PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

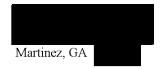
FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

20406801

February 24, 2011



Reference No.: 20406801 VIN: 1J8HG58286C

Dear

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

Naturally, we were sorry to learn of this incident, and the costly damage that occurred. We can certainly appreciate your concern regarding the operation of the safety restraint system in your Jeep Commander.

All Chrysler vehicles must meet the Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the safety systems in your Jeep are thoroughly tested and evaluated for compliance according to National Highway Traffic and Safety Administration procedures. 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 the normal 5 to 10 second self-check following start-up.

We have had the opportunity to review the results of our inspection, and must advise you that we believe the air bag system operated properly, and as designed in this incident. Your Commander is equipped with a safety restraint system that consists of Seat Belt Tensioners (SBT's), Side Curtain Air Bags, and Front Air Bags.

The SBT's actuate to remove slack in the seat belts to snug the occupant into the seat at the onset of an accident. The Air Bag Control Module uses a roll rate sensor to determine the severity of a rollover event, and the appropriate response, activate the SBT's alone, or activate the SBT's in conjunction with the Side Curtain Air Bags. If the SBT's are sufficient to provide protection, then Side Curtain Air Bag deployment is not merited.

In your accident, it was determined that only Seat Belt Tensioner deployment was necessary. The side air bags may deploy during a recovery operation, as the system may interpret the riding of the vehicle to be a secondary event.

Page Two February 24, 2011

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

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

JSS/kat

February 24, 2011



Reference No.: 20406801 VIN: 1J8HG58286C

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All Chrysler vehicles must meet the Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the safety systems in your Jeep are thoroughly tested and evaluated for compliance according to National Highway Traffic and Safety Administration procedures. 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 the normal 5 to 10 second self-check following start-up.

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In your accident, it was determined that only Seat Belt Tensioner deployment was necessary. Even though Side Curtain Air Bag deployment was not needed in the initial accident, the side air bags may deploy during a recovery operation, as the system may interpret the righting of the vehicle to be a secondary event.

Page Two February 24, 2011

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Sincerely,

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

JSS/kat

# **CONFIDENTIAL - Prior Approval Required Before Duplicating**

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 20406801 YEAR BRAND	VEHICLE IDE	NTIFICATION	NUMBER	MO/DY-HR	ODOMETER	IN-SERVICE	
2006 JEEP COMMANDER LIMITED			tor.iber	06-13 12	48892	07/07/2006	
	ADDRESS/LOCATION		CITY		STATE	COUNTRY	
			MARTINEZ		GA	USA	
ZIP COLOR	MODE	L HOME PI	HONE		BUSINESS P	HONE	
Steel Blue Metallic Clear	Coat XKJ						
SELLING DEALER NAME BU	JSINESS CENTER D	DLR. CODE	CITY	ST	ATE (	COUNTRY	
INSPECTOR - NAME FIRST, LAST,	MIDDLE INSPEC	CTOR'S COME	YANY	INSPECTOR'S	PHONE NO.		
Gary Double L	EAA			770-402-832	5		
DAMAGE ESTIMATE			REPAIR E	STIMATE			
C MINOR C MODERATE 🤦 TOTA	TE TOTAL LOSS						
	II	NTERVIEW					
INTERVIEW WITH:	C DRIVER C	OWNER CO	THER 🌀 DI	RIVER/OWNE	₹		
NAME: LAST,FIRST, MIDDLE							
INTERVIEW DATE: DATE	OF INCIDENT:	TIME OF	INCIDENT	IN	INSPECTION DATE:		
02/18/2011 02/1	2011 02/10/2011 12		15 AM PM 02/1		2/15/2011	15/2011	
	stated he was to cle in the left rear he intersection. e vehicle was on its	and caused	his vehicle		on to the r	oof and	
nsurance Company Name: Travelers Insura Personal Injury: Vere there Personal njuries? Any Indicator/	ance		If Yes,	complete sec	tion <b>"B"</b>		
Varning Lights (7) Yes (7) No on Prior?			If Yes,	What light:			
IMPORTANT: SHOW THIS	S REPORT TO NO O	NE & ONLY	STATE FAC	TS (DRAW I	NO CONCLU	SIONS)	
	10 10 10 10 10 10 10 10 10 10 10 10 10 1	Help Key					

# **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

SERVICE

C YES C NO

• UNKNOWN IF YES, ENCLOSE COPIES OF REPAIR ORDERS

#### INFORMATION:

POLICE/AGENCY REPORT #:

ALL REPORTS/PHOTOS BY **OTHERS** 

- ADDRESS OF INSPECTION AddressKendricks Body Shop

Address 1333 Broad St

2

City **Augusta** State GΑ 30901 Zip

Phone 706-724-4071

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES • NO

- IF YES, DESCRIBE AND PHOTOGRAPH

PE14-017 - Chrysler - 10690

## 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

The vehicle has damage to every exterior panel. The interior has damage to the headliner, door panels and side curtains. Was the only person in the vehicle. He suffered a cut on his head and feet. He also has a sore shoulder.

Next

## PART C - AIRBAG(S)

#### REQUIRED PHOTOGRAPHS

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

#### **AECM INFORMATION**

- SOFTWARE VERSION:
  - 9.03
- SERIAL NUMBER:
- PART NUMBER :
- DOES AIRBAG WARNING LIGHT CYCLE ON?
- YES NO □ N/A - ARE WARNING LABELS PRESENT (PHOTO)
- YES © NO C 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

MIN	COUNT
MTN	COUNT
INITIA	COUNT
	MIN

- WAS AIRBAG DEPLOYED? DRIVER C YES @ NO IF NO, No DTC **EXPLAIN** 

PASSENGER C YES ONO IF NO, No DTC

SIDE ● YES O NO O N/A **AIRBAG** IF NO,

ΕΧΡΙ ΔΙΝ

**EXPLAIN** 

WHICH SIDE DEPLOYED? C LEFT C RIGHT C N/A 6 BOTH

- TYPE OF SIDE AIRBAG

SEAT CURTAIN N/A - TYPE OF STEERING WHEEL TILT STANDARD

- ANY DAMAGE TO STEERING WHEEL

C YES © NO IF YES, EXPLAIN DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

C YES @ NO IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

ON OFF N/A

EVIDENCE OF TAMPERING OR DISASSEMBLY?

C YES C NO C N/A IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

C 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 - PRETENSION DEPLOYED?
- F 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):
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
- E33637,E30441

C YES O NO UNKNOWN - EXISTING LOCATION OF RECLINER -DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B

PILLOR AS REFERENCE AND INCLINOMETER READING

DS 25, PS 20

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

0

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY** 

NOTE RESULTS

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

PE14-017 - Chrysler - 10692

OVERLAP DS 3, PS 2

## **PART - E TRANSMISSION NOT APPLICABLE**

Previous

Next

	PART - G BRAKES NOT APPLICABLE
PART - I	H STEERING/SUSPENSION/TIRES NOT APPLICABLE
PA	ART - I AXLE/DIFFERENTIAL NOT APPLICABLE
PART J - ADI	DITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)
	rbags did not deploy untill the vehicle was rolled back onto

Previous Form Approved Returned for corrections



























al distance











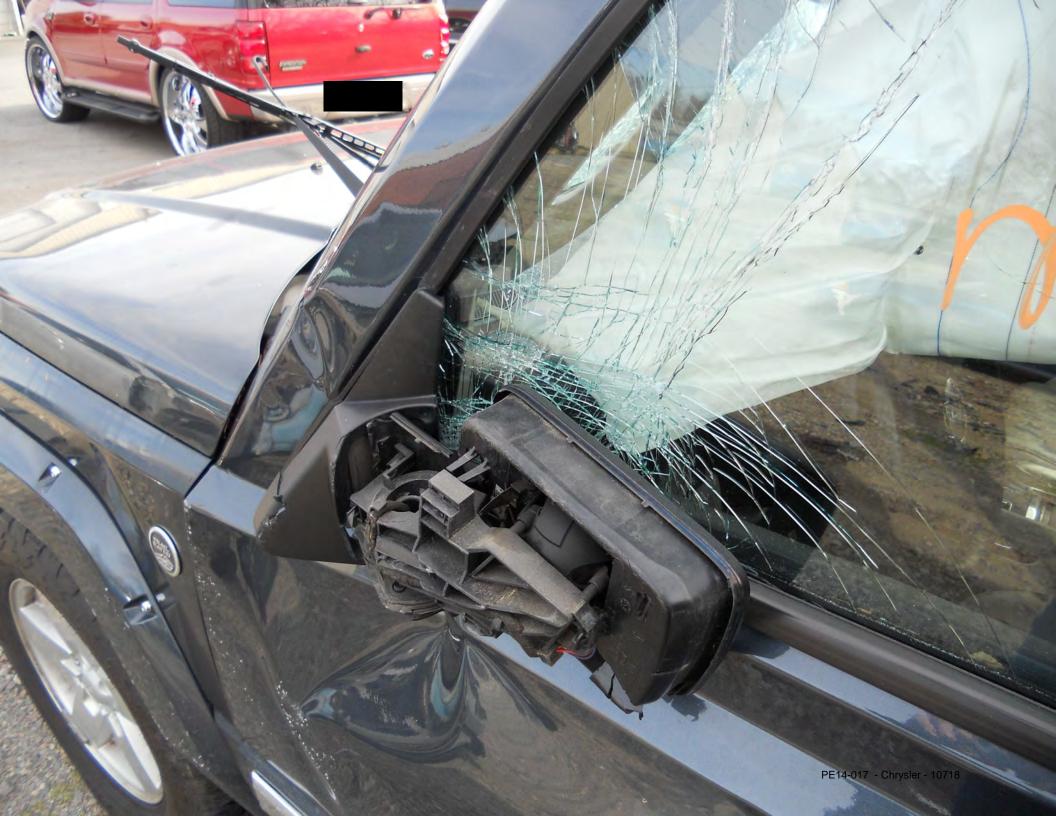






























Back	2006 5.7L	XK J8HG58		DTCs 9.03	Show Shortcuts
E	-		Status	Description	Clear All Stored
-		U1120	Stored	Lost Wheel Distance Message	DTCs
	СМ	U1417	Stored	Implausible Left Wheel Distance Signal Received	Clear ECU DTCs
P	СМ	U1418	Stored	Implausible Right Wheel Distance Signal Received	
P	CM.	P0700	Pending	Transmission Control System (MIL Request)	Environ. Data
	CM	P0562	Pending	Battery/System Voltage Lo	Tech
-	ABS	C2204	Stored	Dynamics Sensor Internal	Tips
	ABS	C121E	Stored	Brake Pressure Sensor Comparative Performance	More
	ABS	C107C	Stored	Brake Pedal Switch 1/2 Stuck	Options



ENTER

1 SHIFT









Back	2006 5.7L	XK 1J8HG58		DTCs 9.03	Show Shortcuts
E	ECU	Code	Status	Description	Clear All Stored
F	PCM	U1120	Stored	Lost Wheel Distance Message	DTCs
F	РСМ	U1417	Stored	Implausible Left Wheel Distance Signal Received	
F	PCM	U1418	Stored	Implausible Right Wheel Distance Signal Received	DTCs
F	PCM.	P0700	Pending	Transmission Control System (MIL Request)	Environ Data
-	тсм	P0562	Pending	Battery/System Voltage Low	Tech
	ABS	C2204	Stored	Dynamics Sensor Internal	Tips
,	ABS	C121E	Stored	Brake Pressure Sensor Comparative Performance	More
-	ABS	C107C	Stored	Brake Pedal Switch 1/2 Stuck	Option
-					



















Bac	2006 k 5.7L	XK 1J8HG58		9.03	Show Shortcuts
	ECU	Code	Status	Description	Clear All Stored
A	ABS	C2204	Stored	Dynamics Sensor Internal	DTCs
	ABS	C121E	Stored	Brake Pressure Sensor Comparative Performance	Clear ECU
	ABS	C107C	Stored	Brake Pedal Switch 1/2 Stuck	DTCs
B	ABS.	C2100	Stored	Battery Voltage Low	Environ. Data
	ABS	U140E	Stored	Implausible Vehicle Configuration Data Received	
	ABS	C2202	Stored	Original VIN Mismatch/Missing	Tech Tips
	FDCM	U0415	Stored	Implausible Data Received from ABS	More
V	FDCM	C1417	Stored	Front Differential Control Circuit Low	Options











# DAIMLERCIRYSLER







		XK 1J8HG58		DTCs 9.03	Show Shortcuts
	ECU	Code	Status	Description	Clear All Stored
	ABS	C2204	Stored	Dynamics Sensor Internal	DTCs
	ABS	C121E	Stored	Brake Pressure Sensor Comparative Performance	Clear ECU
	ABS	C107C	Stored	Brake Pedal Switch 1/2 Stuck	DTCs
B	ABS.	C2100	Stored	Battery Voltage Low	Environ. Data
	ABS	U140E	Stored	Implausible Vehicle Configuration Data Received	
	ABS	C2202	Stored	Original VIN Mismatch/Missing	Tech Tips
	FDCM	U0415	Stored	Implausible Data Received from ABS	More
V	FDCM	C1417	Stored	Front Differential Control Circuit Low	Options



· (1)

