

EA16-002

FLAT CHRYSLER

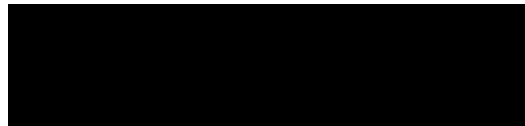
5-12-2016

ENCLOSURE 04

Legal Backup

PL

WK





MEEHAN, BOYLE, BLACK & BOGDANOW, P.C.

Privileged To Have Served Our Clients And Community
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TELEPHONE
617-523-8300
FACSIMILE
617-523-0525

February 10, 2016

VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED

Chief Executive Officer
Chrysler FCA US, LLC
P.O. Box 21-8004
800 Chrysler Drive
Auburn Hills, Michigan 48321-8004

Re: [REDACTED]
Incident of January 12, 2016
Location: School and Tremont Streets, Boston, Massachusetts
Vehicle: 2015 Jeep Grand Cherokee, VIN 1C4RJFJT5FC [REDACTED]

Dear Sir or Madam:

This firm represents [REDACTED] who was seriously injured when his 2015 Jeep Grand Cherokee unexpectedly moved in reverse as he was reaching into the vehicle to shut the engine off. [REDACTED] insurer, Amica Mutual Insurance Company, intends to extract the data from the vehicle's Event Data Recorder. The purpose of this letter is to put Chrysler FCA US, LLC ("Chrysler") on notice of the vehicle's breach of warranty, and to invite Chrysler to be present and participate in the data extraction.

Please contact me at your earliest convenience to let me know whether Chrysler would like to participate.

Thank you.

Sincerely,

Peter Ainsworth

RECEIVED

FEB 23 2016

MILLER, CANFIELD, PADDOCK
AND STONE, P.L.C.

RECEIVED

FEB 19 2016

FEB 18 2016



Incident Report

Case Number [REDACTED]	CAD Incident # [REDACTED]
Report Type Incident Report	Page 1 of 14
Date / Time Occurred 01/12/2016 17:11 to	Date / Time Reported 01/12/2016 22:31

Arrested Suspects	Additional Suspects 1	Unknown Suspects	Victims 6	Other Persons 3	Vehicles 4	Items 5	Evidence Count	Locks Count	File #																		
<input type="checkbox"/> Drugs	<input type="checkbox"/> DVIP	<input type="checkbox"/> Juvenile	<input type="checkbox"/> Child Present	<input type="checkbox"/> Elderly	<input type="checkbox"/> Sexual Assault	<input type="checkbox"/> CRU - Hate/Bias	<input type="checkbox"/> Licensed Premise	<input type="checkbox"/> Disabled	<input type="checkbox"/> Homeland Security	<input type="checkbox"/> Homeland Security - UASI	<input type="checkbox"/> Home Invasion	<input type="checkbox"/> Car Jack	<input type="checkbox"/> Gun	<input type="checkbox"/> Gang	<input type="checkbox"/> Shots Fired	<input type="checkbox"/> Victim Shot	<input type="checkbox"/> Victim Stabbed	<input type="checkbox"/> Other Agency/Unit Notified	<input type="checkbox"/> Warrant Arrest	<input type="checkbox"/> Search Warrant	<input type="checkbox"/> Licensed Premise Violation	<input type="checkbox"/> LPR	<input type="checkbox"/> Human Trafficking	<input type="checkbox"/> Bicycle	<input type="checkbox"/> School	<input type="checkbox"/> Homeless	<input type="checkbox"/> Sex Offender

Incident Details	
Unit Number	Clearance Disposition
Created by Exception	Exceptional Clearance Date

Situation Found E911	Case Status
Location Given By Dispatcher	

Incident Address			
Street Address [REDACTED]			
City BOSTN	State MASSACHUSETTS	Zip [REDACTED]	District DISTRICT A1

Administrative Info	
Reporting Officer DOK PAUL	Employee Number 116884
Approving Supervisor DEMESMIN, STANLEY	

OFFENSE

<input type="checkbox"/> Upgrade/Downgrade Offense	Upgrade/Downgrade Offense Code
<input checked="" type="checkbox"/> Primary Offense	Crime Description MV ACCIDENT - PERSONAL INJURY
Offense Code Value 03803	Attempted/Completed Completed
	Premise Type Highway/Road/Alley
Circumstances Bias	
Criminal Activity 1	Criminal Activity 2
Criminal Activity 3	
Offender Using 1	Offender Using 2
Offender Using 3	
# Premise Entered	Home Invasion
	Domestic Violence
	Gang Activity
Gang Type #1	Gang Name #1
Gang Type #2	Gang Name #2
Drug Related	Drug Type
	Drug Origin
	Drug Precursors
MO Panel	Entry Type
	Entry Area
	Entry Method
Entry Point 1	Entry Point 2
Exit Point 1	Exit Point 2
Exit Point 2	Target Area
Property Target 1	Property Target 2
Property Target 3	Victim Target
Time of Day	Victim Activity
Action 1 to Premises	Action 2 to Premises
Action 3 to Premises	Action 1 on Victim
Action 2 on Victim	Action 3 on Victim
Other Action 1	Other Action 2
Other Action 3	Solicited Offered 1
Solicited Offered 2	Solicited Offered 3
Weapon 1	Weapon 2
Weapon 3	Weapon 3 Auto
Arson	



Incident Report

Case Number [REDACTED]	CAD Incident # [REDACTED]
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Precipitating Circumstance	Instrument Used
Unusual Actions and Statements of Suspect	

SUSPECT Known Unknown Arrested

Name (Last, First Middle)
[REDACTED]

Suffix	Nickname	Race White	Gender Male	SSN	Date of Birth	Age	Age Range to
Height	Weight	Driver's License # [REDACTED]	DL State MASSACHUSETTS	Local ID	SID		
FBI #	SBI #	Place of Birth		Citizenship			
Ethnicity Not of Hispanic Origin		Marital Status					
Preferred HOME PHONE	Contact #1 000-000-0000	Contact #2	Email Address				

Suspect Home Address

Street Address
[REDACTED]

City LINCOLN	State NEW HAMPSHIRE	Zip
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Suspect Employment Information

Student Employer / School Occupation

Street Address

City	State	Zip	Work Phone	Hours of Employment
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Details

Hair Color	Hair Length	<input type="checkbox"/> Glasses	Eye Color	Build	Facial Hair	Facial Hair Color
Voice	Complexion	Hand Preference				

Clothing Description

Trademarks of Suspect

Injury 1	Injury 2	Injury 3	Injury 4	Injury 5
----------	----------	----------	----------	----------

