)

-4.133

lb

Passenger Seat Weight Sensor#1
(RR) Voltage

4.313

Volts

Remove
From
GraphPassenger Seat Weight Sensor#2
(RF)

4.8226

lb

Passenger Seat Weight Sensor#2
(RF) Voltage

4.431

Volts

Isolate
Row

Passenger Seat Weight Sensor#3 (LF)

-2.755

lb

Passenger Seat Weight Sensor#3 (LF)

-2.755

lb

More
Options

No DTC Detected

-

+



Back

2006 XK

Data Display - OCM

9.05

4.7L 1J8HG58N76C

Show
Shortcuts

Name

Value

Unit



Passenger Seat Weight Sensor#3 (LF)

-2.755

lb

Passenger Seat Weight Sensor#3 (LF)
Voltage

5.607

Volts

Passenger Seat Weight Sensor#4 (LR)

4.4092

lb

Passenger Seat Weight Sensor#4 (LR)
Voltage

4.352

Volts

Raw Summed Passenger Weight

2.4802

lb

Filtered Summed Passenger Weight

2.4802

lb

Passenger Seat Weight Sensor#1
(RR) Offset

2121.6

mV

Passenger Seat Weight Sensor#2

2270.2

mV

Show
GraphAdd to
GraphRemove
From
GraphIsolate
RowMore
Options

No DTC Detected

ENTER

← BACK

↑ SHIFT

-

+



Back

2006 XK

Data Display - OCM

9.05

4.7L 1J8HG58N76C [REDACTED]



Show Shortcuts

Name

Value

Unit

Driver Seat Track Posistion Sensor (STPS) Output Current

14.38

mA

Driver Seat Track Posistion Sensor (STPS) Voltage

1.412

Volts

Driver Seat Track Position Sensor (STPS) Status

Not in Frontal

Passenger Seat Track Posistion Sensor (STPS) Output Current

13.63

mA

Passenger Seat Track Posistion Sensor (STPS) Voltage

1.333

Volts

Passenger Seat Track Position Sensor (STPS) Status

Not in Frontal

Occupant Classification Status

Empty

Show Graph

Add to Graph

Remove From Graph

Isolate Row

More Options

No DTC Detected

← BACK

↑ SHIFT



Back

2006 XK

4.7L 1J8HG58N76C

Data Display - OCM

9.05

Show Shortcuts

	Name	Value	Unit	
▲	Bussed Inputs			
	Odometer	42908.	miles	Show Graph
	Ignition Switch Status	RUN Positio		Add to Graph
	Passenger Airbag Disabled	True		Remove From Graph
	Bussed Outputs			
	Occupant Classification Passenger	Empty		Isolate Row
	Driver Seat Track Position Sensor (STPS) Status	Not in Frontal		More Options
	Passenger Seat Track Position Sensor	Not in		
No DTC Detected				



Back

2006 XK

ECU Overview – OCM

9.05

4.7L 1J8HG58N76C [REDACTED]



Show
Shortcuts

Hardware Version: 00.B0

Software Version: 03.03.08

Part Number: 56043195BB

Country Code: USA

Data Display

Actuators

Misc.
Functions

More
Options

View DTCs

Active: 0

Stored: 0

Pending: 0

–

+

PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

18876846

September 1, 2009

[REDACTED]
Rogersville, MO 65742

Reference No.: 18876846

VIN: 1J8HG58296C [REDACTED]

Dear [REDACTED]

This will acknowledge your recent contact regarding the accident involving your 2006 Jeep Commander.

While we can appreciate your feelings concerning this matter, the information obtained from our engineering inspection report indicates that your vehicle's Side Air Bag Supplemental Restraint System was operating normally at the time of inspection, free from any defects in materials and/or workmanship. During the electronic testing, no fault codes were detected with the Side Air Bag Supplemental Restraint System.

Our tests confirmed that the side air bag system in your vehicle is operating as designed and functioned normally for the conditions to which it was exposed. The side air bag did not deploy because the vehicle did not detect the level of energy required to activate deployment.

Based on this information, we can only suggest that you allow your insurance carrier to continue the handling of this claim. Should they feel DaimlerChrysler Motors Corporation has a liability, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity to review this matter with you.