ENTER

← BACK

**♦ SHIFT** 















ENTER

← BACK

1 SHIFT









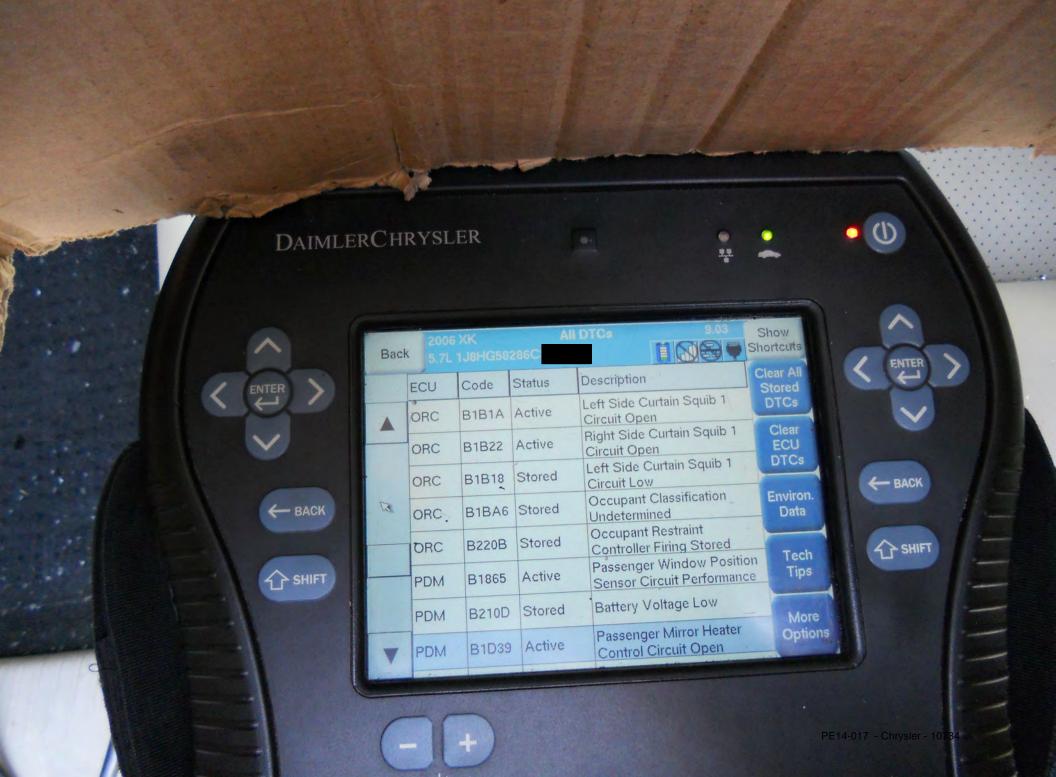






Back	2006	XK			Show	1
Back	5.7L	1J8HG58	2860	E NIMES T	lear All	ENTER
	ECU	Code	Status	Description	Stored	
	ORC	B1B1A	Active	Left Side Curtain Squib 1 Circuit Open	DTCs Clear	V
	ORC	B1B22	Active	Right Side Curtain Squib 1 Circuit Open	ECU DTCs	
	ORC	B1B18	Stored	Left Side Curtain Squib 1 Circuit Low	Environ.	← BACK
B	ORC.	B1BA6	Stored	Occupant Classification Undetermined	Data	
	ORC	B220B	Stored	Occupant Restraint Controller Firing Stored	Tech	<b>☆</b> SHIFT
	PDM	B1865	Active	Passenger Window Position Sensor Circuit Performance	Tips	
	PDM	B210D	Stored	Battery Voltage Low	More	
V	PDM	B1D39	Active	Passenger Mirror Heater Control Circuit Open	Options	
Sec.	The second			The second secon		









More Options









Back	2006 5.7L	XK 1J8HG58	The second secon	9.08	Show Shortcuts
	ECU	Code	Status	Description	Clear All Stored
	PDM	B1865	Active	Passenger Window Position Sensor Circuit Performance	DTCs
	PDM	B210D	Active	Battery Voltage Low	Clear ECU
	PDM	B1D39	Active	Passenger Mirror Heater Control Circuit Open	DTCs
B	PDM.	B1D19	Active	Passenger Mirror Horizontal Position Sensor Input	Environ Data
	PDM	B1D16	Active	Passenger Mirror Vertical Position Sensor Input	
	PTS	U0431	Stored	Implausible Data Received from FCM	Tech Tips
	SUNR	B210D	Active	Battery Voltage Low	More
-	WCM	C0077	Stored	Low Tire Pressure	Optio













Back	2006 5.7L	XK 1J8HG58		DTCs 9.03	Show Shortcuts
	ECU	Code	Status	Description	Clear All Stored
	PDM	B1865	Active	Passenger Window Position Sensor Circuit Performance	DTCs
	PDM	B210D	Active	Battery Voltage Low	Clear ECU
	PDM	B1D39	Active	Passenger Mirror Heater Control Circuit Open	DTCs
B	PDM.	B1D19	Active	Passenger Mirror Horizontal Position Sensor Input	Environ. Data
	PDM	B1D16	Active	Passenger Mirror Vertical Position Sensor Input	
	PTS	U0431	Stored	Implausible Data Received from FCM	Tech Tips
	SUNR	B210D	Active	Battery Voltage Low	More
V	WCM	C0077	Stored	Low Tire Pressure	Options



• (1)

ENTER >

← BACK

1 SHIFT































PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

20471057



Reference No.: 20471057 VIN: 1J8GR48K36C

Dear

This will acknowledge your concern about the accident that occurred involving your 2006 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 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 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,

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

JSS/kat

	CON	Prelimin	ary Vehic	-		•			piicating	j	
2006 DEEP GRAND CHEROKEE LAREDO 4X4 IJBGR48K36C  07-06 05 48732 05/29/ NAME OF OWNER  ADDRESS/LOCATION  CITY STATE COUNTED  LOVES PARK IL USA  ZIP COLOR  MODEL HOME PHONE  BUSINESS PHONE  DK. Khaki Pearl Coat  WKJ  STATE COUNTRY  IL USA  ZIP COLOR  MODEL HOME PHONE  BUSINESS PHONE  WKJ  STATE COUNTRY  WKJ  STATE COUNTRY  LOU BACHRODT JEEP 51 23616 ROCKFORD  IL USA  INSPECTOR - NAME FIRST, LAST, MIDDLE INSPECTOR'S COMPANY INSPECTOR'S PHONE NO.  JOHN PITE A 847-698-3421  DAMAGE ESTIMATE  C MINOR MODERATE TOTAL LOSS  INTERVIEW  INTERVIEW  INTERVIEW  INTERVIEW DATE:  O3/08/2011  O2/19/2011  O4:15 AM PM  O3/09/2011  1. DRIVER'S  O3/08/2011  The following is a description of the incident as related to the writer by DESCRIPTION OF EVENT:  O3/08/2011  O3/08/11: My name is I was the driver and sole occupant of the vehicle at the time of the incident. I am also the owner of the vehicle. The incident occurred 2/19/11 in Belvidere, IL. The weather was clear with themperatures in the low thirties. Wind velocity was insignificant. At approximately 0415 hours, I was driving west on Riverside Drive at 40 MPH. Just east of Olson Road, several deer crossed the road in front of me. In order to avoid hitting them, I swerved to the ric Consequently. I ran off the road, into a ditch before finally colling with a tree. To best of my knowledge, I did not apply the brakes. The air bags did not deploy. I we wearing my seat belt, and it functioned normally. I did not incur any injuries as result of this incident. The Boone County Sheriff responded to the incident and wre report. I also reported the incident to Met Life Insurance Company. I purchased the vehicle new from Bachrodt Chryster in May of 2006. Since I have owned this vehicle has not been involved in any previous collisions nor has it had any air bag operating concerns.  Insurance  Met Life  Company Name:  If yes complete section "R"	CAIR# 20471057										
NAME OF OWNER  ADDRESS/LOCATION  LOVES PARK  IL  USA  IL  USA  DK. Khaki Pearl Coat  WKJ  SELLING DEALER NAME  BUSINESS CENTER  DLR. CODE  SELLING DEALER NAME  BUSINESS CENTER  SI  23616  ROCKFORD  IL  USA  INSPECTOR - NAME FIRST, LAST, MIDDLE  INTERVIEW  INTERVIEW  INTERVIEW  INTERVIEW  INTERVIEW  INTERVIEW  INTERVIEW  INTERVIEW DATE:  DATE OF INCIDENT:  TIME OF INCIDENT  INSPECTION DATE:  03/08/2011  02/19/2011  04:15 AM PM  03/09/2011  1. DRIVER'S  DESCRIPTION OF  EVENT:  Phenomenable of the incident as related to the writer by on 3/8/11: My name is sufficient to the conver of the vehicle at the time of the incident. I am also the owner of the vehicle at the time of the incident. I am also the owner of the vehicle at the time of the incident. I am also the owner of the vehicle at the time of the incident. I am also the owner of the vehicle. The incident occurred 2/19/11 in Belvidere, IL. The weather was clear with temperatures in the low thirties. Wind velocity was insignificant. At approximately 0415 hours, I was driving west on Riverside Drive at 40 MPH. Just east of Olson Road, several deer crossed the road in front of me. In order to avoid hitting them, I swerved to the right of the road, into a ditch before finally colling with a tree. To best of my knowledge, I did not apply the brakes. The air bags did not deploy. I we wearing my seat belt, and it functioned normally. I did not incur any injuries as a result of this incident. The Boone County Sheriff responded to the incident and wro report. I also reported the incident to Met Life Insurance Company. I purchased the vehicle new from Bachrodt Chrysler in May of 2006. Since I have owned this vehicle has not been involved in any previous collisions nor has it had any air bag operating concerns.	YEAR BRAND		VEHICL	E IDE	NTIFICA	TION NUM	IBER	MO/DY			IN-SERVICE
DIVES PARK  IL USA  LOVES PARK  LOVES PARK  IL USA  LOVES PARK  LOVES LOVES PARK  LOVE	2006 JEEP GRAND CHE	ROKEE LAREDO 4X	4 1J8GR4	8K36	C			07-06	05 48732		05/29/2006
DIX. Khaki Pearl Coat  DIX. CODE  DIX. CODITION  DIX. CODE  DIX. CODE  DIX. CODE  DIX. CODE  DIX. CODITION  DIX. CODE  DIX. CODITION  DIX. CODE  DIX. CODITION	NAME OF OWNER	ADDRES:	S/LOCATIO	N					STA <sup>*</sup>	TE	COUNTRY
Dk. Khaki Pearl Coat  WKJ  SELLING DEALER NAME BUSINESS CENTER DLR. CODE CITY STATE COUNTRY OU BACHROND JEEP S1 PS1 PS1 PS1 PS1 PS1 PS1 PS1 PS1 PS1						•	RK				
SELLING DEALER NAME  BUSINESS CENTER  DLR. CODE  CITY  STATE  COUNTRY  OU BACHRODT JEEP  51  23616  ROCKFORD  IL  USA  NSPECTOR - NAME FIRST, LAST, MIDDLE  INSPECTOR'S COMPANY  INSPECTOR'S PHONE NO.  ohn Pitt A  DAMAGE ESTIMATE  REPAIR ESTIMATE  MINOR MODERATE TOTAL LOSS  INTERVIEW  NTERVIEW  NTERVIEW WITH:  O DRIVER OWNER OTHER DRIVER/OWNER  INTERVIEW  NTERVIEW DATE:  DATE OF INCIDENT:  TIME OF INCIDENT  O3/08/2011  D2/19/2011  O4:15 AM PM  O3/09/2011  The following is a description of the incident as related to the writer by endiced at the time of the incident. I am also the owner of the vehicle. The incident occurred 2/19/11 in Belvidere, IL. The weather was clear with temperatures in the low thirties. Wind velocity was in significant. At approximately 0415 hours, I was driving west on Riverside Drive at 40 MPH. Just east of Olson Road, several deer crossed the road in front of me. In order to avoid hitting them, I swerved to the ric Consequently, I ran off the road, into a ditch before finally colliding with a tree. To best of my knowledge, I did not apply the brakes. The air bags did not deploy. I we wearing my seat belt, and it functioned normally. I did not incident and were report. I also reported the incident to Met Life Insurance Company. I purchased th vehicle new from Bachrodt Chrysler in May of 2006. Since I have owned this vehicle new from Bachrodt Chrysler in May of 2006. Since I have owned this vehicle new from Bachrodt Chrysler in May of 2006. Since I have owned this vehicle new from Bachrodt Chrysler in May of 2006. Since I have owned this vehicle orders.  BUSINESS CENTER DOWNER  THE COUNTRY  INSPECTOR'S PHONE NO.  BATTOR OF THOM INSPECTOR'S PHONE NO.  BATTOR OF THOM INSPECTOR'S COMPANY  INSPECTOR'S PHONE NO.  INSPECTOR'S					HOME F	PHONE			BUSINES	S PH	ONE
OU BACHRODT JEEP 51 23616 ROCKFORD IL USA NSPECTOR - NAME FIRST, LAST, MIDDLE INSPECTOR'S COMPANY INSPECTOR'S PHONE NO. ohn Pitt A EAA 847-698-3421  DAMAGE ESTIMATE REPAIR ESTIMATE  MINOR MODERATE TOTAL LOSS \$ 12000.00  INTERVIEW  NTERVIEW WITH:  O DRIVER OWNER OTHER DRIVER/OWNER  NAME: LAST, FIRST, MIDDLE  INTERVIEW DATE: DATE OF INCIDENT: TIME OF INCIDENT INSPECTION DATE: 03/08/2011 02/19/2011 04:15 AM PM 03/09/2011  1. DRIVER'S DESCRIPTION OF ON 3/8/11: My name is vehicle at the time of the incident. I am also the owner of the vehicle. The incident occurred 2/19/11 in Belvidere, II. The weather was clear with temperatures in the low thirties. Wind velocity was insignificant. At approximately 0415 hours, I was driving west on Riverside Drive at 40 MPH. Just east of Olson Road, several deer crossed the road in front of me. In order to avoid hitting them, I swerved to the rig Consequently, I ran off the road, into a ditch before finally colliding with a tree. To best of my knowledge, I did not apply the brakes. The air bags did not deploy. I we wearing my seat belt, and it functioned normally. I did not incur any injuries as a result of this incident. The Boone County Sheriff responded to the incident and wro report. I also reported the incident to Met Life Insurance Company. I purchased the vehicle new from Bachrodt Chrysler in May of 2006. Since I have owned this vehicle has not been involved in any previous collisions nor has it had any air bag operatin concerns.  Insurance Ompany Name:  Met Life  If Yes complete section "B"											
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Company Name: Met Life Personal Injury: Were there  Or You One  If Yes, complete section "B"	lo d cr C b w re re v h	w thirties. Wind riving west on Riving west on Riving west on Riving Riving I rates of my knowled aring my seat be sult of this incide a port. I also report as not been involved.	velocity we verside Drom front of a noff the redge, I diducted the Broad the Ired th	ras ir rive a me. I road, not a func- cone ncide Chrys	nsignificat 40 MF In order into a capply the ctioned c County ent to M Ser in M	cant. At appending the property of the propert	pprox ast of hittin ore fin . The I did respon suran )6. Sin	timately  f Olson  ng then  nally co  air bag  not ind  nded to  ce Con  nce I h	y 0415 hou Road, seven, I swerve Iliding with s did not cour any injoithe incide the incidence i	urs, I eral ed to h a ti deplo juries ent a urcha I this	was deer the right. ree. To the y. I was s as a nd wrote a sed this
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Warning Lights C Yes No If Yes, What light:	Warning Lights 🦵 Yes	No No				If Yes	s, Wha	at light:		~~~~	
IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)	IMPORTANT: S	HOW THIS REPOR	RT TO NO	ONE	& ONLY	STATE FA	ACTS	(DRAW	NO CONC	LUS	IONS)
Help Key				He	lp Key						
PART A- GENERAL	у мария, парадмария парадмария на подмария на подмария на подмария на подмария на подмария на подмария на подм	нуниция, порядиция, полядиция, порядиция, порядиция, порядиция, порядиция, порядиция, порядиция, порядиция, п	PAI	RT A	- GENEF	RAL					