Hospitalized Resident

Hospital Facility
Tufts Medical Center

MO Panel	Entry Type	Entry Area	Entry Method
Entry Point	Exit Point	Target Area	
Property Target 1	Property Target 2	Property Target 3	
Victim Target	Time of Day	Victim Activity	
Action 1 on Victim	Action 2 on Victim	Action 3 on Victim	
Action 1 to Premises	Action 2 to Premises	Action 3 to Premises	
Other Action 1	Other Action 2	Other Action 3	
Solicited Offered 1	Solicited Offered 2	Solicited Offered 3	
Weapon 1	Weapon 2	Weapon 3	
Weapon 1 Type	Weapon 2 Type	Weapon 3 Type	
Weapon 1 Caliber	Weapon 2 Caliber	Weapon 3 Caliber	



Incident Report

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Weapon 1 Color	Weapon 2 Color	Weapon 3 Color
Arson	Precipitating Circumstance	Instrument Used
Comments		

Associated Offenses

Offense: **M/V ACCIDENT - PERSONAL INJURY** Associated With Suspect

VICTIM Victim Type: Person

Name (Last, First Middle): [REDACTED]

Suffix: [REDACTED] Nickname: [REDACTED] Race: White Gender: Male SSN: [REDACTED] Date of Birth: [REDACTED] Age: [REDACTED] Age Range: to

Infant Type: [REDACTED] Height: [REDACTED] Weight: [REDACTED] Driver's License #: [REDACTED] DL State: MAINE

Place of Birth: [REDACTED] Citizenship: [REDACTED]

Ethnicity: Unknown Marital Status: Unknown

Preferred Contact #1: [REDACTED] Contact #2: [REDACTED] Email Address: [REDACTED]

HOME PHONE: [REDACTED]

Victim Home Address: [REDACTED]

Street Address: [REDACTED]

City: MIDDLETON State: MASSACHUSETTS Zip: [REDACTED]

Employment Information

Student Employer / School: [REDACTED] Occupation: [REDACTED]

College Name: [REDACTED] On Campus Yes No

Street Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip: [REDACTED] Work Phone: [REDACTED] Hours of Employment: [REDACTED]

Details

Hair Color: [REDACTED] Eye Color: [REDACTED] Build: [REDACTED] Resident: [REDACTED]

Injury 1: [REDACTED] Injury Description: [REDACTED]

Injury 2: [REDACTED] Injury 3: [REDACTED] Injury 4: [REDACTED] Injury 5: [REDACTED]

Victim Condition: [REDACTED] Victim-Offender: [REDACTED]

A. Assault/Homicide Yes No A. Assault/Homicide Circumstance 1: [REDACTED] A. Assault/Homicide Circumstance 2: [REDACTED]

Justifiable Homicide Yes No Justifiable Homicide Circumstance: [REDACTED]

Victim Hospitalized Hospital Facility: [REDACTED] Hospital Description: [REDACTED]

Under Influence Alcohol? Yes No Unknown Under Influence Drugs? Yes No Unknown Domestic Disturbance: [REDACTED] Domestic Violence Victim Transported: Yes No

Violation of Protective Order Yes No Cohabitant Yes No

Associated Offenses

Offense: **M/V ACCIDENT - PERSONAL INJURY** Associated With Victim

VICTIM Victim Type: Person

Name (Last, First Middle): [REDACTED]



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Suffix	Nickname	Race White	Gender Male	SSN	Date of Birth	Age	Age Range to
Infant Type	Height	Weight	Driver's License # [REDACTED]	DL State MAINE			
Place of Birth		Citizenship					
Ethnicity		Marital Status Unknown					
Preferred HOME PHONE	Contact #1 [REDACTED]	Contact #2	Email Address				

Street Address		Victim Home Address					
City BSTN	State MASSACHUSETTS	Zip					

Employment Information				
<input type="checkbox"/> Student	Employer / School Occupation			
College Name	On Campus <input type="checkbox"/> Yes <input type="checkbox"/> No			
Street Address				
City	State	Zip	Work Phone	Hours of Employment

Details			
Hair Color	Eye Color	Build	Resident
Injury 1	Injury Description		
Injury 2	Injury 3	Injury 4	Injury 5
Victim Condition	Victim-Offender		

A. Assault/Homicide <input type="checkbox"/> Yes <input type="checkbox"/> No	A. Assault/Homicide Circumstance 1	A. Assault/Homicide Circumstance 2
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Justifiable Homicide <input type="checkbox"/> Yes <input type="checkbox"/> No	Justifiable Homicide Circumstance
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<input type="checkbox"/> Victim Hospitalized	Hospital Facility	Hospital Description
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<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Under Influence Alcohol?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Under Influence Drugs?	Domestic Disturbance	Domestic Violence Victim Transported <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Yes <input type="checkbox"/> No	Violation of Protective Order	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cohabitant		

Associated Offenses

Offense M/V ACCIDENT - PERSONAL INJURY	<input checked="" type="checkbox"/> Associated With Victim
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VICTIM	Victim Type Person
Name (Last, First Middle)	

Suffix	Nickname	Race White	Gender Female	SSN	Date of Birth	Age	Age Range to
Infant Type	Height	Weight	Driver's License #	DL State			
Place of Birth		Citizenship					
Ethnicity		Marital Status					
Preferred HOME PHONE	Contact #1 [REDACTED]	Contact #2	Email Address				
Street Address		Victim Home Address					



Incident Report

Case Number [REDACTED]	CAD Incident # [REDACTED]
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City	State	Zip
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Employment Information

Student Employer / School Occupation

College Name On Campus
 Yes No

Street Address

City State Zip Work Phone Hours of Employment

Details

Hair Color Eye Color Build Resident

Injury 1 Injury Description

Injury 2 Injury 3 Injury 4 Injury 5

Victim Condition Victim-Offender

A. Assault/Homicide A. Assault/Homicide Circumstance 1 A. Assault/Homicide Circumstance 2

Yes No

Justifiable Homicide Justifiable Homicide Circumstance

Yes No

Victim Hospitalized Hospital Facility Hospital Description

Under Influence Alcohol? Under Influence Drugs? Domestic Disturbance Domestic Violence Victim Transported

Yes No Unknown Yes No Unknown Yes No

Violation of Protective Order Cohabitant

Yes No Yes No

Associated Offenses

Offense Associated With Victim

MV ACCIDENT - PERSONAL INJURY

VICTIM Victim Type
Person

Name (Last, First Middle)