Sincerely,

J. S. Susalla
Special Investigations
(248) 944-7149

JSS/kat

Back

2006 XJL

ECU Overview - FCMCGW

9:05

67% 1.0M/1.0M



Show
Shortcuts

Hardware Version: 41.42

Software Version: 06.00.0A

Part Number: 04632024AJ

Country Code: USA

ECU Display

Actuators

Misc.
Functions

More
Options

View DTCs

Active: 1

Stored: 0

Pending: 0

Code	Status	Description
00231	Active	Lost Communication With Light Rain Sensing Module

Tech Tips

Back

2006 XK

ECU Overview - OCM

9.05

S7L 1JPHG5829AC



Show
Shortcuts

Hardware Version: 00.C0

Software Version: 03.04.03

Part Number: 56043195BD

Country Code: USA

Data Display

Actuators

Misc.
Functions

More
Options

View DTCs

Active: 1

Stored: 0

Pending: 0

Back

2008 FJ

5.7L 1.4000000000000000

DTCs - OCM

9:05

Show Shortcuts



Code	Status	Description
U0231	Active	Lost Communication With Light Rain Sensing Module

Clear Stored DTCs

Environ. Data

Tech Tips

Toggle Row Height

Back

2006 XK

5.7L 1JB-GM290C

ECU Overview - ORC

9.05



Show
Shortcuts

Hardware Version: 00.00

Software Version: 06.D5.E0

Part Number: 68000147AA

Country Code: USA

Data Display

Actuators

Misc.
Functions

More
Options

View DTCs

Active: 1

Stored: 0

Pending: 0

Back

2006 XK

S.7L 1J8H358296C [REDACTED]

DTCs - ORC

9.05

Show
Shortcuts

Code	Status	Description
U0231	Active	Lost Communication With Light Rain Sensing Module

Clear
Stored
DTCsEnviron.
DataTech
TipsToggle
Row
Height





[P] R N D
70897 mile



ESP
BAS



PERFORM
SERVICE

KG 86400 LB
65R17 TIRES
W (35 PSI) COLD
65R17 TIRES
(35 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J8HG58296C [REDACTED]
VEHICLE MADE IN U.S.A.

TYPE:
PAINT: PJT

MPV

TRIM: SLD1

MDH: 021011 389AA

4648509

PROD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 2-06

GAUR FRONT: 1339 KG 2950 LB
17X7.5

GAUR REAR: 1656 KG 3650 LB
17X7.5

GUAR: 2903 KG 6400 LB

WITH P245/65R17

RIMS AT 242 KPA (35 PSI) COLD TIRES

WITH P245/65R17

RIMS AT 242 KPA (35 PSI) COLD TIRES



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

VIN: 1J8HG58296C

VEHICLE MADE IN U.S.A.

TYPE:

PAINT: PJT

MPV

TRIM: SLD1

WARNING

EVEN WITH ADVANCED AIR BAGS



www.chrysler.com

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
- THE BAGGAGE SHOULD BE THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A CHILD IN THE CHILD SEAT IN THE FRONT.
- ALWAYS USE SEAT BELT AND CHILD SEATBELT.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.

