**REQUIRED PHOTOGRAPHS:** ALL FOUR SIDE VIEWS IF CRASH DAMAGED:

**INFORMATION:** POLICE/AGENCY REPORT #:

DISASSEMBLY

- EVIDENCE OF TAMPERING OR PRIOR

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN

**20-11100-4299**ALL REPORTS/PHOTOS BY OTHERS

C YES NO

PE14-017 - Chrysler - 10753

BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL) - ANY RECENT VEHICLE SERVICE

C YES ONO
OUNKNOWN
IF YES, ENCLOSE COPIES OF

REPAIR ORDERS

Address CoPart Salvage

1
Address 1475 Bluff City Blvd

- ADDRESS OF INSPECTION

Address **1475 Bluff City Blvd** 2

City Elgin
State IL
Zip 60120

Phone **630-497-8343** 

- IF YES, DESCRIBE AND PHOTOGRAPH

#### 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

The owner did not report any injuries. Collision damage includes: Cracked and broken front bumper cover and grille, broken windshield and broken drivers door glass, left front door dented in 1/2 inch, front of roof caved in 3 inches, left "A" post is bent back 2 inches, left front fender is dented in 1 inch, left front corner of hood is dented in 1 inch, lower radiator core support has several 1 inch dents, radiator/a/c condensor pushed into engine compartment, the overhead electronic module is missing and the undercarriage air dam is cracked.

Next

#### PART C - AIRBAG(S)

#### REQUIRED PHOTOGRAPHS

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

#### **AECM INFORMATION**

- SOFTWARE VERSION:
  - 06.03.10
- SERIAL NUMBER:
- PART NUMBER :

#### 04896133AD

- DOES AIRBAG WARNING LIGHT CYCLE ON?
- YES NO N/A
   ARE WARNING LABELS
  PRESENT (PHOTO)
- C YES NO N/A RECORD LABEL PART
- NUMBER

#### 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
U0156-Lost communication with electronic overhead module		
- RECORD STORED DTC'S (MINUTES/COUNTS):	MIN	COUNT
(MINUTES/COUNTS):	<u> </u>	<u> </u>

- WAS AIRBAG DEPLOYED?

DRIVER O YES NO U0156-Lost

IF NO, EXPLAIN communication with overhead module

PASSENGER C YES NO

IF NO, EXPLAIN Overhead module

SIDE AIRBAG YES NO N/A

IF NO, EXPLAIN Overhead module.

- WHICH SIDE DEPLOYED?

C LEFT © RIGHT ♠ N/A © BOTH - TYPE OF SIDE AIRBAG

● SEAT CURTAIN N/A
- TYPE OF STEERING WHEEL

TILT STANDARD
- ANY DAMAGE TO STEERING WHEEL

C 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?

C YES C NO C N/A

IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

YES NO IF YES, EXPLAIN

Air dam

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):
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

## LF LATCH-Not stamped. RF LATCH-PXR536-204

- 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 **Straight up.** 

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

Zero

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
  - C YES NO IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
  - NORMAL
  - S BROKEN
  - C LOOSE
  - MISSING
- NOTE AND RECORD APPROX. SEAT TRACK
  OVERLAP

PE14-017 - Chrysler - 10755

Mid position
PART - E TRANSMISSION NOT APPLICABLE
Previous

	PART - G BRAKES NOT APPLICABLE
	PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE
***************************************	PART - I AXLE/DIFFERENTIAL NOT APPLICABLE
₩ P/	ART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)

with EOM. OCM ID: Software 03.03.05, Part Number 56043795AZ. Sixty photographs were uploaded to Covisint 3/10/11

Previous

Form Approved

Returned for corrections







































































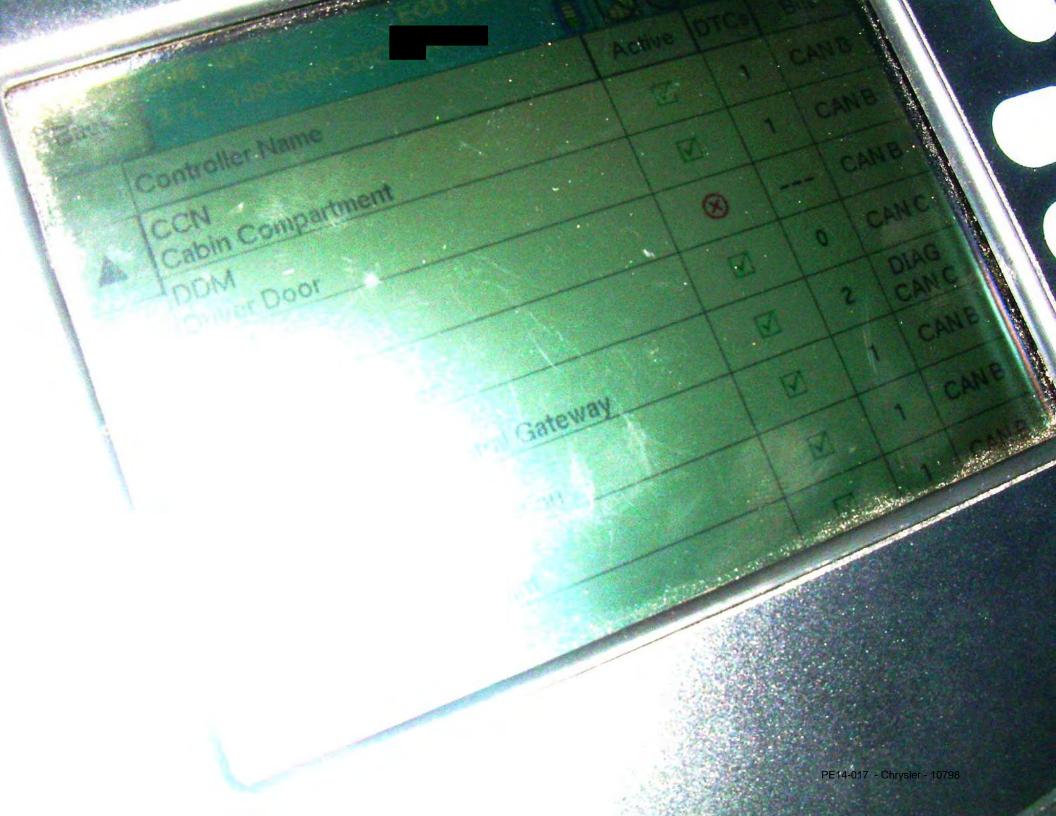






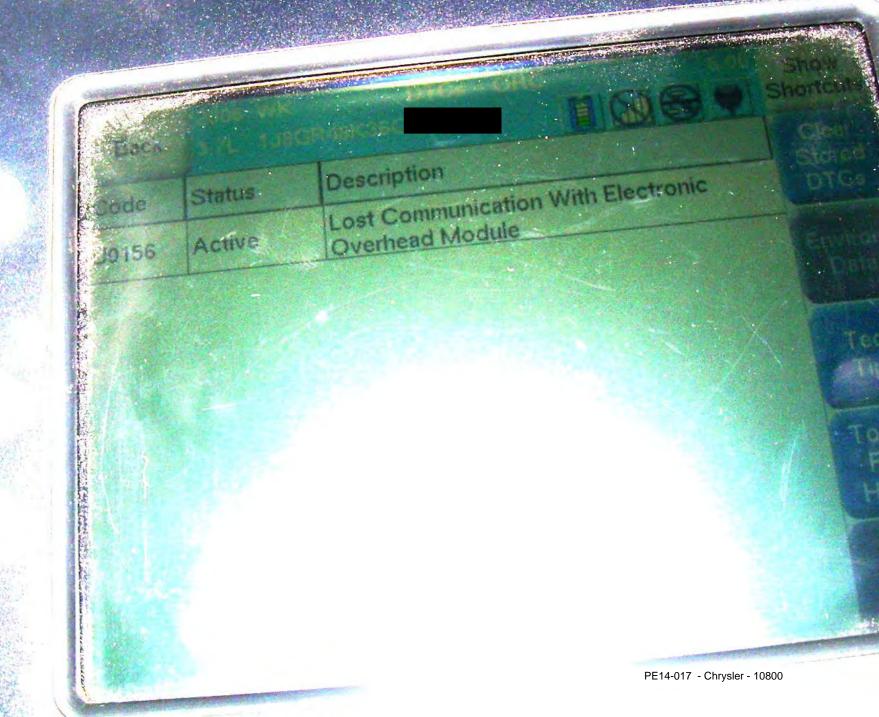


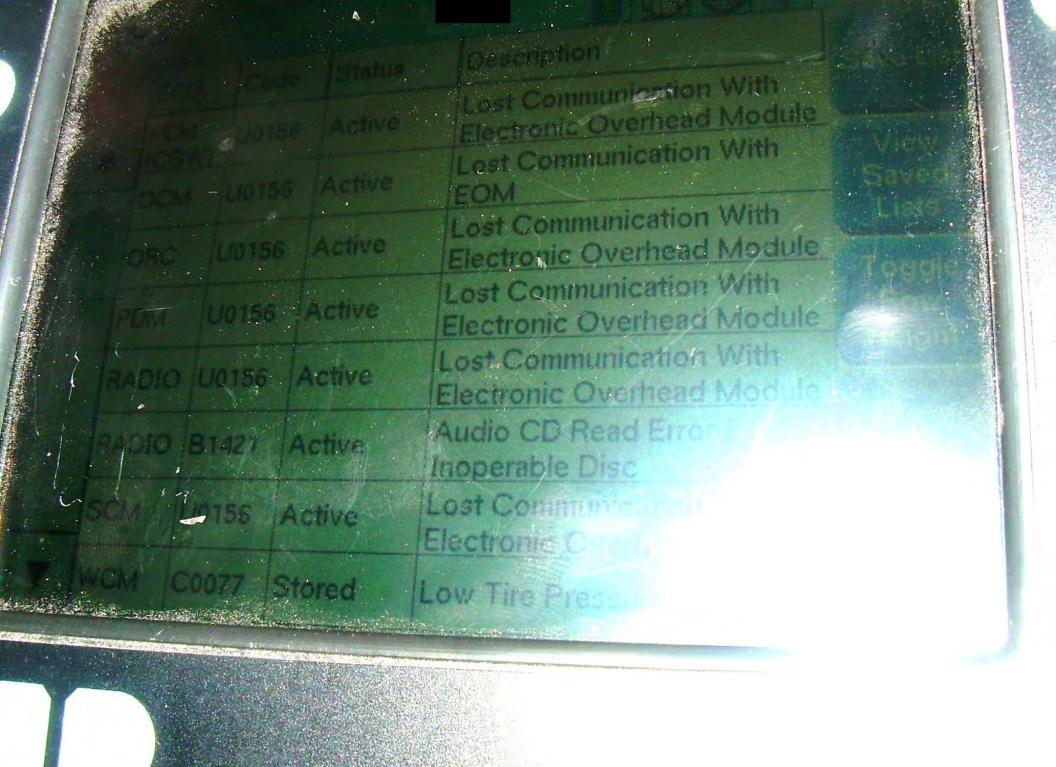
	Active		
lecn A Cabin Compartment		1	CANB
Driver Door			CANB
EOM			CANB
Electronic Shifter			CANC
Front Control/Central Galeway			DIAG ZAN C
Occupant Classification  John			CANB
Cocuparit Restraint FDM			CANB

