

PE14-017

CHRYSLER

08/20/2014

ENCLOSURE

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

20735075

May 3, 2011

[REDACTED]  
Chadbourn, NC [REDACTED]

Re: [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 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/ss

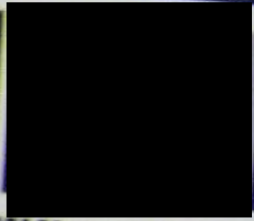
AIMLERCHRYSLER CORPORATION

: 2-06

1339 KG 2950 LB  
17X7.5

1656 KG 3650 LB  
17X7.5

GVWR: 2903 KG 06400 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 VEH  
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

VIN: 1J8HG48K960  
VEHICLE MADE IN U.S.A.

TYPE:  
PAINT: P88

MPV  
TRIM: K7J3



**CAUTION**  
DO NOT TOUCH  
HOT SURFACES  
OR MOVING PARTS  
OF THE ENGINE  
OR TRANSMISSION  
OR DRIVE SHAFT  
OR OTHER  
MOVING PARTS  
OF THE VEHICLE  
OR EQUIPMENT  
WHILE IT IS  
OPERATING  
OR IMMEDIATELY  
AFTER IT HAS  
STOPPED  
OPERATING





13883643  
[Barcode]



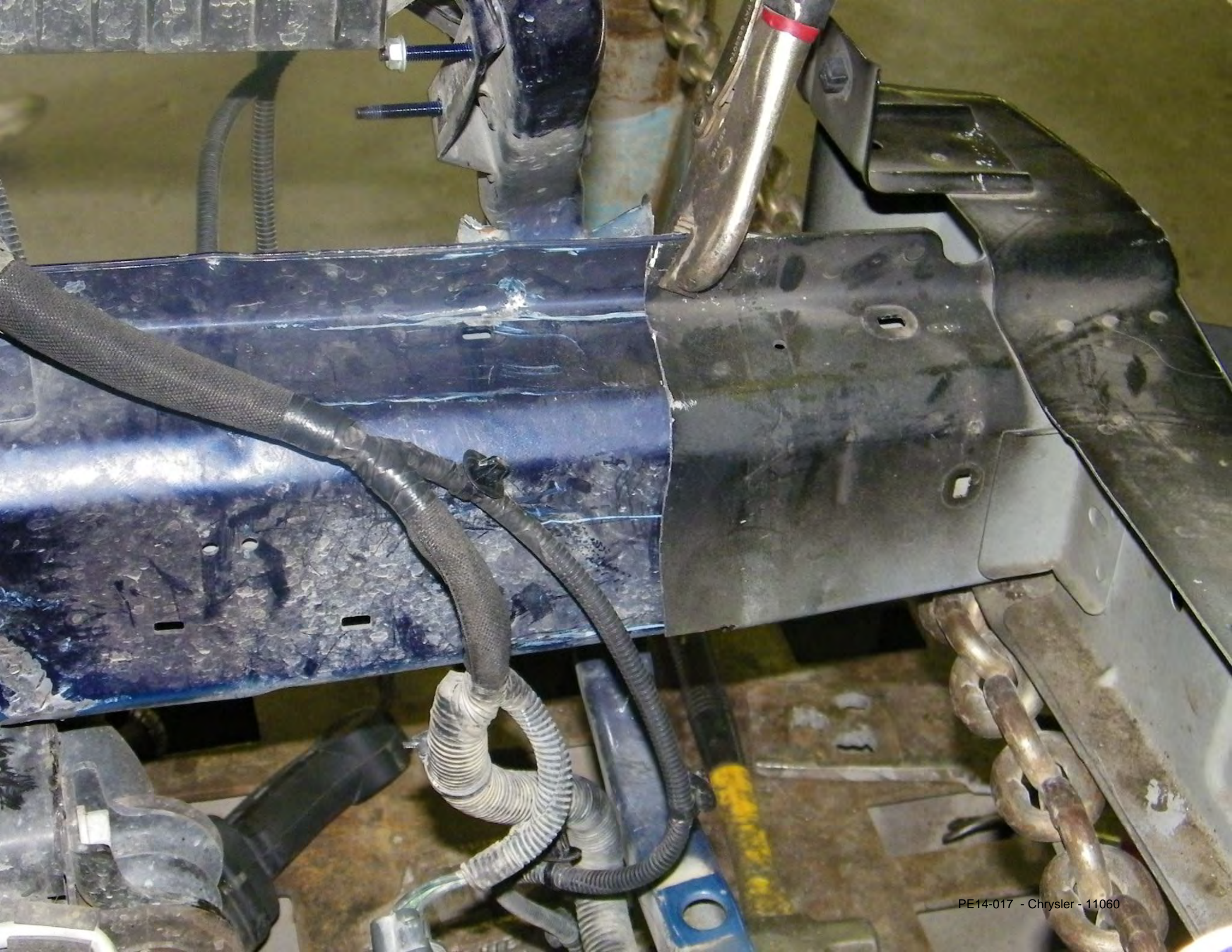
13853643  
[Barcode]

13853643  
PX8  
020610









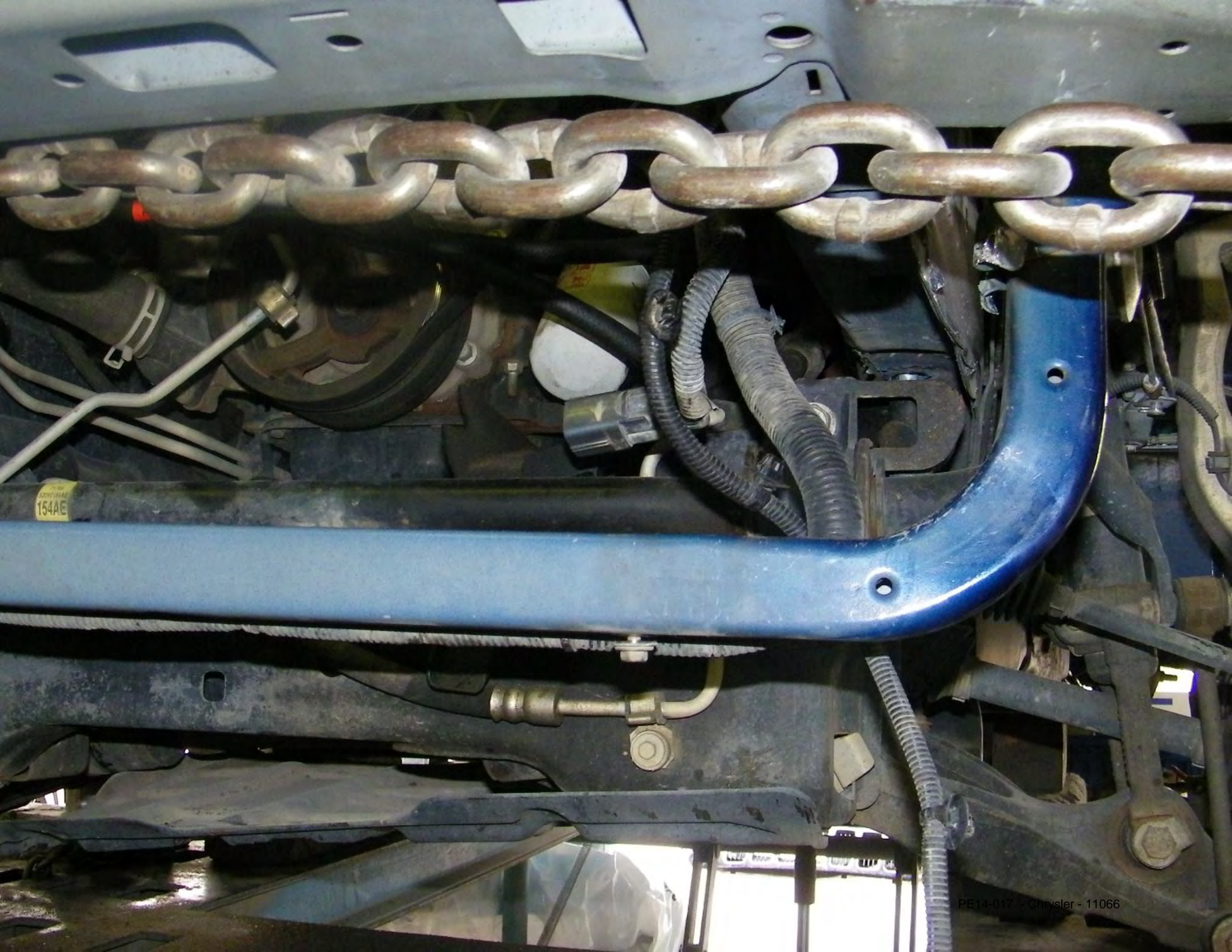












154AE







"The All New"  
**Fair Bluff**  
**Ford - Mercury**  
  
Hwy 76 - Fair Bluff, NC











30045710



Spark Plug Wire Set  
Juego de Cables de Buñias  
Ensemble de fils de Bougies







3004571



15886041000





2CH9  
4-3-4  
1020  
K...  
T...



2CH6  
11-3-11  
1020  
1/2/11





**⚠ WARNING**

**EVEN WITH ADVANCED AIR BAGS**



- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- **ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.**
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.



**⚠ WARNING: HIGHER ROLL OVER**



**AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.**

**ALWAYS BUCKLE UP.**

**SEE OWNER'S MANUAL FOR FURTHER INFORMATION.**



55361154AB









COMPANDER







7.1L S21





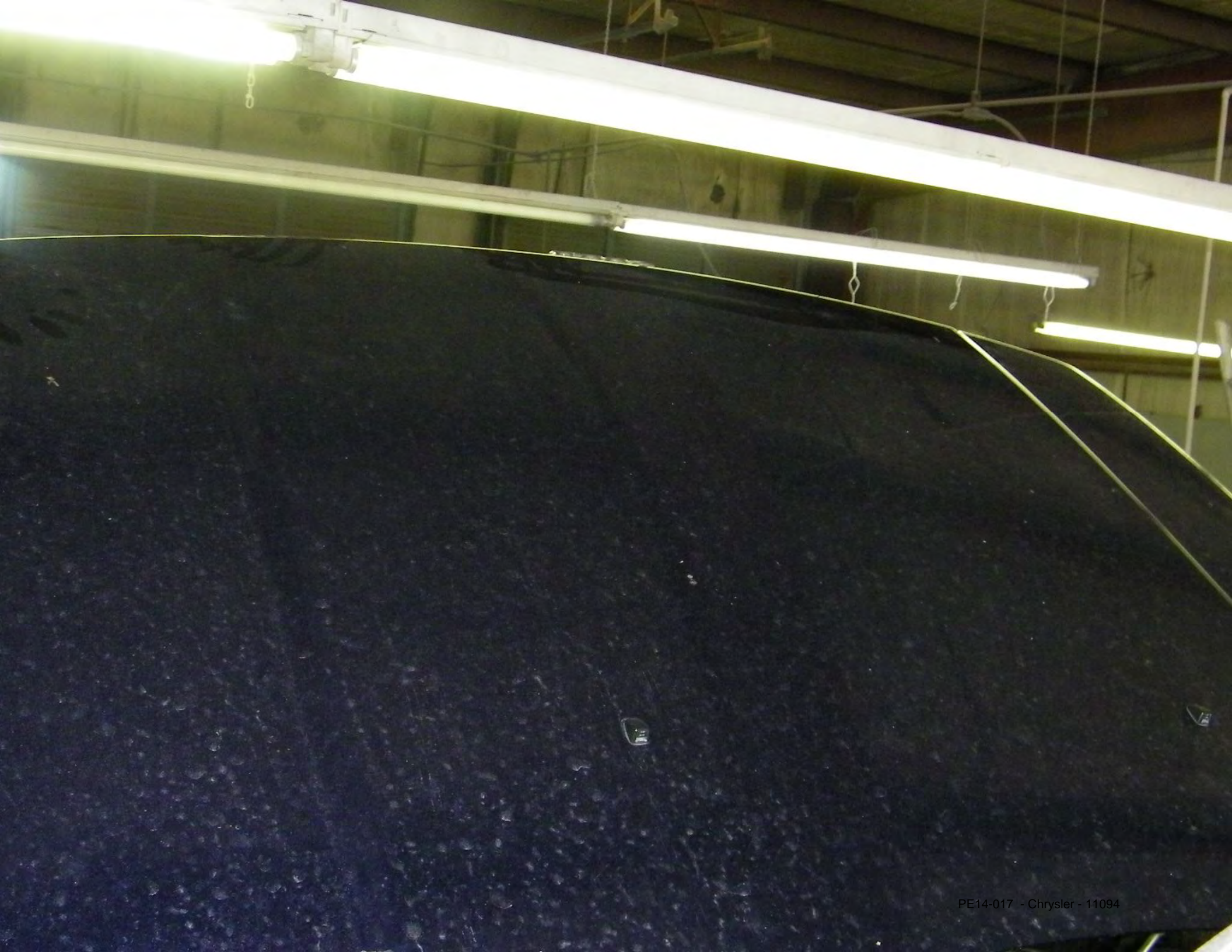














ON-OFF  
CRUISE  
SET

Jeep

RESUME ACCEL  
CANCEL  
DECEL





PXF536

42 1



















MADE IN USA

**JOHNSON**  
**MAGNETIC**  
*Angle Locata*

NO. 700











P.R. APP'D  
NO. 339 TC

THE STANLEY  
WORKS © 1988

1F

12









MADE IN USA

**JOHNSON**  
**MAGNETIC**  
*Locater*

1/16" DIA.  
1/8" DIA.