Suffix Nickname Race Gender SSN Date of Birth Age Age Range

White Male [REDACTED] [REDACTED] [REDACTED] to

Infant Type Height Weight Driver's License # DL State

[REDACTED] MASSACHUSETTS

Place of Birth Citizenship

Ethnicity Marital Status

Unknown Unknown

Preferred Contact #1 Contact #2 Email Address

HOME PHONE Victim Home Address

Street Address

City State Zip

BSTN MASSACHUSETTS [REDACTED]

Employment Information

Student Employer / School Occupation

College Name On Campus
 Yes No

Street Address

City State Zip Work Phone Hours of Employment

Details

Hair Color Eye Color Build Resident



Incident Report

Case Number [REDACTED]	CAD Incident # [REDACTED]
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Injury 1	Injury Description		
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Injury 2	Injury 3	Injury 4	Injury 5
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Victim Condition	Victim-Offender
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A. Assault/Homicide <input type="checkbox"/> Yes <input type="checkbox"/> No	A. Assault/Homicide Circumstance 1	A. Assault/Homicide Circumstance 2
--	------------------------------------	------------------------------------

Justifiable Homicide <input type="checkbox"/> Yes <input type="checkbox"/> No	Justifiable Homicide Circumstance
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<input type="checkbox"/> Victim Hospitalized	Hospital Facility	Hospital Description
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<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Domestic Disturbance	Domestic Violence Victim Transported <input type="checkbox"/> Yes <input type="checkbox"/> No
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<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Associated Offenses

Offense MV ACCIDENT - PERSONAL INJURY	<input checked="" type="checkbox"/> Associated With Victim
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VICTIM	Victim Type Person
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Name (Last, First Middle)

Suffix	Nickname	Race White	Gender Male	SSN	Date of Birth	Age	Age Range to
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Infant Type	Height	Weight	Driver's License #	DL State MASSACHUSETTS
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Place of Birth	Citizenship
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Ethnicity Unknown	Marital Status Unknown
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Preferred	Contact #1	Contact #2	Email Address
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Victim Home Address

Street Address

City CAMBRIDGE	State MASSACHUSETTS	Zip
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<input type="checkbox"/> Student	Employer / School	Occupation
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College Name	On Campus <input type="checkbox"/> Yes <input type="checkbox"/> No
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Street Address

City	State	Zip	Work Phone	Hours of Employment
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Details

Hair Color	Eye Color	Build	Resident
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Injury 1	Injury Description FACIAL LACERATIONS		
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Injury 2	Injury 3	Injury 4	Injury 5
----------	----------	----------	----------

Victim Condition	Victim-Offender
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A. Assault/Homicide <input type="checkbox"/> Yes <input type="checkbox"/> No	A. Assault/Homicide Circumstance 1	A. Assault/Homicide Circumstance 2
--	------------------------------------	------------------------------------

Justifiable Homicide <input type="checkbox"/> Yes <input type="checkbox"/> No	Justifiable Homicide Circumstance
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<input checked="" type="checkbox"/> Victim Hospitalized	Hospital Facility Tufts Medical Center	Hospital Description SEEN BY DR JACKSON
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Under Influence Alcohol?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Under Influence Drugs?	Domestic Disturbance
<input type="checkbox"/> Yes <input type="checkbox"/> No	Violation of Protective Order	Domestic Violence Victim Transported
<input type="checkbox"/> Yes <input type="checkbox"/> No	Cohabitant	<input type="checkbox"/> Yes <input type="checkbox"/> No

Associated Offense

Offense: M/V ACCIDENT - PERSONAL INJURY Associated With Victim

VICTIM	Victim Type Society
Name (Last, First Middle) CITY OF BOSTON	
Suffix	Nickname
Race	Gender
SSN	Date of Birth
Age	Age Range to
Infant Type	Height
Weight	Driver's License #
Place of Birth	DI State
Ethnicity	Marital Status
Preferred	Contact #1
Contact #2	Email Address

Victim Home Address

Street Address
City State Zip

<input type="checkbox"/> Student	Employer / School	Occupation
College Name	On Campus <input type="checkbox"/> Yes <input type="checkbox"/> No	
Street Address	City	State
Zip	Work Phone	Hours of Employment

Details

Hair Color	Eye Color	Build	Resident
Injury 1	Injury Description		
Injury 2	Injury 3	Injury 4	Injury 5
Victim Condition	Victim-Offender		

<input type="checkbox"/> Yes <input type="checkbox"/> No	A. Assault/Homicide Circumstance 1	A. Assault/Homicide Circumstance 2
--	------------------------------------	------------------------------------

<input type="checkbox"/> Yes <input type="checkbox"/> No	Justifiable Homicide Circumstance
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<input type="checkbox"/> Victim Hospitalized	Hospital Facility	Hospital Description
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<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Under Influence Alcohol?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Under Influence Drugs?	Domestic Disturbance
<input type="checkbox"/> Yes <input type="checkbox"/> No	Violation of Protective Order	Domestic Violence Victim Transported
<input type="checkbox"/> Yes <input type="checkbox"/> No	Cohabitant	<input type="checkbox"/> Yes <input type="checkbox"/> No

Associated Offenses

Offense: M/V ACCIDENT - PERSONAL INJURY Associated With Victim



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OTHER PERSON	Person Type Witness						
Name (Last, First Middle) [REDACTED]							
Suffix	Nickname	Race	Gender Male	SSN	Date of Birth	Age	Age Range to
Height	Weight	Driver's License #	DL State	FBI #	SBI #		
Place of Birth		Citizenship	Ethnicity	Marital Status Unknown			
Preferred HOME PHONE	Contact #1	Contact #2	Email Address				
Street Address [REDACTED]							
City EVERETT		State MASSACHUSETTS	Zip				
Employment Information							
<input type="checkbox"/> Student	Employer / School OMNI PARKER HOUSE			Occupation BELL MAN/VALET ATTENDANT			
Street Address [REDACTED]							
City BSTN		State MASSACHUSETTS	Zip				
Details							
Work Phone	Hours of Employment		Hair Color	Hair Length			
Eye Color	Build	Facial Hair	Voice	Complexion			
<input type="checkbox"/> Glasses							
Resident							