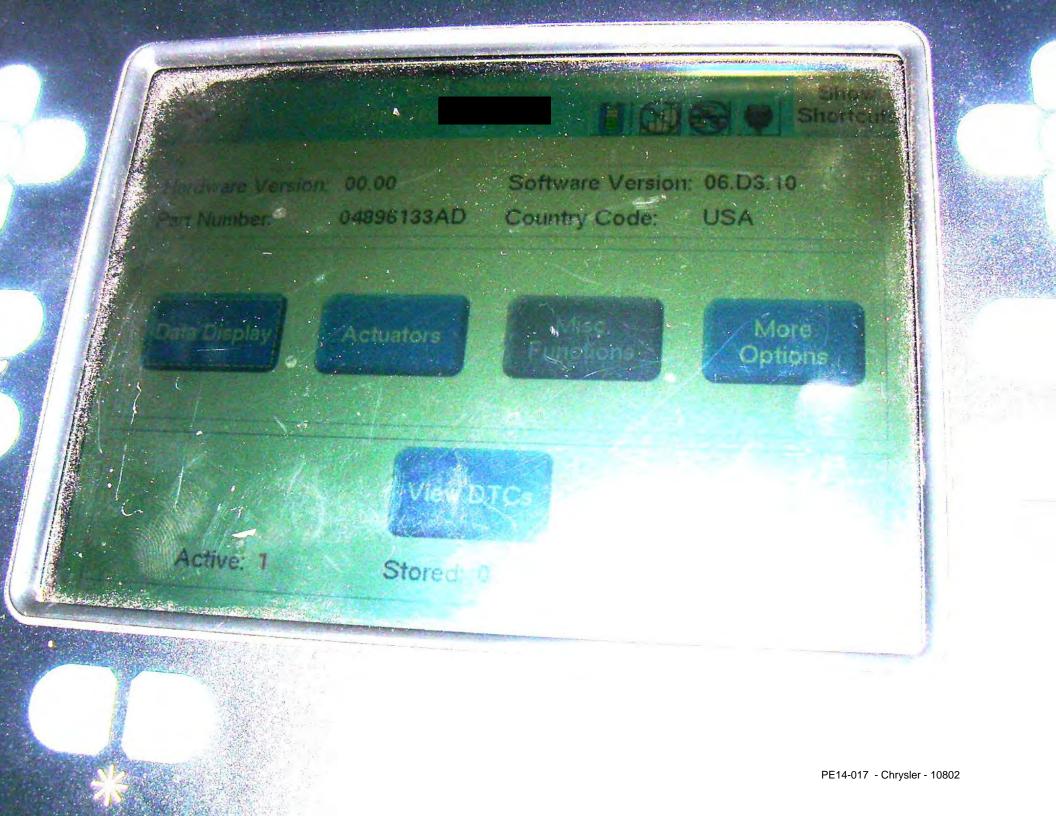


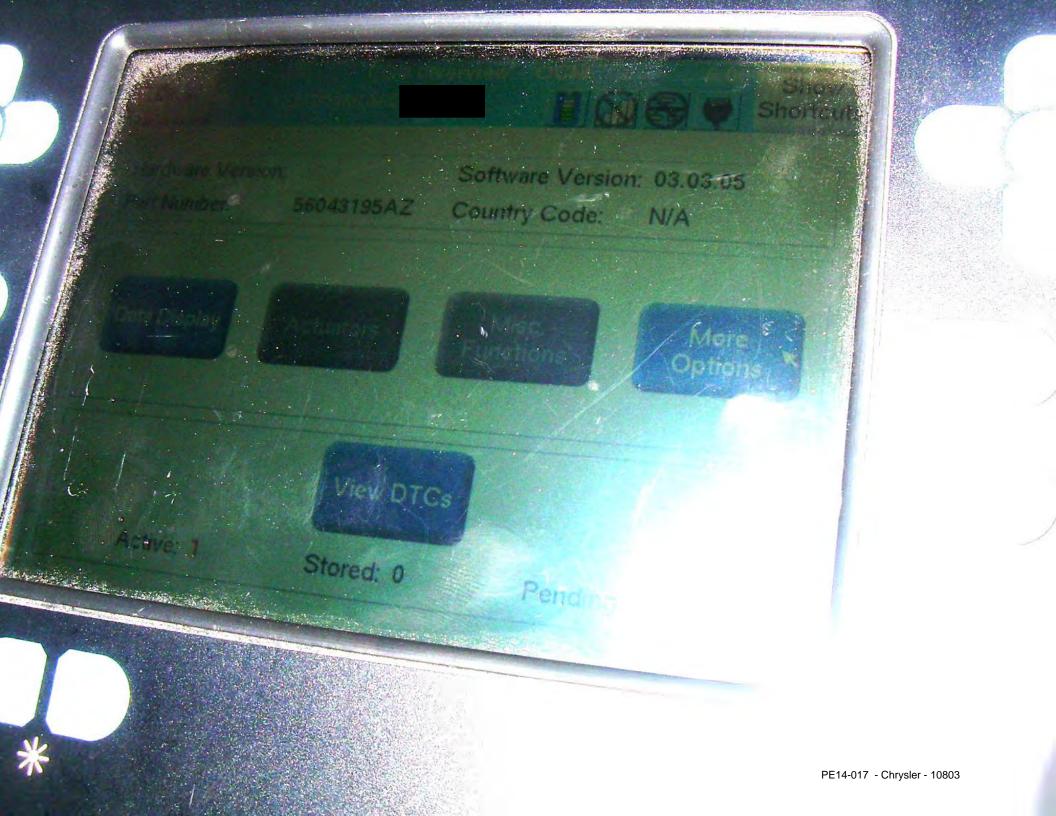


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PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

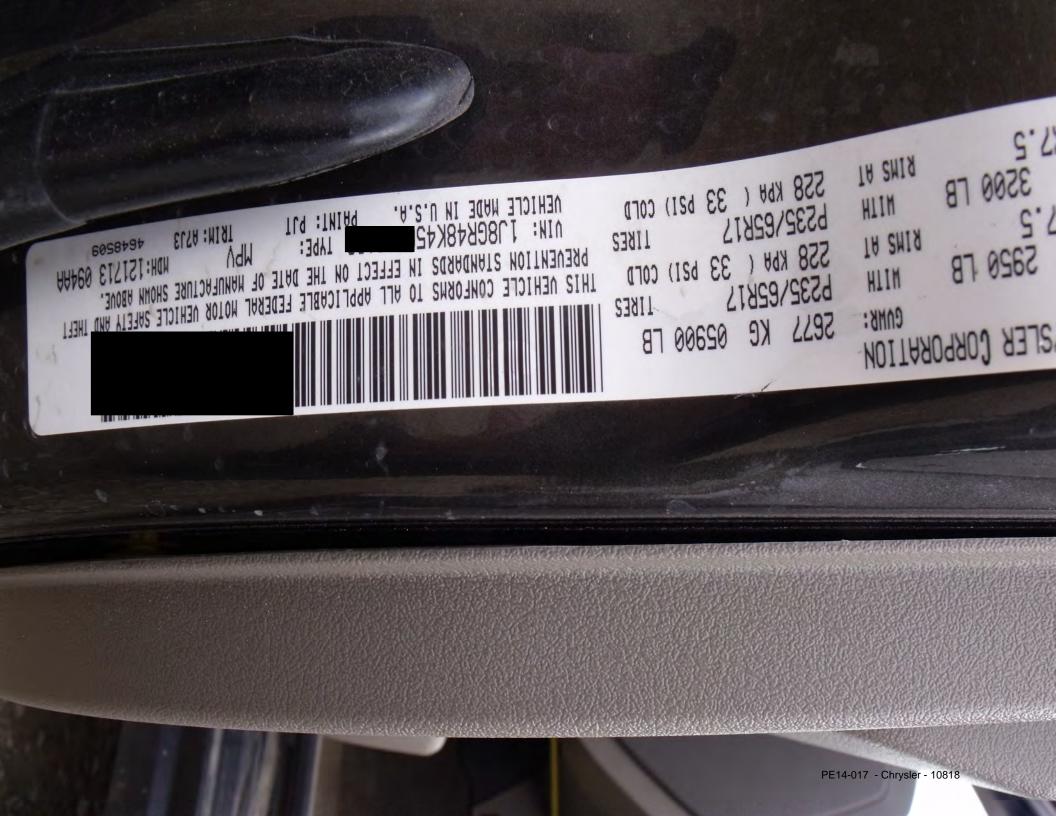
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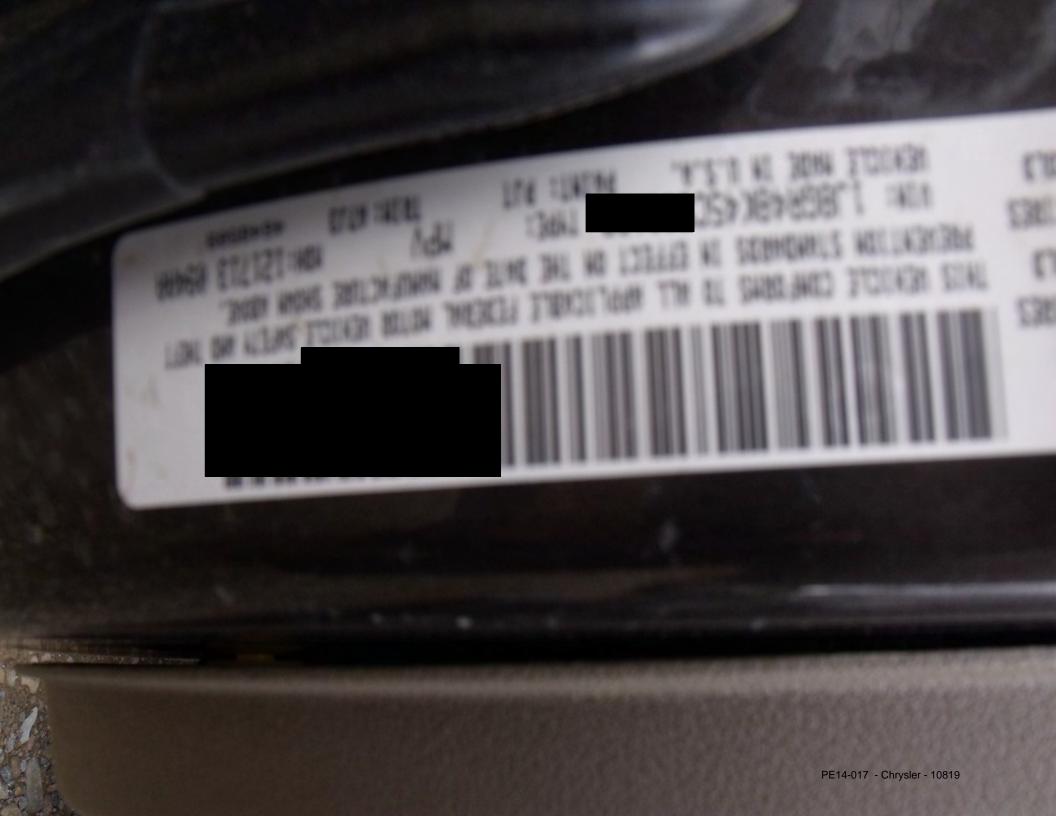
DEFECT 2

