

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup

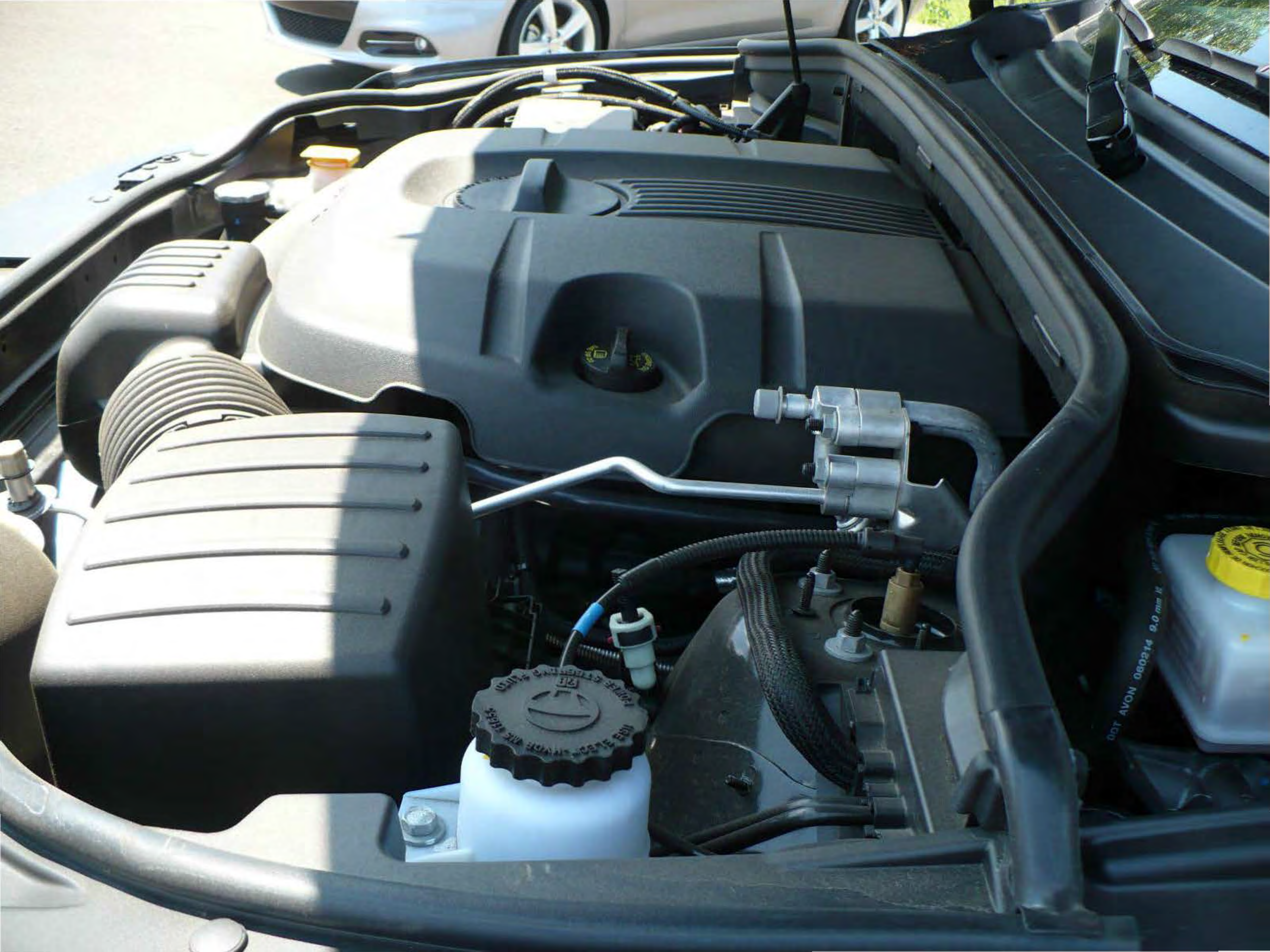












ENGINE OIL  
CHECK OIL LEVEL

001 AVON 000214 9.0 mm H

DOT AVON 060214 9.0 mm VL

RETOURNER LE BOUCHON DE REMPLISSAGE AVANT DE L'ENLEVER ATTENTION  
CLEAN FILLER CAP BEFORE REMOVING WARNING  
AVON

MAX 7  
MIN 2

9.0 mm VL

DOT AVON 060214 9.0 mm VL

DOT AVON 060214 9.0 mm VL

107













Jeep

CAR-FRESHNER

Black Ice

Palm Spring



**⚠ WARNING**

**EVEN WITH ADVANCED AIRBAGS**

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

05108114AA



**⚠ MISE EN GARDE**

**MÊME AVEC DES SACS GONFLABLES**

- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT À L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.



P  
R  
N  
D/S



Current  
Hold OK to Reset  
22140 mi

14.4  
Average

E  
P  
R  
N  
D  
S





P  
R  
N  
D/S



ParkSense  
Ready

22140 mi

E  
S  
D  
Z  
R  
P





P

R

N

D/S



22140 mi

E

N R P  
D S







M

S D N R P

The gear indicator shows the car is in Drive (D).





P  
R  
N  
D/S

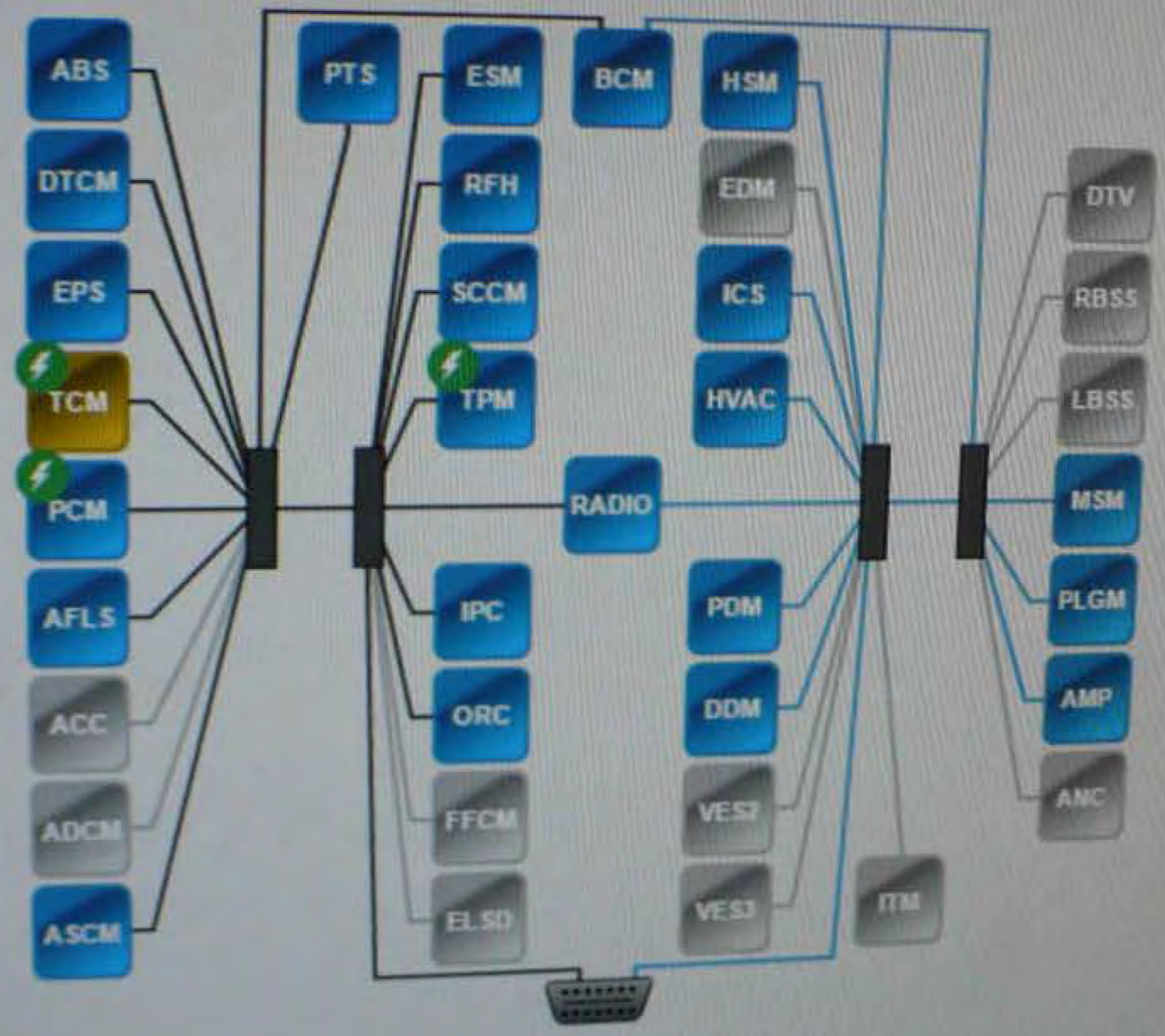


E  
P  
R  
N  
S  
D



# Action Items

- Topology
- All DTCs
- All Flashes
- Recalls
- RRTs



# TCM

Transmission Control Module

Flash

DTCs

Data

Misc Functions

System Tests

Actuators

Details

Configuration

Current Part Number: 68241279AC

ECU Status: **Out-Of-Date**

ECU ▾

New Part Number

Calibration

# of

TCM

68241279AE

2015 WK 3.6L 4WD NAFTA

1

# TCM

Switch ECU ▾

Transmission Control Module

Flash

DTCs

Data

Misc Functions

System Tests

Actuators

Details

Configuration

---

**Current Part Number:** 68241279AC

**ECU Status:** *Out-Of-Date*

ECU ▾	New Part Number	Calibration	# of Bulletins	
TCM	68241279AE	2015 WK 3.6L 4WD NAFTA	1 ▾	>

# TCM

Switch ECU ▾

Transmission Control Module

Flash

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Details

## Configuration

▼ Status: All DTCs ▾

 View Freeze Frame

 View Event Data

 Clear All DTCs

ECU ▾	Code	Description	Status	
TCM	P1DC8-00	Clutch Temp Threshold Achieved - Autostick Inhibit	Stored	 

List updates as DTCs are set or cleared.

# TCM - P1DC8-00 - Clutch Temp Threshold Achieved - Autostick Inhibit-

Environmental Data Snapshot Data

Name ▾	Value	Unit
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	7	
Ignition Cycle Counter	19	
Most Recent Odometer Value	21812	miles
Occurrence flag	Error	
Original Odometer Value	21811	miles
Pending DTC	False	
Test Failed	False	
Test Failed Since Last Clear	True	
Test Failed This Operation Cycle	False	
Test Not Completed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	

## Theory of Operation

The Transmission Control Module (TCM) performs several diagnostic checks to determine whether the temperature of a clutch is above a calibrated temperature value. These diagnostic checks use temperature models which are based upon input speed and output speed, current gear, target gear, calculated effective pressure on engaging clutch and on the disengaging clutch. The Diagnostic Trouble Codes (DTCs) set by these diagnostics are used to protect the durability of the clutches by controlling the shift operation. No repair action is required. This fault is only used to initiate a calibration strategy and for diagnostic information in case other faults are set.

## When Monitored and Set Conditions

**When Monitored:** This diagnostic runs continuously when the following conditions are met:

- A gear shift or gear engagement is active.

### Set Conditions:

- The calculated clutch temperature is above a calibrated value.

### Default Actions:

- Malfunction Indicator Lamp (MIL) is illuminated on the second consecutive trip that the diagnostic fails.
- Auto Stick function will be deactivated.

EXCESSIVE AMOUNT OF WIDE OPEN THROTTLE DRIVING
EXCESSIVE AMOUNT OF PADDLE SHIFT USAGE IN LOW GEARS

**Always perform the PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE before proceeding.** (Refer to 28 - DTC-Based Diagnostics/MODULE, Transmission Control (TCM) /Standard Procedure) .

## Diagnostic Test

**CHECK FOR OTHER TRANSMISSION CONTROL MODULE (TCM) DIAGNOSTIC TROUBLE CODES (DTCs)**

**NOTE: No repair action is required if no other DTCs are set. This fault is usually set from excessive paddle shifter use**

**CHRYSLER GROUP LLC**

R(BUILT): 8-14

GVWR: 2949 KG 6500 LB

1452 KG 3200 LB WITH  
20X8.0 RIMS AT

265/50R20 TIRES  
250 KPA ( 36 PSI) COLD

1679 KG 3700 LB WITH  
20X8.0 RIMS AT

265/50R20 TIRES  
250 KPA ( 36 PSI) COLD



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

VIN: 1C4RJFCG6FC [REDACTED] TYPE: MPV MDH:081701 103AA  
VEHICLE MADE IN U.S.A. PAINT: PXR TRIM: GLX9



60

80

100

40

20

0

10

20

30

120

140

RPM

MPG

125 ml  
Range

Current

14.5  
Average

Hold OK to Reset

22140 ml









Jeep

GRAND CHEROKEE



GRAND CHEROKEE





Jeep

4x4

Jeep



Jeep

4x4



GRAND CHEROKEE


# TCM

Transmission Control Module

- Flash
- DTCs**
- Data
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- System Tests
- Actuators
- Details
- Configuration

▼ Status: All DTCs

 View Freeze Frame

 View Event Data

ECU ▼	Code	Description	Status
TCM	P1DC8-00	Clutch Temp Threshold Achieved - Autostick Inhibit-	Stored

List updates as DTCs are set or cleared.

