

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup





October 6, 2015

[REDACTED]
Suwanee, GA [REDACTED]

Cair: [REDACTED]
VIN: 1C4RDJEG2FC [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Durango.

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

JSS/sk

Phone 800.992.1997





















⚠ 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.

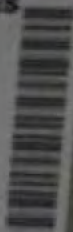


05108 114AA

⚠ MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

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





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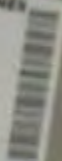


05109 11AAA

⚠ MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT PAR UN SAC GONFLABLE.
- LA RANGÉE D'ARRIÈRE EST LA PLACE LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS ATTACHER LES CEINTURES DE SÛRETÉ ET LES SYSTÈMES DE RÉTENTION POUR ENFANT.
- CONSULTER LE MANUEL DE L'AUTOMOBILE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.

























2

FT. & IN.
INCHES

3

Lufkin

4

5

LEATHER



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

ECU	Code	Status	Description
There are no DTCs present.			

Overview

Name:
Anti Lock Brakes

Flash Part Number:
68241677AC

Bus Type:
CAN C

Hardware Version:
15.9.00

Software Version:
BD: 14.08.01

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RDJEG2F [REDACTED]

Current VIN
1C4RDJEG2F [REDACTED]

Variant & Version:
4G - 6

Country Code
N/A

DTC Count:
0



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

ECU	Code	Status	Description
There are no DTCs present			



Overview

Name:
Transmission Control Module

Flash Part Number:
68749334AE

Bus Type:
CAN C

Hardware Version:
10.3.TF

Software Version:
#1: 14.49.00 #0: 14.49.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN [REDACTED]
1C4RDJEG2FC

Current VIN [REDACTED]
1C4RDJEG2FC

Variant & Version:
40-13

Country Code
N/A

DTC Count:
0



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

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

All Active Stored Pending

ECU	Code	Status	Description
-----	------	--------	-------------

There are no DTCs present			
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Overview

Name: Powertrain Control Module
Flash Part Number: 68230008AC
Bus Type: CAN C
Hardware Version: 1247
Software Version: 50.03.00
Spare Part Number: N/A
ISO Code:
Software Number: N/A
Hardware Number: N/A
Original VIN: 1C4RDJEG2F1 [REDACTED]
Current VIN: 1C4RDJEG2F1 [REDACTED]
Variant & Version: 26 - C7
Country Code: USA
DTC Count: 0



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

ECU	Code	Status	Description
ORC	B2767-87	active	Left Injprt Pressure Sensor Missing Message



Overview

Name:
Occupant Restraint

Flash Part Number:
56054076AC

Bus Type:
CAN C

Hardware Version:
12.43.0

Software Version:
#2: 00.00.00 ,#1: 13.45.01 ,#0: 13.14.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RDJEG2F[REDACTED]

Current VIN
1C4RDJEG2F[REDACTED]

Variant & Version:
40-5

Country Code
N/A

DTC Count:
1

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

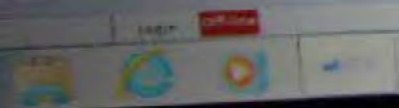
Environmental Data for ORC | B2767-87 Left Impact Pressure Sensor-Missing Message

Name	Value	Units
Test Failed	True	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	True	
DTC Extended Data Record Number - All	01	
Occurrence Flag	Error	mlps
Original Odometer Value	70	miles
Most Recent Odometer Value	70	
Frequency Counter	1	
Operation Cycle Counter	Operation Cycle Counter not available / Default	minutes
Accumulation Timer	11	seconds
Fault System Time Start	71330	
Fault System Time End		

01_#0: 13.14.00

13

15



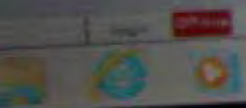
ECU	Code	Status	Description
ECU	B2767-87	active	Left Impact Pressure Sensor Missing Message

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

Environmental Data for DTC | B2767-87 Left Impact Pressure Sensor-Missing Message

