

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup











D S N R P

BRAKE

E

C

F





16.9 MPG
Average



W
P
D
S
R
I





100

120

140

P
R
N
S
D

H

C

BRAKE

F

E



16.8 MPG
Average



ABS
ESP
MCH



N
P
R
N
S
D



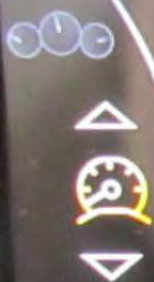
16.8 MPG
Average



Press Brake
and
Push Button
to Shift
into Gear

N

P
R
N
S
D



MPH
KMH

366 mi





S
D
N
R
P



P
R
N
D/S







P
R
N
D/S

BRAKE +

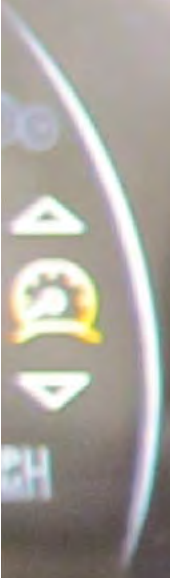


**Press Brake
and
Push Button
to Start**

MPG
Average



386 mi

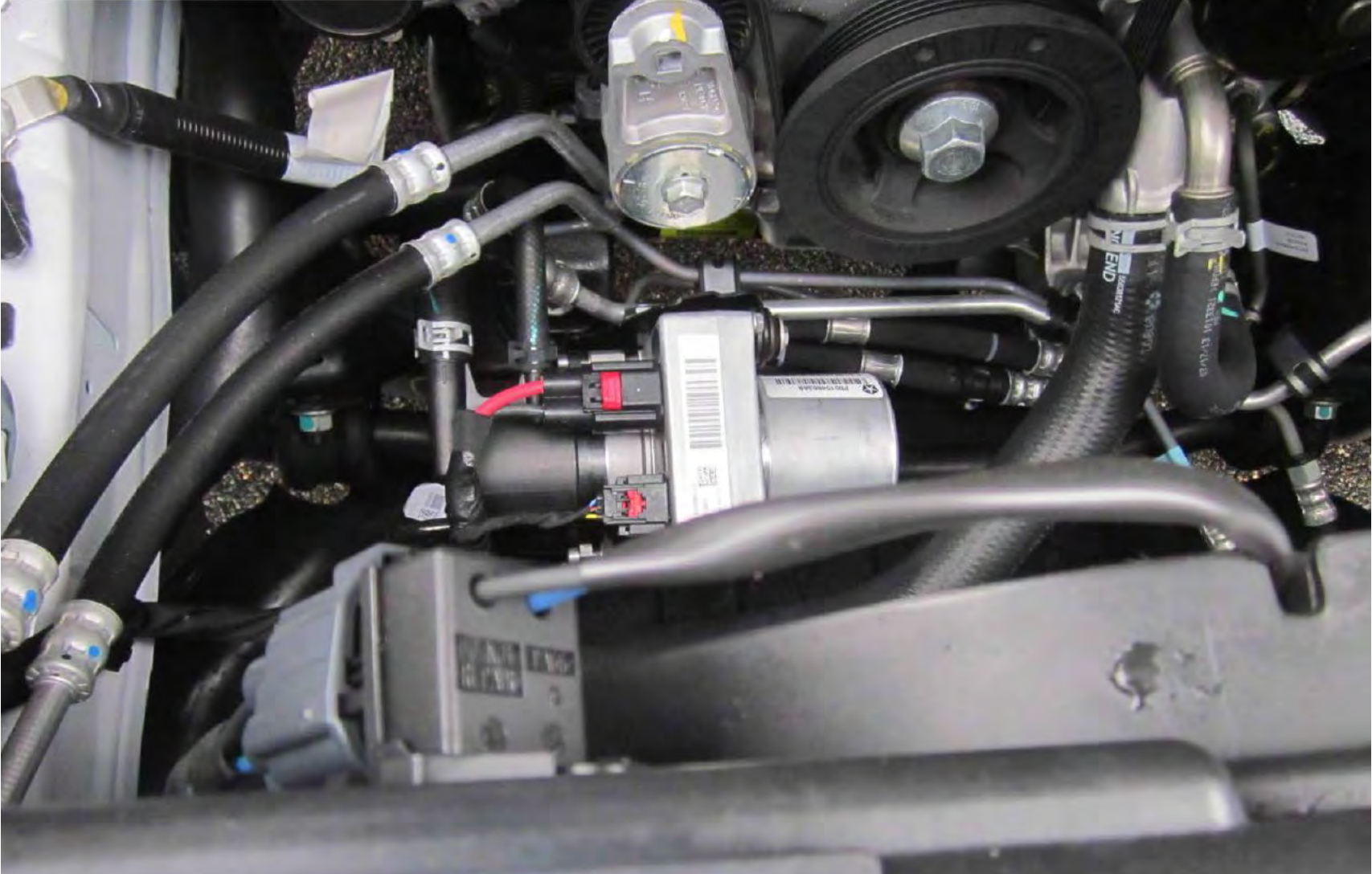


BRAKE +



**Press Brake
and
Push Button
to Start**

**P
R
N
D
S**



2003	524AC	524
11 30 01	16881	



002 AH
581 890

1130949-0518037AB
8 PK. 1687
401950 2011
401950 2011
Mopar® 0518037AB
8 PK. 1687







16.7 MPG
Average



MPH
KMH



371 mi

N

P
R
N
D
S

371 mi

16.7 MPG
Average



Press Brake
and
Push Button
to Shift
into Gear

371 mi



N

P
R
N
D
S





ations and information for the selected ECU.

- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details**

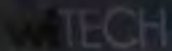
selection to view environmental data. Click on column heading to sort table.

Stored Pending

View Freeze Frame

View

	Code	Status	Description
4	P1915-00	Stored	Transmission Inhibited Remote Start-



Vehicle Information

Vehicle: 2014 VW 3.6L

Odometer: 372.0 miles

VIN: 1C4RJFBGXEC [REDACTED]

Original VIN: 1C4RJFBGXEC [REDACTED]

Publication Date: Thu Dec 5 2013

Control Panel



- Include Bank 1 Event Data
- Include Bank 2 Event Data
