INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE14-017
CHRYSLER
08/20/2014
ENCLOSURE 7
FIELD DATA ALLEGED
DEFECT 2
CONSUMER COMPLAINTS
23262393

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Mar 29 23:48:50 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Hi. I own a 2005 Jeep Laredo. I recently got into a car accident and my airbags didn't deploy. One of my passengers had to go under surgery. Contact me ASAP
Comments:

Please contact me ASAP regarding this issue. I will Also be calling during
your business hours. Thanks

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Apr 01 11:27:21 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2005 Grand Cherokee.

I am sorry to learn of the events experienced with your vehicle's airbag non-deployment. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page.

Given the situation, I would like to gather some additional information so we may better review this matter with you. To do so, could you please respond using the link provided below to provide us some additional information. We will require:

-Could you please provide any further specific information related to the accident if available.
-The current location of the vehicle (we will require an address and contact information if available)
-Has the vehicle already been repaired through a Dealership
-Has the vehicle been totaled/written off

Thanks again for your email, Nallely. I appreciate the time taken to bring this matter to our attention and look forward to reviewing it further with you.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23262393
EMAIL CASE NUMBER: 2812165
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8071591V30041L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Hi. I own a 2005 Jeep Laredo. I recently got into a car accident and my
airbags didn't deploy. One of my passengers had to go under surgery.
Contact me ASAP

Comments:
Please contact me ASAP regarding this issue. I will Also be calling during
your business hours. Thanks

VIN:
5C[redacted]
Mileage:
61100
Servicing Dealer:

Title:
Miss
First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Los Angeles
State:
CA
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Apr 02 00:11:27 EDT 2013
Subject: Reply to Chrysler Group LLC (KMM8071591V30041L0KM)
Reply Comments:

Reference Number: 23262393
Email Case Number:
2812165
(KMM8071591V30041LOKM)

Here is the additional information you
have requested.

1. The vehicle has not been repaired through any
dealership or repair center. Further more the vehicle has been
declared a
total loss by my insurance company. (Farmers)
2. The current location of
the vehicle is in insurance possession, in the process to being
relocated
to my home.

If any additional information is required, please feel
free to contact me at 323-336-2765.

Thank you.

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Apr 02 10:13:07 EDT 2013
Subject: Re: Reply to Chrysler Group LLC (KMM8071591V30041L0KM)
Dear [redacted]

Thank you for your response.

I appreciate the time taken to share this information with us. I have updated your file to reflect the information provided in your response.

As the vehicle has been declared "totaled" from the Insurance Company, we must at this time direct you back to the Insurance Company for further review and resolution. Your insurance company holds all rights of recovery through a process called subrogation.

Going forward, if there is any additional information you would like noted on your file, you are always welcome to recontact us going forward. We feel this referral action will provide the best resource for your concerns.

Thanks again for your email, [redacted]

Sincerely,

Jeff

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23262393
EMAIL CASE NUMBER: 2812165
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8073223V11987L0KM&

Original Message Follows:

Comments:
Reference Number: 23262393 Email Case Number: 2812165
(KMM8071591V30041LOKM) Here is the additional information you have requested. 1. The vehicle has not been repaired through any dealership or repair center. Further more the vehicle has been declared a total loss by my insurance company. (Farmers) 2. The current location of the vehicle is in insurance possession, in the process to being relocated to my home. If any additional information is required, please feel free to contact me at [redacted] Thank you.

PE14-017

CHRYSLER 08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

23301558

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Apr 10 09:37:34 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

airbags did not deploy during a wreck

Comments:

I was in a wreck yesterday in my 2006 Jeep Commander that had front and halo airbags. I went into a culvert and hit the front end VERY hard (tearing the engine compartment loose from the frame), hit my head on - and bent - the steering wheel and NONE of the car's airbags deployed. I am VERY concerned because my 13 year old son in the passenger seat could have been VERY severely injured as could I. I would like someone to contact me regarding what I feel is a faulty system at your earliest convenience please. Thank-you for your time.

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 10 17:32:16 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23301558
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8083988V29536L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
airbags did not deploy during a wreck
Comments:
I was in a wreck yesterday in my 2006 Jeep Commander that had front and halo airbags. I went into a culvert and hit the front end VERY hard (tearing the engine compartment loose from the frame), hit my head on - and bent - the steering wheel and NONE of the car's airbags deployed. I am VERY concerned because my 13 year old son in the passenger seat could have been VERY severely injured as could I. I would like someone to contact me regarding what I feel is a faulty system at your earliest convenience please. Thank-you for your time.

VIN:
6C[redacted]
Mileage:
93000
Servicing Dealer:
Milton Martin Honda
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Gainesville
State:
GA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Apr 17 11:18:20 EDT 2013
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8083988V29536L0KM)

I have a call into Progressive insurance (who is handling my claim) to find out the exact location of the car. It was towed to A1 in Gainesville, GA but Progressive then had it moved to their facility in order to inspect it and file the claim.

As for what happened, I had swerved to the right to avoid a car that had stopped in front of me and hit a culvert on the right hand side of the road going between 25 and 30 miles per hour. The front, passenger side dropped and hit the culvert first and my 13 year old son was sitting in the front passenger seat when we hit. He could have EASILY hit the frame and the dash had he not been wearing his seat belt and I was concerned that the airbags were not deployed to keep him from doing so. Fortunately for him he did not strike the frame, the windshield, or the dash. When we hit, my head came down and struck the steering wheel so hard that it bent the top part of the steering wheel back at an angle. Again, due to the impact of our wreck and the fact we hit the front of the vehicle on such a solid, unforgiving surface, I am very surprised the airbags were not deployed.

Upon hearing of the current location of the Jeep, I will be back in touch with you to provide you that information. Thank-you for your response.

-----Original Message-----
From: customerassist [mailto:customerassist@chrysler.com]
Sent: Wednesday, April 10, 2013 5:33 PM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8083988V29536L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23301558
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8083988V29536L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
airbags did not deploy during a wreck
Comments:
I was in a wreck yesterday in my 2006 Jeep Commander that had front and
halo
airbags. I went into a culvert and hit the front end VERY hard (tearing
the engine compartment loose from the frame), hit my head on - and bent
-
the steering wheel and NONE of the car's airbags deployed. I am VERY
concerned because my 13 year old son in the passenger seat could have
been
VERY severely injured as could I. I would like someone to contact me
regarding what I feel is a faulty system at your earliest convenience
please. Thank-you for your time.

VIN:
6C[redacted]
Mileage:
93000
Servicing Dealer:
Milton Martin Honda
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Gainesville
State:
GA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Apr 18 12:14:22 EDT 2013
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM8083988V29536L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for the information you have provided. Once we obtain the address where the vehicle is located, we will be able to escalate your case.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8093091V1662L0KM&

Original Message Follows:

I have a call into Progressive insurance (who is handling my claim) to find out the exact location of the car. It was towed to A1 in Gainesville, GA but Progressive then had it moved to their facility in order to inspect it and file the claim.

As for what happened, I had swerved to the right to avoid a car that had stopped in front of me and hit a culvert on the right hand side of the road going between 25 and 30 miles per hour. The front, passenger side dropped and hit the culvert first and my 13 year old son was sitting in the front passenger seat when we hit. He could have EASILY hit the frame and the dash had he not been wearing his seat belt and I was concerned that the airbags were not deployed to keep him from doing so. Fortunately for him he did not strike the frame, the windshield, or the dash. When we hit, my head came down and struck the steering wheel so hard that it bent the top part of the steering wheel back at an angle. Again, due to the impact of our wreck and the fact we hit the front of the vehicle on such a solid, unforgiving surface, I am very surprised the airbags were not deployed.

Upon hearing of the current location of the Jeep, I will be back in touch with you to provide you that information. Thank-you for your response.

-----Original Message-----
From: customerassist [mailto:customerassist@chrysler.com]
Sent: Wednesday, April 10, 2013 5:33 PM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8083988V29536L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23301558
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8083988V29536L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
airbags did not deploy during a wreck
Comments:
I was in a wreck yesterday in my 2006 Jeep Commander that had front and
halo
airbags. I went into a culvert and hit the front end VERY hard (tearing
the engine compartment loose from the frame), hit my head on - and bent
-
the steering wheel and NONE of the car's airbags deployed. I am VERY
concerned because my 13 year old son in the passenger seat could have
been
VERY severely injured as could I. I would like someone to contact me
regarding what I feel is a faulty system at your earliest convenience
please. Thank-you for your time.

VIN:
6C[redacted]
Mileage:
93000
Servicing Dealer:
Milton Martin Honda
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Gainesville
State:
GA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Apr 18 12:17:49 EDT 2013
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM8093091V1662L0KM)
I received the address late yesterday afternoon. It is being stored
at:
6089 Hwy 20
Loganville, GA 30052

The phone number is: 770-554-6366

Lot # is: [redacted]

Thanks for your rapid response.

-----Original Message-----
From: customerassist [mailto:customerassist@chrysler.com]
Sent: Thursday, April 18, 2013 12:15 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM8093091V1662L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for the information you have provided. Once we obtain the
address where the vehicle is located, we will be able to escalate
your case.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to
the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM8093091V1662L0KM&

Original Message Follows:

I have a call into Progressive insurance (who is handling my claim)
to
find out the exact location of the car. It was towed to A1 in
Gainesville, GA but Progressive then had it moved to their facility
in
order to inspect it and file the claim.

As for what happened, I had swerved to the right to avoid a car that
had
stopped in front of me and hit a culvert on the right hand side of
the
road going between 25 and 30 miles per hour. The front, passenger

side
dropped and hit the culvert first and my 13 year old son was sitting in
the front passenger seat when we hit. He could have EASILY hit the
frame and the dash had he not been wearing his seat belt and I was
concerned that the airbags were not deployed to keep him from doing so.
Fortunately for him he did not strike the frame, the windshield, or the
dash. When we hit, my head came down and struck the steering wheel so
hard that it bent the top part of the steering wheel back at an angle.
Again, due to the impact of our wreck and the fact we hit the front of
the vehicle on such a solid, unforgiving surface, I am very surprised
the airbags were not deployed.

Upon hearing of the current location of the Jeep, I will be back in
touch with you to provide you that information. Thank-you for your
response.

-----Original Message-----
From: customerassist [mailto:customerassist@chrysler.com]
Sent: Wednesday, April 10, 2013 5:33 PM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8083988V29536L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle
accident.

In order to be able to escalate your concerns to a more appropriate area
for their review and response we will need you to provide us with more
details within the next 5 business days.

We would like to be provided with a brief explanation as to what
happened at the same time we would also like to find the exact location
(complete address) of your vehicle at this current moment. Please note
that if your vehicle is located somewhere other than your home address,
we'll need to know the name of the facility where it's located, the
complete address, a telephone number and a contact if at all
possible.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to
the

following information:
REFERENCE NUMBER: 23301558
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8083988V29536L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
airbags did not deploy during a wreck
Comments:
I was in a wreck yesterday in my 2006 Jeep Commander that had front and halo airbags. I went into a culvert and hit the front end VERY hard (tearing the engine compartment loose from the frame), hit my head on - and bent - the steering wheel and NONE of the car's airbags deployed. I am VERY concerned because my 13 year old son in the passenger seat could have been VERY severely injured as could I. I would like someone to contact me regarding what I feel is a faulty system at your earliest convenience please. Thank-you for your time.

VIN:
6C[redacted]
Mileage:
93000
Servicing Dealer:
Milton Martin Honda
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Gainesville
State:
GA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Apr 18 12:26:09 EDT 2013
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM8093091V1662L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for your quick response. Your case has been forwarded to a more appropriate area for their attention and response. Someone will be in contact with you by phone.

This referral action will provide the best opportunity for your concerns.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8093119V2369L0KM&

Original Message Follows:

I received the address late yesterday afternoon. It is being stored at:
6089 Hwy 20
Loganville, GA 30052

The phone number is: 770-554-6366

Lot # is: [redacted]

Thanks for your rapid response.

-----Original Message-----
From: customerassist [mailto:customerassist@chrysler.com]
Sent: Thursday, April 18, 2013 12:15 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM8093091V1662L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for the information you have provided. Once we obtain the address where the vehicle is located, we will be able to escalate your case.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8093091V1662L0KM&

Original Message Follows:

I have a call into Progressive insurance (who is handling my claim) to find out the exact location of the car. It was towed to A1 in Gainesville, GA but Progressive then had it moved to their facility in order to inspect it and file the claim.

As for what happened, I had swerved to the right to avoid a car that had stopped in front of me and hit a culvert on the right hand side of the road going between 25 and 30 miles per hour. The front, passenger side dropped and hit the culvert first and my 13 year old son was sitting in the front passenger seat when we hit. He could have EASILY hit the frame and the dash had he not been wearing his seat belt and I was concerned that the airbags were not deployed to keep him from doing so.
Fortunately for him he did not strike the frame, the windshield, or the dash. When we hit, my head came down and struck the steering wheel so hard that it bent the top part of the steering wheel back at an angle.
Again, due to the impact of our wreck and the fact we hit the front of the vehicle on such a solid, unforgiving surface, I am very surprised the airbags were not deployed.

Upon hearing of the current location of the Jeep, I will be back in touch with you to provide you that information. Thank-you for your response.

-----Original Message-----
From: customerassist [mailto:customerassist@chrysler.com]
Sent: Wednesday, April 10, 2013 5:33 PM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8083988V29536L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area
for their review and response we will need you to provide us with more
details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location
(complete address) of your vehicle at this current moment. Please note
that if your vehicle is located somewhere other than your home address,
we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: 23301558
EMAIL CASE NUMBER: 2816193
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8083988V29536L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
airbags did not deploy during a wreck
Comments:
I was in a wreck yesterday in my 2006 Jeep Commander that had front and
halo
 airbags. I went into a culvert and hit the front end VERY hard (tearing
 the engine compartment loose from the frame), hit my head on - and bent
-
 the steering wheel and NONE of the car's airbags deployed. I am VERY
 concerned because my 13 year old son in the passenger seat could have
been
 VERY severely injured as could I. I would like someone to contact me
 regarding what I feel is a faulty system at your earliest convenience
 please. Thank-you for your time.