	Value	Unit
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	7	
Ignition Cycle Counter	19	
Most Recent Odometer Value	21812	miles
Occurrence flag	Error	
Original Odometer Value	21811	miles
Pending DTC	False	
Test Failed	False	
Test Failed Since Last Clear	True	
Test Failed This Operation Cycle	False	
Test Not Completed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	

LY USER: PO.MESHECH.RAJU  
PASSWORD: maspservice



VEHICLE



2015 JEEP GRAND CHEROKEE 3.6L V6 V.V.T.  
1C4RJFCG6F0[REDACTED]

S82674K

Selection

Action Items

ECU List

ACTIVITIES

Guided Diagnostics

Vehicle Preparations

Customer Preferences

UTILITIES

Flight Recording Viewer

Custom Display

Flight Recording

ANALYSIS

Reports

OBDII Monitors

Inhibit Monitors

Loss of Comm Test

RESOURCES

DealerCONNECT

TechCONNECT

ORC

Occupant Restraint

Switch ECU

- Flash
- DTCs**
- Data
- Misc Functions
- System Tests
- Actuators
- Details
- Configuration

There are no DTCs present for this ECU.



VEHICLE

Selection

Action Items

ECU List

ACTIVITIES

Guided Diagnostics

Vehicle Preparations

Customer Preferences

UTILITIES

Flight Recording Viewer

Custom Display

Flight Recording

ANALYSIS



2015 JEEP GRAND CHEROKEE 3.6L V6 V.V.T.  
1C4RJFCG6FC[REDACTED]

ORC

Occupant Restraint

Flash

DTCs

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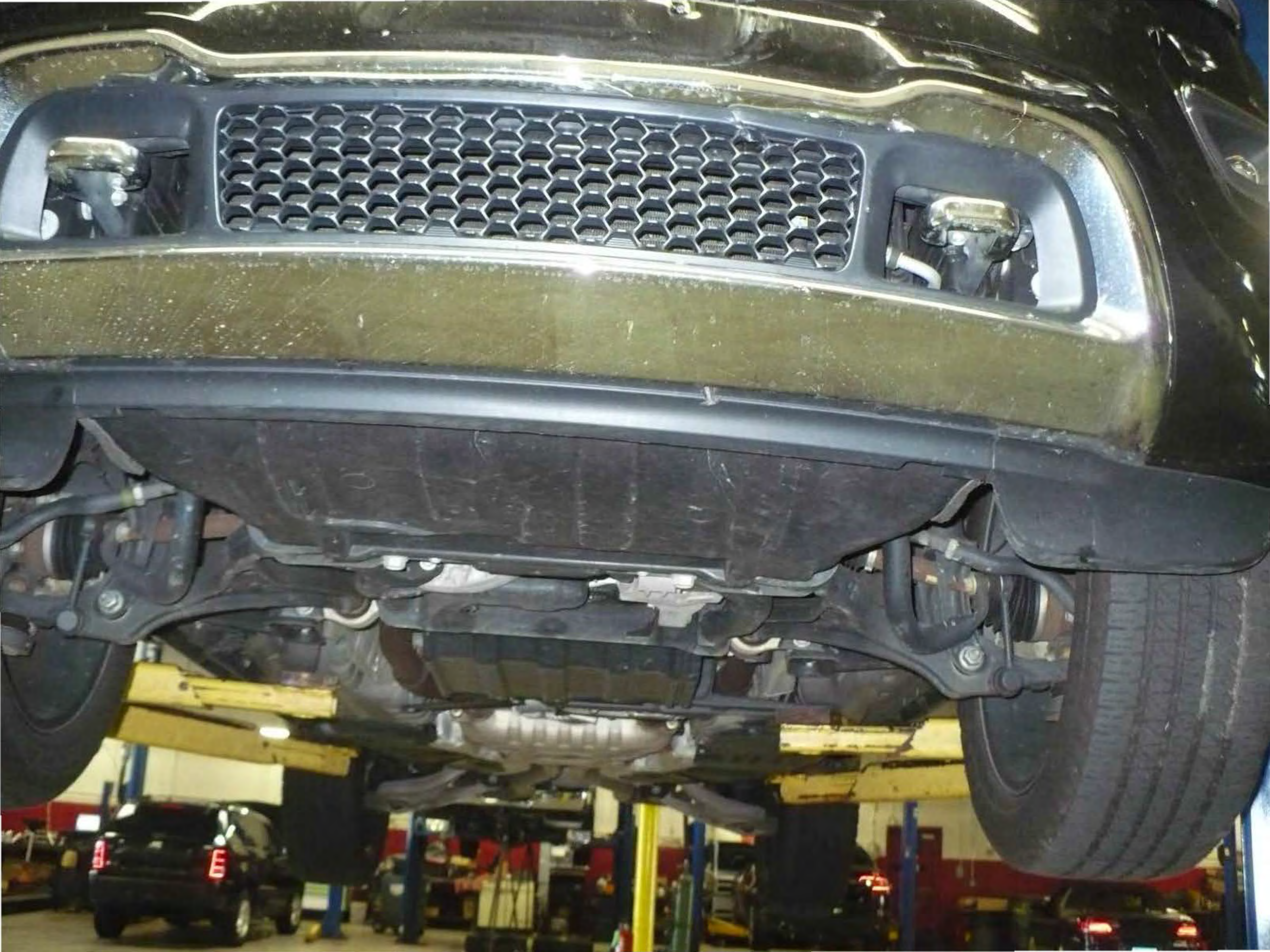
Details

Config

Current Part Number: 68222877AA

ECU Status: Up-to-Date

No flashes available for this ECU.









■ ORC

Switch ECU ▼

Occupant Restraint



Flash

DTCs

Data

Misc Functions

System Tests

Actuators

Details

Configuration

**Current Part Number:** 68222877AA

**ECU Status:** *Up-to-Date*

No flashes available for this ECU.

# ■ ORC

Switch ECU ▾

## Occupant Restraint

Flash

DTCs

Data

Misc Functions

System Tests

Actuators

Details

## Configuration

There are no DTCs present for this ECU.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-08-14 10:38:16.373091**

**Files Not Recieved: 0**



PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue Jul 21 09:36:23 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Park into Reverse

Comments:  
-----

I had parked and left my 2015 Jeep Altitude running with my 2 kids inside to run in the house to let the dog out. After 3 minutes of being in park my car started going in reverse. It was going so fast that it went up over the curb on the opposite side of the driveway. The road is completely flat no hill to gain speed. We are so lucky no one was hurt and there was no damage. I was wondering where I go from here. I read that this has happened to other Jeeps and now I'm afraid to drive my car. Thanks for your help.

Sender Information:  
-----

Title:

First Name: [REDACTED]  
[REDACTED]  
[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jul 22 22:33:15 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I do regret to hear of that happening with your vehicle and glad to hear that no one was hurt.

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.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jody

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9242348V18795L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9242348V18795L0KM&)

Original Message Follows:

-----

US Customer Service - J-Mobile Brand Site

Brief Description:

Park into Reverse

Comments:

I had parked and left my 2015 Jeep Altitude running with my 2 kids inside to run in the house to let the dog out. After 3 minutes of being in park my car started going in reverse. It was going so fast that it went up over the curb on the opposite side of the driveway. The road is completely flat no hill to gain speed. We are so lucky no one was hurt and there was no damage. I was wondering where I go from here. I read that this has happened to other Jeeps and now I'm afraid to drive my car. Thanks for your help.

VIN:

[REDACTED]

Mileage:

6311

Servicing Dealer:

Brenner Jeep

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Dillsburg

State:

PA

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Document Recieved from Customer**

**Cair Number: 2** [REDACTED]

**Date Received: 2015-09-29 12:07:08.139602**

**Files Not Recieved: 0**

[REDACTED]  
Fishkill, N.Y. [REDACTED]

September 22, 2015

Investigation Unit (Jeep)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington D.C. 20590

RE: 2015 Jeep VIN 1C4RJFCG8FC [REDACTED]

Dear Sir or Madam:

On August 22, 2015 I was present with the lessee of the aforereferenced vehicle. We were at a cemetery in Beacon, New York. I did not have my vehicle with me and approached Mr. [REDACTED] to see if he would be available to offer me a ride. As I walked toward Mr. [REDACTED]'s Jeep Grand Cherokee I observed him enter and start the vehicle. At that point he heard me call his name and immediately exited the vehicle. The Jeep then began to roll backward. I had a constant view of Mr. [REDACTED] and at no time did he take the vehicle out of park. He entered the car, pressed start, heard me call his name, and immediately exited the vehicle. I have since learned that there are other reported similar problems with this make and model and that your agency is investigating same. It is my information and belief that on September 1, 2015 Mr. [REDACTED] brought the vehicle to the service department at his Jeep dealer and they were unable to replicate the problem.

I am a forensic scientist who has specialized in accident and crime scene reconstruction for the past 17 years. I firmly believe this particular vehicle, in its present condition, is a danger to the general public and should not be on any American road.

[REDACTED]