- Include Bank 3 Event Data
- Include Bank 4 Event Data
- Include Bank 5 Event Data
- Include Bank 6 Event Data
- Compare Side-by-Side

Bank 1 | P1915-00 - Transmission Inhibited Remote Start | TCM

Name	Value	Units
DTC	00 00	
Odometer from CAN bus	1	miles
Time since module power-up	00:00:2F:0B	ms
Turbine Speed Sensor	4160.0	rpm
Output Speed Sensor	1024	rpm
Transmission Oil Temperature	73	F

Bank 2 | None | TCM

Name	Value	Units
DTC	P1915-00 - Transmission Inhibited Remote Start	
Odometer from CAN bus	349	miles
Time since module power-up	00:0A:46:6D	ms
Turbine Speed Sensor	0.0	rpm
Output Speed Sensor	0	rpm
Transmission Oil Temperature	181	F

Bank #3 Event Data

Name	Value	Units

review
 me:
 ansmission C
 ash Part Num
 B2Z5560AB
 us Type:
 AN C
 Hardware Vers
 DA.03.1F
 Software Vers
 #0: 12.51.00.##
 Spare Part Num
 Not Available
 ISO Code:
 Software Num
 Not Available
 Hardware Num
 Not Available
 Original VIN
 1C4RJFBGXEC
 Current VIN
 1C4RJFBGXEC
 Variant & Vers
 40-10
 Country Code
 NJA
 DTC Count:
 1

Overview
 Name: [redacted]
 Transmission Oil
 Flash Part Number
 68275500AB
 Bus Type:
 CAN C
 Hardware Version
 0A 03 TF
 Software Version
 #01 12 51 00 0
 Spare Part Number
 Not Available
 ISO Code:
 Software Number
 Not Available
 Hardware Number
 Not Available
 Original VIN
 TCA6JF9C822
 Current VIN
 TCA6JF9C822
 Variant & Version
 00 - 10
 Country Code
 High
 DTC Count
 1

Vehicle Information
 Engine: 2014 4K 3.6L
 Odometer: 872.8 miles
 Name: [redacted]
 Original VIN: TCA6JF9C822
 Inhibitor Data: Two Dec 5 2013

Control Panel

Include Bank 1 Event Data Include Bank 4 Event Data
 Include Bank 2 Event Data Include Bank 5 Event Data
 Include Bank 3 Event Data Include Bank 6 Event Data
 Compare Side-by-Side

Bank 1 | P1915-00 - Transmission Inhibited Remote Start | TCM

Name	Value	Units
DTC	00 00	
Odometer from CAN bus	1	miles
Time since module power-up	00 00 2F 0B	ms
Turbine Speed Sensor	4160.0	rpm
Output Speed Sensor	1024	rpm
Transmission Oil Temperature	73	F

Bank 2 | None | TCM

Name	Value	Units
DTC	P1915-00 - Transmission Inhibited Remote Start	
Odometer from CAN bus	340	miles
Time since module power-up	00 0A 46 6D	ms
Turbine Speed Sensor	0.0	rpm
Output Speed Sensor	0	rpm
Transmission Oil Temperature	181	F

Bank 03 Event Data

Name	Value	Units

Vehicle Information

Vehicle 2014 WK 3.6L

Odometer 372.0 miles

VIN 1C4RJFBGXEC

Original VIN 1C4RJFBGXEC

Publication Date Thu Dec 5 2013

Control Panel



Include Bank 1 Event Data Include Bank 4 Event Data

Include Bank 2 Event Data Include Bank 5 Event Data

Include Bank 3 Event Data Include Bank 6 Event Data

Compare Side-by-Side

Name	Value	Units
Chip1 - Temperature	70	F
Chip2 - Temperature	66	F
Torque Converter Oil Temperature	14	F
State of parking brake	Not Engaged	
Status of parking brake	loose	
State of parking brake	parklock not engaged	

Bank 2 | None | TCM

Name	Value	Units
DTC	P1915-00 - Transmission Inhibited Remote Start	
Odometer from CAN bus	349	miles
Time since module power-up	00:0A:46:6D	ms
Turbine Speed Sensor	0.0	rpm
Output Speed Sensor	0	rpm
Transmission Oil Temperature	181	F

Bank #3 Event Data

Name	Value	Units

Vehicle Information

Vehicle: 2014 WK 3.6L
 Odometer: 372.0 miles
 VIN: 1C4RJFBGXEC [REDACTED]
 Original VIN: 1C4RJFBGXEC [REDACTED]
 Publication Date: Thu Dec 5 2013

Control Panel



- Include Bank 1 Event Data
- Include Bank 2 Event Data
- Include Bank 3 Event Data
- Compare Side-by-Side
- Include Bank 4 Event Data
- Include Bank 5 Event Data
- Include Bank 6 Event Data

Name	Value	Units
Ignition Pin Voltage	14.0	V
Accelerator Pedal Position	0	%
Engine Speed	4160.0	rpm
Vehicle Speed	27	MPH
Engine Coolant Temperature	-38	F
State of Brake Pedal	15	

Bank 2 | None | TCM

Name	Value	Units
DTC	P1915-00 - Transmission Inhibited Remote Start	
Odometer from CAN bus	349	miles
Time since module power-up	00 0A 46 6D	ms
Turbine Speed Sensor	0.0	rpm
Output Speed Sensor	0	rpm
Transmission Oil Temperature	181	F

Bank #3 Event Data

Name	Value	Units

Include Bank 3 Event Data
 Include Bank 3 Event Data

 Compare Side-by-Side

Name	Value	Units
EEPROM Check - Error Flags	AF	
Status Ignition	4A	
Shift Type	Not Defined	
Converter Clutch	Converter Clutch open	
Output Shaft	Outputshaft n.o.k.	
Turbine	Turbine n.o.k.	

Bank 2 | None | TCM

Name	Value	Units
DTC	P1915-00 - Transmission Inhibited Remote Start	
Odometer from CAN bus	349	miles
Time since module power-up	00 0A 46 6D	ms
Turbine Speed Sensor	0.0	rpm
Output Speed Sensor	0	rpm
Transmission Oil Temperature	181	F

Bank #3 Event Data

Name	Value	Units















398AC 2283
FAUR 81287

Exhaust
Hanger



GRAND CHEROKEE











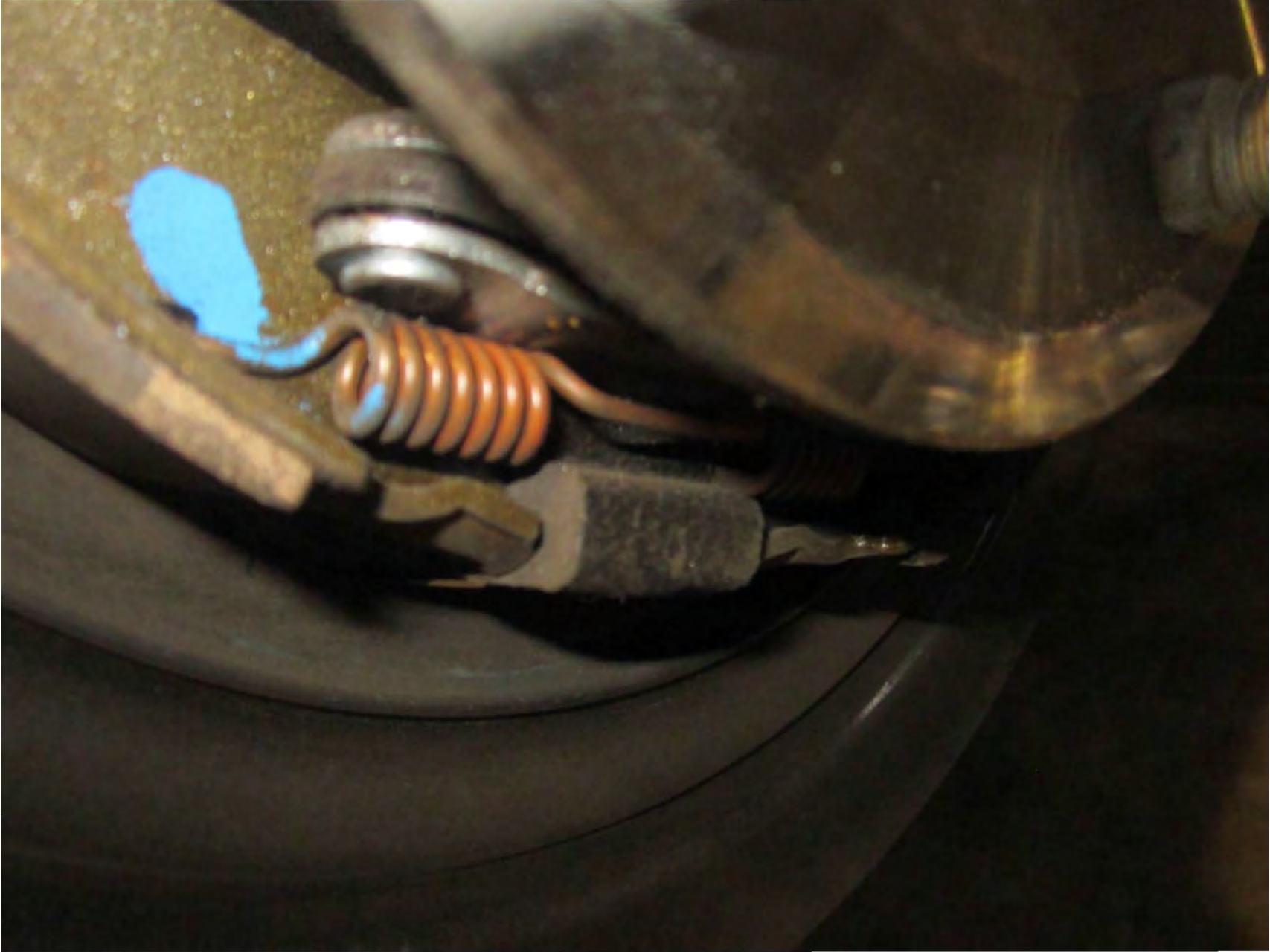


48528
16348

W51

MAX DRUM DIA 201.2MM









Vehicle Information: 2014 WK 3.6L 1C4RJFBGXE

Odometer: 372.0 miles

wi

Bank 1 Data Sur

Bank 1 | P1915-00 - Transmission Inhibited Remote Start | TCM

Name	Value	Units
DTC	00 00	
Odometer from CAN bus	1	miles
Time since module power-up	00 00 2F 0B	ms
Turbine Speed Sensor	4160.0	rpm
Output Speed Sensor	1024	rpm
Transmission Oil Temperature	73	F
Chip1 - Temperature	70	F
Chip2 - Temperature	66	F
Torque Converter Oil Temperature	14	F
State of parking brake	Not Engaged	
Status of parking brake	loose	
State of parking brake	parklock not engaged	
Battery Voltage	14.0	V
Sensor Supply Voltage	9.0	V
Voltage of Pressure Regulator and Valves	14.0	V
Park Sensor Input Line 4	On	
Park Sensor Input Line 3	Off	
Park Sensor Input Line 2	Off	
Park Sensor Input Line 1	Off	
Ignition Pin Voltage	14.0	V
Accelerator Pedal Position	0	%
Engine Speed	4160.0	rpm
Vehicle Speed	27	MPH
Engine Coolant Temperature	-38	F
State of Brake Pedal	15	
Air Temperature	992	F
Speed Control State	0E	
Engine Torque	-100	Ft-Lbs
Paddle for Tip Plus	Not Pressed	

* Bank 1 | P1915-00 - Transmission Inhibited Remote Start | TCM

Name	Value	Units
DTC	00 00	
* Odometer from CAN bus	1	miles
Time since module power-up	00 00 2F 0B	ms
Turbine Speed Sensor	4160.0	rpm
* Output Speed Sensor	1024	rpm
Transmission Oil Temperature	73	F
Chip1 - Temperature	70	F
Chip2 - Temperature	66	F
Torque Converter Oil Temperature	14	F
State of parking brake	Not Engaged	
Status of parking brake	loose	
State of parking brake	parklock not engaged	
Battery Voltage	14.0	V
Sensor Supply Voltage	9.0	V
Voltage of Pressure Regulator and Valves	14.0	V
Park Sensor Input Line 4	On	
Park Sensor Input Line 3	Off	
Park Sensor Input Line 2	Off	
Park Sensor Input Line 1	Off	
Ignition Pin Voltage	14.0	V
Accelerator Pedal Position	0	%
* Engine Speed	4160.0	rpm
* Vehicle Speed	27	MPH
Engine Coolant Temperature	-38	F
State of Brake Pedal	15	
Air Temperature	992	F
Speed Control State	0E	
Engine Torque	-100	ft-Lbs
Paddle for Tip Plus	Not Pressed	*

366 mi

24252985



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C4RJFBGXEC [REDACTED] TYPE: MPV MDH: 081
VEHICLE MADE IN U.S.A. PAINT: PW7 TRIM: DLXL



PUSH TO RELEASE



Jeep

SET+
ANC RES
SET-







Jeep

www.211

18

4x4

PHEV







Vehicle View









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

2014 WK 3.6L

VIN: 1C4RJFBGXEC [REDACTED]

Battery:  12.33 volts

Legend

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

All DTCs

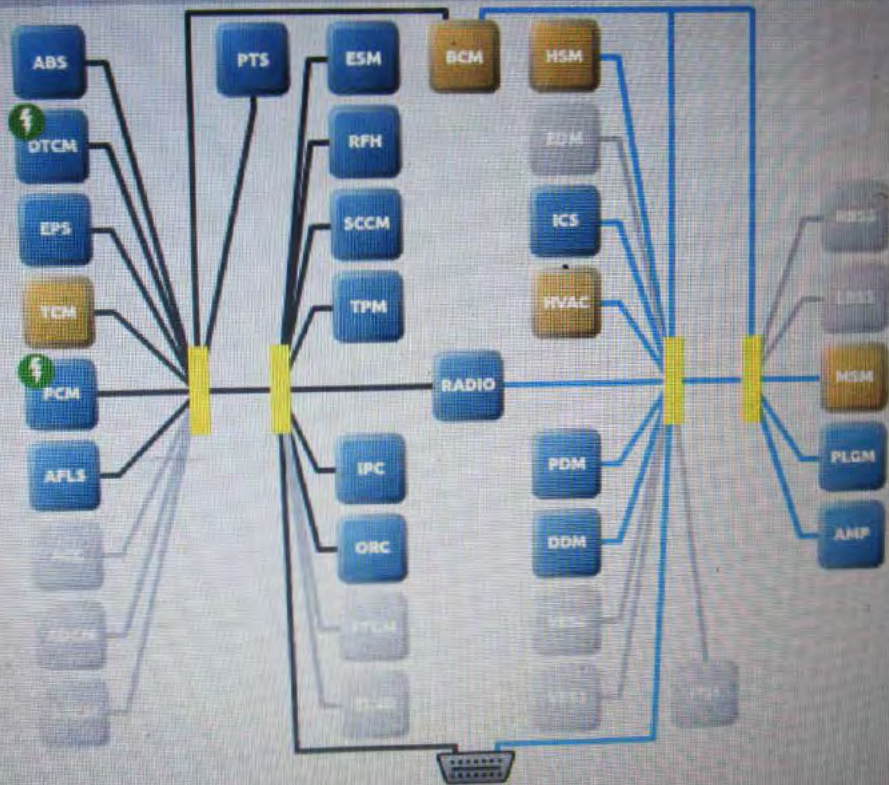
Diagnostic Procedures

Customer Preferences

Vehicle Preparation

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

Active Stored Pending



Preparations

leading to sort table.

View Details

Status

Description

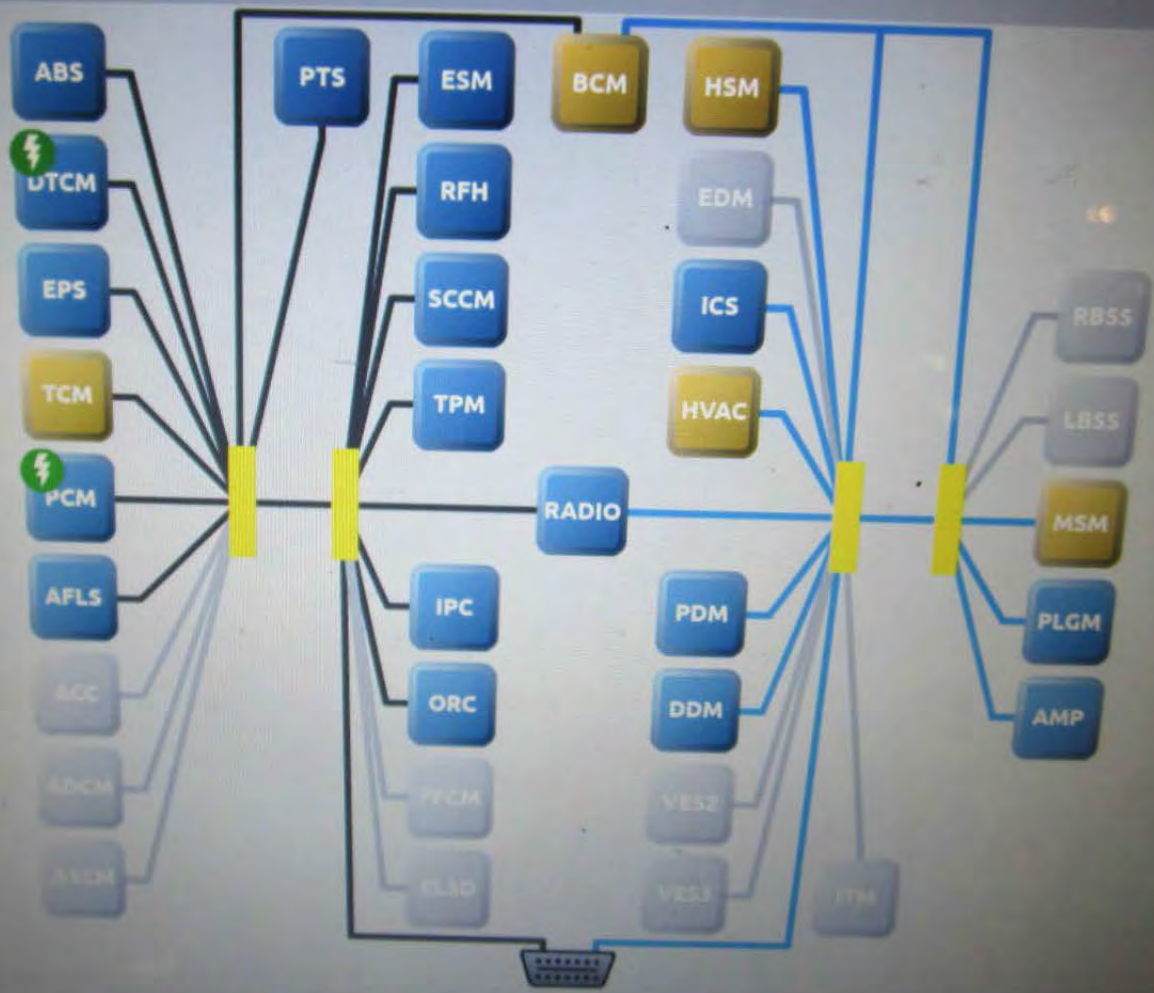
Transmission Inhibited Remote Start



View Freeze Frame View Event

Status	Description
Stored	Transmission inhibited Remote Start-
Stored	Lost Communication With Telematics Gateway-
Stored	Lost Communication With Telematics Gateway-
Stored	Lost Communication With Radio-
Stored	Lost Communication With Telematics Gateway-

ALIENWARE





Vehicle View









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

2014 WK 3.6L

VIN: 1C4RJFBGXEC [REDACTED]

Battery:  12.63 volts


Legend

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

Various ECU operations and information for the selected ECU.

Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Current ECU Flash Number: 68227200AD

Battery:  12.40 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
NO RESULTS TO DISPLAY	

Note: Please review all available service documentation (SB's, RRT's, Recall's) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the system to NOT function properly!

Current ECU Flash Number: 68222877AA

Battery:  12.33 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
NO RESULTS TO DISPLAY	

Note: Please review all available service documentation (SB's, RRT's, Recall's) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly!





TCM View

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



Overview

Name:

Transmission Control Module

Flash Part Number:

68225560AB

Bus Type:

CAN C

Hardware Version:

0A.03.1F

Software Version:

#0: 12.51.00, #1: 12.51.00

Spare Part Number:

Not Available

ISO Code:**Software Number:**

Not Available

Hardware Number:

Not Available

Original VIN

1C4RJFBGXEC

Current VIN

1C4RJFBGXEC

Variant & Version:

40 - 10

Country Code

N/A

DTC Count:

1

Flash

Data

DTCs

Actuators

System Tests

Misc Functions

ECU D

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

All Active Stored Pending

	ECU	Code
<input checked="" type="checkbox"/>	TCM	P1915-00

Shift Type	Converter Clutch open	
Converter Clutch	Outputshaft n.o.k.	
Output Shaft	Turbine n.o.k.	
Turbine	P Sensor n.o.k.	
P Sensor	Temp. Sensor n.o.k.	
Temp Sensor	Chip Temp. Sensor n.o.k.	
Chip Temp Sensor	Oil Temp. narrow tolerance	
Oil Temp Tolerance	Drivetrain power on	
Drivertrain	54530	Ft
Torque Reduction	Adaptiv	
Actuel driver mode		

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Dec 11 12:11:29 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Problems with Grand Cherokee

Comments:

2014 Jeep Grand Cherokee Overland

Vin#: 1C4RJFCT6EC [REDACTED]

The Good, the
bad, & the ugly!

This vehicle was put into service late September 14=80=99.

The Good: This is my fourth Grand Cherokee and my six Jeep overall. It is the best looking Grand Cherokee to date and perhaps the best looking SUV period. The interior has moved much more upscale and looks gorgeous. The leather wrapped dash, wood heated steering wheel & ventilated seats are a very nice touch. I especially like the thick rimmed steering wheel.

Overall ride is excellent for an SUV, although there a bit more of a
=80=9Cresonant=80=9D thrumming noise over cracks in the pavement than=
I would

like. The panoramic sunroof, power lift gate, auto unlocking, factory remote start, and adjustable air suspension are all great.=20

Interior

material quality is of very good quality. The contrasting stitching is a nice touch. Everything is laid out in a logical easy to understand manner.

The tilting second row seat backs are great. The front seats are a little too firm and could use more bottom bolstering to hold you in place better.

Overall, if the below concerns didn=80=99t exist, I would say this might=
be

the best overall SUV I have driven at pretty much any price point(maybe the Mercedes GL is better). I own an auto repair shop and have driven them all!

The Bad: The high beam head lamps have an automatic dimming function. This would be great if the high beams actually worked! When you move the multi-function switch forward the info display read auto dimming headlights enabled. Except, the high beams don't come on at all! =
You
can pull the multi-function switch back and the flash to pass clicks on the high beams, but otherwise they don't work=A6..most of the time.
e. =20

On
several occasions I have not been able to get the transmission the shift when moving the gear selector. After moving the gear selector back and forth several times it will usually decide to switch gears. Sometimes however I have had to shut the vehicle off and restart to get it to work.

My center display screen has gone black three times now. Shutting off vehicle and restarting has fixed the issue every time so far. My presets for siriusXM have mysteriously switched to a bunch of random stations four times now, so I have given up resetting them. My navigation system has pinpointed the actual location
Of the vehicle two blocks away
from where the vehicle actually is. This has only happened twice. =20

Two
weeks after purchasing this vehicle I had a propane tank in the back that I had put chock block on each side to keep it from rolling around in the back. It didn't do the job well and the tank made contact with the
side
panel next to the subwoofer. The panel shattered. The plastic is very hard and not flexible. This is really more of a warning to make sure all items are secured. My previous Jeeps had more flexible panels that were much more durable.

I ordered this vehicle with the off-road package which adds nice heavy steel skid plates, goes to smaller 18=E2=80=9D wheels with =
taller
sidewalls for better off-road traction. The wheels are very ugly (was not shown these wheels when ordering vehicle. Showed the nice five spoke version) and the tires are a highway tread. I would most certainly think the off-road package would include all terrain tires perhaps like a

Michelin LTX M/S or LTX A/T. Ridiculous! The 20" rims are way more attractive. So unless you are going to be doing some serious off-roading, I would pass on this option.

THE UGLY: This section is reserved for the Engine and Transmission. All issues associated with this are most certainly software related.

Let's start with the transmission. From a stop, the transmission takes way too long to engage and when it shifts it is frustratingly lazy or simply takes way too long to engage the next gear, even in sport mode. I have also had both my Master Technicians in the shop drive this vehicle and they both agree it is not calibrated properly. The terms lazy and Slow Response came up with both of them. When you get on the throttle the amount of time it takes to downshift to a lower gear feels like an eternity. I have never driven any other vehicle with this kind of delayed response (unless the transmission was failing). I have however driven a BMW 750iL with this exact transmission and it does not perform like this at all. In fact I was impressed with response of its transmission. This clearly shows the transmission is quite capable of performing properly. The software is programmed all wrong!!!

Now the engine. The issue with the engine is that there seems to be an issue with the variable valve timing system. When you accelerate under moderate to heavy throttle the vehicle starts up the rev range feeling like it is way down on horsepower. Then when the rpm gets up to around 4,000 it feels like someone pushed a power button and there is immediately way more horsepower. My technicians and I are again in agreement that this is another software issue that needs to be addressed. My previous 2004 Grand Cherokee with the 4.7L H.O. had way better acceleration which makes no sense.

I just received a recall notice regarding an instrument cluster black out issue with a loss of ABS/ESC. This surprisingly is not one of the issues with this vehicle. I would prefer to bring the Jeep in when all the other issues have been addressed

so I am not making multiple trips to the dealer for computer reflashing.

Sender Information:

Title: =20

First Name: [REDACTED]

[REDACTED]

[REDACTED]

From: Reply_By_Link_Only@chrysler.com

To: s [REDACTED]

Date: Wed Dec 11 19:24:59 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

Thanks again for your email.

Sincerely,

Natasha

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 6

EMAIL CASE NUMBER: [REDACTED] 0

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8379802V7899L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Problems with Grand Cherokee

Comments:

2014 Jeep Grand Cherokee Overland Vin#: 1C4RJFCT6EC [REDACTED] The Good, the bad, & the ugly! This vehicle was put into service late September 14â.

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VIN:

EC [REDACTED]

Mileage:

3641

Servicing Dealer:

Brookdale Chrysler Dodge Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Minnetonka

State:

MN

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]