Name	Value	Units
Test Failed	True	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	True	
DTC Extended Data Record Number - All	01	
Occurrence Flag	Error	miBt
Original Odometer Value	70	miBt
Most Recent Odometer Value	70	
Frequency Counter	1	
Operation Cycle Counter	Operation Cycle Counter not available / Default	minutes
Accumulation Timer	17	seconds
Fault Sustain Time Start	13330	
Fault Sustain Time End		

10:13:14.00





ORC View

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



Overview

Name:

Occupant Restraint

Flash Part Number:

S60S4076AC

Bus Type:

CAN C

Hardware Version:

12.43.0

Software Version:

#2: 00.00.00 ,#1: 13.45.01 ,#0: 13.14.00

Spare Part Number:

N/A

ISO Code:

Software Number:

N/A

Hardware Number:

N/A

Original VIN

1C4RDJEG2FC

Current VIN

1C4RDJEG2FC

Variant & Version:

40 - 6

Country Code

N/A

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

ECU	Code
ORC	B2767-87

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

Environmental Data for ORC | B2767-87 Left Impact Pressure Sensor-Missing Message

Name	Value
Test Failed	True
Test Failed This Operation Cycle	False
Pending DTC	False
Confirmed DTC	True
Test Not Completed Since Last Clear	False
Test Failed Since Last Clear	False
Test Not Completed This Operation Cycle	False
Warning Indicator Requested	True
DTC Extended Data Record Number - All	01
Occurrence Flag	Error
Original Odometer Value	70
Most Recent Odometer Value	70
Frequency Counter	1
Operation Cycle Counter	Operation Cycle Counter not available / default
Accumulation Timer	17
Fault System Time Start	22398
Fault System Time End	



2.0T 4000 2000

P R N D

ODD

Yellow sticky note

P R N D

SAVIA



DODGE

CUMMING, GA
GEORGIA

CHARGED
2WD

CITADEL



P R N D

SAMS

EDGE

P R N D

SM



 **WARNING**
Keep feet







P02853642AD



11/17/2016 11:17

642





USE ONLY SYNTHETIC 5-SPEED TRANS FLUID (MOTOROLA
RECOMMENDS MOBIL 1) AND CHECK FLUID LEVELS
REGULARLY. USE DIAGNOSTIC TOOL TO DETERMINE
TRANS FLUID TEMPERATURE
ONLY CHECK FULL LEVEL AT FLUID TEMP 40-100°C (100-212°F)
(OTHERWISE DO NOT OPEN)





DURAMAX
4WD









TD4RDJEG2F0

MFD BY FCA US LLC

DATE OF MANUFACTURE 8-15

GVWR FRONT: 1452 KG 3200 LB

20X8.0

GVWR REAR: 1770 KG 3900 LB

20X8.0

GVWR:

2940 KG 6500 LB

WITH

265/50R20

TIRES

80MS AT

250 KPA (36 PSI) COLD

TIRES

WITH

265/50R20

TIRES

80MS AT

250 KPA (36 PSI) COLD

TIRES



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

VIN: 1C4RDJEG2F

TYPE:

MPV

NOV:081709 183AA

VEHICLE MADE IN U.S.A.

PAINT: PGR

TRIM: TLVL



73°F SW

60 MPH 80 100 120 140

BRAKE  

Press Brake and Push Button to Start

77 mi

WCH

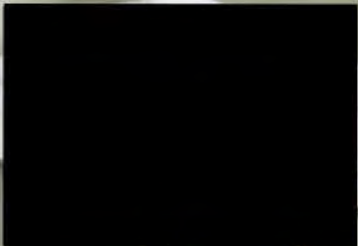








CAYMAN









PUSH TO
RELEASE









hrowse



tune



aud

16.01.18

Connection Wizard

Select Tool

Double-click row or select tool and press "Next". List refreshes automatically as tools are added or removed.