VIN:
6C[redacted]
Mileage:
93000
Servicing Dealer:
Milton Martin Honda
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Gainesville
State:
GA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE14-017

CHRYSLER

08/20/2014

ENCLOSURE 7

FIELD DATA ALLEGED

DEFECT 2

CONSUMER COMPLAINTS

23322743

PHOTOS

PE14-017 - Chrysler - 12773

PE14-017 - Chrysler - 12774

PE14-017 - Chrysler - 12775

PE14-017 - Chrysler - 12776

PE14-017 - Chrysler - 12777

PE14-017 - Chrysler - 12778

PE14-017 - Chrysler - 12779

PE14-017 - Chrysler - 12780

PE14-017 - Chrysler - 12781

PE14-017 - Chrysler - 12782

PE14-017 - Chrysler - 12783

PE14-017 - Chrysler - 12784

PE14-017 - Chrysler - 12785

PE14-017 - Chrysler - 12787

PE14-017 – Chrysler - 12788

PE14-017 - Chrysler - 12789

WARNING: HIGHER ROLL OVER RISK
AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.
ALWAYS BUCKLE UP.
SEE OWNER'S MANUAL FOR FURTHER INFORMATION.
55361154AB

PE14-017 - Chrysler - 12791

PE14-017 - Chrysler - 12792

PE14-017 - Chrysler - 12793

jeep

PE14-017 - Chrysler - 12795

PE14-017 - Chrysler - 12796

PE14-017 - Chrysler - 12797

PE14-017 - Chrysler - 12798

PE14-017 - Chrysler - 12799

PE14-017 - Chrysler - 12800

PE14-017 - Chrysler - 12801

PE14-017 - Chrysler - 12802

PE14-017 - Chrysler - 12803

PE14-017 - Chrysler - 12804

13.03.38

Utilities | Reports | Monitors | Preferences | About | Help

Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

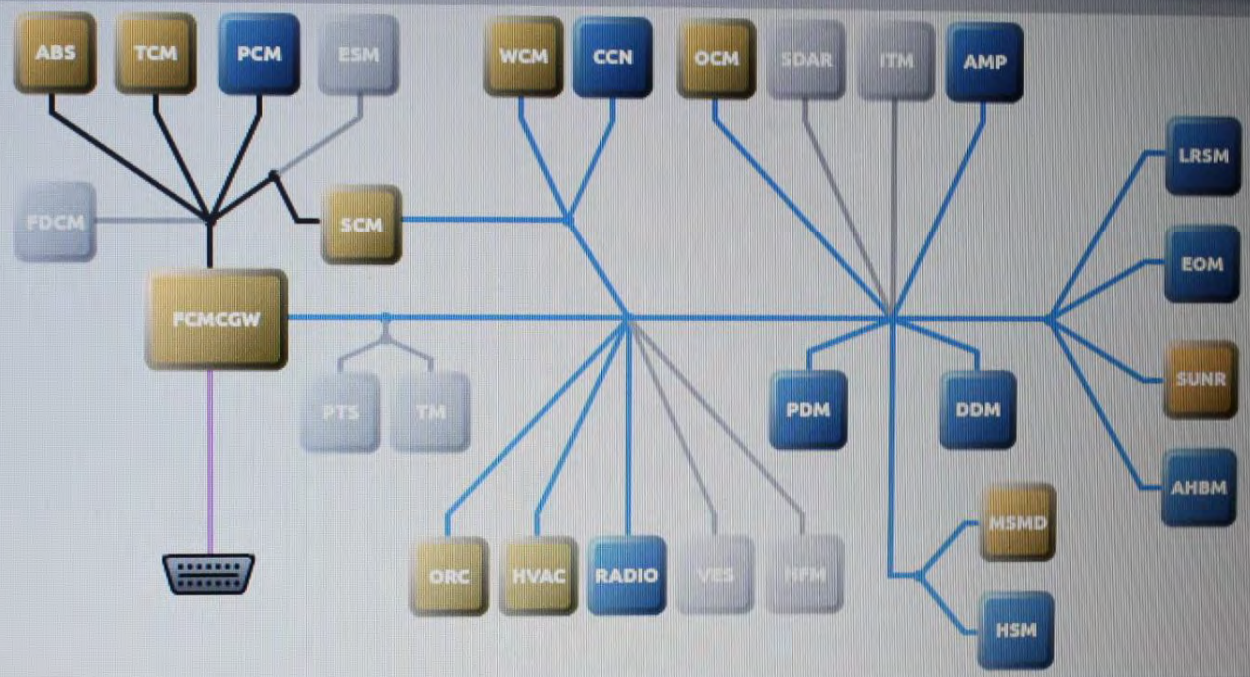
Search Service Information: Enter search phrase here

2006 WK 4.7L

VIN: 1J4HS58N66C[redacted]

Battery: 11.97 volts

Legend
- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-B



All DTCs | Diagnostic Procedures | Customer Preferences | Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

ECU	Code	Status	Description
ABS	C100A	Active	Left Front Wheel Speed Sensor Circuit
ABS	C1015	Active	Right Front Wheel Speed Sensor Circuit
ABS	C2205	Active	Steering Angle Sensor Internal

Disconnect | Double click to see details

Login | Off-line

start | 13.03.38 | 10:30 AM

Hover over an ECU to see full name. Click on an ECU for complete details.

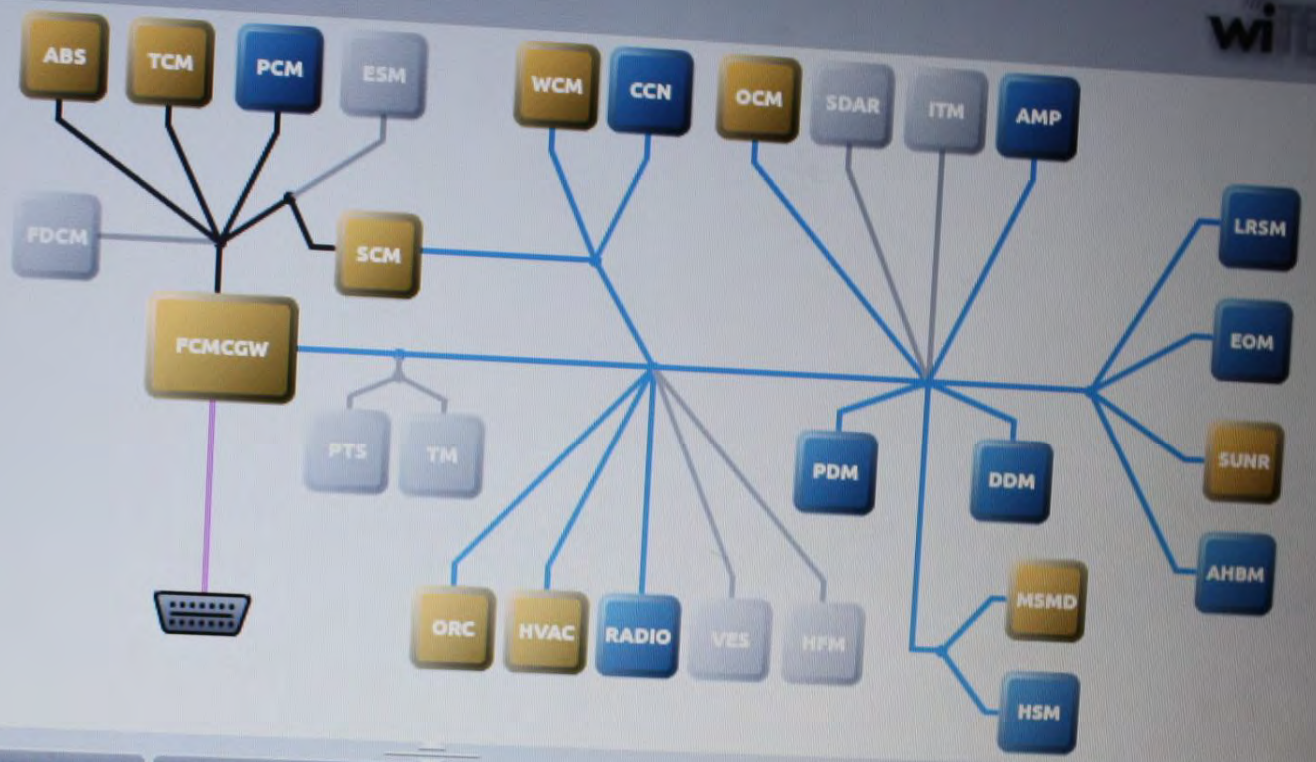
Service Information | Enter search phrase here

2006 WK 4.7L

VIN: 1J4HS58N66C[redacted]

Battery: 11.97 volts

Legend
- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-B



All DTCs | Diagnostic Procedures | Customer Preferences | Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

ECU	Code	Status	Description
FCMCGW	B163C	Active	Front Left Turn Lamp Control Circuit High
HVAC	B10A5	Stored	Left Blend Door 1 Control Circuit Open
MSMD	U0020	Stored	CAN B Bus Off Performance

Login | Off-line | Disconnect | Warnings: 0 Errors: 0

start | 13.03.38 | 10:31 AM

DELL

Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

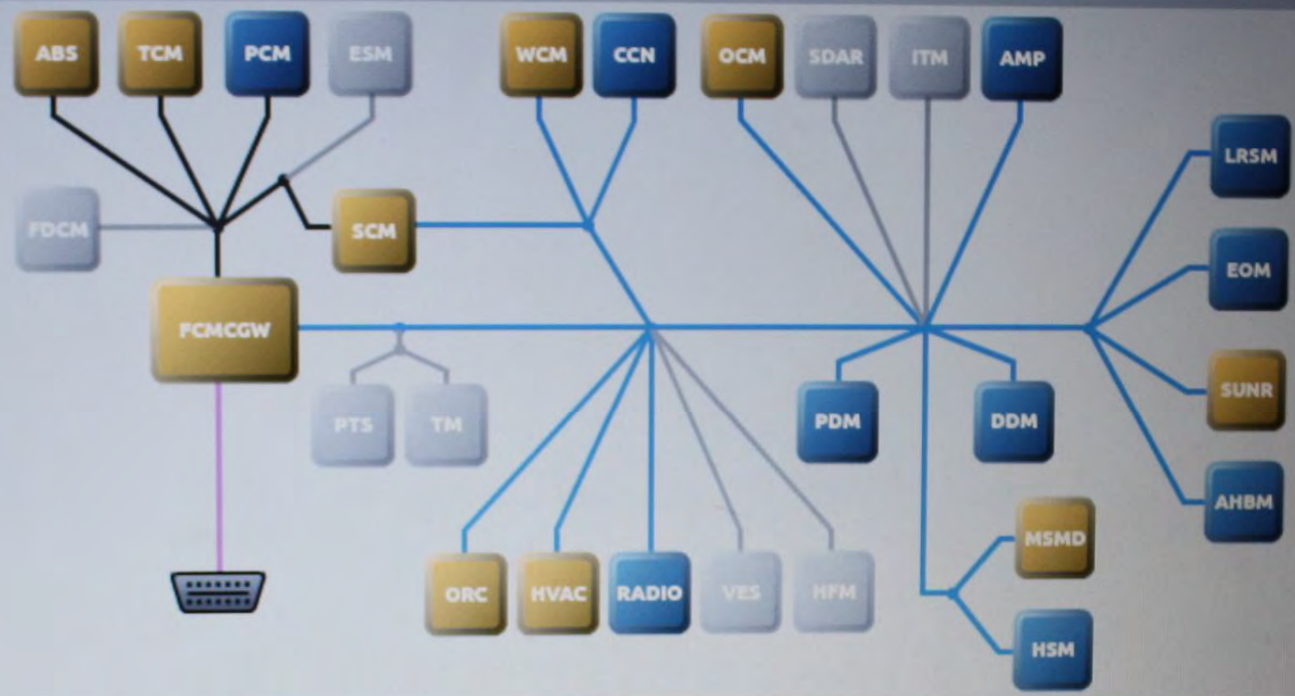
wiTECH

2006 WK 4.7L

VIN: 1J4HS58N66C[redacted]

Battery: 11.97 volts

Legend
- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-B



All DTCs | Diagnostic Procedures | Customer Preferences | Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

ECU	Code	Status	Description
MSMD	U0020	Stored	CAN B Bus Off Performance
OCM	B1B83	Active	Passenger Seat Weight Sensor 4 - Left Rear Input Circuit Low
ORC	B223D	Active	OCM DTC Present

Login | Off-line | Disconnect | Warnings: 0 Errors: 0

start | 13.03.38 | 10:31 AM

DELL

13.03.38

Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information: Enter search phrase here

Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

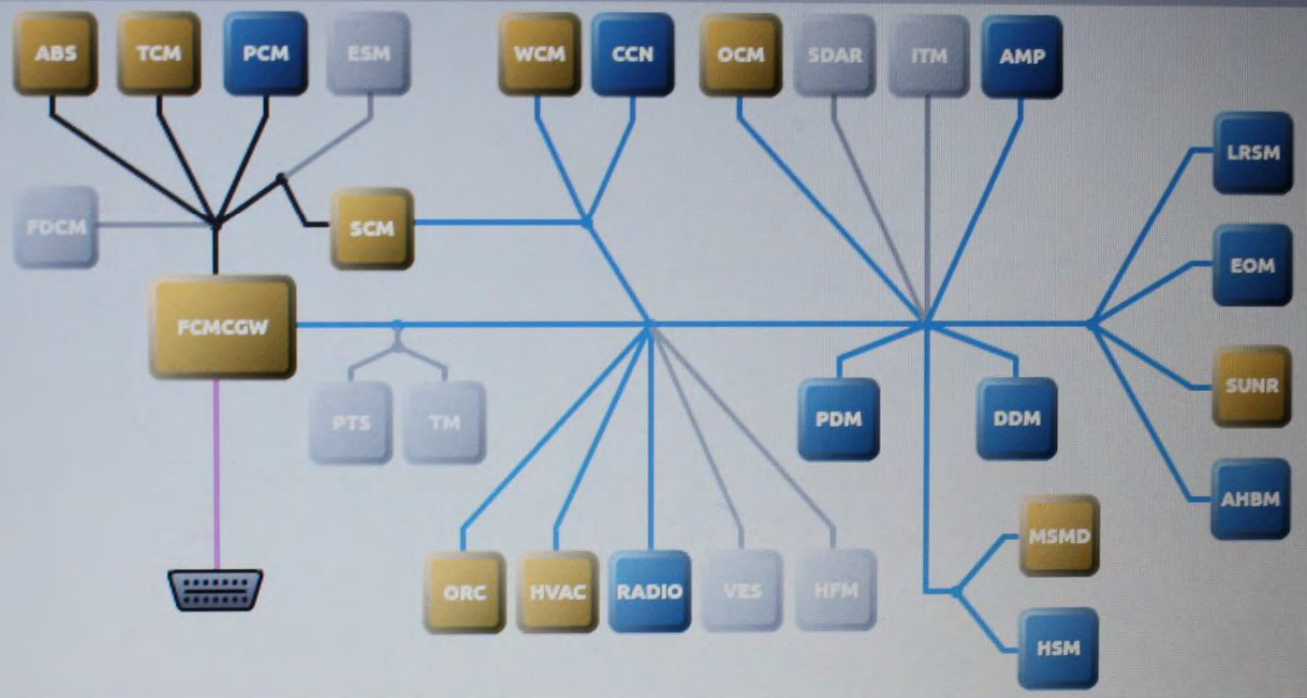
wiTECH

2006 WK 4.7L

VIN: 1J4HS58N66C[redacted]

Battery: 11.91 volts

Legend
- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-B



All DTCs | Diagnostic Procedures | Customer Preferences | Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

ECU	Code	Status	Description
SCM	U0021	Stored	CAN B Bus (+) Circuit Open
SUNR	B210D	Stored	Battery Voltage Low
WCM	C0077	Stored	Low Tire Pressure

Login | Off-line | Disconnect | Warnings: 0 Errors: 0

start | 13.03.38 | 10:31 AM

ilities Reports Monitors Preferences About Help

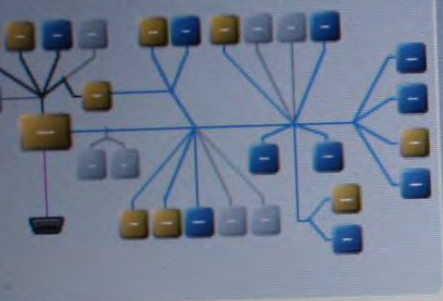
Search
Service Information
Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

wiTECH

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



verview

ame:
ccupant Restraint
lash Part Number:
4896018AB
us Type:
AN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
☐	Driver Airbag Squib#1	3.4	Ohms	Sensors
☐	Driver Airbag Squib#2	3.4	Ohms	Sensors
☐	Passenger Airbag Squib#1	2.5	Ohms	Sensors
☐	Passenger Airbag Squib#2	2.5	Ohms	Sensors
☐	Driver Inflatable Knee Bolster	0.0	Ohms	Sensors
☐	Left Inflatable Curtain Squib#1	0.0	Ohms	Sensors
☐	Left Inflatable Curtain Squib#2	0.0	Ohms	Sensors
☐	Right Inflatable Curtain Squib#1	0.0	Ohms	Sensors
☐	Right Inflatable Curtain Squib#2	0.0	Ohms	Sensors
☐	Driver Digressive Load Limiter	0.0	Ohms	Sensors
☐	Passenger Digressive Load Limiter	0.0	Ohms	Sensors
☐	First Row Left Pretensioner	2.7	Ohms	Sensors
☐	First Row Right Pretensioner	2.4	Ohms	Sensors
☐	Second Row Left Pretensioner	0.0	Ohms	Sensors
☐	Second Row Right Pretensioner	0.0	Ohms	Sensors

A A

Disconnect

Warnings: 0 Error

Login Off-line

start

13.03.38

10:32

Utilities Reports Monitors Preferences About Help

Search Service Information

Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

wiTECH

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
☐	Right Inflatable Curtain Squib#1	0.0	Ohms	Sensors
☐	Right Inflatable Curtain Squib#2	0.0	Ohms	Sensors
☐	Driver Digressive Load Limiter	0.0	Ohms	Sensors
☐	Passenger Digressive Load Limiter	0.0	Ohms	Sensors
☐	First Row Left Pretensioner	2.7	Ohms	Sensors
☐	First Row Right Pretensioner	2.4	Ohms	Sensors
☐	Second Row Left Pretensioner	0.0	Ohms	Sensors
☐	Second Row Right Pretensioner	0.0	Ohms	Sensors
☐	Second Row Center Pretensioner	0.0	Ohms	Sensors
☐	ECU Voltage Source	12.0	Volts	Sensors
☐	SRS indicator lamp request	On		Bussed Output
☐	Passenger Airbag Status	Enabled		Bussed Output
☐	Passenger Airbag Disable Lamp Request	Off		Bussed Output
☐	Airbag Indicator Lamp Status	Lamp Off		Bussed Input
☐	Passenger Airbag Indicator Lamp Status	Lamp Off		Bussed Input

A A

Disconnect

Warnings: 0 Errors: 0

Login Off-line

start 13.03.38 10:32 AM

13.03.38

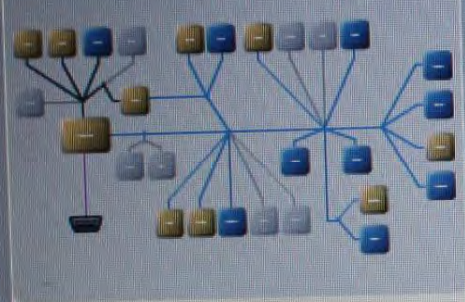
Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information: Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

Login | Off-line | Disconnect | Warnings: 0 Erro

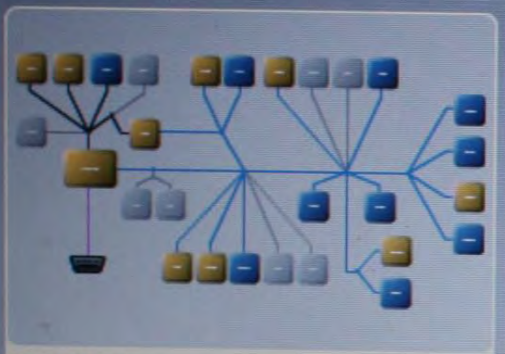
start | 13.03.38 | 10:32

PE14-017 - Chrysler - 12811

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Search
Service Information
Enter search phras



Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stor

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

A A

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data | Snapsho

Environmental Data for ORC | B223D OCM DTC Present

Name	Value	Units
DTC Readiness Flag	Complete	
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	83428.6	miles
Accumulation Timer	16	minutes

A A

Login | Off-line | Disconnect | Warnings

start | 13.03.38

PE14-017 - Chrysler - 12812

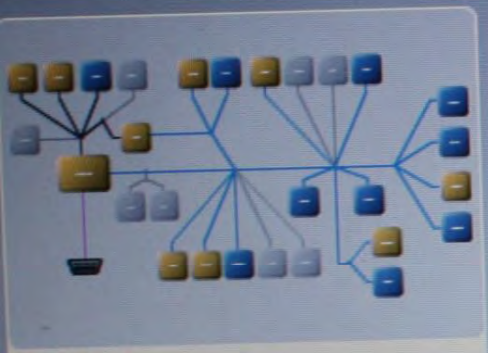
Utilities Reports Monitors Preferences About Help

Search Service Information — Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data | Snapshot Data

Environmental Data for ORC | B223D OCM DTC Present

Name	Value	Units
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	83428.6	miles
Accumulation Timer	16	minutes
Ignition Key Cycles	0	cycles

Disconnect | Warnings: 0 Er

Login | Off-line

start | 13.03.38

tilities Reports Monitors Preferences About Help

Search Service Information

Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

wiTECH

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

erview

me:
ccupant Restraint
ash Part Number:
896018AB
us Type:
AN B
ardware Version:
0.00
oftware Version:
5.E3.01
Original VIN
J4HS58N66C[redacted]
Current VIN
J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

A A

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data | Snapshot Data

Environmental Data for ORC | B223D OCM DTC Present

Name	Value	Units
DTC Readiness Flag	Complete	
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	83428.6	miles
Accumulation Timer	16	minutes

A A

Disconnect

Warnings: 0 Errors: 0

Login Off-line

start

13.03.38

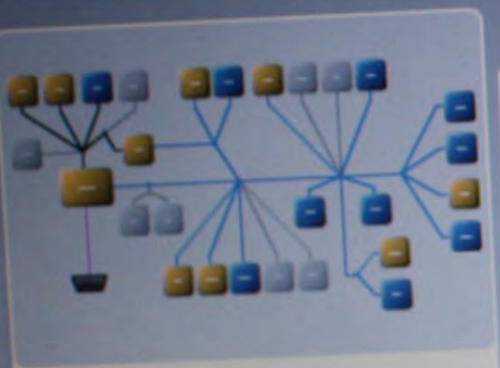
10:35 AM

Service Information

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data | Snapsho

Environmental Data for ORC | B223D OCM DTC Present

Name	Value	Units
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	83428.6	miles
Accumulation Timer	16	minutes
Ignition Key Cycles	0	cycles

Disconnect | Warni

Login | Off-line

start | 13.03.38

ities Reports Monitors Preferences About Help

Search Service Information

Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

wiTECH

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data | Snapshot Data

Environmental Data for ORC | B223D OCM DTC Present

Name	Value	Units
DTC Storage State	Active	
Warning Indicator Request State	Off	
Odometer	83428.6	miles
Accumulation Timer	16	minutes
Ignition Key Cycles	0	cycles

view

e:

pant Restraint

Part Number:

6018AB

Type:

B

ware Version:

0

ware Version:

3.01

inal VIN

HS58N66C[redacted]

ent VIN

HS58N66C[redacted]

ant & Version:

52

ntry Code

A

C Count:

Login Off-line

Disconnect

Warnings: 0 Errors: 0

start 13.03.38 10:36 AM

Search
Service Information
Enter search phrase here

ORC View

on tabs to access various ECU operations and information for the selected ECU.

wiTECH

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Click on the buttons to view the desired information. Click on column heading to sort table.

Overview | Configuration

Name	Value
VIN (Original)	1J4HS58N66[redacted]
VIN (Current)	1J4HS58N66[redacted]
ECU Part Number	04896018AB
Hardware Version (Major/Minor)	00 00
Software Version (Major/Middle/Minor)	05 E3 01
Diagnostic / DDT Version	52
Variant ID	01: ORC - CAN B
Production / Development ECU	Production
Supplier ID	Bosch
ECU Origin	DCA
Model Year	06
Vehicle Line	WK
Body Style	4-Door Sedan
Country Code	USA
Serial Number	T52MD276540364
ECU File Name	ORC/ORC/01

A A

Login | Off-line | Disconnect | Warnings: 0 Errors: 0

PE14-017 - Chrysler - 12817

13.03.38 10:36 AM

13.03.38

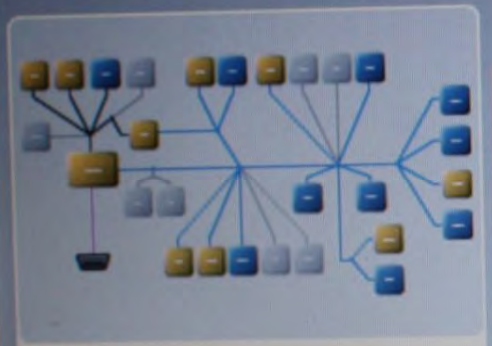
Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information | Enter search phrase

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C208735
Current VIN
1J4HS58N66C208735
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Click on the buttons to view the desired information. Click on column heading to sort table.

Overview | Config

Name	Value
VIN (Current)	1J4HS58N66C[redacted]
ECU Part Number	04896018AB
Hardware Version (Major/Minor)	00 00
Software Version (Major/Middle/Minor)	05 E3 01
Diagnostic / DDT Version	52
Variant ID	01: ORC - CAN B
Production / Development ECU	Production
Supplier ID	Bosch
ECU Origin	DCA
Model Year	06
Vehicle Line	WK
Body Style	4-Door Sedan
Country Code	USA
Serial Number	T52MD276540364
ECU File Name	ORC/ORC/01
ECU Database ID	1950

A A

PE14-017 - Chrysler - 12818

Login | Off-line | Disconnect | Warn

Utilities Reports Monitors Preferences About Help

Search Service Information: Enter search phrase here

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DT

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

Overview

Name:
Occupant Restraint
Flash Part Number:
04896018AB
Bus Type:
CAN B
Hardware Version:
00.00
Software Version:
05.E3.01
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 52
Country Code
USA
DTC Count:
1

Login Off-line Disconnect Warnings: 0

start 13:03:38

13.03.38

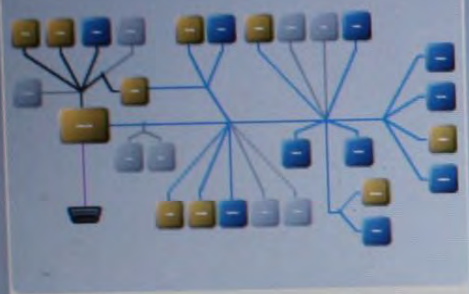
Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information: Enter search phrase here

FCMCGW View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



Overview

Name:
Central Gateway
Flash Part Number:
04692024AG
Bus Type:
DIAG CAN C
Hardware Version:
41.42
Software Version:
06.00.05
Original VIN
1J4HS58N66C[redacted]
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
01 - 58
Country Code
USA
DTC Count:
3

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

		ECU	Code	Status	Description
		FCMCGW	B1634	Active	Left Hi Beam Control Circuit High
		FCMCGW	B162C	Active	Left Low Beam Control Circuit High
		FCMCGW	B163C	Active	Front Left Turn Lamp Control Circuit High

Disconnect | Warnings: 0 E

Login | Off-line

start | 13.03.38

PE14-017 - Chrysler - 13033

Utilities Reports Monitors Preferences About Help

Search
Service Information
Enter search phrase here

SCM View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Overview

Name:
Steering Column
Flash Part Number:
05804100AA
Bus Type:
CAN B
Hardware Version:
01.01
Software Version:
00.05.08
Original VIN
1J4HS58N66[redacted]
Current VIN
1J4HS58N66[redacted]
Variant & Version:
02 - 03
Country Code
USA
DTC Count:
2

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DT

		ECU	Code	Status	Description
		SCM	C1240	Active	Steering Angle Sensor Angle Overtravel Performance
		SCM	U0021	Stored	CAN B Bus (+) Circuit Open

A A

Login Off-line Disconnect Warnings: 0

start 13.03.38

13.03.38

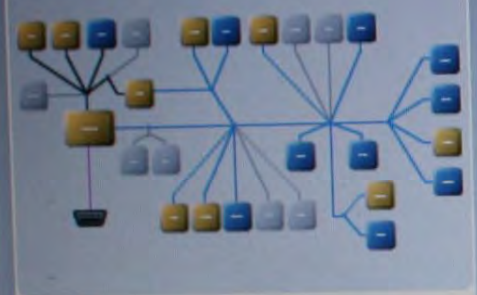
Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information | Enter search phrase he

PCM View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details



Overview

Name:
Powertrain Control Module
Flash Part Number:
56044760AG
Bus Type:
CAN C
Hardware Version:
03.31
Software Version:
04.02.02
Original VIN
1J4HS58N66[redacted]
Current VIN
1J4HS58N66[redacted]
Variant & Version:
01 - 71
Country Code
USA
DTC Count:
0

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored

		ECU	Code	Status	Description

There are no DTCs present

Login | Off-line | Disconnect | Warning

start | 13.03.38

PE14-017 - Chrysler - 12822

13.03.38

Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information | Enter search phrase

TCM View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Store

		ECU	Code	Status	Description
		TCM	P1684	Stored	Battery Was Disconnected

Overview

Name:
Transmission Control Module
Flash Part Number:
56044756AE
Bus Type:
CAN C
Hardware Version:
FF.FF
Software Version:
00.01.00
Original VIN
??????????????????
Current VIN
1J4HS58N66[redacted]
Variant & Version:
01 - 55
Country Code
N/A
DTC Count:
1

Login | Off-line | Disconnect | Warni

start | 13.03.38

13.03.38

Utilities | Reports | Monitors | Preferences | About | Help

Search Service Information: Enter search phrase here

ABS View

Click on tabs to access various ECU operations and information for the selected ECU.

Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DT

		ECU	Code	Status	Description
		ABS	C100A	Active	Left Front Wheel Speed Sensor Circuit
		ABS	C1015	Active	Right Front Wheel Speed Sensor Circuit
		ABS	C2205	Active	Steering Angle Sensor Internal

Overview

Name:
Anti Lock Brakes
Flash Part Number:
52124081AC
Bus Type:
CAN C
Hardware Version:
07.01
Software Version:
07.00.01
Original VIN
Invalid
Current VIN
1J4HS58N66C[redacted]
Variant & Version:
06 - 03
Country Code
USA
DTC Count:
3

Login | Off-line | Disconnect | Warnings: 0

start | 13.03.38

PE14-017 - Chrysler - 12824

1J4HS58N66C[redacted]

Jeep
PE14-017 - Chrysler - 12826

Jeep
PE14-017 - Chrysler - 12827

Jeep
PE14-017 - Chrysler - 12828

Jeep
PE14-017 - Chrysler - 12829

PE14-017 - Chrysler - 12830

PE14-017 – Chrysler - 12831

PE14-017 - Chrysler - 12832

PE14-017 - Chrysler - 12833

PE14-017 - Chrysler - 12834

PE14-017 - Chrysler - 12835

PE14-017 - Chrysler - 12836

PE14-017 - Chrysler - 12837

PE14-017 - Chrysler - 12838

PE14-017 - Chrysler - 12839

PXR53G
20 1

PE14-017 - Chrysler - 12841

PE14-017 - Chrysler - 12842

PE14-017 - Chrysler - 12843

PE14-017
CHRYSLER
08/20/2014
ENCLOSURE 7
FIELD DATA ALLEGED
DEFECT 2
CONSUMER COMPLAINTS
23324026

CONFIDENTIAL - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 23324026

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER	MO/DY-HR	ODOMETER	IN-SERVICE
2005	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	1J4GS48K85C[redacted]	06-06 20	138949	06/16/2005

NAME OF OWNER	ADDRESS/LOCATION	CITY	STATE	COUNTRY
[redacted]	[redacted]	SLATER	SC	USA

ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE
[redacted]	Light Khaki Metallic Clear Coat	WKT	[redacted]	

SELLING DEALER NAME	BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MIDFIELD DODGE INC	66	49973	MIDFIELD	AL	USA

INSPECTOR - NAME FIRST, LAST, MIDDLE	INSPECTOR'S COMPANY	INSPECTOR'S PHONE NO.
JAMES WILLIAMS E	EAA	843-430-1266

DAMAGE ESTIMATE	REPAIR ESTIMATE
○ MINOR ○ MODERATE ◉ TOTAL LOSS	$ .00

INTERVIEW

INTERVIEW WITH: ○ DRIVER ◉ OWNER ○ OTHER ○ DRIVER/OWNER

NAME: LAST,FIRST, MIDDLE [redacted]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
04/26/2013	**04/14/2013**	**11:30** ◉ AM ○ PM	**04/26/2013**

1. DRIVER'S DESCRIPTION OF EVENT: **OWNER REPORTS THAT HIS DAUGHTER WAS DRIVING VEHICLE ON DATE OF INCIDENT. HER FRIEND WAS IN RIGHT FRONT SEAT AND BOTH OCCUPANTS WERE WEARING THEIR SEAT BELTS. OWNER REPORTS THAT DAUGHTER WAS TRAVELING ABOUT 45-50 MPH WHEN SHE RAN OFF SIDE OF ROAD. THE VEHICLE TRAVELED APPROXIMATELY 50 FEET BEFORE STRIKING A CULVERT. AFTER STRIKING CULVERT, THE VEHICLE FLIPPED OVER ONTO ITS SIDE THEN ONTO ITS TOP. OWNER REPORTS THAT VEHICLE TRAVELED APPROXIMATELY 40 FEET AFTER STRIKING CULVERT. OWNER REPORTS THAT OCCUPANTS ONLY RECEIVED "BUMPS AND BRUISES" BUT NEITHER OCCUPANT REQUIRED NOR OBTAINED MEDICAL TREATMENT AS A RESULT OF ACCIDENT. OWNER REPORTS THAT HE PURCHASED VEHICLE IN 12/2012 AND IT HAS NOT HAD ANY COLLISION REPAIR WORK DONE ON IT SINCE IT WAS PURCHASED, NEITHER HAS ANYONE WORKED ON AIRBAG SYSTEM SINCE VEHICLE WAS PURCHASED. OWNER STATES THAT THERE WERE NO WARNING LAMPS ILLUMINATED ON VEHICLE INSTRUMENT PANEL BEFORE ACCIDENT. OWNER WANTS TO KNOW WHY VEHICLE'S AIRBAGS DID NOT DEPLOY DURING ACCIDENT.**

Insurance Company Name: **PROGRESSIVE IND.**

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:

INFORMATION:
☐ POLICE/AGENCY REPORT #:
- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

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

- ANY RECENT VEHICLE SERVICE

○ YES ○ NO

◉ UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

☐ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address 1 **INS. AUTO AUCTION**

Address 2 **422 SCUFFLETOWN ROAD**

City **SIMPSONVILLE**

State **SC**

Zip **29681**

Phone **864-242-3093**

○ YES ◉ NO

- 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

VEHICLE DISPLAYS DAMAGE CONSISTANT WITH OWNER'S ALLEGATION THAT VEHICLE "ROLLED OVER" DURING ACCIDENT. DAMAGED COMPONENTS INCLUDE FRONT BUMPER, RADIATOR GRILLE, ALL CHASSIS SHEET METAL FORWARD OF WINDSHIELD, RF SUSPENSION, LT SIDE DOORS, LT QUARTER PANEL, ROOF PANEL, ROOF RACK, REAT LIFT GATE, RT SIDE DOORS, WINDSHIELD, I/P CLUSTER BEZEL, HEADLINER. HVAC CONTROL BEZEL IS AJAR. WHEN ASKED IF OCCUPANTS RECEIVED INJURIES, OWNER RESPONDED "NO". WHEN FURTHER QUESTIONED HE STATED "JUST MINOR BUMPS AND BRUISES, BUT NONE THAT REQUIRED MEDICAL TREATMENT".

Next

PE14-017 - Chrysler - 12846

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS
- [x] STEERING WHEEL
- [ ] AIRBAG(S)
- [x] KNEE BLOCKERS
- [x] ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION
- SOFTWARE VERSION:
  05.03.01
- SERIAL NUMBER :
  NONE
- PART NUMBER :
  04896018 AB
- DOES AIRBAG WARNING LIGHT CYCLE ON?
  ○ YES ◉ NO ○ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
  ◉ YES ○ NO ○ N/A
- RECORD LABEL PART NUMBER
  55361 230 AA
- [x] **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**
B223D (SEE SECTION J)	**24**	**0**

- RECORD STORED DTC'S (MINUTES/COUNTS) :	**MIN**	**COUNT**

- WAS AIRBAG DEPLOYED?
  DRIVER ○ YES ◉ NO
  IF NO, EXPLAIN **NOT KNOWN**
  PASSENGER ○ YES ◉ NO
  IF NO, EXPLAIN **NOT KNOWN**
  SIDE AIRBAG ○ YES ○ NO ◉ N/A
  IF NO, EXPLAIN
- 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
  ENG. COMPT. SIDE RAIL; LOWER RF CONTROL ARM.
  PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:
- [x] OVERALL SEAT BELTS I/B & O/B
- [x] CLOSE UP OF ANY IRREGULARITIES
- [x] LATCHPLATE WEAR
- [x] CLOSE UP D-RING TO SHOW LOADING
- [x] OVERALL OF SEAT
- [ ] CLOSE UP OF DAMAGE
- [x] 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
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
  RF - PXR 536 LF - NONE
- 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
  RF - 35 DEGREES LF - 45 DEGREES
  EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
  RF-0"; LF-2"

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
  RF PARTIALLY UNSPOOLED
- 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
  RF-.5" REARWARD LF- 5" REARWARD

PE14-017 - Chrysler - 12847

PART - E TRANSMISSION NOT APPLICABLE

Previous Next

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)

WHEN IGNITION KEY WAS ACTIVATED, INSTRUMENT CLUSTER AIRBAG WARNING LAMP ILLUMINATED. AFTER 6-8 SECONDS, LIGHT WENT OFF, CHIME WAS HEARD, AND LIGHT AGAIN ILLUIMINATED AND REMAINED ILLUMINATED THEREAFTER. INSPECTOR NOTED THAT RIGHT FRONT PASSENGER PRESENCE LIGHT WAS ILLUMINATED, WITH "PASSENGER AIRBAG OFF" MESSAGE DISPLAYED. SEE IMAGES #068-072. INSPECTOR OCCUPPIED RF SEAT BUT CITED MESSAGE REMAINED UNCHANGED. INSPECTOR BOUNCED AROUND IN SEAT, BUT AGAIN, MESSAGE REMAINED UNCHANGED. SCAN TOOL PRODUCED DTC B223D, ACTIVE, BUT DID NOT DISPLAY DTC DESCRIPTION AS EXPECTED. SUBSEQUENTLY CONTACTED DEALER TECHNICIAN WHO ADVISED THAT WHILE WORKING "OFFLINE" SCAN TOOL WILL NOT DISPLAYED DTC DESCRIPTION. INSPECTOR VISITED CHRYSLER DEALERSHIP ON THE WAY HOME AND ACQUIRED COPY OF MANUAL "DECISION TREE" FOR ADDRESSING DTC B223D. DECISION TREE PHOTOGRAPHED AND ATTACHED. CALLED AND DISCUSSED OBSERVATIONS WITH CHRYSLER TECHNICAL ADVISOR WHO ADVISED THAT FILE BE SUBMITTED WITH INFORMATION AVAILABLE. BOTH RF AND LF SEAT BELT SHOULDER STRAP QUICKLY TUGGED FORWARD. BOTH CITED SEAT BELTS IMMEDIATELY LOCKED AND REMAINED LOCKED UNTIL PRESSURE WAS RELEASED. WHILE LF SEAT BELT RETRACTED COMPLETELY, RF SEAT BELT DID NOT COMPLETELY RETRACT AS SHOWN IN IMAGE # 102. RF AND LF SEAT BELT BUCKLE LATCHED AND EFFORT MADE TO PULL LATCH FROM BUCKLE; LATCH REMAINED FIRMLY ENGAGED UNTIL RED RELEASE BUTTON PRESSED.

Previous | Form Approved | Returned for corrections

PE14-017 - Chrysler - 12849

CHRYSLER

April 30, 2013

[redacted]
Slater, SC [redacted]

Re: 23324026
V.I.N.: 1J4GS48K85C[redacted]

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 assuming 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 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
586-274-8171

PE14-017 - Chrysler - 12850

JSS/ss

Phone 800-992-1997
Chrysler Group LLC CIMS 484-04-03 PO Box 7138004 Auburn Hills, MI USA 48326-

- Refer to the symptom list for problems related to the OCCUPANT CLASSIFICATION MODULE (OCM).

No

- Go To3

3. REPLACE THE OCCUPANT RESTRAINT CONTROLLER

WARNING: To avoid personal injury or death, turn the ignition off, disconnect the battery and wait two minutes before proceedi

WARNING: If the airbag control module is dropped at any time, it must be replaced. Failure to take the proper precautions can r accidental airbag deployment and personal injury or death.

If there are no possible causes remaining, view repair.