CONSUMER COMPLAINTS

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PHOTOS





































































































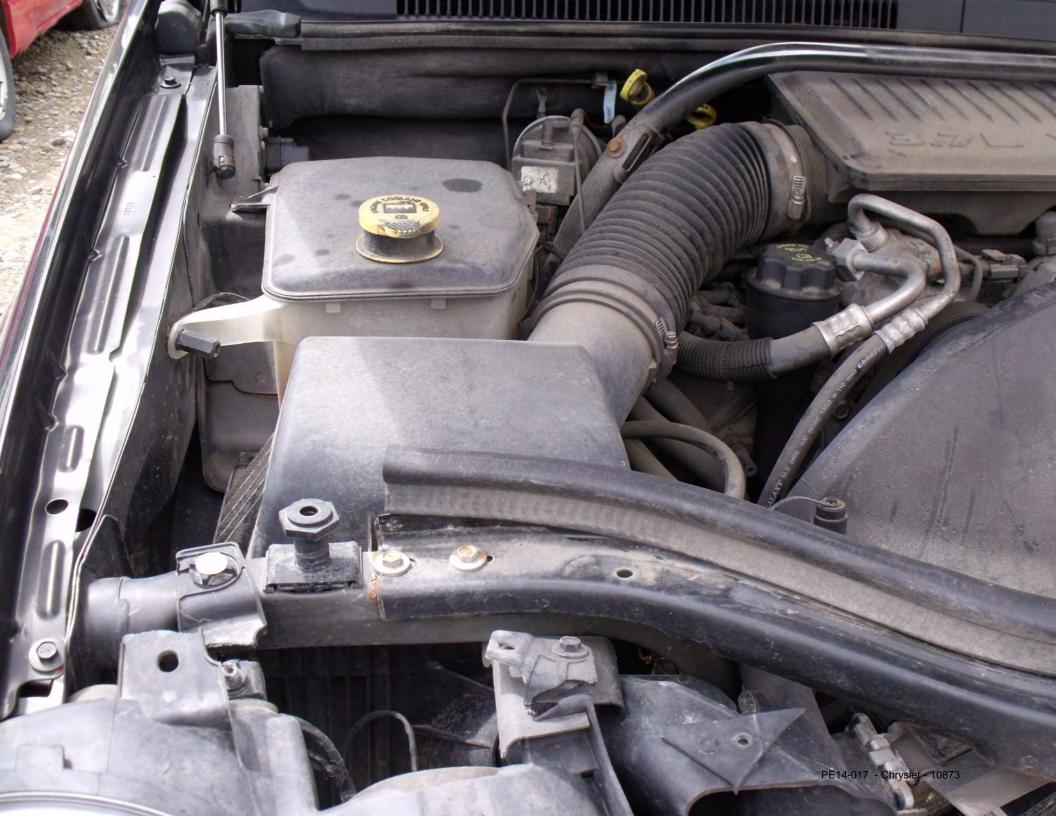




















































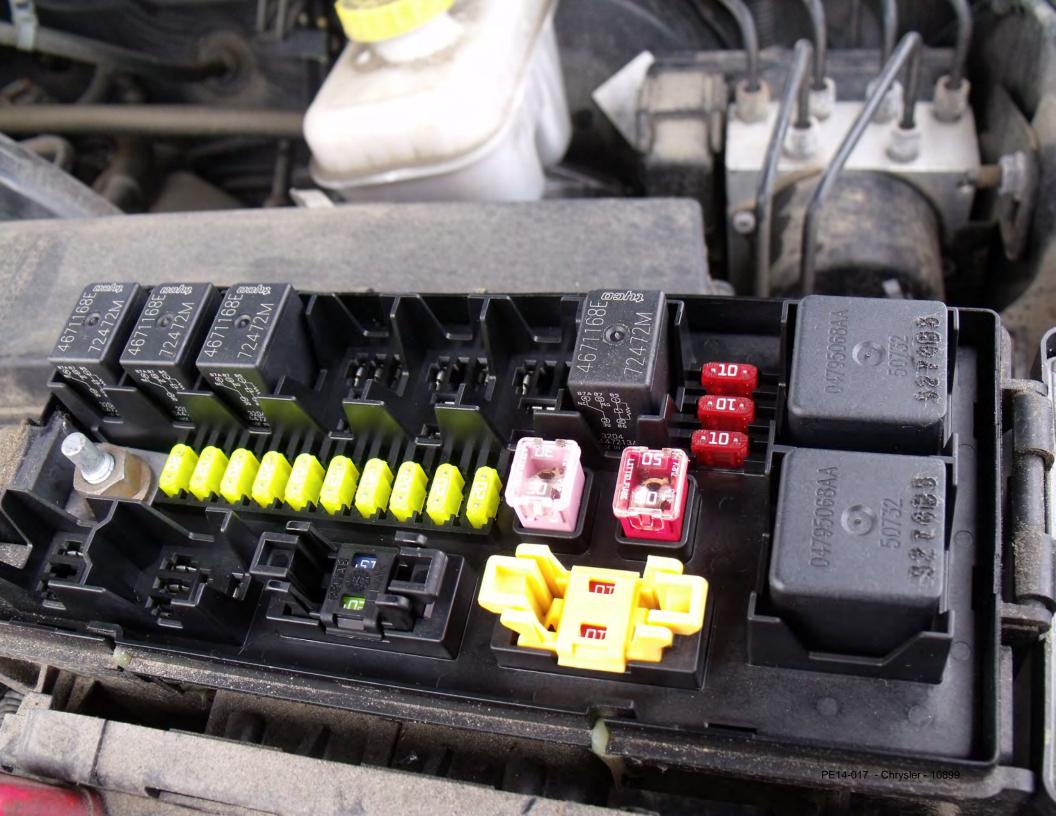


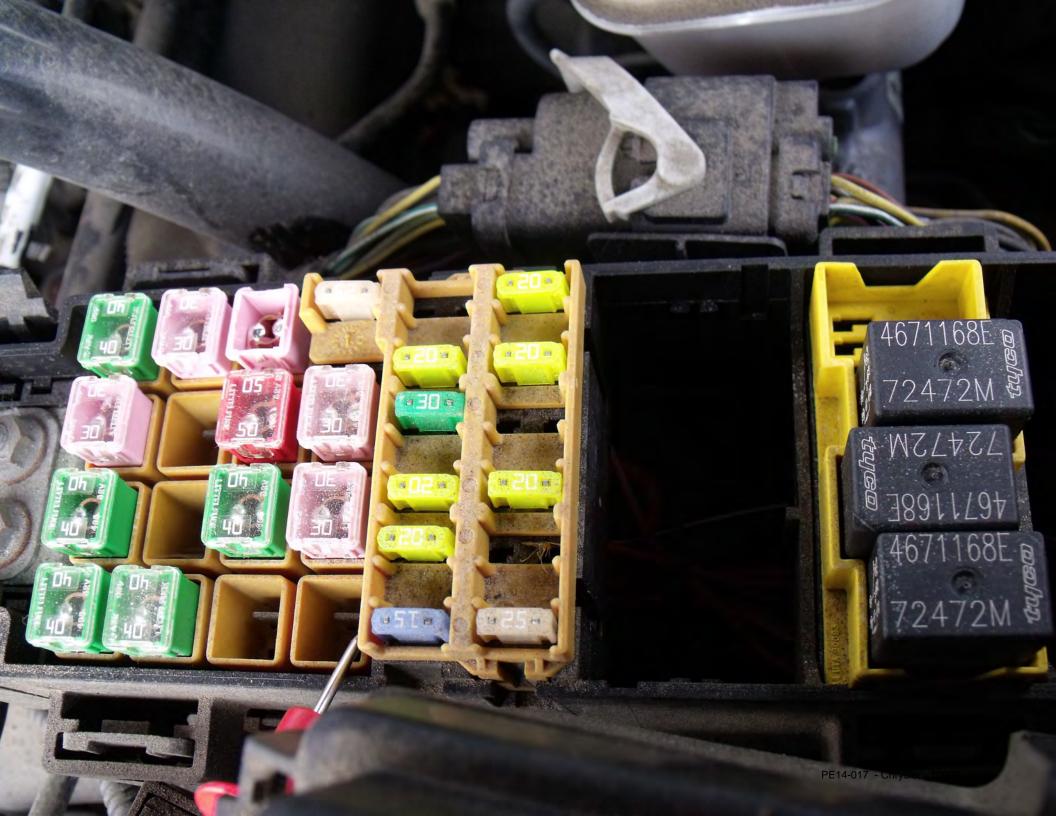


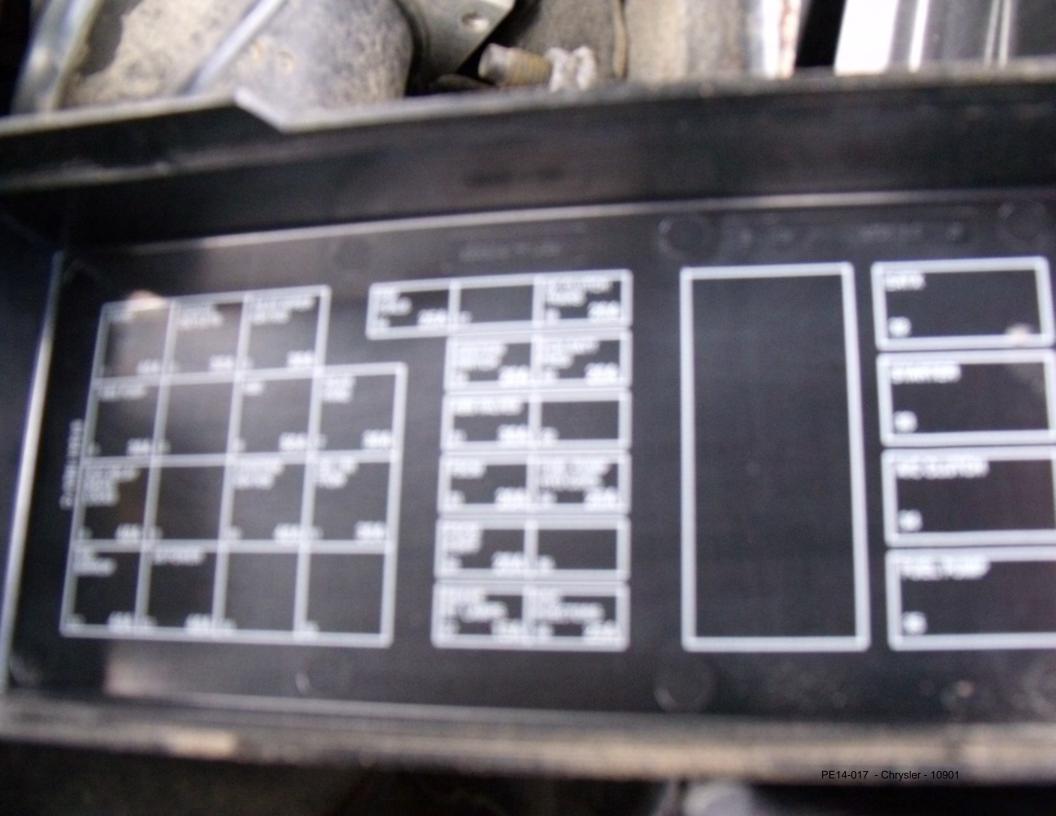


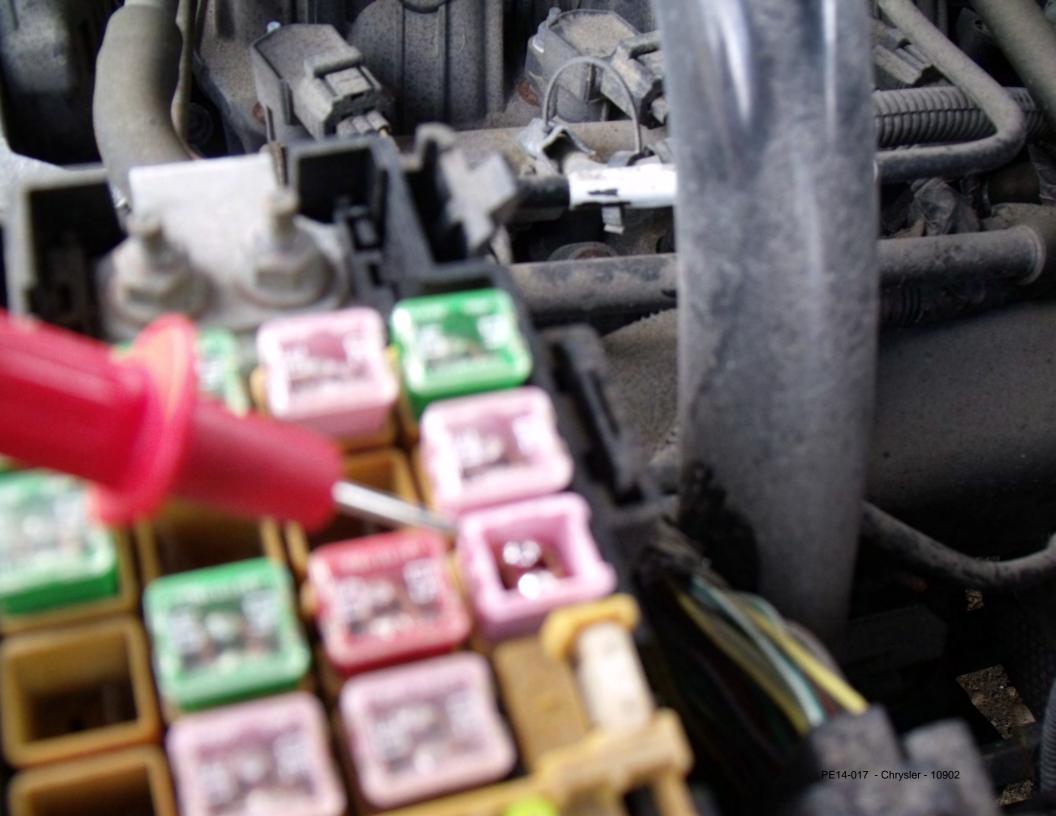






















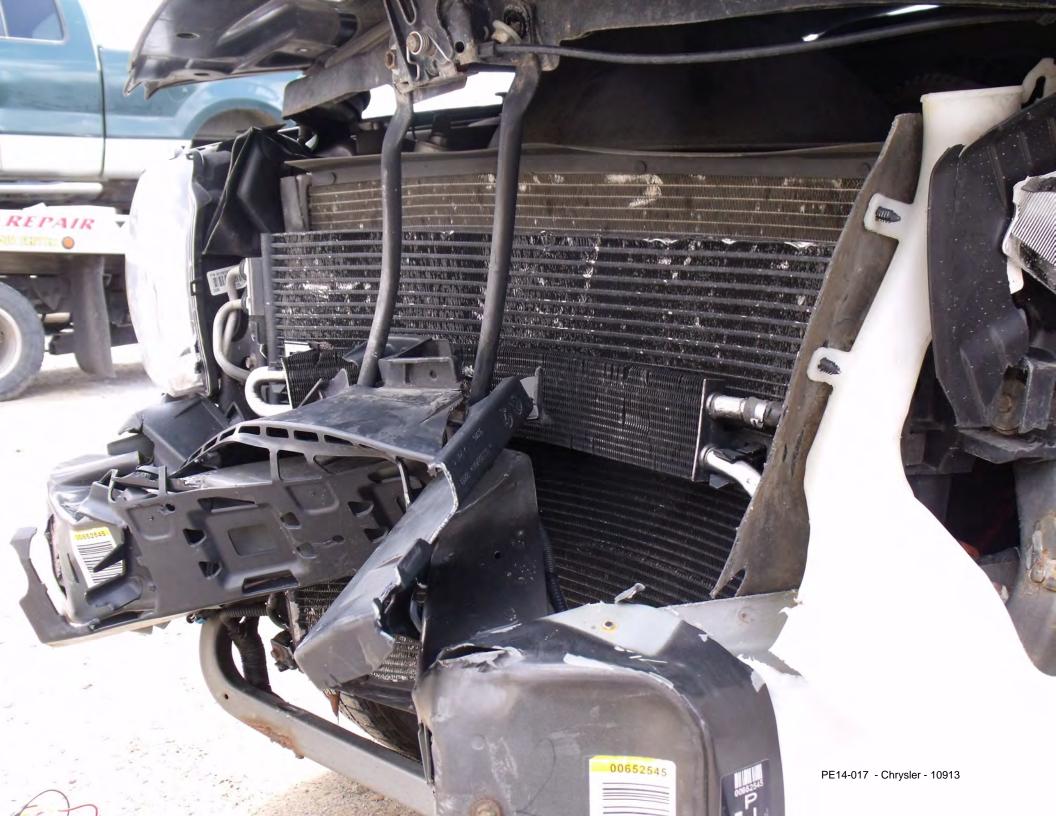






























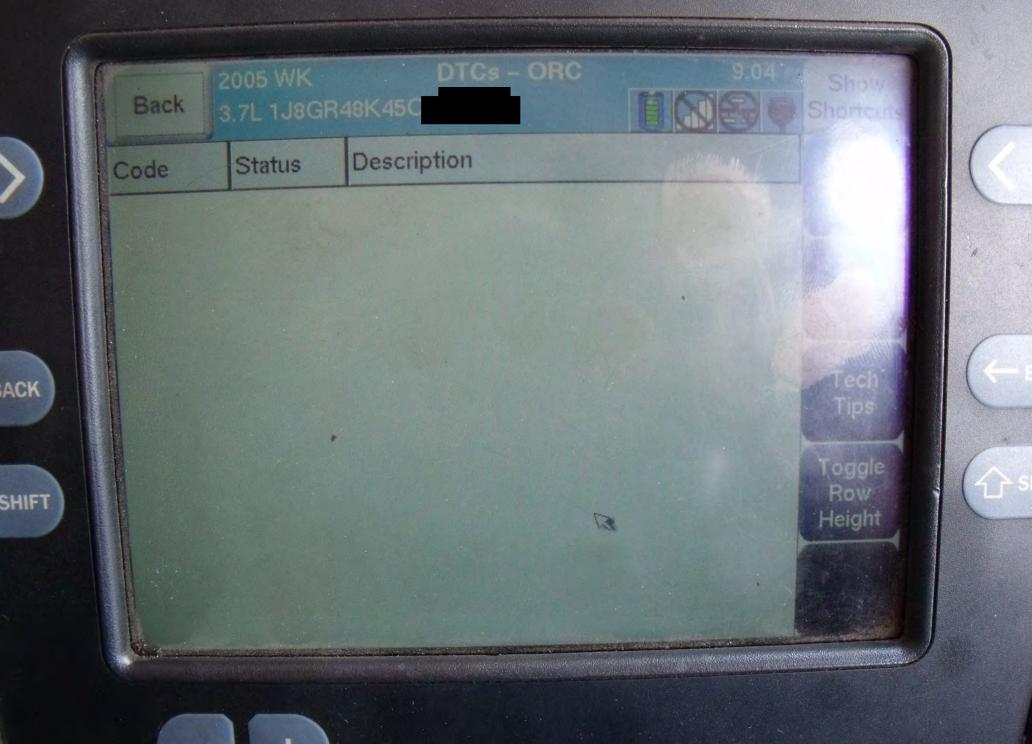




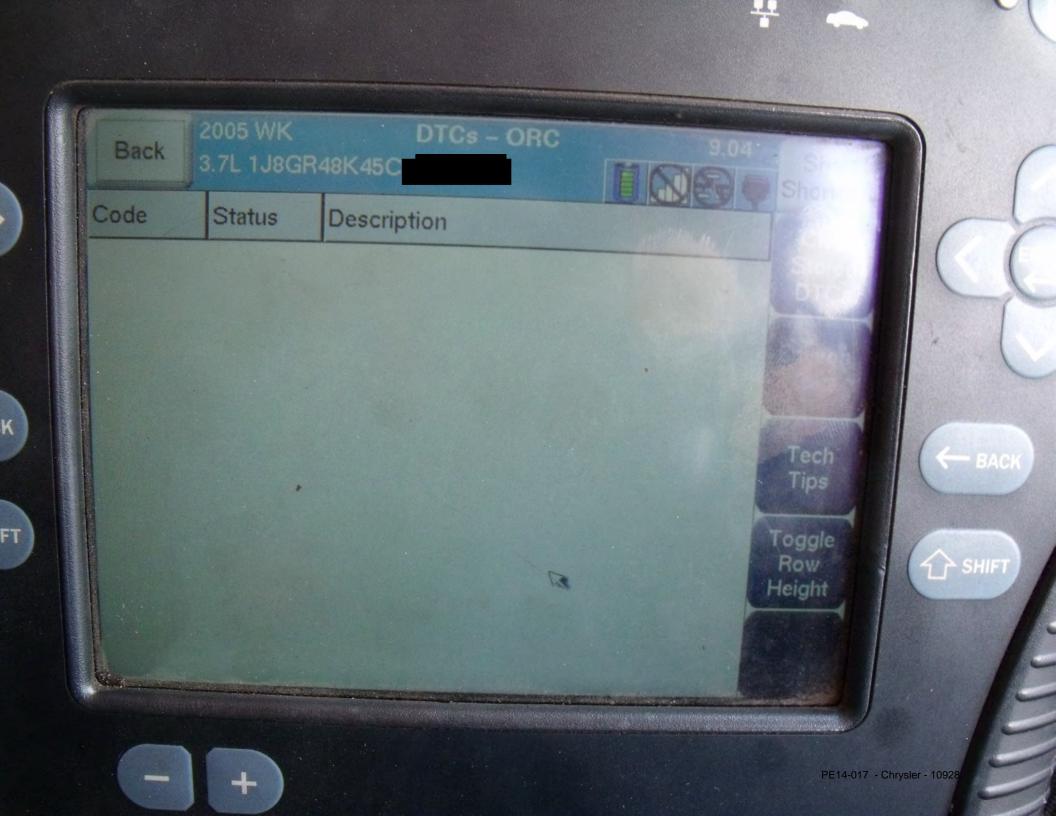


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press any key to continue



PE14-017 - Chrysler - 10927



Back	2005 3.7L	WK 1J8GR48	X	IDTCs 9.04	Show Shortcuts
E	CU	Code	Status	Description	
A	РСМ	P0073	Active	Ambient Air Temperature, Sensor Circuit High	Stored DIG9
P	СМ	P0157	Pending	O2 Sensor 2/2 Circuit Low	
Т	гсм	U140A	Stored	Implausible Right Front Wheel Speed Signal	
T	гсм	P0710	Stored	Transmission Temperature Sensor Circuit	
1	ABS	C1015	Stored	Right Front Wheel Speed Sensor Circuit	
1	ABS	C101C	Stored	Right Front Wheel Speed Sensor Signal Erratic	Tech Tips
	ЕОМ	U0151	Stored	Lost Communication with Occupant Restraint	More
•	FCMC	B1630	Active	Right Low Beam Control Circuit High	Options



- Waal	005 WK 7L 1J8GR	18K45C	All DTCs 9.04 Show	
ECU	Code	Status	Description Shortcuts	
▲ PCM	P0073	Active	Ambient Air Temperature, Sensor Circuit High	
РСМ	P0157	Pending	O2 Sensor 2/2 Circuit Low	
тсм	U140A	Stored	Implausible Right Front Wheel Speed Signal	
ТСМ	P0710	Stored	Transmission Temperature Sensor Circuit	September 1
ABS	C1015	Stored	Right Front Wheel Speed Sensor Circuit	TO SERVICE STATES
ABS	C101C	Stored	Right Front Wheel Speed Sensor Signal Erratic Tips	
ЕОМ	U0151	Stored	Lost Communication with Occupant Restraint	
FCMC	B1630	Active	Right Low Beam Control Options  Circuit High	

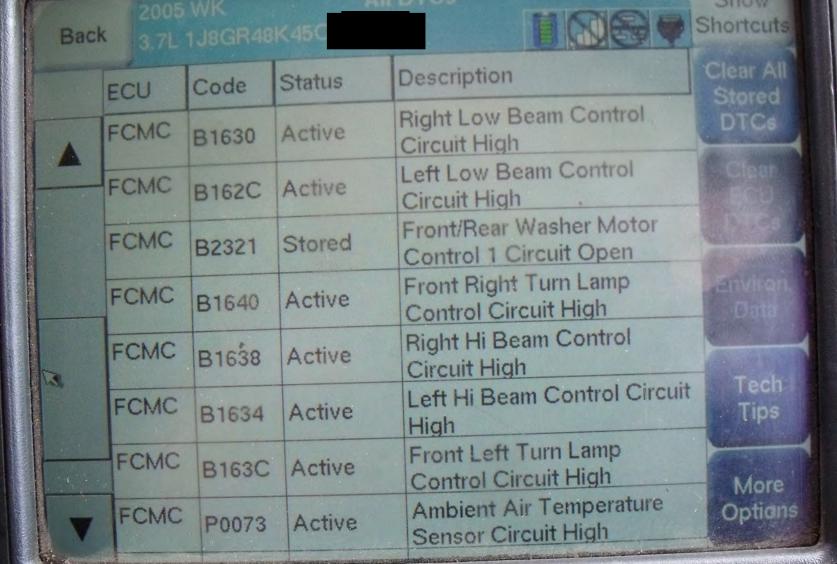








Show Shortcuts 3.7L 1J8GR48K45C Back Description Status Code ECU Stored Right Low Beam Control DTCs FCMC Active B1630 Circuit High Left Low Beam Control FCMC Active B162C Circuit High Front/Rear Washer Motor FCMC Stored B2321 Control 1 Circuit Open Front Right Turn Lamp FCMC Active B1640 Control Circuit High Right Hi Beam Control FCMC Active B1638 Circuit High Tech Left Hi Beam Control Circuit **FCMC** Tips B1634 Active High Front Left Turn Lamp FCMC Active B163C Control Circuit High More Ambient Air Temperature Options FCMC Active P0073 Sensor Circuit High





BACK

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Bac	2005 k 3.7L	WK 1J8GR48		All DTCs 9.04	Show Shortcuts
	ECU	Code	Status	Description	Clear All Stored
A	FCMC	B1630	Active	Right Low Beam Control Circuit High	DTCs
	FCMC	B162C	Active	Left Low Beam Control Circuit High	
	FCMC	B2321	Stored	Front/Rear Washer Motor Control 1 Circuit Open	DHCs
	FCMC	B1640	Active	Front Right Turn Lamp Control Circuit High	
R	FCMC	B1638	Active	Right Hi Beam Control Circuit High	
	FCMC	B1634	Active	Left Hi Beam Control Circuit High	Tech Tips
	FCMC	B163C	Active	Front Left Turn Lamp Control Circuit High	More
V	FCMC	P0073	Active	Ambient Air Temperature Sensor Circuit High	Options





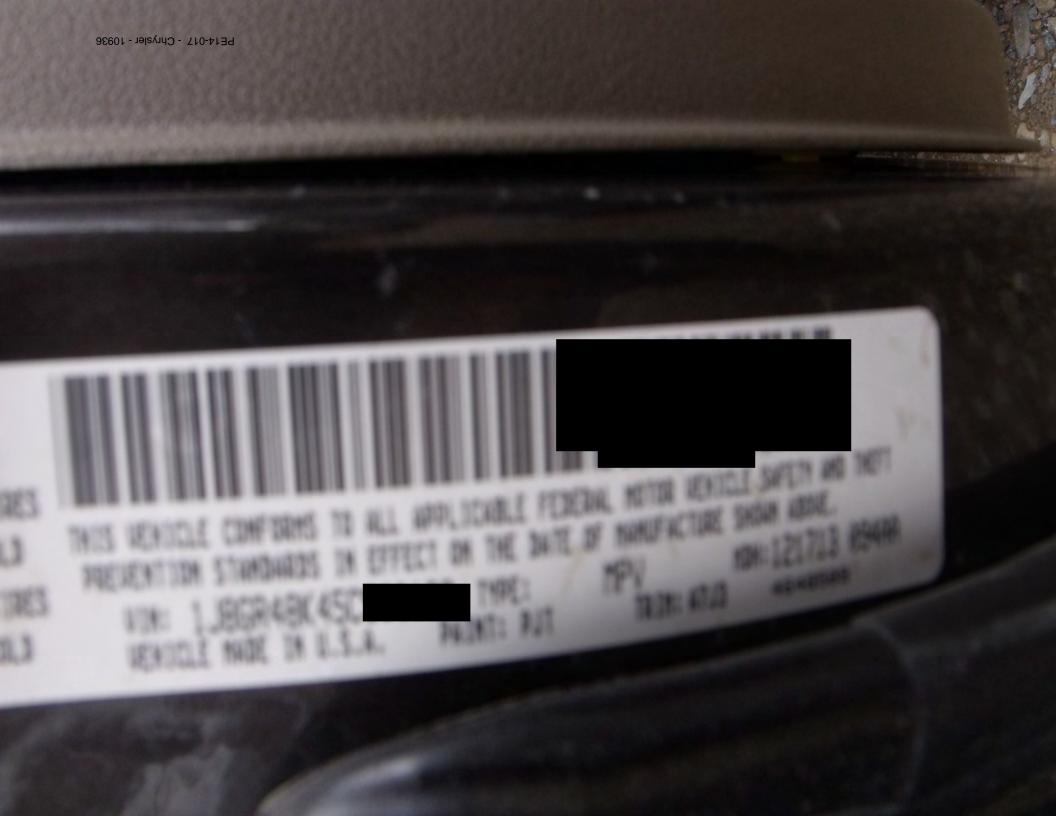


PE14-017 - Chrysler - 10932

Bac	L	5 WK 1J8GR4		All DTCs 9.04	Show
	ECU	Code	Status	Description	Clear All
<b>A</b>	тсм	P0710	Stored	Transmission Temperature Sensor Circuit	Stored DTCs
	ABS	C1015	Stored	Right Front Wheel Speed Sensor Circuit	Clear
	ABS	C101C	Stored	Right Front Wheel Speed Sensor Signal Erratic	DTCs
	EOM	U0151	Stored	Lost Communication with Occupant Restraint	Environ.
	FCMC	B1630	Active	Right Low Beam Control Circuit High	
	FCMC	B162C	Active	Left Low Beam Control Circuit High	Tech Tips
	FCMC	B2321	Stored	Front/Rear Washer Motor Control 1 Circuit Open	More
V	FCMC	B1640	Active	Front Right Turn Lamp Control Circuit High	Options



























































































































