Jamie Hathcock
Auto Group

4x4
LIMITED











Budweiser

CRISP • CLEAN

Jeep

















































SRS
AIRBAG





DE 45017 - Chrysler - 09591





E33637







PXR536 45 2

































COMMENDER















PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

19145136

PHOTOS



947





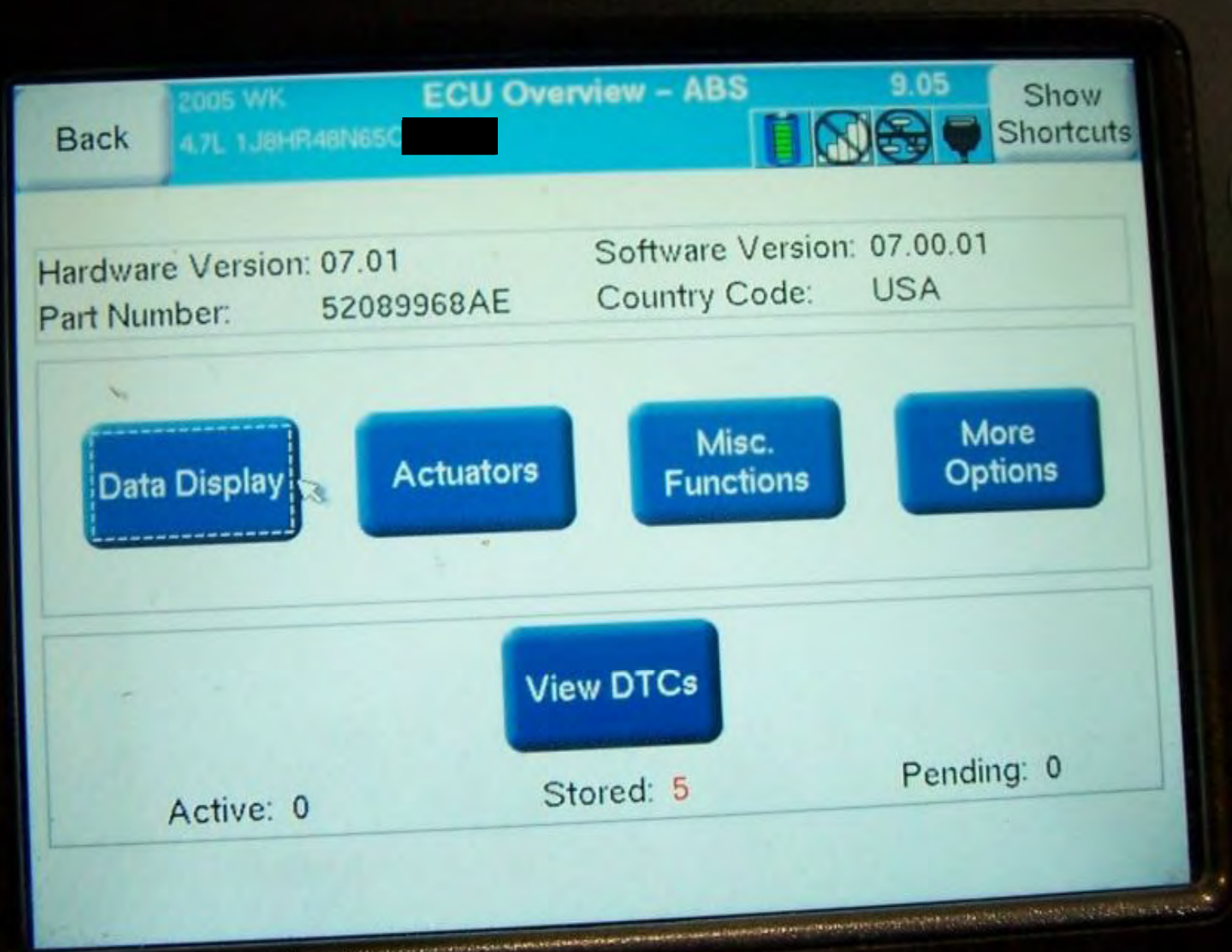


89790018





P52089245AD



Back

2005 WK

4.7L 1J8HR48N65C

ECU Overview - ORC

9.05

Show
Shortcuts



Hardware Version: 00.00

Software Version: 05.E3.11

Part Number: 04896019AA

Country Code: USA

Data Display

Actuators

Misc.
Functions

More
Options

View DTCs

Active: 0

Stored: 3

Pending: 0

Back

2005 WK

DTCs - ORC

9.05

4.7L 1J8H-P46N65C



Show
Shortcuts

Code	Status	Description
U1415	Stored	Implausible/Missing Vehicle Configuration Data
U1414	Stored	Implausible/Missing ECU Network Configuration Data
B210D	Stored	Battery Voltage Low

Clear
Stored
DTCs

Environ.
Data

Tech
Tips

Toggle
Row
Height

← BACK

↑ SHIFT

Back

2005 WK

EV Data - ORC

9.05

4.7L 1J8HR48N65C [REDACTED]



Show Shortcuts

Name	Value	Unit
Battery Voltage Low	B210D	
DTC Readiness Flag	Complete	
DTC Storage State	Stored	
Warning Indicator Request State	Off	
Odometer	43191.7	miles
Accumulation Timer	4	minutes
Ignition Key Cycles	1	cycles