Hide Unresponsive Devices

Device	Year	Body	IP Address	Workgroup
WVF-25458	2015	WD	172.22.22.22	

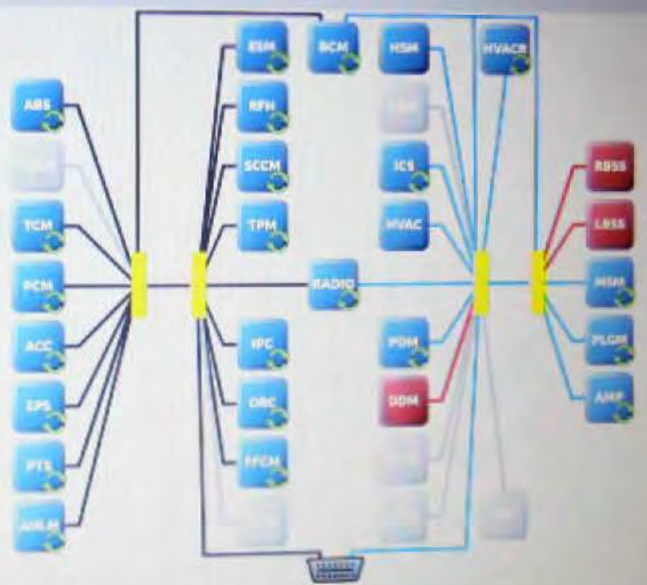
14.03.18

Vehicle View

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

2015 WD 3.6L
 VIN: 1CARDJEC2PC1 [REDACTED]
 Battery: 12.168 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present
 - ECU Not Used
 - Sleeping ECU
 - New Flash Available
 - CAN-C
 - CAN-HS



All DTCs: [Diagnostic Procedures](#) [Custom Preferences](#) [Vehicle Properties](#)

Disable/Enable software to view environmental data. Click on column heading to sort table.

Address	Size (B)	Permissions	State	Evolution
ECU			Safe	
There are no DTCs present				



Vehicle View









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

2015 WD 3.6L

VIN: 1C4RDJEG2FC [REDACTED]

Battery:  12.168 volts

Legend

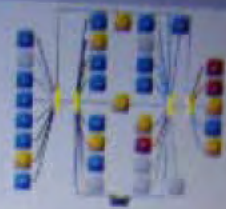
-  Active ECU
-  Non-responsive ECU
-  DTCs Present
-  ECU Not Built
-  Scanning ECU
-  New Flash Available
-  CAN-C
-  CAN-IHS

3.6L

ID:JBG2FC132515

12.168 volts

ECU
responsive ECU
Network



Diagnostic Procedures **Customer Preferences** **Vehicle Preparations**

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

Done | Showed | Pending

ECU	Code	Status	Description
RLH	82366-01	active	Front Left Door Handle Sensor General Electrical Failure
DRS	82767-07	active	Left Impact Pressure Sensor Missing Message
PCM	U0232-00	active	Lost Communication with Blind Spot Detection Module
PCM	U0199-00	active	Lost Communication with Driver Door Module
MSM	U0199-00	active	Lost Communication with Driver Door Module
SLP	B1400-12	active	Channel 1 Audio Speaker Output Circuit Open
SLP	B1404-12	active	Channel 2 Audio Speaker Output Circuit Open
PTS	B1296-11	active	PTS Sensor 9-Circuit Short to Ground
PTS	B1295-11	active	PTS Sensor 8-Circuit Short to Ground
PTS	B1297-11	active	PTS Sensor 10-Circuit Short to Ground
PTS	B1295-11	active	PTS Sensor 11-Circuit Short to Ground
BCM	U0232-00	active	Lost Communication with Blind Spot Detection Module
BCM	U0199-00	active	Lost Communication with Driver Door Module
RADIO	U0199-00	active	Lost Communication with Driver Door Module
BSM	U0232-00	active	Lost Communication with Blind Spot Detection Module

id
 Active ECU
 Non-responsive ECU
 (N/C or Present)



TCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

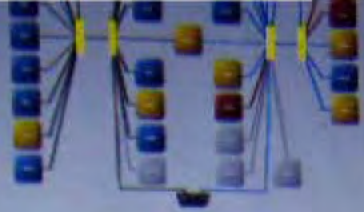
Click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

ECU	Code	Status	Description
RFH	B259A-01	active	Front Left Door Handle Sensor - Sensor
ORC	B2767-87	active	Left Impact Pressure Sensor - Malfunction
PDM	U0232-00	active	Lost Communication with Blind Spot
PD6A	U0199-00	active	Lost Communication with Driver Door
MSM	U0199-00	active	Lost Communication with Driver Door
AMP	B1460-13	active	Channel 1 Audio Speaker Output - Control
AMP	B146A-13	active	Channel 3 Audio Speaker Output - Control
PTS	B1296-11	active	PTS Sensor 8 - Circuit Short to Ground
PTS	B1295-11	active	PTS Sensor 9 - Circuit Short to Ground
PTS	B1297-11	active	PTS Sensor 10 - Circuit Short to Ground
PTS	B1298-11	active	PTS Sensor 11 - Circuit Short to Ground
BCM	U0232-00	active	Lost Communication with Blind Spot
BCM	U0199-00	active	Lost Communication with Driver Door
RADIO	U0199-00	active	Lost Communication with Driver Door
RADIO	U0232-00	active	Lost Communication with Blind Spot

A





View Freeze Frame

View Error

Status	Description
active	Front Left Door Handle Sense-General Electrical Failure
active	Left Impact Pressure Sensor-Missing Message
active	Lost Communication with Blind Spot Detection Module
active	Lost Communication with Driver Door Module
active	Lost Communication with Driver Door Module
active	Channel 1 Audio Speaker Output-Circuit Open
active	Channel 3 Audio Speaker Output-Circuit Open
active	PTS Sensor 9-Circuit Short to Ground
active	PTS Sensor 8-Circuit Short to Ground
active	PTS Sensor 10-Circuit Short to Ground
active	PTS Sensor 11-Circuit Short to Ground
active	Lost Communication with Blind Spot Detection Module
active	Lost Communication with Driver Door Module
active	Lost Communication with Driver Door Module
active	Lost Communication with Blind Spot Detection Module
active	

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



September 23, 2015

9/28

To: Chrysler Customer Care
PO Box 21-8004
Auburn, MI 48321

RECEIVED

OCT - 5 2015

Special Investigations

Subject: Jeep Grand Cherokee Safety Issue

On Thursday, September 17, 2015, about 1 p.m., I drove my 2014 Jeep Grand Cherokee Limited with approximately 24,400 miles to my mother's home. I made a right turn from the street and stopped before the driveway gate such that the right front of the Jeep was closer to the right gate post than the left. I left about 24" of space between the Jeep and the right gate post so that pedestrians could pass in front of the vehicle on the sidewalk while I was opening the gate. The gate is kept locked, so after I turned into the driveway, I put the Jeep in Park and with the engine running and while still seated but with my foot off the brake, I reached over to the passenger's seat to grab my bag and put it on my lap to ruffle for the key chain needed to open the gate's lock. After finding the key chain, I replaced my bag onto the passenger's seat, and I exited the running vehicle keeping the driver's door open. I walked around the open door, stopped in front of the car to search for the proper key on the key ring. Upon finding the key, I unlocked the gate, and re-locked the lock on the gate so as not to lose it. I then opened the left half of the gate pushing it entirely back 90° to the wall. I then proceeded to walk back to the center of the gate to open the right half of the gate. I pulled the gate rod from the hole in the ground so I can move this section of the gate, and just as I did, the Jeep began to move toward me hitting the far right gate post with the right front corner of the vehicle. Thankfully, there was space between where I was standing on the left half of the gate which had already opened enabling me to avoid injury. I was stupefied and ran back around the open driver's door and into the car to back it away from the post. When I entered the vehicle, I found it in Park, and I selected Reverse to back it off the gate post. From the time I exited the vehicle, I estimate that it was about 40 to 45 seconds to complete the tasks outlined above before the vehicle began to move.