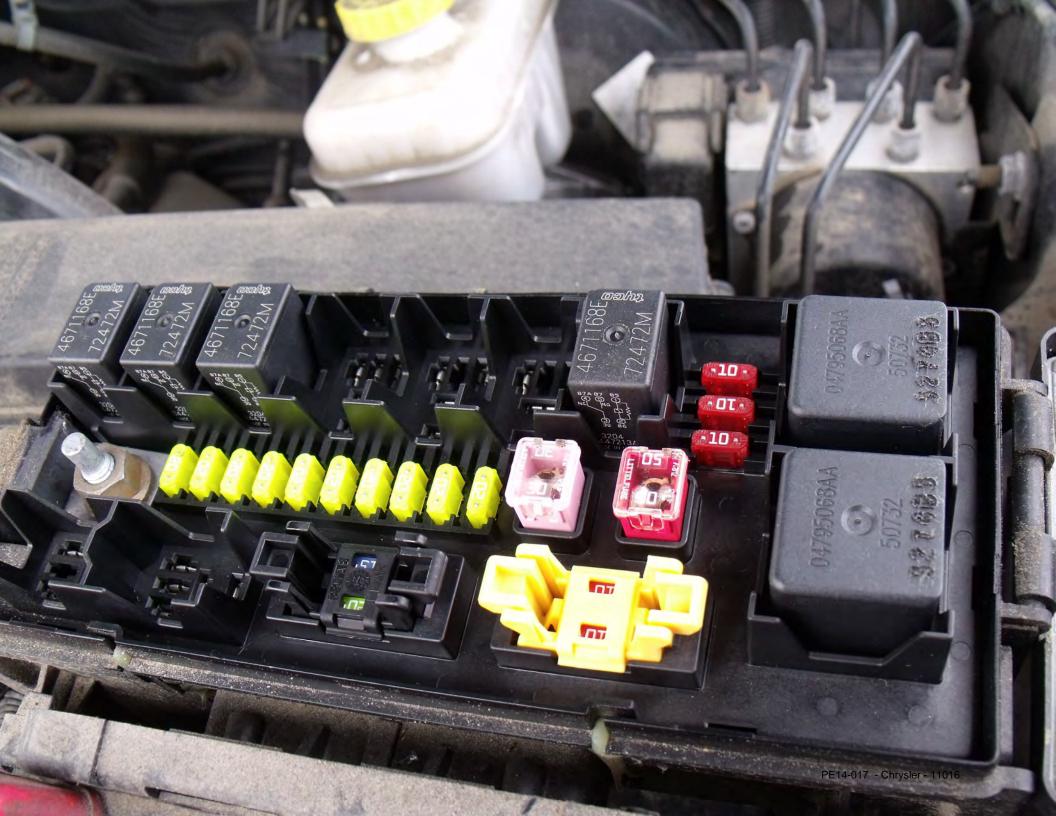


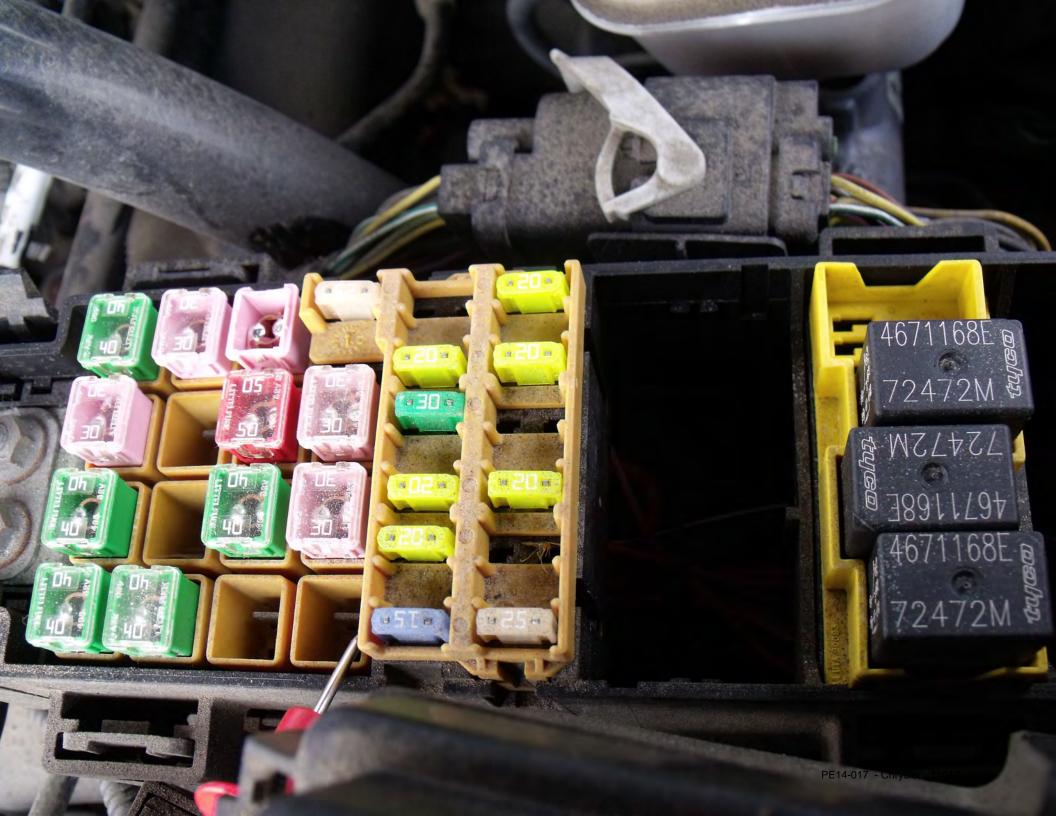


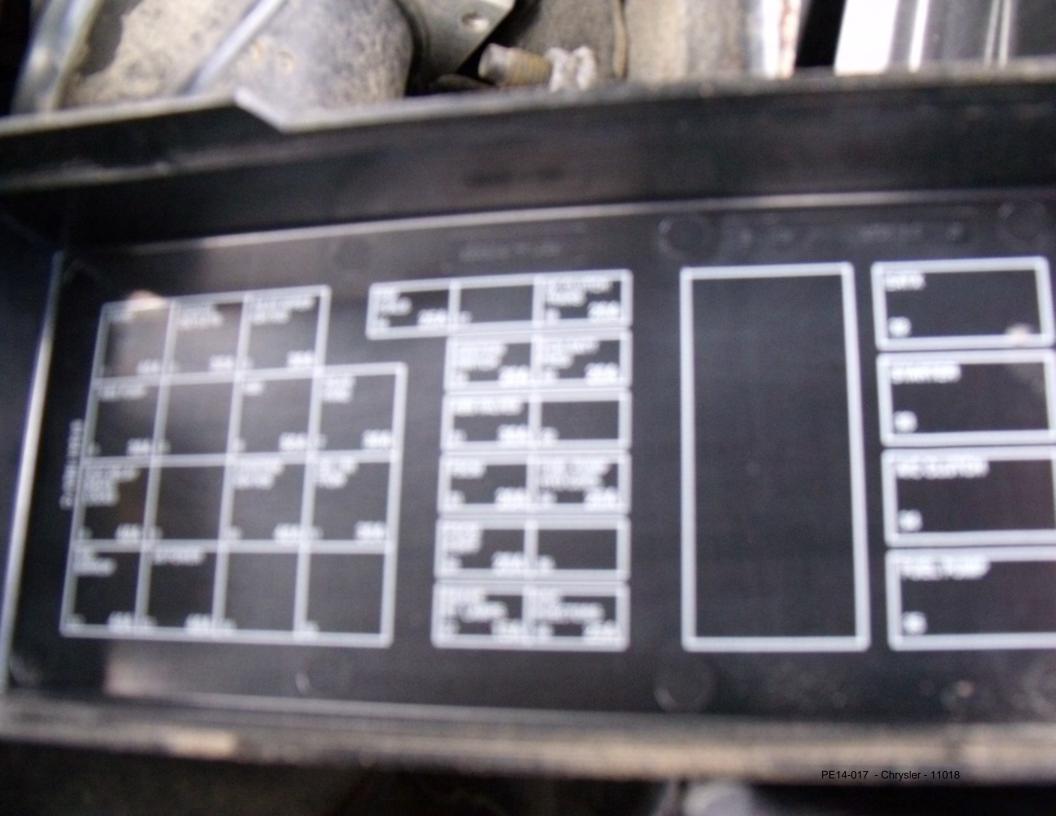


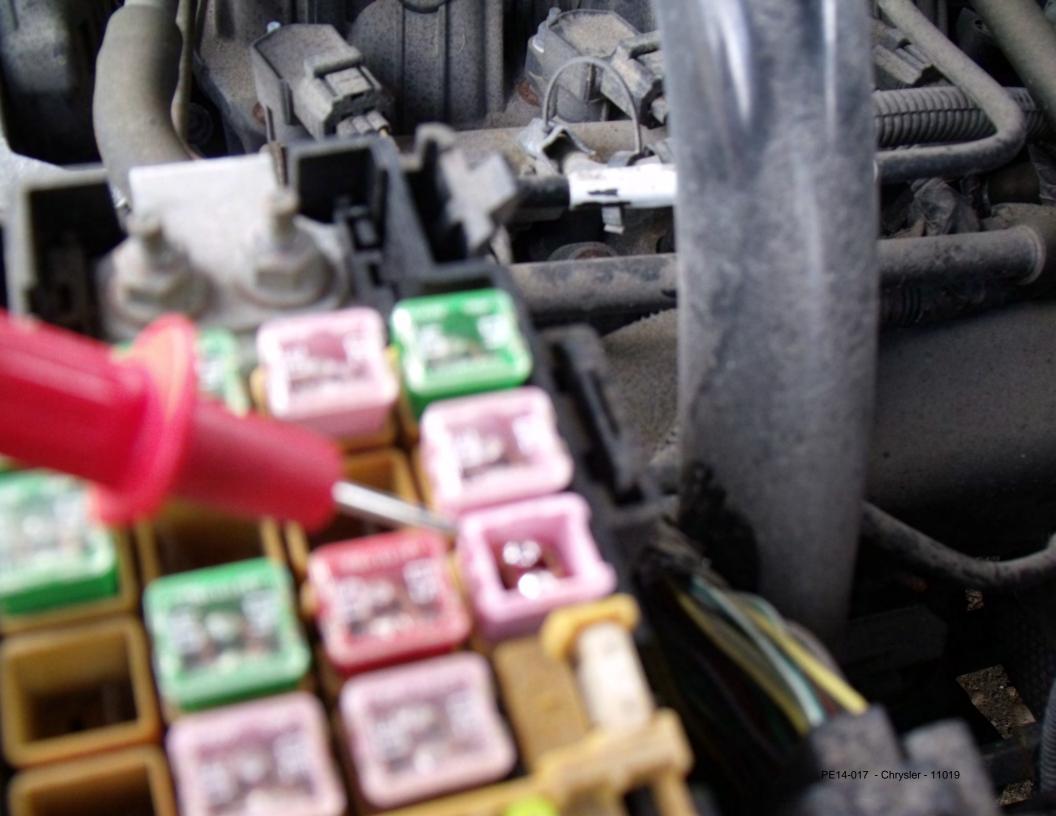






















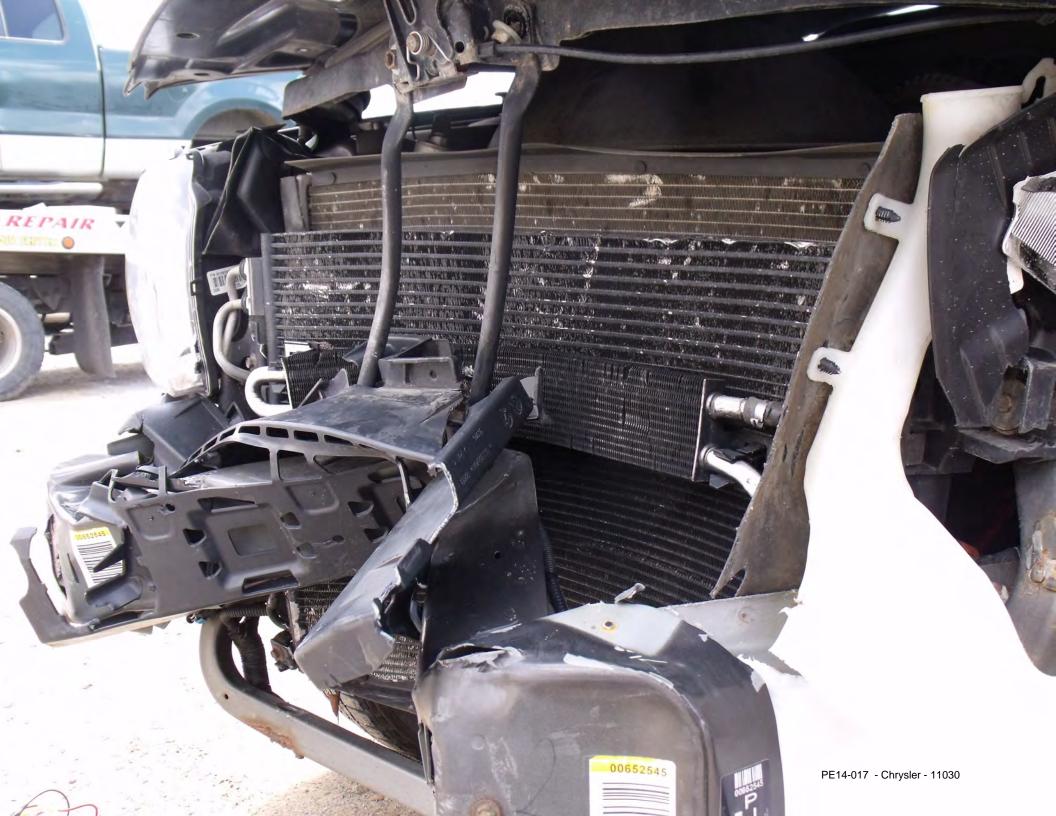






























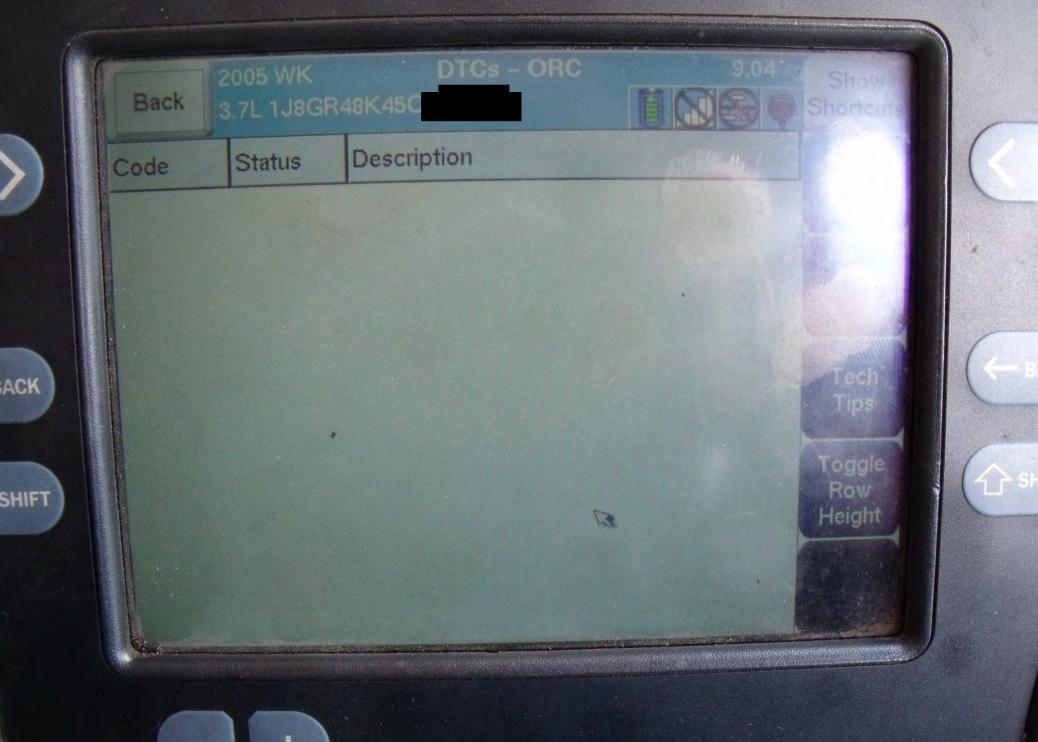




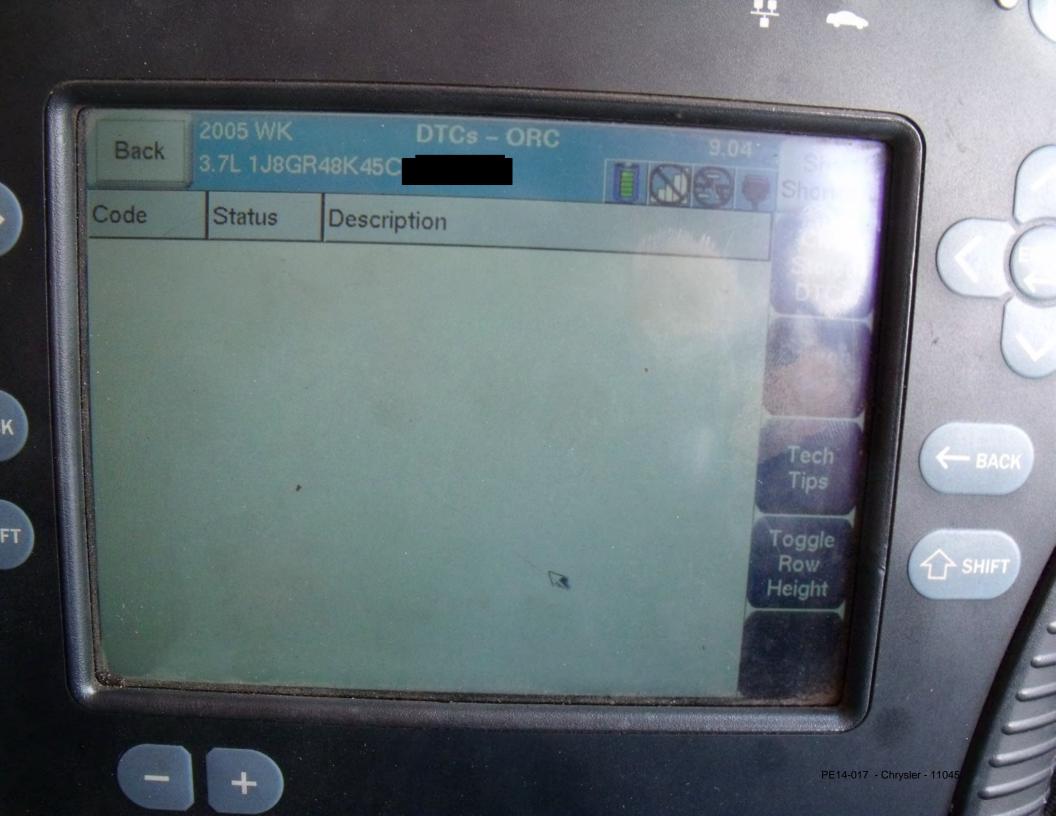


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PE14-017 - Chrysler - 11044

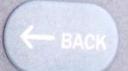


Baci	2005 3.7L	WK 1J8GR48		II DTCs 9.04	Show Shortcuts
	ECU	Code	Status	Description	
A	РСМ	P0073	Active	Ambient Air Temperature, Sensor Circuit High	Digo
	PCM	P0157	Pending	O2 Sensor 2/2 Circuit Low	
	тсм	U140A	Stored	Implausible Right Front Wheel Speed Signal	
	тсм	P0710	Stored	Transmission Temperature Sensor Circuit	
	ABS	C1015	Stored	Right Front Wheel Speed Sensor Circuit	
	ABS	C101C	Stored	Right Front Wheel Speed Sensor Signal Erratic	Tech Tips
	ЕОМ	U0151	Stored	Lost Communication with Occupant Restraint	More
V	FCMC	B1630	Active	Right Low Beam Control Circuit High	Options



Pank	05 WK L 1J8GR4	18K45C	All DTCs 9.04 Show	
ECU	Code	Status	Description	
▲ PCM	P0073	Active	Ambient Air Temperature, Sensor Circuit High	
РСМ	P0157	Pending	O2 Sensor 2/2 Circuit Low	
ТСМ	U140A	Stored	Implausible Right Front Wheel Speed Signal	
ТСМ	P0710	Stored	Transmission Temperature Sensor Circuit	
ABS	C1015	Stored	Right Front Wheel Speed Sensor Circuit	
ABS	C101C	Stored	Right Front Wheel Speed Sensor Signal Erratic Tips	
ЕОМ	U0151	Stored	Lost Communication with Occupant Restraint	tine in the second
FCMC	B1630	Active	Right Low Beam Control Circuit High  More Options	









Show Shortcuts 3.7L 1J8GR48K45C Back Description Status Code ECU Stored Right Low Beam Control DTCs FCMC Active B1630 Circuit High Left Low Beam Control FCMC Active B162C Circuit High Front/Rear Washer Motor FCMC Stored B2321 Control 1 Circuit Open Front Right Turn Lamp FCMC Active B1640 Control Circuit High Right Hi Beam Control FCMC Active B1638 Circuit High Tech Left Hi Beam Control Circuit **FCMC** Tips B1634 Active High Front Left Turn Lamp FCMC Active B163C Control Circuit High More Ambient Air Temperature Options FCMC Active P0073 Sensor Circuit High



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Ba	2005 ck 3.7L	WK 1J8GR48	K45C	All DTCs 9.04	Show Shortcuts
	ECU	Code	Status	Description	Clear All Stored
	FCMC	B1630	Active	Right Low Beam Control Circuit High	DTCs
	FCMC	B162C	Active	Left Low Beam Control Circuit High	
	FCMC	B2321	Stored	Front/Rear Washer Motor Control 1 Circuit Open	DICS
	FCMC	B1640	Active	Front Right Turn Lamp Control Circuit High	
R	FCMC	B1638	Active	Right Hi Beam Control Circuit High	
	FCMC	B1634	Active	Left Hi Beam Control Circuit High	Tech Tips
	FCMC	B163C	Active	Front Left Turn Lamp Control Circuit High	More
V	FCMC	P0073	Active	Ambient Air Temperature Sensor Circuit High	Options







PE14-017 - Chrysler - 11049

Bac	L	5 WK 1J8GR4	8K45C	All DTCs 9.04	Show
	ECU	Code	Status	Description	Clear All
<b>A</b>	тсм	P0710	Stored	Transmission Temperature Sensor Circuit	Stored DTCs
	ABS	C1015	Stored	Right Front Wheel Speed Sensor Circuit ,	Clear
	ABS	C101C	Stored	Right Front Wheel Speed Sensor Signal Erratic	DTCs
	EOM	U0151	Stored	Lost Communication with Occupant Restraint	Environ. Data
	FCMC	B1630	Active	Right Low Beam Control Circuit High	
	FCMC	B162C	Active	Left Low Beam Control Circuit High	Tech • Tips
	FCMC	B2321	Stored	Front/Rear Washer Motor Control 1 Circuit Open	More
V	FCMC	B1640	Active	Front Right Turn Lamp Control Circuit High	Options



