

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



LER, JEEP  
E, RAM



CHRYSLER, JEEP  
DODGE, RAM



CHRYSLER, JEEP  
DODGE RAM











Je

Jeep









10024





# WARNING

## EYES 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 HEADLOCKS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



01/08 T1444



- L
- P
- R
- L
- R
- C
- C
- C











1163

2014 WK 36L

VIN: 1CARJF8G3E [REDACTED]

Battery:  12.23 volts

Legend

-  Active ECU
-  Non-responsive ECU
-  DTCs Present
-  ECU Not Built
-  Scanning ECU
-  New Flash Available
-  CANC
-  CAN-HS





Code	Date	Account	Description
TRM	0807-00		
RETI	1020A-01	WSP	Retirement Fund Contribution
ORC	10107-01	WSP	Local Council Office Office Expenses
DOM	10110-00	WSP	Local Council Office Office Expenses
DOM	10110-01	WSP	Local Council Office Office Expenses
DOM	10110-04	WSP	Local Council Office Office Expenses
DOM	10110-05	WSP	Local Council Office Office Expenses
DOM	10110-00	WSP	Local Council Office Office Expenses
DOM	10110-00	WSP	Local Council Office Office Expenses
DOM	10110-00	WSP	Local Council Office Office Expenses
DOM	10110-00	WSP	Local Council Office Office Expenses
RADIO	10110-00	WSP	Local Council Office Office Expenses

View the full 1 day forecast for [redacted] with a 5-day outlook. Forecast for [redacted] 1 2 3



Forecast for [redacted]

Time	Day	Temp	Conditions
12:00	12/17/20	45°F	Partly Cloudy
1:00	12/17/20	45°F	Partly Cloudy
2:00	12/17/20	45°F	Partly Cloudy
3:00	12/17/20	45°F	Partly Cloudy
4:00	12/17/20	45°F	Partly Cloudy
5:00	12/17/20	45°F	Partly Cloudy
6:00	12/17/20	45°F	Partly Cloudy
7:00	12/17/20	45°F	Partly Cloudy
8:00	12/17/20	45°F	Partly Cloudy
9:00	12/17/20	45°F	Partly Cloudy
10:00	12/17/20	45°F	Partly Cloudy
11:00	12/17/20	45°F	Partly Cloudy
12:00	12/18/20	45°F	Partly Cloudy

Overview

Name:

Occupant Restraint

Flash Part Number:

68022877AA

Bus Type:

CAN C

Hardware Version:

12.43.0

Software Version:

BT: 00.00.00 ,BT: 13.15.00 ,PG: 13.11

Spare Part Number:

N/A

ISO Code:

Software Number:

N/A

Hardware Number:

N/A

Original VIN

1CARJF8CJE

Current VIN

1CARJF8CJE

Variant & Version:

20 - 1

Country Code

N/A



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

Active | Shared | Pending

ECU	Code	Status	Project
0001	000001	Normal	ECU Project 1



11:48



38 37

30 37

Too Low  
Inflate to 38 psi  
Tire Pressure

24018 mi

P  
R  
N  
D





- Shift Solenoid A Current
- Shift Solenoid B Current
- Shift Solenoid C Current
- Shift Solenoid D Current
- Shift Solenoid E Current
- Torque Converter Clutch Current
- Pressure Control Solenoid Current
- Average Wheel Speed
- Park Sensor Solenoid
- Parking Pad Solenoid
- Park Solenoid Current
- Transmission Turbine Speed
- Vehicle Speed Calculated & Torque Split Speed
- Park Sensor Input 1
- Park Sensor Input 2
- State of Kickdown Switch
- Clutch 4 - Filling Pressure



P  
R  
N  
D/S















Left Front

A close-up photograph of a car's left front wheel area. A white label with the text "Left Front" is attached to the tire. The tire is black with a green stripe. The wheel hub is visible, and the car's body is a light color. The image is slightly blurry.

A close-up photograph of a metallic, possibly aluminum, component. The component has a curved, cylindrical shape. A white rectangular label with the text "Right Fro" is affixed to the inner surface of the curve. Below the label, a bright green arrow points downwards and slightly to the right. The metallic surface is highly reflective, showing highlights and shadows. A circular hole or opening is visible at the bottom of the component. The background is dark and out of focus.

Right Fro



A close-up photograph of a car's interior door panel. A white rectangular label with the text "Left Rear" is affixed to a dark, possibly black, plastic component of the door. The surrounding area is light-colored, likely white or light grey, and shows the curved structure of the door. A green fabric or plastic piece is visible below the label. The lighting is bright, creating some highlights and shadows on the plastic surfaces.

**Left Rear**



Left Front



Right Front





Right Front



Left Front









1C4RJFBG3E0



ICAR IERQ3E0



Ignition or  
Accessory On

24618 mi



The Low  
Pressure  
The Pressure

VEHICLE APO





BRAKE



Press Brake  
and  
Push Button  
to Start











Shift Solenoid B Current	0.000
Shift Solenoid C Current	0.000
Shift Solenoid D Current	0.000
Shift Solenoid E Current	0.000
Torque Converter Clutch Current	0.000
Pressure Control Solenoid Current	0.000
Average Wheel Speed	0
<b>Park Sense Solenoid</b>	0.000
Parking Pal Solenoid	0.000
Park Solenoid Current	0.000
Transmission Turbine Speed	0.000
Vehicle Speed (Estimated by Output Shaft Speed)	0.000
Park Sensor Input 1	0.000
Park Sensor Input 2	0.000
State of Kludge Solenoid	0.000
Clutch & Parking Pedal	0.000



11:50

0

Press Brake  
and  
Push Button  
to Shift  
into Gear

24618 mi

NOISE





P  
R  
N  
D/S

11:50

0



Tire Low  
Inflate to 36 psi  
Tire Pressure

24618 mi

INSTRUMENT CLUSTER







DELL





PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sat Sep 12 10:47:20 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

2014 Grand Cherokee - Roll A Way

Comments:  
-----

On Saturday, September 5, 2015, I arrived at a gas station with one additional passenger in my vehicle. When we fully stopped in the parking space, the Jeep Grand Cherokee was placed in park. The screen display was still displaying the current satellite station. Upon exiting the vehicle, both my passenger and myself, the vehicle was left running, but I took the key fob with me. I then proceeded to walk around and behind the vehicle to the other side of the car. The gas station was having construction work, and in front of the vehicle were cones and the area was blocked off. Approximately 30 seconds later, while both my passenger and myself were inside of the gas station, a witness came running to the gas station window to alert the attendant, that a Jeep Grand Cherokee has just taken off across the parking lot. At this point, I dropped what was in my hands, and ran to look. The Jeep Grand Cherokee, 2014, had crashed itself. One would not think this is even a possibility. Please note, the key fob was not in the vehicle, the vehicle was placed in park prior to exiting, and the doors were locked. If someone had tried to stop the car, they would have been unable to. It proceeded to travel, on its own, backwards over 200 feet and crashed into a split rail fence, and then luckily it crashed into

the only tree, between the space in which it was properly parked, and an intersection for a 55 mph road. The police were then called to the scene, in order to document the incident, and to provide a police report for the damage. Now I am left with a Jeep Grand Cherokee that could seriously injure a person, on its own, with its doors locked, and no key fob in the vehicle. It is also damaged, parts are broken, and it also has caused property damage.

I am trying to determine who exactly I need to speak with at Chrysler regarding this incident.

It is entirely not safe to have a vehicle, of which innocent children or people could lose their life, for no fault of their own.

I also would like to know, why my purchasing of one of your vehicles has now left me liable for property damage. Which was caused by no human being.

I would also like to know, how I am supposed to get my expensive car fixed.

I am now liable for the property damage caused by the vehicle. I am liable for the damage to the vehicle. I am liable to my auto insurance company for their rate adjustments due to the fact that the owner of the location where the property damage occurred, will have to file a claim.

I know you guys are aware of this issue. It is on the news, on the internet, all over the message forums, it is happening at your dealerships.

So, I am asking. Please. I need to have this issue addressed and rectified immediately. prior to the causation of any more damage or expense,

I cannot have a car, of which, at random, this is now a possibility/risk.

That action cannot even be justified.

Please help.

Sender Information:

-----

Title:

First Name: [REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sat Sep 12 10:50:51 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

2014 Jeep Grand Cherokee - Roll - A - Way - No Occupant, crash with damage

Comments:  
-----

On Saturday, September 5, 2015, I arrived at a gas station with one additional passenger in my vehicle. When we fully stopped in the parking space, the Jeep Grand Cherokee was placed in park. The screen display was still displaying the current satellite station. Upon exiting the vehicle, both my passenger and myself, the vehicle was left running, but I took the key fob with me. I then proceeded to walk around and behind the vehicle to the other side of the car. The gas station was having construction work, and in front of the vehicle were cones and the area was blocked off. Approximately 30 seconds later, while both my passenger and myself were inside of the gas station, a witness came running to the gas station window to alert the attendant, that a Jeep Grand Cherokee has just taken off across the parking lot. At this point, I dropped what was in my hands, and ran to look. The Jeep Grand Cherokee, 2014, had crashed itself. One would not think this is even a possibility. Please note, the key fob was not in the vehicle, the vehicle was placed in park prior to exiting, and the doors were locked. If someone had tried to stop the car, they would have been unable to. It proceeded to travel, on its own, backwards over 200 feet and crashed into a split rail fence, and then luckily it crashed into

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That action cannot even be justified.

Please help.

Sender Information:

-----

Title:

First Name: [REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Sep 26 22:33:10 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Please accept our apologies for the delayed response to your e-mail and sincerely thank you for your patience.

I am sorry to learn of the issue you have experienced.

Our records show that you have contacted us by telephone and we are addressing your concern.

We have updated your file to reflect the latest information you provided in the e-mail message.

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

Sincerely,

Santosh

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this e-mail, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9364482V21190L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9364482V21190L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

2014 Jeep Grand Cherokee - Roll - A - Way - No Occupant, crash with damage

Comments:

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VIN|

EC [REDACTED]

Mileage:

25100

Servicing Dealer:

Golling Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Milford

State:

MI

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup











Jeep

4x4



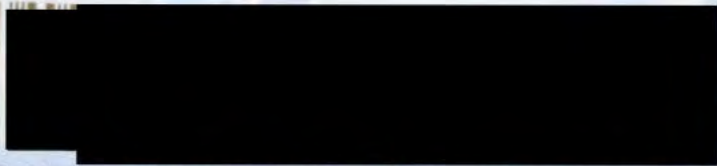
G 6500 LB

20 TIRES

( 36 PSI) COLD

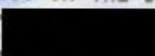
20 TIRES

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: 1C4RJFCGXE



TYPE:

MPV

MDH: 073113 030AA

VEHICLE MADE IN U.S.A.

PAINT: PXR

TRIM: GLX9

MFD BY **CHRYSLER GROUP LLC**

DATE OF MFR(BUILT): 8-13

GAWR FRONT: 1452 KG 3200 LB WITH  
20X8.0 RIMS AT

GAWR REAR: 1679 KG 3700 LB WITH  
20X8.0 RIMS AT

GWR: 2949 KG 6500 LB  
265/50R20 TIRES

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

250 KPA ( 36 PSI) COLD



THIS VEH  
ST  
VIN:  
VEHI

RJFCGXEC [REDACTED]