I was certain the gearshift indicator on the dashboard indicated Park before I exited as well as when I returned. My family and I replayed this scenario numerous times playing devil's advocate to see if I could have possibly been at fault and misplaced or left the transmission in Drive. I was certain I didn't. Our conclusion is that if I would have left it in Drive, the Jeep should have begun moving as soon as I removed my foot from the brake pedal and reached across to the passenger's seat for my bag. Even if I maintained my foot on the brake at that time, it should have moved when I exited the vehicle. It should not have taken 45 seconds to move. I also don't see how I could have misplaced it into Drive since moving the gearshift lever into Park is a push motion. I could understand how I could have mistakenly pushed it into neutral or reverse, but not Drive. If it was pushed mistakenly into neutral, the car should have moved when I exited, not after 45 seconds, and I should have found it in Neutral when I returned. Our conclusion is that although I put it into Park, and Park was indicated on the dashboard, the car moved on its own approximately 45 seconds later.


As indicated, the car was only about 2 feet or less from the right gate post that it hit. I don't know what force is necessary to cause the damage sustained by the right front fender and bumper, but my husband was surprised at the extent of the damage (\$2585.90 repair estimate) and believed it was not caused by a vehicle that simply rolled into the fence post 2 feet away. It appears to have hit with a force more consistent with acceleration rather than a roll.

The Jeep was in excellent condition and not in any way abused or misused. I had no history of error codes or indications. I believe that the vehicle was put into Park, and subsequently electronically shifted into Drive without a change to the dashboard indicator. The electronic shifting of this Jeep provides minimal feedback and forces the driver to look at the dashboard to confirm if the proper gearshift position was successfully selected. Also, from the Drive gearshift position, the only possible positions that can be selected by a push motion are Neutral, Reverse and Park. My Jeep exhibited motion as if it was in Drive, not Neutral, and exhibited no symptoms of being in Reverse or Park. This vehicle also took about 45 seconds to begin its motion as if it had shifted into Drive. In my opinion, this is a most significant safety issue!

This report is being sent to NHTSA and Chrysler/Jeep with the strong suggestion that my vehicle and every Jeep on the road with this transmission be checked for proper operation. I am also presenting this discussion as a claim to the Chrysler Corporation seeking compensation for the \$1000 insurance deductible expense I will incur for repairs. This is the second Jeep Grand Cherokee that I've leased.

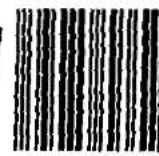


Flushing, NY 

VIN: 1C4RJFBGXEC 

PUT-IN-SERVICE DATE: 7/1/13

Flushing, NY



1000

48321

U.S. POSTAGE
PAID
FLUSHING, NY
11358
SEP 28, 19
AMOUNT
\$3.94
00110378-04

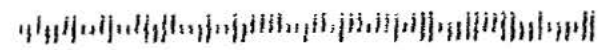
Chrysler Customer Care

P.O. Box 21-8004

Auburn, MI 48321

Park & Roll

48321 80021





October 15, 2015

[REDACTED]
Flushing, NY [REDACTED]

RE: [REDACTED]
VIN: 1C4RJFBGXEC [REDACTED]

Dear Mr. & Mrs. [REDACTED]:

This will acknowledge your correspondence dated October 5, 2015 which has been referred to our office for response.

Unfortunately, since we did not have the opportunity to inspect the vehicle in its damaged state, we cannot assume liability in this matter. In view of this, we are unable to provide the reimbursement you have requested.

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.

As a reminder, the owner's manual suggests that every time you exit the vehicle, the Jeep's Park Brake should be engaged by the driver.

Sincerely,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk