

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



CHRYSLER

October 13, 2015

[REDACTED]
Lake Geneva, WI [REDACTED]

Cair: 27936733

VIN: 1C4RJFAG9FC [REDACTED]

Dear Mr. [REDACTED]:

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Jeep Grand Cherokee.

Mr. [REDACTED] naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. Susalla

J.S. Susalla
Special Investigations
586-274-8171

LMM/sk

CHRYSLER

October 13, 2015

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RECALL 2014-01-0000

CAIR # [REDACTED]

Please disregard letter with initials of "LMM" at bottom of page.



60° F

0 MPH

Range
337 mi

Sport Mode
ON



8285 mi



10/05/2015 12:23

START
STOP
ENGINE

60° F

0

MPH

Range
324 mi



Navigation and speed controls:

- Two small circular icons at the top.
- Upward arrow icon.
- DOWN arrow icon.
- SPEED label.
- UP arrow icon.
- DOWN arrow icon.
- MPH label.
- km/h label.

Press Brake
and
Push Button
to Shift
into Gear



P
R
R
N
S
D

8286 mi

10/05/2015 12:34



10/05/2015 12:35



Jeep

10/05/2015 12:39



10/05/2015 12:39



10/05/2015 12:39



Jeep

4x4

LAREDO

10/05/2015 12:39



10/05/2015 12:39



10/05/2015 12:40



10/05/2015 12:40



10/05/2015 12:40



10/05/2015 12:40



10/05/2015 12:40



10/05/2015 12:41



10/05/2015 12:41

SR5
1.8L 16V

10/05/2015 12:41



PUSH TO
RELEASE

Jeep

G

10/05/2015 12:41



10/05/2015 12:41



10/05/2015 12:42



10/05/2015 12:42



V6

10/05/2015 12:50



4509090

10/05/2015 12:50



10/05/2015 12:50



10/05/2015 12:50

TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
476 KG OR 1050 LB



TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	P245/70R17	P245/70R17	P245/65R18XL
RECOMMENDED TIRE INFLATION PRESSURE	230 kPa / 33 PSI	230 kPa / 33 PSI	270 kPa / 39 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



FC853331

10/05/2015 12:52



10/05/2015 12:52

TYPE ONLY CHECKER 4 SPEED TRANS FLUID SAFETY/PROX
PER SERVICE WARNING, USE REMANUFACTURED TOOL TO IN TANKING
TRANS FLUID TEMPERATURE
ONLY CHECK FLUID LEVEL AT FLUID TEMP 98-122°F (30-50°C)
OTHERWISE DO NOT OPERATE

10/05/2015 12:58



COUNTRY OF ELKHORN

ICAR/JAGUAR	DATE OF SALE	09/08/15 09:17
2015 JEEP GRAND CHEROKEE (GRANITE)	VEHICLE ID	8086
VEHICLE MAKE	VEHICLE MODEL	GRAND CHEROKEE
VEHICLE YEAR	VEHICLE COLOR	WHITE
VEHICLE VIN	VEHICLE LICENSE	87510
VEHICLE MAKE	VEHICLE MODEL	GRAND CHEROKEE
VEHICLE YEAR	VEHICLE COLOR	WHITE
VEHICLE VIN	VEHICLE LICENSE	87510

ALL NEW VEHICLES IN COUNTRY OF ELKHORN ARE COVERED BY A 3-YEAR/50,000 MILE WARRANTY. THIS WARRANTY IS SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY. FOR DETAILS SEE WARRANTY SECTION.

VEHICLE ID: 8086
 VIN: 0023715
 LICENSE: 87510
 NAME: KENNETH WINKELMAN (347)

Line	Type	Op-Code	Tech
A *	Warranty	113	
Concern	General Concern #1 Customer states that on three occasions the car has rolled while in park. This last time, the vehicle rolled into a tree and damaged the front bumper.		
B *	Warranty	113	
Concern	General Concern #2 Rental		

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O. #	R/T	Date	Miles	Adv.	Op-Code	Tech	Description
1		09/23/15	18	30	90FOZ01	A47	CLEAN FOR DELIVERY

800 992 1997

10/05/2015 19:49

PERFORM RPT 15-089 RTRM FLASH
 08-079-15 REV A. 10/18/19 12-96 AFH APPROVED
 2HR RFA.

SCAN FOR FAULT. NOTHING ACTIVE OR STORED!

PERFORM AVAILABLE FLASH ON TCM. TSB# 31-037-15 REV B RFA
 18-19-05-BV TCM REPROGRAM . 2HR

No TSBs apply to concern - No STAR CASES -

SHIFT TO PARK SEVERAL TIMES. LOCK VEHICLE - LOCKS IN PARK.
 MAKE SURE BRAKE IS APPLIED WHEN SHIFTING. TURN VEHICLE OFF
 IF WON'T SHUT OFF. HIT IN PARK!

10/05/2015 19:50

GROUP	STATUS	NO. IN	TIME	OFF
W		1		
	OPEN			
	EMC No.			ON

10/05/2015 12:19

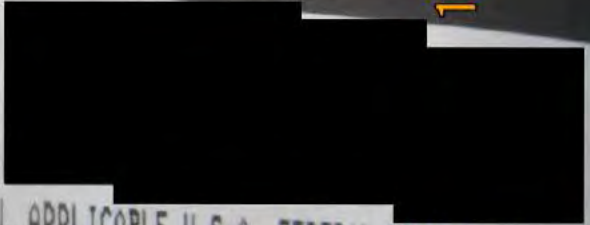
2949 KG 6500 LB

P245/70R17 TIRES

230 KPA (33 PSI) COLD

P245/70R17 TIRES

230 KPA (33 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: 1C4RJFAG9F0



TYPE:

MPV

VEHICLE MADE IN U.S.A.

PAINT: PAU

TRIM: F7X9

MDH:042307 10

Customer Info

VIP/History

Build RO

Assign RO

Walk Around

Finalize RO

Ownership:	Private
First Name:	[REDACTED]
Last Name:	[REDACTED]
Street:	[REDACTED]
City:	LAKE GENEVA
State:	WI
Zip:	[REDACTED]
Country:	
Home Number:	[REDACTED]
Cell Number:	[REDACTED]
Business Number:	000-000-0000
Email:	
Preferred Contact Method:	Phone
Preferred Language:	English

Vehicle:	2015 JEEP Grand Cherokee (3.6L)
VIN:	1C4RJFAG3F1 [REDACTED]
Odometer:	8,285
In Service Date:	Jun 23 2015

Triage Items

- Vehicle Restriction: no
- ECS Vehicle: no
- CAIRs: **yes**
- Flash Update(s) Available: yes
- Recall(s)/CSN(s): no
- RRTs: yes
- DTCs Present: **no**

Last Dealership Service

Last Service Date:	Jun 22 2015
Odometer:	15

10/05/2015 12:20



Queue

Maint. Menu

MVP Plans

W ADVISOR

VIP Report

Customer Info

VIP/History

Build RO

Assign RO

Walk Around

Finalize RO

Ownership: Private

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

City: LAKE GENEVA

State: WI

Zip: [REDACTED]

Country: [REDACTED]

Home Number: [REDACTED]

Cell Number: [REDACTED]

Business Number: 000-000-0000

Email: [REDACTED]

Preferred Contact Method: Phone

Preferred Language: English

Vehicle: 2015 JEEP Grand Cherokee (3.6L)

VIN: 1C4RJFAG9FC [REDACTED]

Odometer: 8,285

In Service Date: Jun 23 2015

Triage Items

- ✓ Vehicle Restriction: no
- ✓ ECS Vehicle: no
- ⚠ CAIRs: [yes](#)
- ⚠ Flash Update(s) Available: yes
- ✓ Recall(s)/CSN(s): no
- ⚠ RRTs: [yes](#)
- ✓ DTCs Present: [no](#)

EDIT

Last Dealership Service

Last Service Date: Jun 22 2015

Odometer: 15

10/05/2011 12:20



57°F

Range
346 mi



0

MPH

P
R
N
D
S

Icons for cruise control (C), speed limiter (SPEED), and a red car icon. Text 'MPH X1000' is also present.

8285 mi

10/05/2015 12:20



60°F

Range
341 mi

0
MPH

8285 mi

P
R
N
D
S

H
C
F
E

10/05/2015 12:22

START
STOP
O/R

12V



60°F

Range
340 mi

0

MPH

8285 mi

P
R
N
D
S

10/05/2015 12:22

ENGINE



60° F

0

MPH

Range
340 mi

Press Brake
and
Push Button
to Shift
into Gear

8285 mi

P
R
N
D
S



START
STOP
ENGINE

RUN

10/05/2015 12:22



60°F

Range
339 mi

0

MPH

8285 mi

P
R
N
D
S

H
C
F
E

RPM

START
STOP
ENGINE

PARK

10/05/2015 12:22



10/05/2015 12:52



10/05/2015 12:52

P
R
N
D/S

10/05/2015 12:53



10/05/2015 12:53

P
R
N
D/S

10/05/2015 12:54



10/05/2015 12:54



10/05/2015 12:56



10/05/2015 12:56



10/05/2015 12:57



10/05/2015 12:57