COLLISION REPAIR  
CENTER





Back

2006 XK  
3.7L 1J8HG48K960

All DTCs

9.05



ECU	Code	Status	Description
PCM	P0513	Active	Invalid SKIM Key
FCMC	B1640	Active	Front Right Turn Lamp Control Circuit High
FCMC	B1638	Active	Right Hi Beam Control Circuit High
FCMC	B1634	Active	Left Hi Beam Control Circuit High
ABS	C2204	Active	Dynamics Sensor Internal
DDM	B210D	Stored	Battery Voltage Low
DDM	B185A	Active	Driver Window Position Sensor Circuit Performance
PDM	B210D	Stored	Battery Voltage Low

ENTER

← BACK

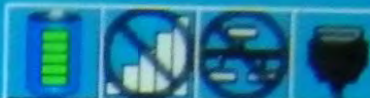
↑ SHIFT

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Back

3.7L 1J8HG48K96C



	ECU	Code	Status	Description
▲	PDM	B210D	Stored	Battery Voltage Low
	PDM	B1865	Active	Passenger Window Position Sensor Circuit Performance
	RADIO	B1421	Active	Audio CD Read Error / Inoperable Disc
	WCM	B1A25	Active	Invalid Key
	WCM	B1A35	Active	Unidentified Key Communication Error
	WCM	C0077	Stored	Low Tire Pressure
	WCM	C1501	Stored	Tire Pressure Sensor 1 Internal
▼	WCM	C1503	Stored	Tire Pressure Sensor 3 Internal

ENTER

← BACK

↑ SHIFT

-

+



Back

2006 XK

### ECU View

9.05

3.7L 1J8HG48K96C [REDACTED]



Show Shortcuts

	Controller Name	Active	DTCs	Bus
▲	ESM Electronic Shifter	<input checked="" type="checkbox"/>	0	CAN C
	CCN Instrument Cluster/Cabin Compartment	<input checked="" type="checkbox"/>	0	CAN B
	DDM Driver Door Module	<input checked="" type="checkbox"/>	2	CAN B
	FCMCGW Central Gateway	<input checked="" type="checkbox"/>	3	DIAG CAN C
	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"/>	2	CAN B
▼	PTS Parktronics	<input checked="" type="checkbox"/>	0	CAN B

ck

2006 XK

# ECU View

3.7L 1J8HG48K960 [REDACTED]



Controller Name	A
ESM Electronic Shifter	
CCN	



AIMLERCHRYSLER CORPORATION

: 2-06

1339 KG 2950 LB  
17X7.5

1656 KG 3650 LB  
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GVWR: 2903 KG 06400 LB  
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PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

VIN: 1J8HG48K960  
VEHICLE MADE IN U.S.A.

TYPE:  
PAINT: P88

MPV  
TRIM: K7J3



**CAUTION**  
DO NOT TOUCH THE HOT SURFACES OF THE ENGINE OR EXHAUST SYSTEM.  
USE PROTECTIVE GLOVES AND SAFETY GLASSES.





13853643  
[Barcode]

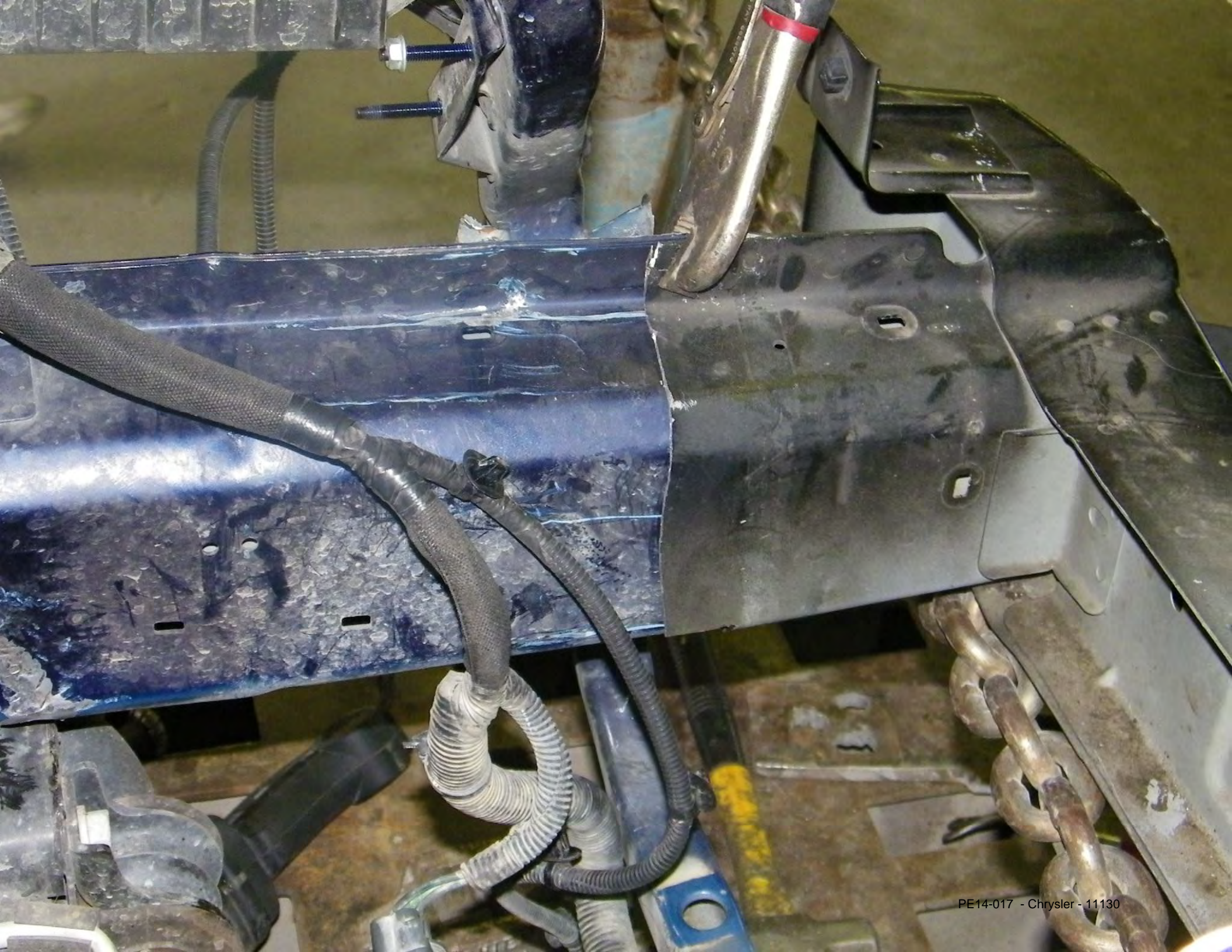


13853643  
13853643  
PX8  
020610

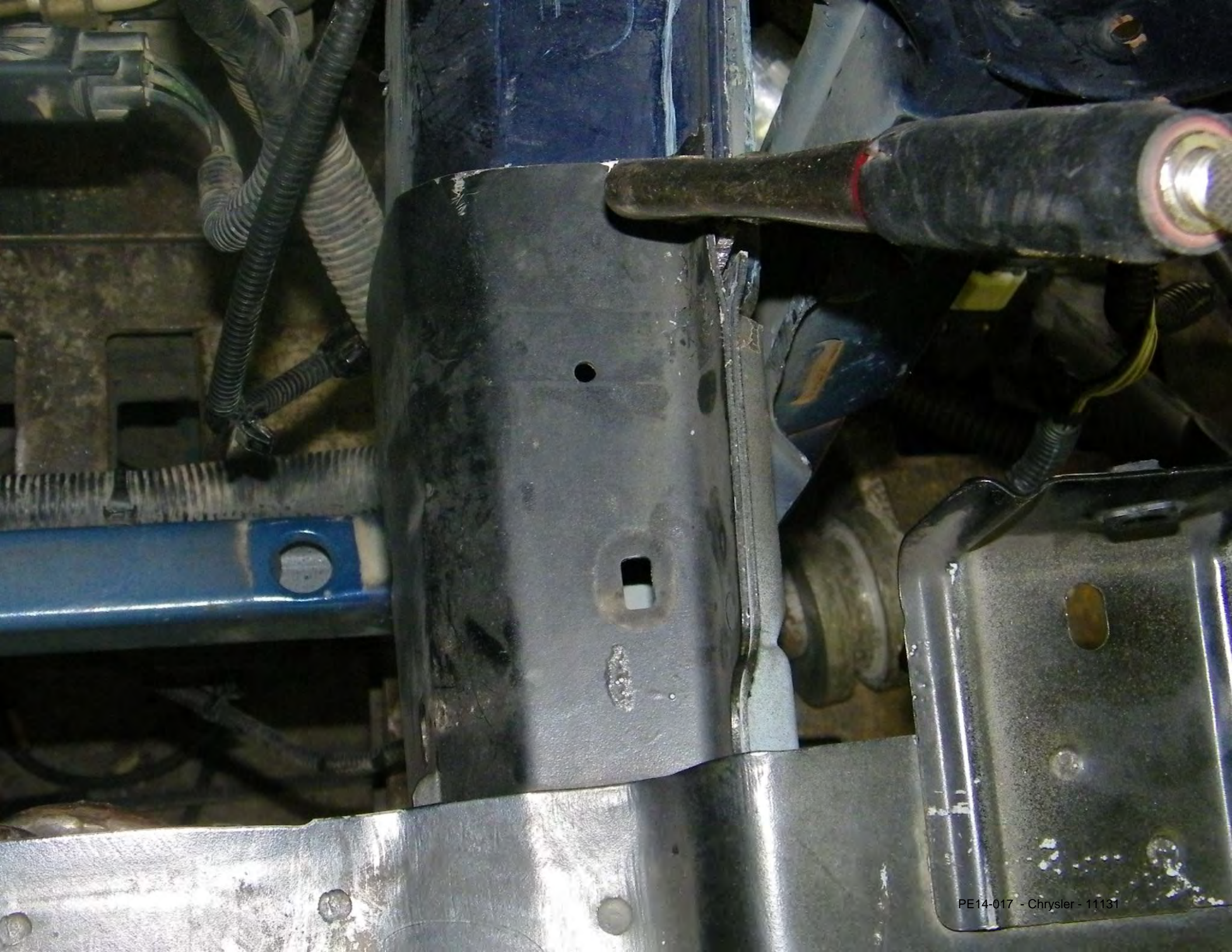
140





















154AE







"The All New"  
**Fair Bluff**  
**Ford - Mercury**  
  
Hwy 76 - Fair Bluff, NC











30045710



Spark Plug Wire Set  
Juego de Cables de Buñías  
Ensemble de fils de Bougies





3004571  
11145

65360410A









2CH6  
11-3-11  
020  
10/11





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**ALWAYS BUCKLE UP.**

**SEE OWNER'S MANUAL FOR FURTHER INFORMATION.**



55361154AB







COMMANDER





Small yellow label with illegible text and a graphic.





7.1L S21



















ON-OFF  
CRUISE  
SET

Jeep

RESUME ACCEL  
CANCEL  
DECEL





PXF536

42 1



















MADE IN USA

**JOHNSON**  
**MAGNETIC**  
*Locata*

NO. 700











P.R. APP'D  
NO. 339 TC

THE STANLEY  
WORKS © 1988

1F

12









MADE IN USA

**JOHNSON**  
**MAGNETIC**  
*Locater*

1/16" TOP





COLLISION REPAIR  
CENTER







Back

2006 XK  
3.7L 1J8HG48K960

All DTCs

9.05



ECU	Code	Status	Description
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DDM	B185A	Active	Driver Window Position Sensor Circuit Performance
PDM	B210D	Stored	Battery Voltage Low

ENTER

← BACK

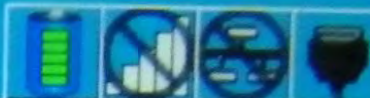
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Back

3.7L 1J8HG48K96C



	ECU	Code	Status	Description
▲	PDM	B210D	Stored	Battery Voltage Low
	PDM	B1865	Active	Passenger Window Position Sensor Circuit Performance
	RADIO	B1421	Active	Audio CD Read Error / Inoperable Disc
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ENTER

← BACK

↑ SHIFT

-

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Back

2006 XK

### ECU View

9.05

3.7L 1J8HG48K96C [REDACTED]



Show Shortcuts

	Controller Name	Active	DTCs	Bus
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	DDM Driver Door Module	<input checked="" type="checkbox"/>	2	CAN B
	FCMCGW Central Gateway	<input checked="" type="checkbox"/>	3	DIAG CAN C
	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"/>	2	CAN B
▼	PTS Parktronics	<input checked="" type="checkbox"/>	0	CAN B

ck

2006 XK

# ECU View

3.7L 1J8HG48K960 [REDACTED]



Controller Name	A
ESM Electronic Shifter	
CCN	

PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

20827642



ES  
BA

P R N D  
77205 mile



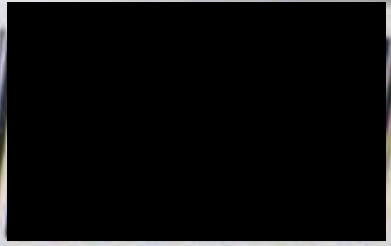
KG 06200 LB

65R17 TIRES

KPA ( 35 PSI) COLD

65R17 TIRES

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: 1J8HH48P270



TYPE:

MPV

MDH:031420 027AA

VEHICLE MADE IN U.S.A.

PAINT: PSB

TRIM: K7D5

4648509





000-08213141

8  
5-7-11 JUMP  
77205

























VVVVVVVVVVV

**000-08213141**

USAA - San Antonio1 (EDI)

2007

JEEP

COMMANDER

SPN: [REDACTED]

Time Type: [REDACTED]

VIC



242 - Springfield  
Effective 05/16/2011

Keys  Y  N  
Radio  Y  N

Check In Date:  
**5-17-11**

**RUN  
&  
DRIVE  
JUMP**

MILEAGE  
**77205**

IMAGED  
**I** KM

DEC DEPARTMENT OF DEFENSE  
K7B-989 12

07-11  
TEXAS  
5 11











WIPER ON MUTE SCAN LIST INFO TUNE HOLD OFF

CODE

POWER WINDOW LOCKS

LONG SET

AUTO HOLD CLIMATE

SEEK TRACK

C/T RESET STOP MENU INFORMATION CENTER

SE

TEMPERATURE

1 2 3 4 5 6 7 8 9 10 11 12



SEBS  
AIRBAG



SRS  
AIRBAG



















**WHEN FASTENING CHILD SEAT:**  
PULL THE SEAT BELT ALL THE WAY OUT  
TO LOCK THE BELT SO IT CAN SECURE  
THE CHILD RESTRAINT.

**REGULAR OCCUPANTS:**  
DO NOT PULL BELT FULLY OUT  
WHEN BUCKLING. IF BELT LOOKS  
UNLATCH AND ALLOW BELT TO FULLY  
RETRACT BEFORE RE-BUCKLING.

**SIÈGE D'ENFANT**  
DÉROULER COMPLÈTEMENT LA CEINTURE  
DE SÉCURITÉ POUR LA BLOQUER  
AFIN DE BIEN IMMOBILISER L'ENSEMBLE  
DE RETENUE D'ENFANT.

**OCCUPANTS**  
NE PAS DÉROULER COMPLÈTEMENT LA  
CEINTURE DE SÉCURITÉ POUR LA BOUCLER.  
SI LA CEINTURE SE BLOQUE, DÉTACHER  
LA CEINTURE AFIN DE LUI PERMETTRE  
DE S'ENROULER COMPLÈTEMENT AVANT  
DE LA BOUCLER À NOUVEAU.

**PARA SUJETAR ASIENTO PARA NIÑO:**  
TIRE TODA LA CINTA DEL CINTURÓN HACIA  
AFUERA. PARA TRABAJAR LA CINTA DE TAL  
MANERA QUE SE PUEDA SUJETAR  
EL ASIENTO DEL NIÑO.

**PASAJEROS NORMALES**  
NO TIRE TODA LA CINTA HACIA AFUERA,  
CUANDO SE ABROCHE EL CINTURÓN. SI LA  
CINTA SE ATORA, DESABROCHE Y PERMITA  
QUE LA CINTA SE REGRESE ANTES  
DE VOLVER A ASEGURAR EL CINTURÓN.

62035372AA



BRAKE (P)

(ABS)



ESP  
BAS











**MANUAL AUTODIAGNOSTICS SCAN TEST**

After the notice by pushing the "Power" button, the DLE (Data Link Connector) Plug the Autodiagnosis (DLC) to port. Connect the cable between the Autodiagnosis and the vehicle's OBD-II port.

**DO NOT RESTART THE ENGINE.**

Press the "Start" button on the Autodiagnosis software. The software will start the engine. Wait until the window "Communication" appears on the screen. If this window does not show up, check the connection of the cable as soon as the communication is completed.

- Make Sure
- Year
- Model
- Engine type
- Product
- Transmission
- Transfer case

If one of these items is colored **RED** or **YELLOW**, information is not received or colored **WHITE**.

**NOTE:** If the text "Communication" is not displayed, the connection of vehicle and vehicle cable are connected well. Check if the communication is not done.

**Test Measurement, Phased PSC**

- Click on "OK" button.
- The window with the "Data" will appear. Choose "DTC". The DTC will be displayed.
- Safe state:** Press button "OFF". Put the vehicle in "OFF" state.
- Close window by clicking "Close".
- Disconnect cable from the vehicle.
- Close "Windows". click "Close".

**Autodiagnosis's Scan Tool**

Autodiagnosis: vehicle: Control: info

Stopped Data Logging File



Diagnostic Trouble Codes Live Data Meter Live Data Graph (A) Live Data Graph (B) Live Data Graph (C) CO2 Sensor Test Drift Test System OBD Status Test Results

**Diagnostic Trouble Codes (DTC)**

- System Powertrain
  - P0562 - System Voltage Low
    - Module: Vehicle Speed (VSC) Control And Auxiliary Inputs
    - Status: Stored
    - Freeze Frame for DTC P0562
      - Fuel System Status Bank One: Open Loop
      - Fuel System Status Bank Two: Open Loop
      - Calculated Load: 0%
      - Coolant Temperature: 98 F
      - Short Term Fuel Trim Bank One: 0.00%
      - Long Term Fuel Trim Bank One: 0.00%
      - Short Term Fuel Trim Bank Two: 0.00%
      - Long Term Fuel Trim Bank Two: 0.00%
      - Intake Manifold Absolute Pressure: 28.77 inHg
      - Engine RPM: 1000
      - Vehicle Speed: 0 MPH
      - Ignition Timing Advance for #1: 48.2 deg
      - Intake Air Temperature: 98 F
      - Vehicle Throttle Position: 1.1%

Diagnostic Trouble Codes (DTC)

Generic Powertrain

P0562 System Voltage Low

Module: Vehicle Speed Idle Control And Auxiliary Inputs

Status: Stored

Freeze Frame for DTC P0562

Fuel System Status Bank One: Open Loop

Fuel System Status Bank Two: Open Loop

Calculated Load: 0 %

Coolant Temperature: 59 F

Short Term Fuel Trim Bank One: 0.00 %

Long Term Fuel Trim Bank One: 0.00 %

Short Term Fuel Trim Bank Two: 0.00 %

Long Term Fuel Trim Bank Two: 0.00 %

Intake Manifold Absolute Pressure: 28.3 in/hg

Engine RPM: 0 r/min

Vehicle Speed: 0 MPH

Ignition Timing Advance for #1: -64.0 deg

Intake Air Temperature: 59 F

Absolute Throttle Position: 13 %

Animation

Command Name

Commanded

Units

Diagnostic Trouble Codes (DTC)

Genenc Powertrain

P0562 System Voltage Low

Module: Vehicle Speed Idle Control And Auxiliary Inputs

Status: Stored

Freeze Frame for DTC P0562

Fuel System Status Bank One: Open Loop

Fuel System Status Bank Two: Open Loop

Calculated Load: 0 %

Coolant Temperature: 59 F

Short Term Fuel Trim Bank One: 0.00 %

Long Term Fuel Trim Bank One: 0.00 %

Short Term Fuel Trim Bank Two: 0.00 %

Long Term Fuel Trim Bank Two: 0.00 %

Intake Manifold Absolute Pressure: 28.3 in hg

Engine RPM: 0 r/min

Vehicle Speed: 0 MPH

Ignition Timing Advance for #1: -64.0 deg

Intake Air Temperature: 59 F

Absolute Throttle Position: 13 %

Amputation

Command Name

Commanded

Unit

# OBD-II Diagnostic Trouble Code Report

Shop: DEKRA Magoo's

Address: 4850 Market Street

Phone: 800-831-6907

Fax:

Email:

Timestamp: 5/19/2011 08:08:37

Make: Jeep

Model: Liberty

Year: 2007

VIN: 1J8HM48P27C [REDACTED]

MIL: On

## Diagnostic Trouble Codes

### Generic Powertrain

P0562 System Voltage Low

### Freeze Frame for DTC P0562

Fuel System Status Bank One	Open Loop	Fuel System Status Bank Two	Open Loop
Calculated Load	0 %	Coolant Temperature	19 F
Short Term Fuel Trim Bank One	0.00 %	Long Term Fuel Trim Bank One	0.00 %
Short Term Fuel Trim Bank Two	0.00 %	Long Term Fuel Trim Bank Two	0.00 %
Intake Manifold Absolute Pressure	28.3 in. Hg	Engine RPM	0 rpm
Vehicle Speed	0 MPH	Ignition Timing Advance	0.0 deg
Intake Air Temperature	59 F	Absolute Throttle Position	0 %

ML: On

### Diagnostic Trouble Codes

Generic Powertrain

P0562 System Voltage Low

#### Freeze Frame for DTC P0562

Fuel System Status Bank One	Open Loop		Fuel System Status Bank Two	Open Loop	
Calculated Load	0	%	Coolant Temperature	59	F
Short Term Fuel Trim Bank One	0.00	%	Long Term Fuel Trim Bank One	0.00	%
Short Term Fuel Trim Bank Two	0.00	%	Long Term Fuel Trim Bank Two	0.00	%
Intake Manifold Absolute Pressure	28.3	in.hg	Engine RPM	0	r/min
Vehicle Speed	0	MPH	Ignition Timing Advance for #1	64.0	deg
Intake Air Temperature	59	F	Absolute Throttle Position	13	%

lenovo