Repair

- Replace the Occupant Restraint Controller in accordance with Service Instructions.
- Perform the *ORC VERIFICATION TEST - VER 1. (Refer to 8 - ELECTRICAL/RESTRAINTS - DIAGNOSIS AND TESTING)

PE14-017 - Chrysler - 12852

WA
FLUID

AA INSURANCE AUTO AUCTIONS

000-11232912

Progressive Casualty Insurance

2005	JEEP	GRAND CHEROKEE
VIN: 1J4GS48K85C[redacted]	Loss Type: Collision	VIC
761 - Greenville	Dispatch: 04/16/2013	

Keys Y N

Radio Y N

8

Check In Date

4-16-13

MILEAGE

138949

R&D/STARTS/NRD

Starts

IMAGED

I

PE14-017 - Chrysler - 12855

PE14-017 - Chrysler - 12857

PE14-017 - Chrysler - 12858

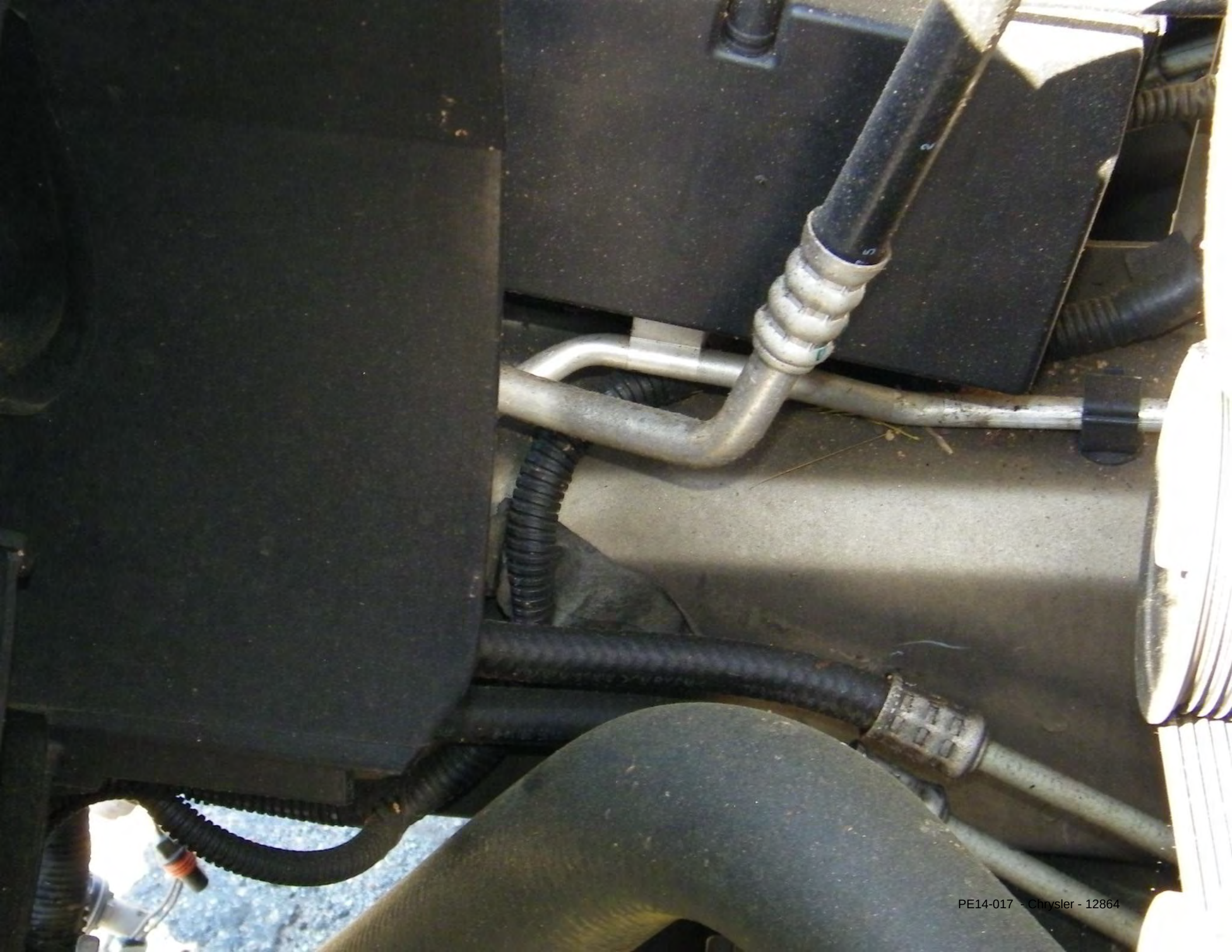
PE14-017 - Chrysler - 12859

PE14-017 - Chrysler - 12860

PE14-017-Cowlwer 1298

PE14-017 - Chrysler - 12862

PE14-017 - Chrysler - 12863



PE14-017 - Chrysler - 12864

PE14-017 - Chrysler - 12865

PE14-017 - Chrysler - 12866

000-11232912
Progressive Casualty Insurance

PE14-017 - Chrysler - 12868

PE14-017 - Chrysler - 12869

PE14-017 - Chrysler - 12870

PE14-017 - Chrysler - 12871

PE14-017 - Chrysler - 12872

PE14-017 - Chrysler - 12873

PE14-017 - Chrysler - 12874

PE14-017 - Chrysler - 12875

PE14-017 - Chrysler - 12876

Jeep
McKINNEY

PE14-017 - Chrysler - 12878

MPH
RPM x 1000

STOP
5

PE14-017 - Chrysler - 12882

PE14-017 - Chrysler - 12883

PE14-017 - Chrysler - 123124

PE14-017 - Chrysler - 12885

PE14-017 - Chrysler - 12886

PE14-017 - Chrysler - 12887

PE14-017 - Chrysler - 12888

MPH
RPM×1000
E
F
P R N D
WASHER
FLUID LOW

PE14-017 - Chrysler - 12890

PE14-017 - Chrysler - 12891

PE14-017 - Chrysler - 12892

PE14-017 - Chrysler - 12893

RW FF
TUNE
AM
FM
PUSH AUDIO
6
RND
S.R.S.
AIRBAG
PASS
OFF

WARNING
EVEN WITH ADVANCED AIR BAGS

PE14-017 - Chrysler - 12896

PE14-017 - Chrysler - 12897

PE14-017 - Chrysler - 12898

PE14-017 - Chrysler - 12899

PE14-017 - Chrysler - 12900

PE14-017 - Chrysler - 12901

PASS
AIR BAG
OFF
2

PE14-017 - Chrysler - 12903

PE14-017 - Chrysler - 12904

PE14-017 - Chrysler - 12905

PE14-017 - Chrysler - 12906

PE14-017 - Chrysler - 12907

PE14-017 - Chrysler - 12908

PE14-017 - Chrysler - 12909

PE14-017 - Chrysler - 12910

PE14-017 - Chrysler - 12911

PE14-017 - Chrysler - 12912

PE14-017 - Chrysler - 12913

PE14-017 - Chrysler - 12914

PE14-017 - Chrysler - 12916

PE14-017 - Chrysler - 12917

PE14-017 - Chrysler - 12918

MADE IN USA
JOHNSON
MAGNETIC
ANGLE
Locator
NO. 700
DEGREES
DEGREES

PE14-017 - Chrysler - 12920

PE14-017 - Chrysler - 12921

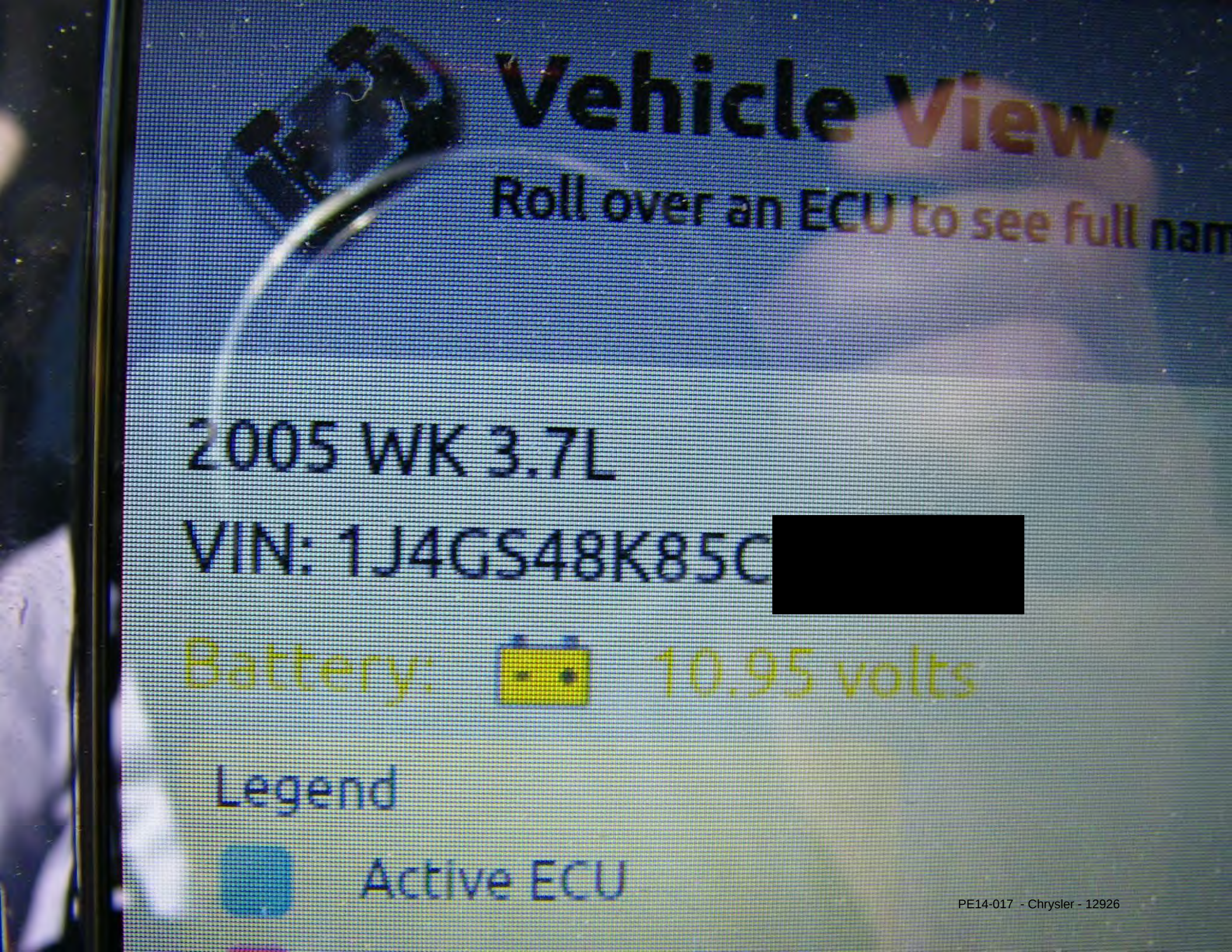
PE14-017 - Chrysler - 12922

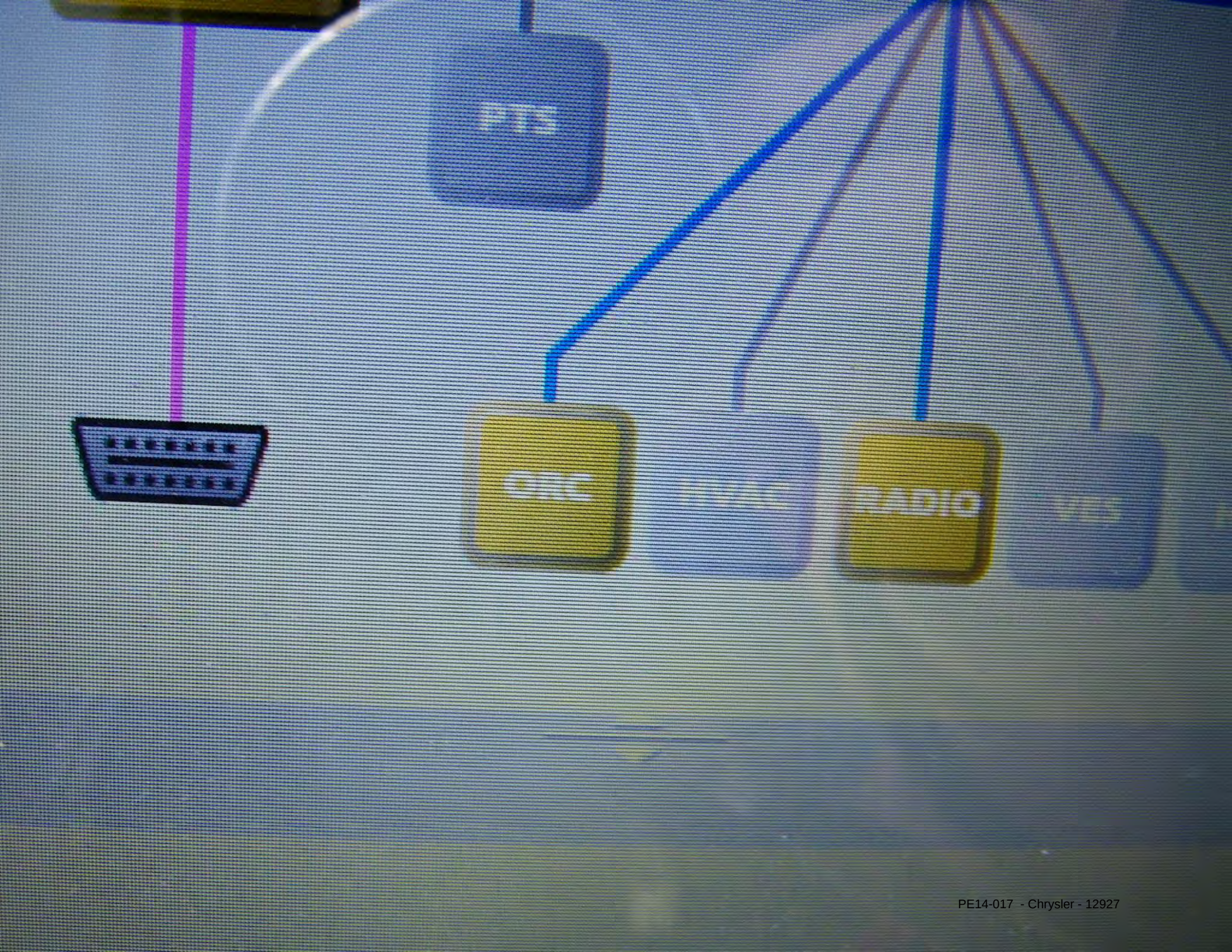
PE14-017 - Chrysler - 12923

PE14-017 - Chrysler - 12924

as tools are added or removed.

	Body	IP Address
	WK	172.22.22.22


Vehicle View
Roll over an ECU to see full nam
2005 WK 3.7L
VIN: 1J4GS48K85C[redacted]
Battery: 10.95 volts
Legend
Active ECU



PE14-017 - Chrysler - 12927

Overview

Name:

Occupant Restraint

Flash Part Number:

04896018AB

Bus Type:

CAN B

Hardware Version:

00.00

Software Version:

05.E3.01

Original VIN

Flash Part Number:

04896018AB

Bus Type:

CAN B

Hardware Version:

00.00

Software Version:

05.E3.01

Original VIN

1J4GS48K85C[redacted]

Current VIN

1J4GS48K85C[redacted]

Variant & Version:

01 - 52

Country Code

USA

DTC Count:

1

element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to

	Value	Unit	Type
e Source	10.8	Volts	Sensors
g Squib#1	3.3	Ohms	Sensors
g Squib#2	3.4	Ohms	Sensors
irbag Squib#1	2.5	Ohms	Sensors
irbag Squib#2	2.5	Ohms	Sensors
able Knee Bolster	0.0	Ohms	Sensors
le Curtain Squib#1	0.0	Ohms	Sensors
le Curtain Squib#2	0.0	Ohms	Sensors
ble Curtain Squib#1	0.0	Ohms	Sensors
ble Curtain Squib#2	0.0	Ohms	Sensors
ssive Load Limiter	0.0	Ohms	Sensors
gressive Load Limiter	0.0	Ohms	Sensors
ver Pretensioner	2.6	Ohms	Sensors
ssenger Pretensioner	2.5	Ohms	Sensors
Driver Pretensioner	0.0	Ohms	Sensors

Disconnect

Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

ick row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections t
le elements.

	Name	Value	Unit	Type
☐	Second Row Driver Pretensioner	0.0	Ohms	Sensors
☐	Second Row Passenger Pretensioner	0.0	Ohms	Sensors
☐	Second Row Center Pretensioner	0.0	Ohms	Sensors
☐	SRS Indicator lamp request	On		Bussed Output
☐	Passenger Airbag Disabled	True		Bussed Output
☐	Passenger Airbag Disable Indicator Lamp Request	On		Bussed Output
☐	Airbag Indicator Lamp Status	Lamp On		Bussed Input
☐	Driver Seat Track Position Sensor Status	Not Frontal Zone		Bussed Input
☐	Passenger Seat Track Position Sensor Status	Not Frontal Zone		Bussed Input
☐	Traction On/Off Button Pressed	False		Bussed Input
☐	Engine Revolutions Per Minute	0	rpm	Bussed Input
☐	Vehicle Speed	0.0	MPH	Bussed Input
☐	Maximum Braking (Not HB)	Not Set		Bussed Input
☐	Maximum Braking (HB)	Not Set		Bussed Input
☐	System Voltage	10.6	Volts	Bussed Input

Disconnect | Warning

PE14-917 - Chrysler - 12931

1J4GS48K85C[redacted]

Variant & Version:

01 - 52

Country Code

USA

DTC Count:

1

ected ECU.

ts | Misc Functions | ECU Details

Click on column heading to sort table.

	Value
	1J4GS48K85C[redacted]
	1J4GS48K85C[redacted]

PE14-017 - Chrysler

ta | DTCs | Actuators | System Tests | Misc Functions | ECU Details

uttons to view the desired information. Click on column heading to sort table.

	Value
	1J4GS48K85C[redacted]
	1J4GS48K85C[redacted]
ber	04896018AB
ion (Major/Middle/Minor)	05 E3 01
sion (Major/Minor)	00 00
DT Version	52
	01: ORC - CAN B
evelopment ECU	Production
	Bosch
	DCA
tal Airbag Squib	Configured
	Configured
	Not Configured
l with Side Airbags	False
	ORC/ORC/01
	1040

Disconnect

PE14-017 - Chrysler - 12934

rent)	[redacted]
t Number	1J4GS48K85C7[redacted]
e Version (Major/Middle/Minor)	04896018AB
e Version (Major/Minor)	05 E3 01
tic / DDT Version	00 00
D	52
on / Development ECU	01: ORC - CAN B
ID	Production
in	Bosch
r Frontal Airbag Squib	DCA
r OCM	Configured
ch	Configured
quiped with Side Airbags	Not Configured
Name	False
base ID	ORC/ORC/01
	1040

PE14-017 - Chrysler - 12935

lumber	1J4GS48K85C
ersion (Major/Middle/Minor)	04896018AB
ersion (Major/Minor)	05 E3 01
/ DDT Version	00 00
	52
	01: ORC - CAN
/ Development ECU	Production
	Bosch
	DCA
rontal Airbag Squib	Configured
CM	Configured
	Not Configur
	False
ped with Side Airbags	
me	ORC/ORC/01
se ID	1040

	Value
nal)	
nt)	1J4GS48K85C7 [redacted]
umber	1J4GS48K85C7 [redacted]
ersion (Major/Middle/Minor)	04896018AB
/ersion (Major/Minor)	05 E3 01
/ DDT Version	00 00
	52
	01: ORC - CAN B
/ Development ECU	Production
	Bosch
	DCA
rontal Airbag Squib	Configured
CM	Configured
	Not Configured
	False
ped with Side Airbags	ORC/ORC/01
me	1040
se ID	

zion Wizard

Tool

lick row or select tool and press "Next". List refreshes automatically as tools are

Unresponsive Devices

	Year	Body	IP Address
-00153	2005	WK	172.22.22.22

PE14-017 - Chrysler - 12939

PE14-017 - Chrysler - 12940

PE14-017 - Chrysler - 12941

PE14-017 - Chrysler - 12942

PE14-017 - Chrysler - 12943

PE14-017 - Chrysler - 12944

PE14-017 - Chrysler - 12945

PE14-017 - Chrysler - 12946

PE14-017 - Chrysler - 12947

PE14-017 - Chrysler - 12948

PE14-017 - Chrysler - 12949

PE14-017 - Chrysler - 12950

PE14-017 - Chrysler - 12951

PE14-017 - Chrysler - 12952

Search Ask Facebook Amazon YouTube Feedba

B223D-OCCUPANT CLASSIFICATION MODULE DTC PRESENT

For a complete wiring diagram **Refer to Section 8W**.

- **When Monitored:**

  With the ignition on.

- **Set Condition:**

  This DTC will set if the ORC receives a bus message with the active OCM DTC Present bit set.

Possible Causes
ACTIVE DTC IN OCCUPANT CLASSIFICATION MODULE
OCCUPANT RESTRAINT CONTROLLER (ORC)

Diagnostic Test

1. ACTIVE OR STORED DTC

With the scan tool, read the OCCUPANT RESTRAINT CONTROLLER active DTCs.

Is the B223D-OCCUPANT CLASSIFICATION MODULE DTC active?

Yes

- Go To 2

100%

Feedback

1. ACTIVE OR STORED DTC

With the scan tool, read the OCCUPANT RESTRAINT CONTROLLER active DTCs.

Is the B223D-OCCUPANT CLASSIFICATION MODULE DTC active?

Yes

- Go To2

No

- With the scan tool, perform the ORC VERIFICATION TEST VER-1. (Refer to 8 - ELECTRICAL/RESTRAINTS - DIAGNOSIS AND TESTING)

2. ACTIVE DTC IN OCCUPANT CLASSIFICATION MODULE

With the scan tool, read the OCCUPANT CLASSIFICATION MODULE active DTCs.

Are there any active DTC present?

Yes

- Refer to the symptom list for problems related to the OCCUPANT CLASSIFICATION MODULE (OCM).

100%

Title	Number/ Component	TOC Location	
UPANT CLASSIFICATION MODULE DTC AGNOSIS & TESTING	RESTRAINTS	8 - ELECTRICAL	DIAGNO

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

IN: 1J4GS48K85C[redacted] TYPE: MPV MDH:060620 094AA

EHICLE MADE IN U.S.A. PAINT: PJC TRIM: [illegible]

PE14-017 - Chrysler - 12956

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 6-05

GAWR FRONT: 1339 KG 2950 LB
17X7.5

GAWR REAR: 1452 KG 3200 LB
17X7.5

GVWR: 2586 KG 05700 LB

WITH P235/65R17 TIR

RIMS AT 228 KPA (33 PSI) COL

WITH P235/65R17 TIR

RIMS AT 228 KPA (33 PSI) COL

PE14-017 - Chrysler - 12957

PE14-017 - Chrysler - 12958

PE14-017 - Chrysler - 12959

PE14-017 - Chrysler - 12960

PE14-017 - Chrysler - 12961

PE14-017 - Chrysler - 12962

PE14-017 - Chrysler - 12963

PE14-017 - Chrysler - 12964

PE14-017 - Chrysler - 12965

Jeep
McKINNEY
LAREDO

PE14-017 - Chrysler - 12967

PE14-017 - Chrysler - 12968

000-11232912

PE14-017 - Chrysler - 12970

PE14-017 - Chrysler - 12971

PE14-017 - Chrysler - 12972

PE14-017 - Chrysler - 12973

PE14-017 - Chrysler - 12974

PE14-017 - Chrysler - 12975

PE14-017 - Chrysler - 12976

PE14-017 - Chrysler - 12977

PE14-017 - Chrysler - 12978

PE14-017 - Chrysler - 12979

PE14-017 - Chrysler - 12980

PE14-017 - Chrysler - 12982

PE14-017 - Chrysler - 12983

PE14-017 - Chrysler - 12984

PE14-017 - Chrysler - 12985

Variant & Version:

01 - 52

Country Code

USA

DTC Count:

1

Login

PE14-017 - Chrysler - 12986

erview

me:

cupant Res

sh Part Nu

96018AB

Name: Occupant Restraint

Acronym: ORC

Actuators | System Tests | Misc Functions | ECU Details

ion to view environmental data. Click on column heading to sort table.

| Pending

	Code	Status
	B223D	Active

nvironmental Data for ORC | 8223D OCM DTC Prese

Name	Value
DTC Readiness Flag	Comple
DTC Storage State	Active
Warning Indicator Request State	Off
Odometer	139004
Accumulation Timer	24

A A

A

on the buttons to view the desired information. Click on column heading to sort table.

onmental Data for ORC | B223D OCM DTC Present

me	Value
Storage State	Active
ning Indicator Request State	Off
ometer	139004.0
cumulation Timer	24
ition Key Cycles	0

A

PE14-017 Chrysler 12000

DTCs | Actuators | System Tests | Misc Functions | ECU Details

ow selection to view environmental data. Click on column heading to sort table.

Stored | Pending

View Freeze Frame | View Event Data | Clear Stored

ECU	Code	Status	Description
ORC	B223D	Active	OCM DTC Present

ns to view the desired information. Click on column heading to sort table.

Environmental Data | Snapsho

ta for ORC | B223D OCM DTC Present

	Value	Units
ag	Complete	
e	Active	
Request State	Off	
	139004.0	miles

Disconnect

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Da

		ECU	Code	Status	Description
		ORC	B223D	Active	OCM DTC Present

A A

ck on the buttons to view the desired information. Click on column heading to sort table.

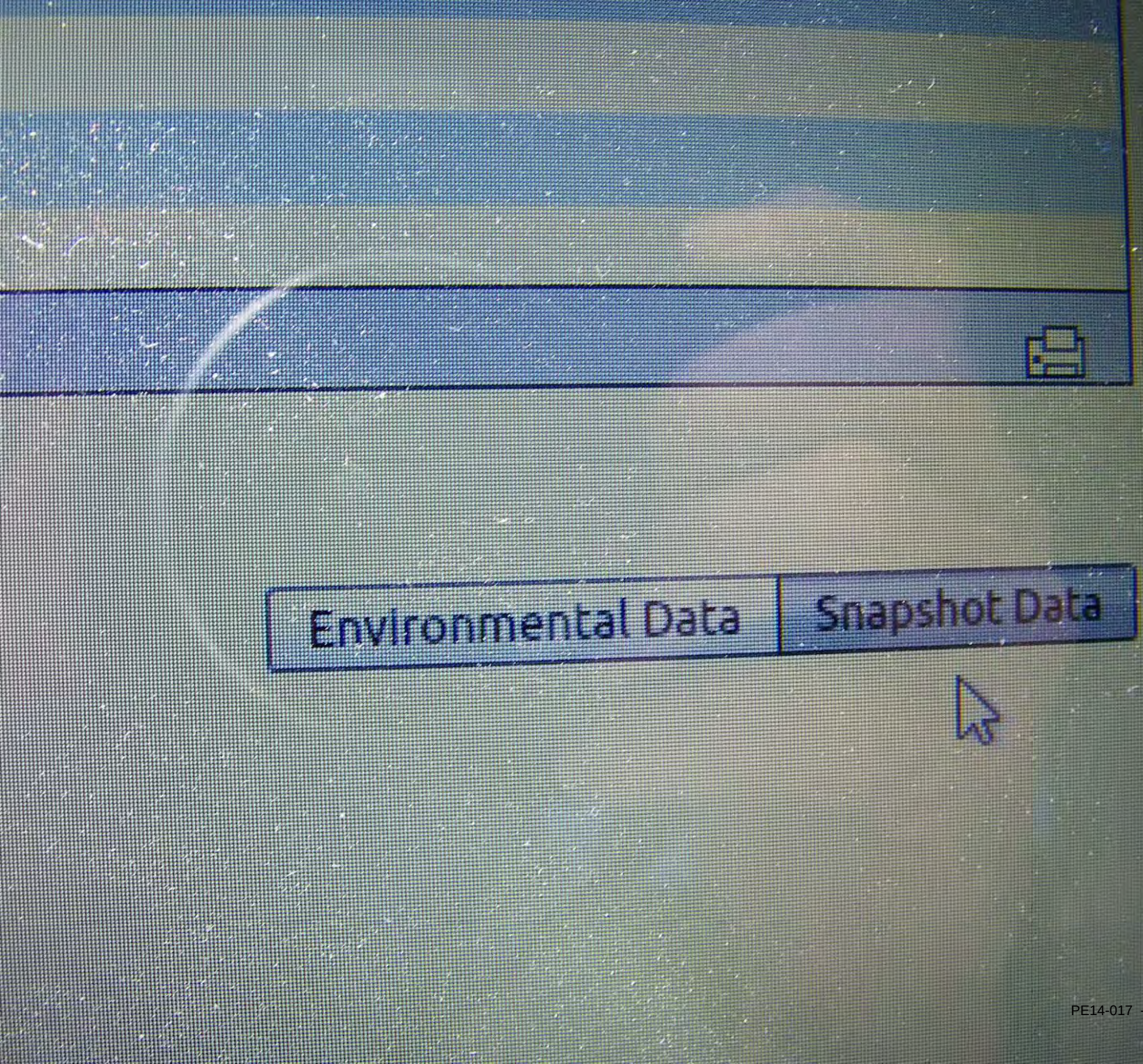
Environm

vironmental Data for ORC | B223D OCM DTC Present

lame	Value	Units
TC Storage State	Active	
Warning Indicator Request State	Off	
dometer	139004.0	miles
ccumulation Timer	24	minutes
nition Key Cycles	0	cycles

A

PE14-017 - Chrysler - 12992


Environmental Data
Snapshot Data

umn heading to sort table.

Snapshot Data is unavailable or unsupported

...graph . Click on column heading to sort table. Drag and drop row or multiple row selection

	Value	Unit	Type
er Pretensioner	0.0	Ohms	Sensors
enger Pretensioner	0.0	Ohms	Sensors
er Pretensioner	0.0	Ohms	Sensors
p request	On		Bussed Output
Disabled	True		Bussed Output
Disable Indicator Lamp Request	On		Bussed Output
amp Status	Lamp On		Bussed Input
Position Sensor Status	Not Frontal Zone		Bussed Input
ack Position Sensor Status	Not Frontal Zone		Bussed Input
utton Pressed	False		Bussed Input
s Per Minute	0	rpm	Bussed Input
	0.0	MPH	Bussed Input
(Not HB)	Not Set		Bussed Input
(HB)	Not Set		Bussed Input
	10.6	Volts	Bussed Input

Disconnect

2. ACTIVE DTC IN OCCUPANT CLASSIFICATION MODULE

With the scan tool, read the OCCUPANT CLASSIFICATION MODULE active DTCs.

Are there any active DTC present?

Yes

- Refer to the symptom list for problems related to the OCCUPANT CLASSIFICATION MODULE (OCM).

No

- Go To3

3. REPLACE THE OCCUPANT RESTRAINT CONTROLLER

WARNING: To avoid personal injury or death, turn the ignition off, disconnect the battery and wait two minutes before proceeding.

WARNING: If the airbag control module is dropped at any time, it must be replaced. Failure to take the proper precautions can result in accidental airbag deployment and personal injury or death.

If there are no possible causes remaining, view repair.

PE14-017
CHRYSLER
08/20/2014
ENCLOSURE 7
FIELD DATA ALLEGED
DEFECT 2
CONSUMER COMPLAINTS
23591609

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jun 20 16:57:07 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Collision with no front airbag deployment

Comments:

Hi, All other airbags deployed but neither front bag did. Jeep is a 2007 and is probably totaled.
The driver had a severely bruised sternum from
hitting the steering wheel. What should I do from here?? I am sure you must have another area to report faulty equipment??

Thx,
Sue

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Jun 22 17:07:24 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We regret the fact that you were involved in a motor vehicle accident.
In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.
We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.
If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler (800-247-9753)
Thanks again for your email.
Sincerely,
Kerri
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23591609
EMAIL CASE NUMBER: 2841701
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8169035V35244L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Collision with no front airbag deployment
Comments:
Hi, All other airbags deployed but neither front bag did. Jeep is a 2007 and
is probably totaled. The driver had a severely bruised sternum from
hitting the steering wheel. What should I do from here?? I am sure you must
have another area to report faulty equipment?? Thx, Sue

VIN:
7C[redacted]
Mileage:
70350

Servicing Dealer:

Title:

Ms.

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Deer Lodge

State:

TN

Zip:

[redacted]

Email:

[redacted]

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jun 24 13:39:54 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8169035V35244L0KM)
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Thank you for providing me with that information.
Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone will be in contact with in three to five business days.
This referral action will provide the best opportunity for your request.
Thanks again for your email.
Sincerely,
Kerri
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2841701
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8170317V95594L0KM&
Original Message Follows:

Hi Kerri
The Jeep is at Shannon's towing service. 6462 Morgan County Highway Lancing, Tennessee 37770. 423-628-2575. Its a family business so whoever answers the phone is the contact. We are very rural out here.
My boyfriend was driving the Jeep on Genesis Road in Morgan county, TN. A hay truck was coming the other way and he moved over to give it more room. It was raining very hard as well. He went off the road, hit a phone pole on the passenger side and went down a 70' ditch.
I am attaching pictures I took at the tow yard.
Thank you for your time and help,
[redacted]
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Saturday, June 22, 2013 5:08 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8169035V35244L0KM)

Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We regret the fact that you were involved in a motor vehicle accident.
In order to be able to escalate your concerns to a more appropriate area

for their review and response we will need you to provide us with more details within the next 5 business days.
We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.
If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler (800-247-9753)
Thanks again for your email.
Sincerely,
Kerri
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 23591609
EMAIL CASE NUMBER: 2841701
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8169035V35244L0KM&
Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Collision with no front airbag deployment
Comments:
Hi, All other airbags deployed but neither front bag did. Jeep is a 2007 and
is probably totaled. The driver had a severely bruised sternum from
hitting the steering wheel. What should I do from here?? I am sure you must
have another area to report faulty equipment?? Thx, [redacted]

VIN:
7C[redacted]
Mileage:
70350
Servicing Dealer:

Title:

Ms.

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Deer Lodge

State:

TN

Zip:

[redacted]

Email:

[redacted]

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jun 24 12:57:46 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8169035V35244L0KM)
--329289550-1335972749-1372092898=:27610
Content-Transfer-Encoding: quoted-printable
Content-Type: text/plain; charset=iso-8859-1

Hi Kerri=0A=0AThe Jeep is at Shannon's towing service. 6462 Morgan County H=
ighway Lancing, Tennessee 37770. 423-628-2575. =A0Its a family business so =
whoever answers the phone is the contact. =A0We are very rural out here.=0A=
=0AMy boyfriend was driving the Jeep on Genesis Road in Morgan county, TN. =
=A0A hay truck was coming the other way and he moved over to give it more r=
oom. =A0It was raining very hard as well. =A0He went off the road, hit a ph=
one pole on the passenger side and went down a 70' ditch. =A0=0A=0AI am att=
aching pictures I took at the tow yard.=0A=0AThank you for your time and he=
lp,=0ASue=0A=0A=0A_____=0A From: customerassist =
<customerassist@chrysler.com>=0ATo: [redacted]=0ASent: Saturd=
ay, June 22, 2013 5:08 PM=0ASubject: Re: Chrysler Group LLC Customer Assist=
ance (KMM8169035V35244L0KM)=0A =0A=0ADear Susan:=0A=0AThank you for contac=
ting the Jeep Customer Assistance Center. =0A=0AWe regret the fact that you=
 were involved in a motor vehicle accident.=0A=0AIn order to be able to esc=
alate your concerns to a more appropriate area=0Afor their review and respo=
nse we will need you to provide us with more =0Adetails within the next 5 b=
usiness days.=0A=0AWe would like to be provided with a brief explanation as=
 to what =0Ahappened at the same time we would also like to find the exact =
location =0A(complete address) of your vehicle at this current moment. Plea=
se note =0Athat if your vehicle is located somewhere other than your home a=
ddress, =0Awe'll need to know the name of the facility where it's located, =
the =0Acomplete address, a telephone number and a contact if at all possibl=
e.=0A=0AIf we can be of any assistance in the future, please email or conta=
ct =0ACustomer Care Center by telephone at 1-800-Chrysler (800-247-9753)=0A=
=0AThanks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerel=
y, =0A=0AKerri =0A=0ACustomer Service Representative =0AJeep Customer Assis=
tance Center=0A=0AFor any future communications related to this email, plea=
se refer to the=0Afollowing information: =0AREFERENCE NUMBER: 23591609=0AEM=
AIL CASE NUMBER:=A0 2841701 =0AREPLY LINK: http://www.chrysler.com/wccs/bra=
nd_forms/us/reply.jsp?trk_ID=3DKMM8169035V35244L0KM&=0A=0A=0A=0A=0AOriginal=
 Message Follows:=0A----------=0AUS Customer Service - Jeep B=
rand Site=0ABrief Description: =0ACollision with no front airbag deployment=
=0AComments:=0AHi, All other airbags deployed but neither front bag did. Je=

ep is a 2007=0Aand=0Ais probably totaled. The driver had a severely bruised=
 sternum from=0Ahitting the steering wheel. What should I do from here?? I =
am sure you =0Amust=0Ahave another area to report faulty equipment?? Thx, S=
ue=0A=0A=0A=0AVIN:=0A=A0 =A0 =A0 7C630120=0AMileage:=0A=A0 =A0 =A0 70350=
=0AServicing Dealer:=0A=A0 =A0 =A0 =0ATitle:=0A=A0 =A0 =A0 Ms.=0AFirst Nam=
e:=0A=A0 =A0 =A0 Susan=0AMiddle Initial:=0A=A0 =A0 =A0 =0ALast Name:=0A=A0=
 =A0 =A0 Collins=0AAddress 1:=0A=A0 =A0 =A0 218 Old Collins Tpke=0AAddres=
s 2:=0A=A0 =A0 =A0 =0ACity:=0A=A0 =A0 =A0 Deer Lodge=0AState:=0A=A0 =A0 =
=A0 TN=0AZip:=0A=A0 =A0 =A0 37726=0AEmail:=0A=A0 =A0 =A0 t[redacted]
[redacted]=0A=0A=A0 =A0 =A0 603.205.6186
--329289550-1335972749-1372092898=:27610
Content-Transfer-Encoding: quoted-printable
Content-Type: text/html; charset=iso-8859-1

<html><body><div style=3D"color:#000; background-color:#fff; font-family:ti=
mes new roman, new york, times, serif;font-size:12pt"> Hi Kerri</=
span> <div style=3D"color: rgb(0, 0, 0); font-size: 16px; font-family:=
 'times new roman', 'new york', times, serif; background-color: transparent=
; font-style: normal;">
 <div style=3D"color: rgb(0, 0=
, 0); font-size: 16px; font-family: 'times new roman', 'new york', times, s=
erif; background-color: transparent; font-style: normal;">The Jeep is=
 at Shannon's towing service. 6462 Morgan County Highway Lancing, Tennessee=
 37770. 423-628-2575. Its a family business so whoever answers the ph=
one is the contact. We are very rural out here. <div styl=
e=3D"color: rgb(0, 0, 0); font-size: 16px; font-family: 'times new roman', =
'new york', times, serif; background-color: transparent; font-style: normal=
;">
 <div style=3D"color: rgb(0, 0, 0); font-size: 16p=
x;
 font-family: 'times new roman', 'new york', times, serif; background-color=
: transparent; font-style: normal;">My boyfriend was driving the Jeep=
 on Genesis Road in Morgan county, TN. A hay truck was coming the oth=
er way and he moved over to give it more room. It was raining very ha=
rd as well. He went off the road, hit a phone pole on the passenger s=
ide and went down a 70' ditch.   <div style=3D"color: rgb(=
0, 0, 0); font-size: 16px; font-family: 'times new roman', 'new york', time=
s, serif; background-color: transparent; font-style: normal;">
</s=
pan> <div style=3D"color: rgb(0, 0, 0); font-size: 16px; font-family: =
'times new roman', 'new york', times, serif; background-color: transparent;=
 font-style: normal;">I am attaching pictures I took at the tow yard. =
<div style=3D"color: rgb(0, 0, 0); font-size: 16px; font-family: 'times new=
 roman', 'new york', times, serif; background-color: transparent;

font-style: normal;">
 <div style=3D"color: rgb(0, 0,=
0); font-size: 16px; font-family: 'times new roman', 'new york', times, se=
rif; background-color: transparent; font-style: normal;">Thank you fo=
r your time and help, <div style=3D"color: rgb(0, 0, 0); font-s=
ize: 16px; font-family: 'times new roman', 'new york', times, serif; backgr=
ound-color: transparent; font-style: normal;">Sue <b=
r> <div style=3D"font-family: 'times new roman', 'new york', times, =
serif; font-size: 12pt;"> <div style=3D"font-family: 'times new roman', 'ne=
w york', times, serif; font-size: 12pt;"> <div dir=3D"ltr"> <hr size=3D"1">=
   <span style=3D"font-weight:bold;">Fro=
m: customerassist <customerassist@chrysler.com>
 <sp=
an style=3D"font-weight: bold;">To: [redacted]
=
 <span style=3D"font-weight: bold;">Sent: Saturday, June 22, =
2013 5:08
 PM
 <span style=3D"font-weight: bold;">Subject: Re: Chrys=
ler Group LLC Customer Assistance (KMM8169035V352[redacted])
  </div=
> <div class=3D"y_msg_container">
Dear Susan:

Thank you for conta=
cting the Jeep Customer Assistance Center.

We regret the fact that =
you were involved in a motor vehicle accident.

In order to be able t=
o escalate your concerns to a more appropriate area
for their review and=
 response we will need you to provide us with more
details within the n=
ext 5 business days.

We would like to be provided with a brief expla=
nation as to what
happened at the same time we would also like to find =
the exact location
(complete address) of your vehicle at this current m=
oment. Please note
that if your vehicle is located somewhere other than=
 your home address,
we'll need to know the name of the facility where i=
t's located, the
complete address, a telephone number and a contact
 if at all possible.

If we can be of any assistance in the future, p=
lease email or contact
Customer Care Center by telephone at 1-800-Chrys=
ler (800-247-9753)

Thanks again for your email.   &n=
bsp;

Sincerely,

Kerri
<b=
r>Customer Service Representative
Jeep Customer Assistance Center
<b=
r>For any future communications related to this email, please refer to the<=
br>following information:
REFERENCE NUMBER: 23591609
EMAIL CASE NUMB=
ER: 2841701
REPLY LINK: <a href=3D"http://www.chrysler.com/wccs/b=
rand_forms/us/reply.jsp?trk_ID=3DKMM8169035V35[redacted]M&" target=3D"_blan=
k">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM816903=
5[redacted]L0KM&

Original Message Follows:
------=

US Customer Service - Jeep Brand Site
Brief Descri=
ption:
Collision with no front airbag deployment
Comments:
Hi, Al=
l

other airbags deployed but neither front bag did. Jeep is a 2007
and<br=
> is probably totaled. The driver had a severely bruised sternum from
 h=
itting the steering wheel. What should I do from here?? I am sure you
m=
ust
 have another area to report faulty equipment?? Thx, Sue

=

VIN:
       7C630120
Mileage:
    &n=
bsp; 70350
Servicing Dealer:

Title:
&nb=
sp;   Ms.
First Name:
       Susan
Mid=
dle Initial:

Last Name:
     =
; Collins
Address 1:
       218 Old Collins Tpke
A=
ddress 2:

City:
       Deer =
Lodge
State:
       TN
Zip:
     =
  37726
Email:
       <a ymailto=3D"mailto[redacted]=
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<br=
>   603.205.6186

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PE14-017 - Chrysler - 13007

PE14-017 - Chrysler - 13008

PE14-017 - Chrysler - 13009

PE14-017 - Chrysler - 13010

PE14-017 - Chrysler - 13011

PE14-017 - Chrysler - 13012

PE14-017 - Chrysler - 13014

HALLS

PE14-017 - Chrysler - 13016

BUS
PE14-017 - Chrysler - 13019

PE14-017 - Chrysler - 13020

PE14-017 - Chrysler - 13022

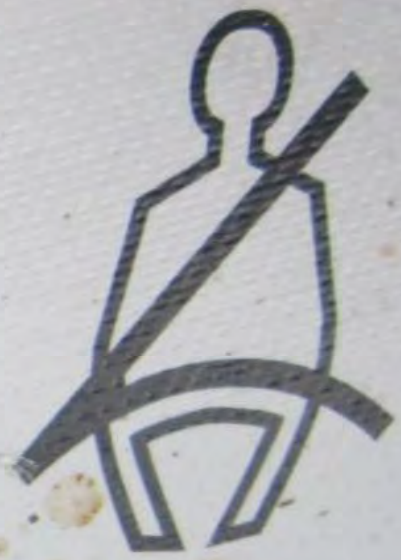
PE14-017 - Chrysler - 13023

⚠ WARNING: HIGHER ROLL OVER RIS

AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



55361154AB

PE14-017 - Chrysler - 13024

⚠ 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.

61230AA

PE14-017 - Chrysler - 13025

PE14-017 - Chrysler - 13026

PE14-017 - Chrysler - 13028

PE14-017 - Chrysler - 13029

PE14-017 - Chrysler - 13030

Utilities Reports Monitors Preferences About Help

Search
Service Information

Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2007 WK 3.7L
VIN: 1J8GR48K97C[redacted]
Battery: 13.61 volts

Legend
- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-B

ABS TCM PCM ESM WCM CCN SDAR ITM AMP
FDCM SCM FCMCGW PTS TM PDM DDM ORC HVAC RADIO VBS HPM
LRSM EOM SUNR AHBM MEMD HSM

View Freeze Frame | View Event Data

All DTCs | Diagnostic Procedures | Customer Preferences | Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

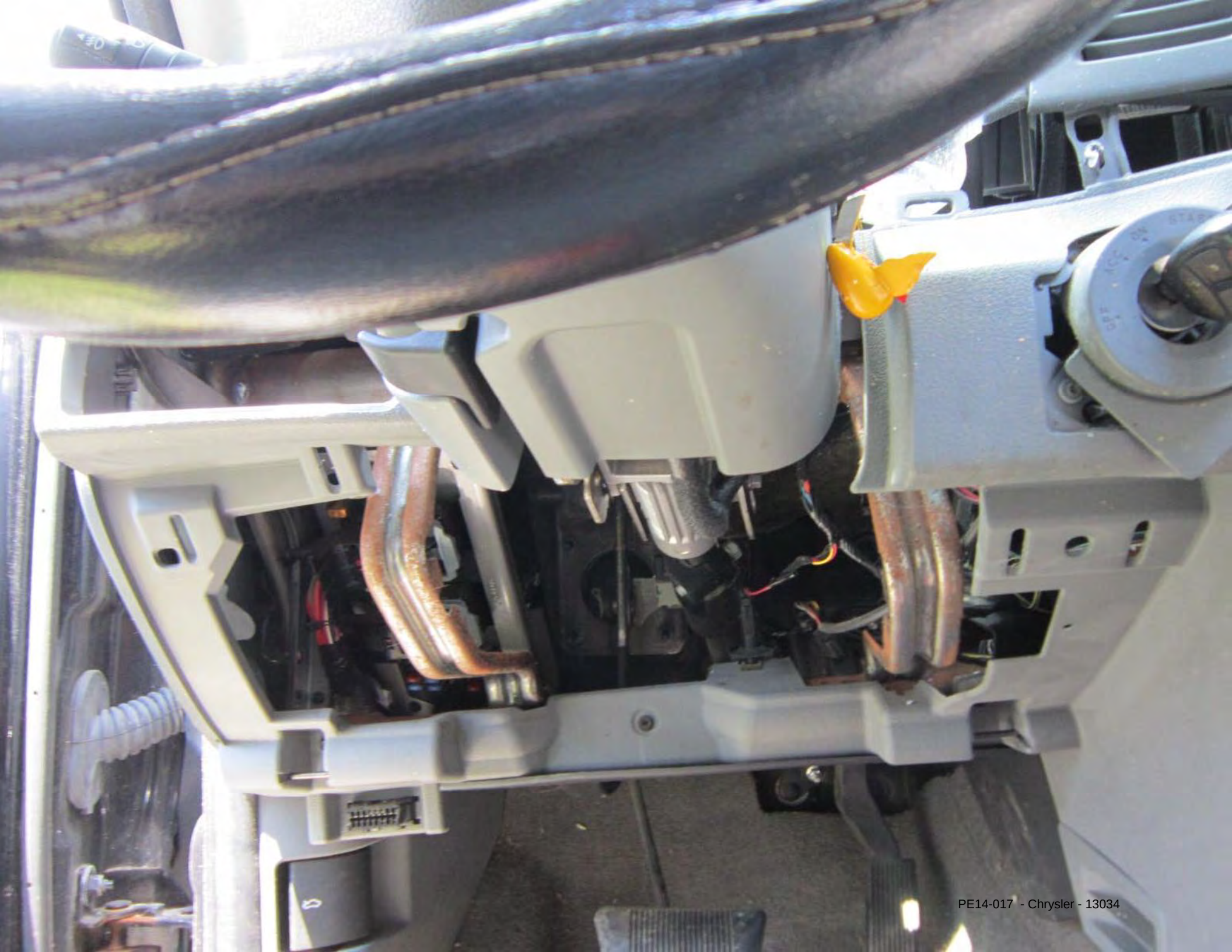
ECU	Code	Status	Description
ABS	C2204	Stored	Dynamics Sensor Internal
FCMCGW	B2305	Active	Wiper Park Switch Input Circuit High (Stuck High)
FCMCGW	B1628	Active	Right Hi Beam Control Circuit High

Knowledge Base Articles | Online

COMPAQ

CRAFTSMAN

CRAFTSMAN
Protractor
Magnetic base and back
Made in U.S.A.
939840



PE14-017 - Chrysler - 13034

PE14-017 - Chrysler - 13035

Monitors Preferences About Help

Search
Service Information

ORC View

lick on tabs to access various ECU operations and Information for the selected ECU.

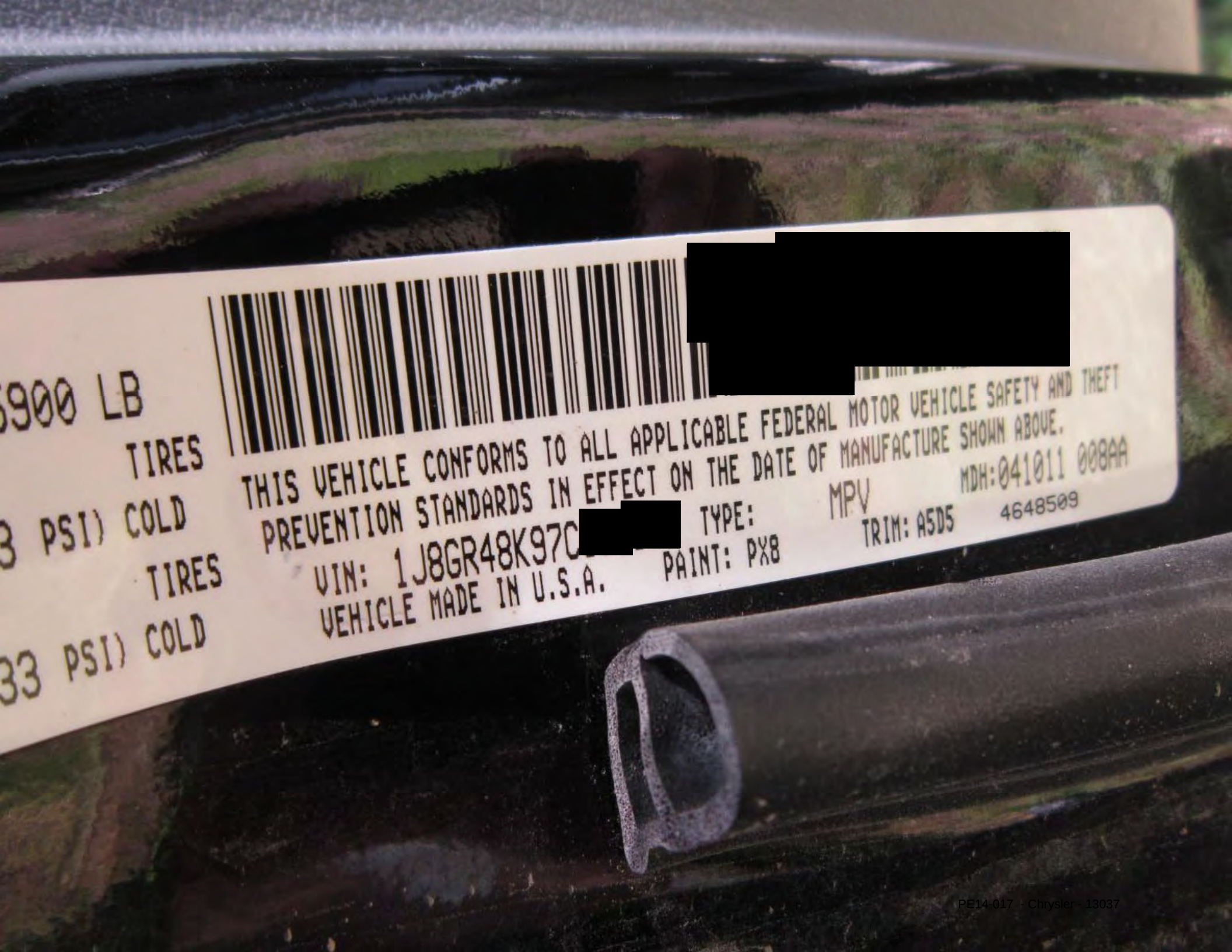
Flash | Data | DTCs | Actuators | System Tests | Misc Functions | ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event

ECU	Code	Status	Description
ORC	B1B2E	Active	1st Row Passenger Seat Belt Pretensioner Circuit Open
ORC	B1B22	Active	Right Side Curtain Squib 1 Circuit Open
ORC	B1B1A	Active	Left Side Curtain Squib 1 Circuit Open
ORC	B1B2C	Stored	1st Row Passenger Seat Belt Pretensioner Circuit Low
ORC	B1B28	Active	1st Row Driver Seat Belt Pretensioner Circuit Low


[redacted]
5900 LB
TIRES
3 PSI) COLD
TIRES
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: 1J8GR48K97C[redacted] TYPE: MPV MDH:041011 008AA
VEHICLE MADE IN U.S.A. PAINT: PX8 TRIM: A5D5 4648509

PE14-017 - Chrysler - 13038

PE14-017 - Chrysler - 13039

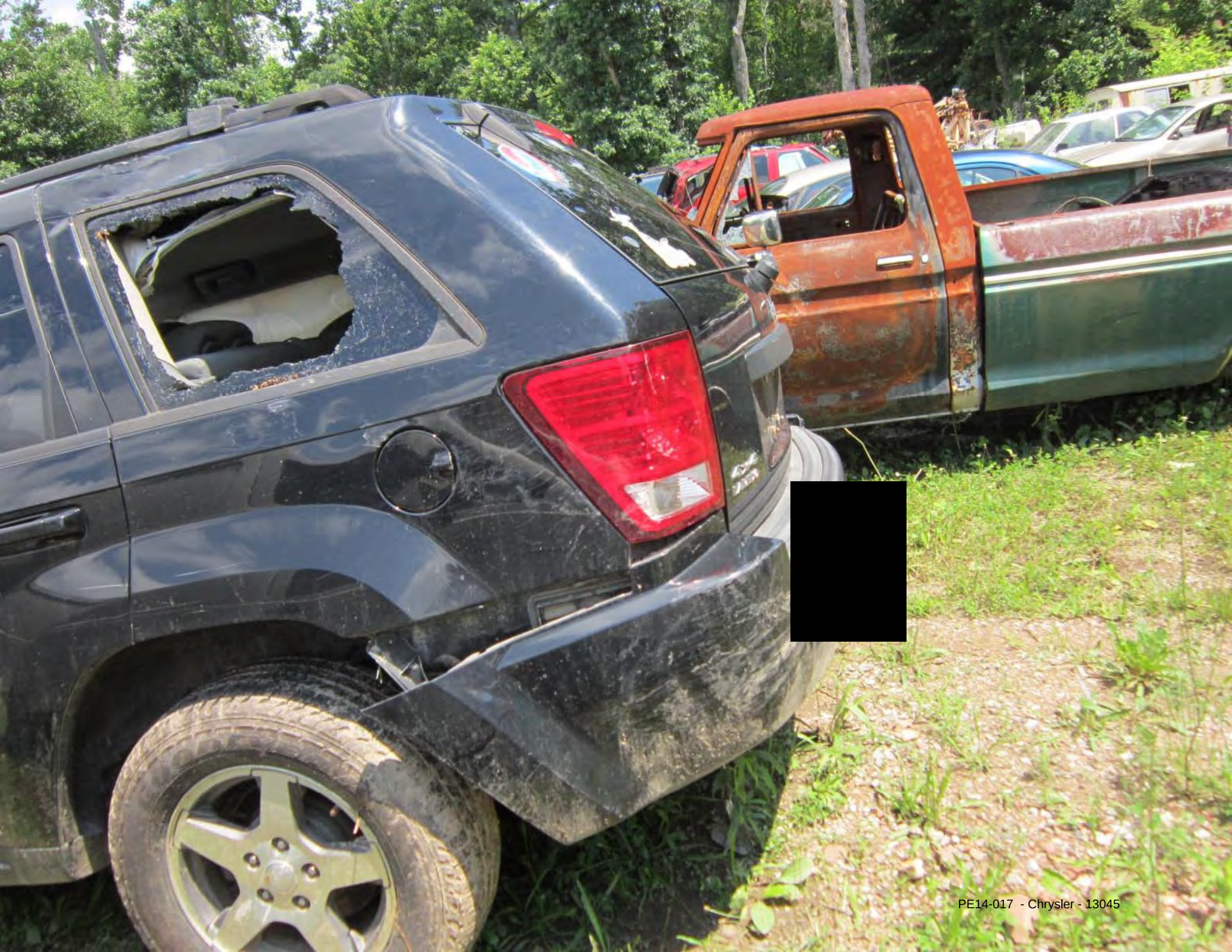
PE14-017 - Chrysler - 13040

PE14-017 - Chrysler - 13041

PE14-017 - Chrysler - 13042

PE14-017 - Chrysler - 13043

PE14-017 - Chrysler - 13044



PE14-017 - Chrysler - 13045

Jeep
4x4
LAREDO
THIS CAR CLIMBED
MT. WASHINGTON

PE14-017 - Chrysler - 13047

PE14-017 - Chrysler - 13048

PE14-017 - Chrysler - 13049

PE14-017 - Chrysler - 13050

CRAFTSMAN
Magnetic base and back
Protractor
Made in U.S.A.
93984O

PE14-017 - Chrysler - 13052

PE14-017 - Chrysler - 13053

PE14-017 - Chrysler - 13054

PE14-017 - Chrysler - 13055

PE14-017 - Chrysler - 13056

PE14-017 - Chrysler - 13057

Roll over an ECU to see full name. Click on

2007 WK 3.7L

VIN: 1J8GR48K97C[redacted]

Battery: 13.56 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C