Toggle Row Height

BACK

SHIFT

Back

2005 WK

4.7L 1J8HR48N65C

DTCs - ABS

9.05



Code	Status	Description
U0100	Stored	Lost Communication With ECM/PCM
U140E	Stored	Implausible Vehicle Configuration Data Received
C2202	Stored	Original VIN Mismatch/Missing
C2101	Stored	Battery Voltage High
U0114	Stored	Lost Communication With Final Drive Control Module

Back

2005 WK

EV Data - ABS

9.05

4.7L 1J8HR48N65C [REDACTED]



Show
Shortcuts

Name

Value

Unit

Toggle
Row
Height

▲ Lost Communication With ECM/P

U0100

DTC

C1 00

Reserved

Undefined

DTC Readiness Flag

Complete

DTC Storage State

Stored

Warning Indicator Request State

Off

Ignition Key Cycles

0

cycles

Occurrence Counter

3

Odometer

43191.7

miles

▼ ABS Active

Not Set

BTCS Active

Not Set

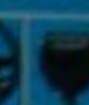
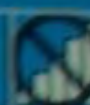
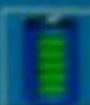
Back

2005 WK

EV Data - ABS

9.05

4.7L 1J8HP48N65C [REDACTED]

Show
Shortcuts

Name

Value

Unit

Toggle
Row
Height

Implausible Vehicle Configuration

U140E

DTC

D4 0E

Reserved

Undefined

DTC Readiness Flag

Complete

DTC Storage State

Stored

Warning Indicator Request State

Off

Ignition Key Cycles

0

cycles

Occurrence Counter

3

Odometer

43191.7

miles

ABS Active

Not Set

BTCS Active

Not Set

Back

2005 WK

EV Data - ABS

9.05

4.7L 1J8HR48N65C



Show Shortcuts

Name	Value	Unit
Original VIN Mismatch/Missing	C2202	
DTC	62 02	
Reserved	Undefined	
DTC Readiness Flag	Complete	
DTC Storage State	Stored	
Warning Indicator Request State	Off	
Ignition Key Cycles	0	cycles
Occurrence Counter	3	
Odometer	43191.7	miles
ABS Active	Not Set	
BTCS Active	Not Set	

Toggle Row Height

2005 WY

EV Data - ABS

9.05

4.7L 1JBHP48N650

Show
Shortcuts

Name	Value	Unit
Battery Voltage High	C2101	
TC	61 01	
Reserved	Undefined	
TC Readiness Flag	Complete	
TC Storage State	Stored	
Warning Indicator Request State	Off	
Ignition Key Cycles	1	cycles
Occurrence Counter	2	
Odometer	43191.7	miles
ABS Active	Not Set	
TCS Active	Not Set	

Toggle
Row
Height

← BACK

↑ SHIFT

Back

2005 WK

4.7L 1J8HR48N65C

EV Data - ABS

9.05



Show
Shortcuts

Name

Value

Unit

Toggle
Row
Height

Battery Voltage High

C2101

DTC

61 01

Reserved

Undefined

DTC Readiness Flag

Complete

DTC Storage State

Stored

Warning Indicator Request State

Off

Ignition Key Cycles

1

cycles

Occurrence Counter

2

Odometer

43191.7

miles

ABS Active

Not Set

Not Set

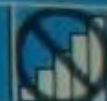
Back

2005 WK

EV Data - ABS

9.05

4.7L 1J8HR48N65C [REDACTED]

Show
Shortcuts

Name	Value	Unit
Lost Communication With Final Dri	U0114	
DTC	C1 14	
Reserved	Undefined	
DTC Readiness Flag	Complete	
DTC Storage State	Stored	
Warning Indicator Request State	Off	
Ignition Key Cycles	64	cycles
Occurrence Counter	1	
Odometer	42809.9	miles
ABS Active	Not Set	
BTCS Active	Not Set	

Toggle
Row
Height

Back

2005 WK

4.7L 1J8HR48N65C

All DTCs

9.05

Show
Shortcuts

	ECU	Code	Status	Description
▲	PCM	P0113	Stored	Intake Air Temperature Sensor 1 Circuit High
	PCM	P0700	Pending	Transmission Control System (MIL Request)
	TCM	P0562	Pending	Battery/System Voltage Low
	ABS	U0100	Stored	Lost Communication With ECM/PCM
	ABS	U140E	Stored	Implausible Vehicle Configuration Data Received
	ABS	C2202	Stored	Original VIN Mismatch/Missing
	ABS	C2101	Stored	Battery Voltage High
▼	ABS	U0114	Stored	Lost Communication With Final Drive Control Module

Clear All
Stored
DTCsClear
ECU
DTCsEnviron
DataTech
TipsMore
Options

← BACK

↑ SHIFT

Back

2005 WK

All DTCs

9.05

4.7L 1J8HR48N65C [REDACTED]

Show
Shortcuts

	ECU	Code	Status	Description
▲	ABS	U0114	Stored	Lost Communication With Final Drive Control Module
	FDCM	U0101	Stored	Lost Communication with TCM
	FDCM	U0100	Stored	Lost Communication With ECM/PCM
	FDCM	C140A	Stored	Transfer Case Motor Performance
▶	AMP	B210D	Stored	Battery Voltage Low
	FCMC	B210E	Stored	Battery Voltage High
	FCMC	B1634	Active	Left Hi Beam Control Circuit High
▼	FCMC	B162C	Active	Left Low Beam Control Circuit High

Clear All
Stored
DTCsClear
ECU
DTCsEnviron.
DataTech
TipsMore
Options

Back

2005 WK

All DTCs

9.05

4.7L 1J8HR48N65C [REDACTED]

Show
Shortcuts

	ECU	Code	Status	Description
▲	FCMC	B210D	Stored	Battery Voltage Low
	FCMC	B2100	Stored	Ignition Run/Start Input Circuit/Performance
	FCMC	U0101	Stored	Lost Communication with TCM
	FCMC	U0100	Stored	Lost Communication With ECM/PCM
	ORC	U1415	Stored	Implausible/Missing Vehicle Configuration Data
▶	ORC	U1414	Stored	Implausible/Missing ECU Network Configuration Data
	ORC	B210D	Stored	Battery Voltage Low
▼	RADIO	B1421	Active	Audio CD Read Error / Inoperable Disc

Clear All
Stored
DTCsClear
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Back

2005 WK

4.7L 1J8HR48N65C

All DTCs

9.05

Show
ShortcutsClear All
Stored
DTCsClear
ECU
DTCsEnviron.
DataTech
TipsMore
Options

	ECU	Code	Status	Description
▲	FCMC	B210D	Stored	Battery Voltage Low
	FCMC	B2100	Stored	Ignition Run/Start Input Circuit/Performance
	FCMC	U0101	Stored	Lost Communication with TCM
	FCMC	U0100	Stored	Lost Communication With ECM/PCM
	ORC	U1415	Stored	Implausible/Missing Vehicle Configuration Data
	ORC	U1414	Stored	Implausible/Missing ECU Network Configuration Data
	ORC	B210D	Stored	Battery Voltage Low
				Audio CD Read Error / Inoperable Disc
▼	RADIO	B1421	Active	

1J8HR48N65C







2012-13 CHRYSLER PNT









Jeep

947











⚠ WARNING: HIGHER ROLL OVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



800301154AB





























OKEE











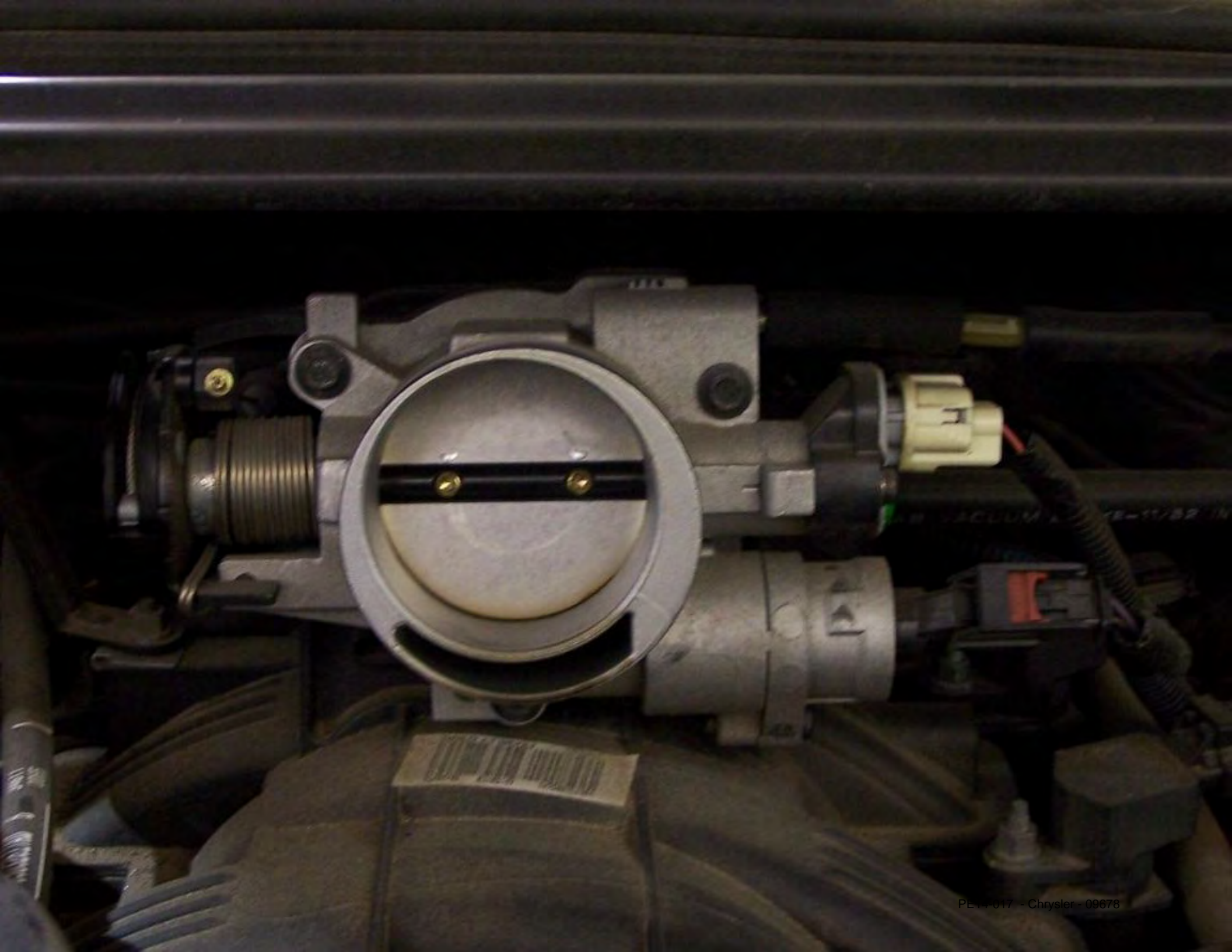
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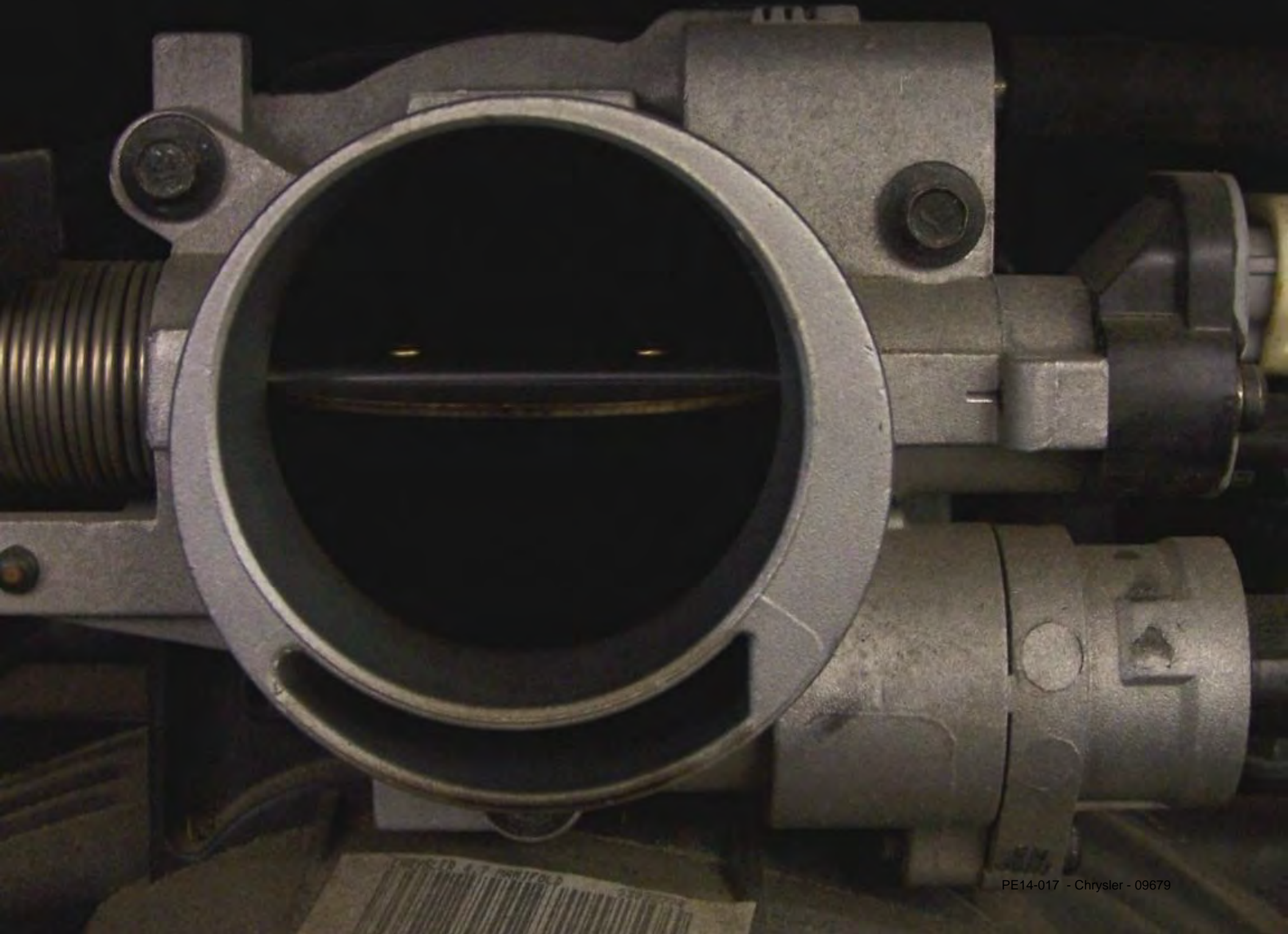
Jeep



















PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

19215355

January 13, 2010

[REDACTED]
[REDACTED]
Schenectady, NY [REDACTED]

Reference No.: 19215355

VIN: 1J8HG58N37C [REDACTED]

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2007 Jeep Commander.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, Chrysler Group LLC provided for an independent inspector to examine your vehicle. Chrysler Group LLC feels that the expense of this inspection is in the best interest of you, our customer, and the corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. Also, a diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. Also, as you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

All Chrysler Group LLC vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the Chrysler Group LLC investigation is that the primary impact involved "crumple" zones and "crush" areas, which are engineered into your vehicle to dissipate impact energies in order to enhance the total vehicle crash worthiness. Therefore, the rate of deceleration necessary to activate the air bag system was not met. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for this opportunity to address your inquiry.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/kat

January 13, 2010

[REDACTED]
[REDACTED]
Schenectady, NY [REDACTED]

Reference No.: 19215355

VIN: 1J8HG58N37C [REDACTED]

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2007 Jeep Commander.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, Chrysler Group LLC provided for an independent inspector to examine your vehicle. Chrysler Group LLC feels that the expense of this inspection is in the best interest of you, our customer, and the corporation, in our efforts to properly evaluate serious concerns such as yours.

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All Chrysler Group LLC vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the Chrysler Group LLC investigation is that the primary impact involved "crumple" zones and "crush" areas, which are engineered into your vehicle to dissipate impact energies in order to enhance the total vehicle crash worthiness. Therefore, the rate of deceleration necessary to activate the air bag system was not met. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for this opportunity to address your inquiry.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

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NEW YORK

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2007 JEEP SUVN
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