OTHER PERSON	Person Type Witness						
Name (Last, First Middle) [REDACTED]							
Suffix	Nickname	Race White	Gender Male	SSN	Date of Birth	Age	Age Range to
Height	Weight	Driver's License #	DL State	FBI #	SBI #		
Place of Birth		Citizenship	Ethnicity	Marital Status			
Preferred HOME PHONE	Contact #1	Contact #2	Email Address				
Street Address [REDACTED]							
City		State MASSACHUSETTS	Zip				
Employment Information							
<input type="checkbox"/> Student	Employer / School			Occupation			
Street Address [REDACTED]							
City		State MASSACHUSETTS	Zip				
Details							
Work Phone	Hours of Employment		Hair Color	Hair Length			
Eye Color	Build	Facial Hair	Voice	Complexion			
<input type="checkbox"/> Glasses							
Resident							

OTHER PERSON	Person Type Witness						
Name (Last, First Middle) [REDACTED]							
Suffix	Nickname	Race	Gender	SSN	Date of Birth	Age	Age Range to



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Height	Weight	Driver's License #	DL State	FBI #	SBI #
Place of Birth	Citizenship	Ethnicity	Marital Status		
Preferred HOME PHONE	Contact #1	Contact #2	Email Address	Other Person Home Address	
Street Address					
City	State MASSACHUSETTS	Zip			
Employment Information					
<input type="checkbox"/> Student	Employer / School	Occupation			
Street Address					
City	State MASSACHUSETTS	Zip			
Details					
Work Phone	Hours of Employment	Hair Color	Hair Length	<input type="checkbox"/> Glasses	
Eye Color	Build	Facial Hair	Voice	Complexion	
Resident					

VEHICLE	Vehicle Year 2015	Make JEEP	Model OTHER	VIN 1C4RJFJT6FC [REDACTED]	<input type="checkbox"/> VIN Validation Off	Tag Number [REDACTED]
State NEW HAMPSHIRE	Plate Type Passenger	Tag Month December	Exp. Year 2016	Body Style PASSENGER CAR	Top Color BLACK	Bottom Color
Vehicle Type SUV or Utility Van	Status TOWED					
Docal #	NIC					
Other Identifiers REAR DRIVER SIDE DAMAGED						

Registered Owner Info				Gender Male	Race White	DOB [REDACTED]
Registered Owner Name (Last, First, MI) <input type="checkbox"/> Business [REDACTED]						
Street Address [REDACTED]						
City LINCOLN	State NEW HAMPSHIRE	Zip [REDACTED]				
Insurance Company	Policy Number	Insurance Expiration	Financed By/Titleholder			

Vehicle Elements									
<input type="checkbox"/> Stolen	<input type="checkbox"/> Recovered								
Keys in Ignition <input type="checkbox"/> Yes <input type="checkbox"/> No	Doors Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Windows Closed <input type="checkbox"/> Yes <input type="checkbox"/> No	Ignition Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Trunk Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Radio in Car <input type="checkbox"/> Yes <input type="checkbox"/> No	Repa. Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Tow List Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Stolen Value	
How Vehicle Entered					How Vehicle Taken				
Recovered By	Recovery Date	Recovered Value	Recovery Code						

Recovery Address									
Street Address									
City	State MASSACHUSETTS	Zip							
<input type="checkbox"/> Impounded	<input checked="" type="checkbox"/> Towed	Tow Report Number	Wrecker Service	Date Wrecker Arrived 1/12/2016	Time Wrecker Arrived 00:00				
Location Towed From			Location Towed To		Impounded By			Mileage	
Wrecker Driver Name AUTO SERVICES		Tow Truck Operator Signature							



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Associated Persons

Related Person Suspect [REDACTED]	Involvement Operator
--------------------------------------	-------------------------

Comment
REAR DRIVER SIDE DAMAGED

VEHICLE	Vehicle Year 2009	Make BUICK	Model LACROSSE	VIN 2G4WD582691 [REDACTED]	<input type="checkbox"/> VIN Validation Off	Tag Number 248TM5
State MASSACHUSETTS	Plate Type Passenger	Tag Month May	Exp. Year 2017	Body Style PASSENGER CAR	Top Color BLACK	Bottom Color BLACK
Vehicle Type Sedan	Status DAMAGED			Decal # NIC		
Other Identifiers						
Registered Owner Info						
Registered Owner Name (Last, First, MI) [REDACTED] <input type="checkbox"/> Business			Gender Male	Race White	DOB [REDACTED]	
Street Address [REDACTED]						
City MIDDLETON		State MASSACHUSETTS		Zip 01949		
Insurance Company COMMERCE INSURANCE		Policy Number		Insurance Expiration	Financed By/Titleholder	

Vehicle Elements

<input type="checkbox"/> Stolen	<input type="checkbox"/> Recovered							
Keys in Ignition <input type="checkbox"/> Yes <input type="checkbox"/> No	Doors Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Windows Closed <input type="checkbox"/> Yes <input type="checkbox"/> No	Ignition Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Trunk Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Radio In Car <input type="checkbox"/> Yes <input type="checkbox"/> No	Repo. Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Tow List Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Stolen Value
How Vehicle Entered		How Vehicle Taken						
Recovered By	Recovery Date	Recovered Value	Recovery Code					
Recovery Address								
Street Address		[REDACTED]						
City		State MASSACHUSETTS		Zip				
<input type="checkbox"/> Impounded	<input type="checkbox"/> Towed	Tow Report Number		Wrecker Service	Date Wrecker Arrived	Time Wrecker Arrived		
Location Towed From		Location Towed To		Impounded By			Mileage	
Wrecker Driver Name		Tow Truck Operator Signature						

Associated Persons

Related Person Victim [REDACTED]	Involvement Operator
-------------------------------------	-------------------------

Comment
EXTENSIVE DRIVER SIDE DOOR AND FRONT BUMPER

VEHICLE	Vehicle Year 2014	Make TOYOTA	Model SIENNA	VIN 5TDKK3DXXES [REDACTED]	<input type="checkbox"/> VIN Validation Off	Tag Number [REDACTED]
State MASSACHUSETTS	Plate Type Passenger	Tag Month August	Exp. Year 2016	Body Style PASSENGER CAR	Top Color BLACK	Bottom Color BLACK
Vehicle Type Bus/Passenger Van	Status TOWED			Decal # NIC		
Other Identifiers						



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Date / Time Occurred 01/12/2016 17:11 to	Date / Time Reported 01/12/2016 22:31

Registered Owner Info			
Registered Owner Name (Last, First, MI) [REDACTED]	<input type="checkbox"/> Business	Gender Male	Race White
Street Address [REDACTED]	DOB [REDACTED]		
City BSTN	State MASSACHUSETTS	Zip [REDACTED]	
Insurance Company GOVT EMPLOYEE	Policy Number	Insurance Expiration	Financed By/Titleholder

Vehicle Elements									
<input type="checkbox"/> Stolen		<input type="checkbox"/> Recovered							
Keys in Ignition <input type="checkbox"/> Yes <input type="checkbox"/> No	Doors Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Windows Closed <input type="checkbox"/> Yes <input type="checkbox"/> No	Ignition Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Trunk Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Radio in Car <input type="checkbox"/> Yes <input type="checkbox"/> No	Repo. Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Tow List Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Stolen Value	
How Vehicle Entered					How Vehicle Taken				
Recovered By	Recovery Date	Recovered Value	Recovery Code						

Recovery Address					
Street Address [REDACTED]					
City	State MASSACHUSETTS	Zip			
<input type="checkbox"/> Impounded	<input checked="" type="checkbox"/> Towed	Tow Report Number	Wrecker Service	Date Wrecker Arrived 1/12/2016	Time Wrecker Arrived 20:45
Location Towed From	Location Towed To	Impounded By		Mileage	
Wrecker Driver Name AUTO SERVICES	Tow Truck Operator Signature				

Associated Persons	
Related Person Victim: [REDACTED]	Involvement Operator

Comment:
EXTENSIVE FRONT DAMAGE AND REAR

VEHICLE	Vehicle Year 2012	Make AUDI	Model A6	VIN WAUJGAF1C1N [REDACTED]	<input type="checkbox"/> VIN Validation Off	Tag Number [REDACTED]
State MAINE	Plate Type Passenger	Tag Month May	Exp. Year 2018	Body Style PASSENGER CAR	Top Color BLACK	Bottom Color BLACK
Vehicle Type Sedan	Status DAMAGED					
Decal #	NIC					

Other Identifiers

Registered Owner Info			
Registered Owner Name (Last, First, MI) [REDACTED]	<input type="checkbox"/> Business	Gender Male	Race White
Street Address [REDACTED]	DOB [REDACTED]		
City BSTN	State MASSACHUSETTS	Zip [REDACTED]	
Insurance Company SAFETY INSURANCE	Policy Number	Insurance Expiration	Financed By/Titleholder

Vehicle Elements									
<input type="checkbox"/> Stolen		<input type="checkbox"/> Recovered							
Keys in Ignition <input type="checkbox"/> Yes <input type="checkbox"/> No	Doors Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Windows Closed <input type="checkbox"/> Yes <input type="checkbox"/> No	Ignition Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Trunk Locked <input type="checkbox"/> Yes <input type="checkbox"/> No	Radio in Car <input type="checkbox"/> Yes <input type="checkbox"/> No	Repo. Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Tow List Check <input type="checkbox"/> Yes <input type="checkbox"/> No	Stolen Value	
How Vehicle Entered					How Vehicle Taken				



Incident Report

Case Number [REDACTED]	CAD Incident # [REDACTED]
Report Type Incident Report	Page 12 of 14
Date / Time Occurred 01/12/2016 17:11 to	Date / Time Reported 01/12/2016 22:31

Recovered By	Recovery Date	Recovered Value	Recovery Code
--------------	---------------	-----------------	---------------

Recovery Address			
Street Address			
City	State MASSACHUSETTS	Zip	
<input type="checkbox"/> Impounded	<input type="checkbox"/> Towed	Tow Report Number	Wrecker Service
Location Towed From		Location Towed To	Impounded By
Wrecker Driver Name		Tow Truck Operator Signature	

Associated Persons	
Related Person Victim: DEXTER, FREEMAN	Involvement Operator

Comment

PROPERTY	Property Tag #	Quantity	Category	Action	Value
Automobiles	[REDACTED]	1	Property	Destroyed/Damaged/Vandalized	\$0.00
Brand	Model	Color	Serial Number		
SRN/NIC Number	Owner Applied Number	UCR Code			
Secondary Action	Secondary Value	Date Recovered			

Description
REAR DAMAGED
Associated Offenses

Offense Associated With Property
MV ACCIDENT - PERSONAL INJURY

PROPERTY	Property Tag #	Quantity	Category	Action	Value
Automobiles	[REDACTED]	1	Property	Destroyed/Damaged/Vandalized	\$0.00
Brand	Model	Color	Serial Number		
SRN/NIC Number	Owner Applied Number	UCR Code			
Secondary Action	Secondary Value	Date Recovered			

Description
EXTENSIVE DRIVER SIDE DOOR AND FRONT BUMPER
Associated Offenses

Offense Associated With Property
MV ACCIDENT - PERSONAL INJURY

PROPERTY	Property Tag #	Quantity	Category	Action	Value
Automobiles	[REDACTED]	1	Property	Destroyed/Damaged/Vandalized	\$0.00
Brand	Model	Color	Serial Number		
SRN/NIC Number	Owner Applied Number	UCR Code			
Secondary Action	Secondary Value	Date Recovered			



Incident Report

Case Number	CAD Incident #
Report Type Incident Report	Page 13 of 14
Date / Time Occurred 01/12/2016 17:11 to	Date / Time Reported 01/12/2016 22:31

Description
EXTENSIVE FRONT DAMAGE AND REAR
Associated Offenses

Offense: M/V ACCIDENT - PERSONAL INJURY Associated With Property

PROPERTY	Property Tag #	Quantity	Category	Action
		1	Property	Destroyed/Damaged/Vandalized
Property Type	Owner		Value	
Automobiles	Victim: [REDACTED]		\$0.00	
Brand	Model	Color	Serial Number	
SRN/NIC Number	Owner Applied Number	UCR Code		
Secondary Action	Secondary Value	Date Recovered		

Description
FRONT DAMAGE
Associated Offenses

Offense: M/V ACCIDENT - PERSONAL INJURY Associated With Property

PROPERTY	Property Tag #	Quantity	Category	Action
		1	Property	Destroyed/Damaged/Vandalized
Property Type	Owner		Value	
Structures-Public/Community	Victim: CITY OF BOSTON,		\$0.00	
Brand	Model	Color	Serial Number	
SRN/NIC Number	Owner Applied Number	UCR Code		
Secondary Action	Secondary Value	Date Recovered		

Description
TRAFFIC LIGHT POST DAMAGED
Associated Offenses

Offense: M/V ACCIDENT - PERSONAL INJURY Associated With Property

Public Narrative

At about 5:15 PM on Tuesday, January 12, 2015, Officer Dok assigned to the A421F responded to a radio call for a pedestrian struck at Tremont/School Street, Boston.

Upon arrival, Officer observed a white male laying on the ground by a dark motor vehicle bearing NH [REDACTED] being treated by Boston EMS which later was identified as suspect [REDACTED] on Tremont Street. Officer observed Mr. [REDACTED] to be alert and conscience. Mr. [REDACTED] was than transported to Tufts Medical by Paramedic 1 [REDACTED] for further evaluations. Officer observed major damage to the rear driver side of the motor vehicle.

Officer then spoke with the driver/victim #1 [REDACTED] of the black Buick Sedan bearing MA [REDACTED] who stated that he was stopped at the red light on Tremont Street about to make a right turn onto Beacon. At that time, Mr. [REDACTED] stated that the motor vehicle bearing NH [REDACTED] reversed from School Street onto Tremont Street and collided with a black Toyota sienna van MA [REDACTED]. At that time, the impact from Toyota caused a chain reaction and it collided into his motor vehicle causing damages to his driver side door, driver side mirror and bumper. Mr. [REDACTED] stated that he was unable to get out of his motor vehicle from the driver side because of the accident. Mr. [REDACTED] stated he had to climb out from the passenger side to get to a safer area. Mr. [REDACTED] declined EMS on scene.

Officer then spoke with the driver/victim #2 [REDACTED] of the black Toyota Sienna van bearing MA [REDACTED] who stated that he was stopped in the middle lane at the red traffic light on Tremont Street inbound. Mr. [REDACTED] stated that he was driving his customer/witness [REDACTED] to her destination and was stopped at a red traffic light. While awaiting for the traffic light to turn green, Mr. [REDACTED] stated a dark motor vehicle bearing NH [REDACTED] reversed into his motor vehicle from School Street causing major front damage. As a



Incident Report

Case Number [REDACTED]	CAD Incident # [REDACTED]
Report Type Incident Report	Page 14 of 14
Date / Time Occurred 01/12/2016 17:11 to [REDACTED]	Date / Time Reported 01/12/2016 22:31

chain reaction his motor vehicle was pushed back and his motor vehicle collided with MA [REDACTED]. Officer observed major front damaged to MA [REDACTED] and damages to his rear bumper as well. Miss [REDACTED] story matched with Mr. [REDACTED] story. Both parties in that vehicle declined EMS on scene.

Officer then spoke with driver/victim #3 [REDACTED] of the black Audi A6 sedan bearing MA [REDACTED] who stated that he was stopped in the middle lane at the red traffic light on Tremont Street inbound behind MA [REDACTED]. Mr. [REDACTED] stated that he was waiting for the traffic light to turn green. At that time, he stated he observed the NH 44H04 reversed from School Street onto Tremont causing a collision with MA [REDACTED] which caused MA [REDACTED] to bump onto his motor vehicle. Officer did observed damage to MA [REDACTED]. Mr. [REDACTED] declined EMS on scene.

Officer then spoke with the witness #1 [REDACTED] who stated that he works as the valet/bellman for the Omni Park Hotel. Mr. [REDACTED] stated that Mr. [REDACTED] pulled to the front of the hotel on School Street and requested to valet his motor vehicle bearing NH 44H04. Mr. [REDACTED] stated that he wanted to check into the hotel. Mr. [REDACTED] stated to Mr. [REDACTED] that he wanted to grab something out of his motor vehicle prior to him valet it. Mr. [REDACTED] stepped back into the driver seat. At that time, Mr. [REDACTED] stated that the motor vehicle suddenly just went into reverse and slammed into the traffic light on the corner of [REDACTED]. The motor vehicle then continued backwards towards [REDACTED] and colliding with MA [REDACTED].

Victim #5 [REDACTED] who was struck by NH [REDACTED] was transported to Tufts Medical Center by ambulance 4 [REDACTED] for further evaluations.

Auto services and tires took custody of NH 44H04 by operated by [REDACTED] and MA [REDACTED] was taken by [REDACTED]. Both vehicles was escorted by A422F (Abreu) to 1590 Blue Hill Avenue. Mr. [REDACTED] took custody of MA [REDACTED] and Mr. [REDACTED] took custody of MA reg [REDACTED].

A910 (Sergeant Coyne), A985 (Sergeant Detective Vickers), A202F (Ni/Waldrip), A103F (Rooney/Garabedian), A422F (Abreu), A437F (D'Oyley), A432F (Greer), A635F (Abdul), A693F/A694F (Lopez/Daniely), and A690F (Forde).

Area A-1 detectives was notified. A807F/A814F (McDonough/Hall Brewster) on scene.

Crime Scene Investigation was notified. VD79/VD62 (Benjamin/Jefferson) on scene.

Auto reconstruction team was notified. VD120/VD25 (Scopa/Zubrin) on scene.

Homicide Unit was notified Sergeant Detective Daily.

Fire department responded to assist.

EA16-002

FLAT CHRYSLER

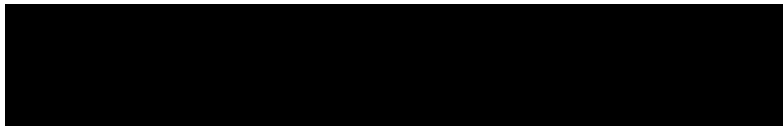
5-12-2016

ENCLOSURE 04

Legal Backup

PL

WK



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July 1, 2015

VIA Email (Jason.E.Long@ehi.com) and Facsimile (214-736-9279)

Jason Long
Liability Claims Representative
jason.e.long@ehi.com
ELCO ADMINISTRATIVE SERVICES
PO Box 560706
Dallas, TX 75356
214-630-1693 x488 direct
214-736-9279 fax

RE: [REDACTED] Preservation/Spoliation Letter
Claim No. [REDACTED]

Dear Mr. Long:

This law firm represents [REDACTED] regarding the personal injury that occurred on or about June 27, 2015. This letter is a demand for you to preserve all evidence related to the above matter, including but not limited to the vehicle, reports, receipts, videos, pictures, statements, and correspondence.

Pursuant to Texas Law and the Supreme Court's holding in [REDACTED], since the date of the above incident, you and your employees and subcontractors incurred an immediate and lasting duty to preserve all evidence related to this matter.

If you have any questions, please do not hesitate to contact me. Thank you for your cooperation.

Sincerely,

TED B. LYON & ASSOCIATES, P.C.

/s/ Charles A. Bennett

Charles A. Bennett

Garland Police Department Incident/Investigation Report

Agency: GPD

Case Number: [REDACTED]

Date: 07/02/2015 14:05:16

Incident Information

Date/Time Reported 06/26/2015 17:42 FR	Date/Time Occ. From 06/26/2015 16:43 FR	Date/Time Occ. To 06/26/2015 16:43 FR	Officer (6194) THOMPSON, C A
Incident Location [REDACTED] Garland, TX [REDACTED]			
Police District: 23	Council District:	City Beat: 23	
Case Status: CLEARED-INFORMATION ONLY		Case Status Date: 06/29/2015	
Case Disposition: ADMIN CLEARANCE ONLY		Investigator: (6194) THOMPSON, C A	

Charges

Seq. # 1	SICK OR INJURED PERSON	<input checked="" type="checkbox"/> Com <input type="checkbox"/> Att
Statute: 9999		UCR 999
Alcohol, Drugs or Computers Used <input type="checkbox"/> Alcohol <input type="checkbox"/> Drugs <input type="checkbox"/> Computers	Location Type PARKING LOT/GARAGE	Premises Entered
Forced Entry <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Weapons	
Entry	Exit	Criminal Activity
Bias Motivation	Bias Target	Bias Circumstances
		Hate Group

Victims

Seq. # 1	Type INDIVIDUAL	Injuries Possible Internal Injury	Residency Status Non-Resident	Ethnicity
Name (Last, First, M) [REDACTED]			Race W	Sex M
Address [REDACTED] MESQUITE, TX [REDACTED]			DOB [REDACTED]	Age [REDACTED]
Employer Name/Address [REDACTED]			Home Phone [REDACTED]	
Victim of Crimes 1			Business Phone [REDACTED]	
E-Mail			Cell Phone [REDACTED]	

Garland Police Department Incident/Investigation Report

Agency: GPD

Case Number [REDACTED]

Date: 07/02/2015 14:05:16

Witnesses

Seq. #	Name (Last, First, M)	Race	Sex	DOB	Age
1	[REDACTED]	W	M		00
Address				Home Phone	
[REDACTED] GARLAND, TX [REDACTED]					
Employer Name/Address				Business Phone	
/					
E-Mail				Cell Phone	
				[REDACTED]	
Witness Type					
Witness Notes					
OBSERVED THE LISTED UNOCCUPIED VEHICLE ROLL BACKWARDS AND HIT VICTIM PINNING HIM TO WALL.					

Other Persons Involved

Name Code	Seq. #	Name (Last, First, M)	Race	Sex	DOB
Involved, Other	1	[REDACTED]	W	M	[REDACTED]
Address				Home Phone	
[REDACTED] GARLAND, TX [REDACTED]					
Employer Name/Address				Business Phone	
ACCESS SELF STORAGE / [REDACTED] GARLAND TX [REDACTED]					
E-Mail				Cell Phone	
				[REDACTED]	

Property

Seq. #	Description	Serial Number	Make/Model
1	VEHICLE KEYS		
Owner		License / State	Color
[REDACTED]			
Status	Status Officer	Quantity	Units of Measure
SAFEKEEPING	(6194) THOMPSON, C A	2.00	
Value			
			\$1.00
Gun Type	Caliber	Finish	Grip
			Gun Stock
Condition	Gun Test	Test Type	Sight Test
	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Sight Type			
Property Notes			

Garland Police Department Incident/Investigation Report

Agency: GPD

Case Number: [REDACTED]

Date: 07/02/2015 14:05:16

Vehicles

Seq. #	Year	Color	Style	Make	Model
1	2014	BLACK	HARDTOP, 4 DOOR	CHRYSLER	300
VIN		License Plate Type	License / State	License Year	Owner
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	EAN HOLDING CO
Status			Status Date	Value	
DESTROYED/ DAMAGED/			06/26/2015		
Vehicle Notes					

Notes/Narratives

NARRATIVE

On 06-26-2015 at approximately 4:43 pm, officers were dispatched to a 3401 Forest Ln. (Access Storage P/L) in reference to a major accident.

OFFICER NARRATIVE

On 06-26-2015 at approximately 4:43 pm, Officers Thompson and Russell were dispatched to 3401 Forest Ln. (Access Storage Parking Lot) in reference to a major accident. Officers arrived on scene and contacted the victim, [REDACTED] W/M DOB [REDACTED] who was lying on his back on the pavement and being treated by Garland Paramedics (A3). A witness was also present and identified as [REDACTED] W/M. Officers observed for plate glass front window of the dispatched location to be shattered.

The witness advised that he was sitting in his vehicle parked beside the victim who was driving a Black 2014 Chrysler 300C bearing [REDACTED] tag [REDACTED]. The witness advised that he observed [REDACTED] exit the vehicle and begin walking towards the front door of the dispatched location. The witness advised that he then observed for the running vehicle to begin rolling backwards as it was unoccupied and towards the victim. The witness stated that he then began honking his horn to get the attention of the victim who was unaware that the vehicle was rolling backwards toward him. The witness advised that the victim did not hear the horn warning and that the vehicle struck the victim as it continued to roll backwards and pinned the victim into the plate glass window and metal support of the dispatched location shattering the glass.

[REDACTED] stated that he immediately exited his vehicle and rendered aid by entering the victims vehicle and driving it forward. [REDACTED] advised that he believed that there is a transmission problem with the victims vehicle. [REDACTED] was observed to have a swollen upper left leg and Garland Paramedics believed that the victims left femur had the signs of possibly being broken. Officers were unable to speak with [REDACTED] much regarding the incident, but he thought the vehicle was in park position. Garland Paramedics transported Benefield to Medical Center Plano in stable condition. Garland Fire Personnel then entered the victims vehicle and properly parked it stating that the shifter and transmission appeared to be working properly.

Officer Thompson located insurance information in the vehicle which was Alliant Insurance Services (832-485-4000) having policy number [REDACTED]

The employee at the dispatched location was present and identified as [REDACTED] W/M DOB [REDACTED] [REDACTED] stated that he was inside the dispatched location when the incident occurred and all that he heard was the shattering of the glass. Mann advised that the damage done to the structure was approximately \$1,500.00.

The victims vehicle sustained back right 2 damage. The keys to the victims vehicle was logged into the Garland Police Property Room for safe

Garland Police Department Incident/Investigation Report

Agency: GPD

Case Number [REDACTED]

Date: 07/02/2015 14:05:16

Notes/Narratives

keeping by Officer Russell. The vehicle was left legally parked and secured at the dispatched location.

Lt. Curry was notified and forensics was not called.

CFS NOTES

** LOI search completed at 06/26/15 16:42:47

MALE BACKED INTO BY VEH

BLK CHRYS HIT MALE

** Recommended unit A3 for requirement AMB(0) (1.1 mi)

** Recommended unit E2 for requirement ENG(0) (2.3 mi)

MALE AWAKE & BREATHING

MOANING

** Event Location changed from "4401 FOREST LN GARL" to "4401 FOREST LN GARL:ACCESS SELF STORAGE" at: 06/26/15 16:44:15

** >>>> by: LAUREN A. STEADMAN on terminal: gpdct4

--CPL VERY UPSET THEY WE ARE NOT THERE ALREADY & DIDNT WANT TO GIVE HIS ANEM

CORR NAME

-----3401 FOREST

CORRECT ADX

OWNERS CALLING IN

** LOI search completed at 06/26/15 16:47:14

** Event Location changed from "4401 FOREST LN GARL:ACCESS SELF STORAGE" to "3401 FOREST LN GARL:ACCESS SELF STORAGE" at: 06/26/15 16:47:14

** >>>> by: JILL E. CLARK on terminal: gpdfd

SAYS MALE IS GOING IN & OUT

** LOI information for Event # F1511238 was viewed at: 06/26/15 16:49:11

** >>>> by: JILL E. CLARK on terminal: gpdfd

E2 -- FOREST COMMAND AT ACCESS STORAGE

A3 -- MEDICAL CENTER PLANO

** Case number [REDACTED] has been assigned to event [REDACTED]

** >>>> by: CRAIG A. THOMPSON on terminal: 3323

323 -- NRT 110

Calls For Service Report

Call ID: [REDACTED]

1. Agency GPD	2. Person Received Complaint Steadman, L A	3. Date/Time Received 06/26/2015 4. Time Dispatched 16:43	5. Time Arrived 17:01 6. Time Complete 18:38	7. Case # [REDACTED]
8. Nature Of Incident	ACCIDENT			
9. Location Of Incident	3401 FOREST LN, GARLAND TX			
10. Victim or Caller	Phone: [REDACTED] Ext.			
11. Classification	12. How Received 'ANI/ALI' I/CAD CALL	13. Disposition REPORT MADE	14. Officer Borges, J S	15. Date Submitted 06/26/2015

Notes: ** LOI search completed at 06/26/15 16:42:47

MALE BACKED INTO BY VEH

BLK CHRYS HIT MALE

** Recommended unit A3 for requirement AMB(0) (1.1 mi)

** Recommended unit E2 for requirement ENG(0) (2.3 mi)

MALE AWAKE & BREATHING

MOANING

** Event Location changed from "4401 FOREST LN GARL" to "4401 FOREST LN GARL:ACCESS SELF STORAGE" at: 06/26/15 16:44:15

** >>>> by: LAUREN A. STEADMAN on terminal: gpdct4

--CMPL VERY UPSET THEY WE ARE NOT THERE ALREADY & DIDNT WANT TO GIVE HIS ANEM CORR NAME

-----3401 FOREST

CORRECT ADX

OWNERES CALLING IN

** LOI search completed at 06/26/15 16:47:14

** Event Location changed from "4401 FOREST LN GARL:ACCESS SELF STORAGE" to "3401 FOREST LN GARL:ACCESS SELF STORAGE" at: 06/26/15 16:47:14

** >>>> by: JILL E. CLARK on terminal: gpdfd

SAYS MALE IS GOING IN & OUT

** LOI information for Event # F1511238 was viewed at: 06/26/15 16:49:11

** >>>> by: JILL E. CLARK on terminal: gpdfd

E2 -- FOREST COMMAND AT ACCESS STORAGE

A3 -- MEDICAL CENTER PLANO

** Case number [REDACTED] has been assigned to event [REDACTED]

** >>>> by: CRAIG A. THOMPSON on terminal: \$323

323 -- NRT 110

I/NetViewer

Search: Enter ID#

GO >

GIBBSK [Logout] | Help

Main Events Units Messages Lineups Inquiry Configure

Event Chronology --

Overview	Chronology	Event Unit	View Map	Event Details
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Alert Page

System Comments

Date/Time	Terminal	Operator	
06/26/15 04:42:47 PM	gpdct4	9667	EVENT CREATED - Type: ACC - MAJ - ACCIDENT - MAJOR, Location: 4401 FOREST LN GARL, Agency: GPD, Group: NORTH, Beat: 21, Status: P, Priority: 1
06/26/15 04:42:47 PM	gpdct4	9667	EVENT REMARK - MALE BACKED INTO BY VEH
06/26/15 04:42:54 PM	gpdct4	9667	EVENT REMARK - BLK CHRYS HIT MALE
06/26/15 04:43:02 PM	gpdpdn	9993	EVENT UPDATED - Revision Number: 2, Total Assigned Units: 1,
06/26/15 04:43:02 PM	gpdpdn	9993	EVENT UPDATED - First Unit Dispatched Time: 06/26/15 04:43:02 PM, Primary Employee Id: 3475, Primary Unit Id: 311, Revision Number: 3, Status Code: A,
06/26/15 04:43:02 PM	gpdpdn	9993	EVENT UPDATED - Revision Number: 4,
06/26/15 04:43:02 PM	gpdpdn	9993	EVENT UPDATED - First Unit Enrouted Time: 06/26/15 04:43:03 PM, Revision Number: 5,
06/26/15 04:43:02 PM	gpdpdn	9993	EVENT UPDATED - Revision Number: 6, Total Assigned Units: 2,
06/26/15 04:43:02 PM	gpdpdn	9993	UNIT UPDATED - Unit: 311, Status: DP, Location: 4401 FOREST LN GARL, Employees: 3475
06/26/15 04:43:02 PM	gpdpdn	9993	UNIT UPDATED - Unit: 313, Status: DP, Location: 4401 FOREST LN GARL, Employees: 7536
06/26/15 04:43:03 PM	gpdpdn	9993	UNIT UPDATED - Unit: 313, Status: ER, Location: 4401 FOREST LN GARL, Employees: 7536
06/26/15 04:43:03 PM	gpdpdn	9993	UNIT UPDATED - Unit: 311, Status: ER, Location: 4401 FOREST LN GARL, Employees: 3475
06/26/15 04:43:59 PM	gpdct4	9667	EVENT REMARK - MALE AWAKE & BREATHING
06/26/15 04:44:02 PM	gpdct4	9667	EVENT REMARK - MOANING
06/26/15 04:44:16 PM	gpdct4	9667	EVENT UPDATED - Common Event Revision Number: 2, Revision Number: 7, : ACCESS SELF STORAGE, Revision Number: 2,
06/26/15 04:44:46 PM	gpdct4	9667	EVENT REMARK - ---CMPL VERY UPSET THEY WE ARE NOT THERE ALREADY & DIDNT WANT TO GIVE HIS ANEM
06/26/15 04:44:49 PM	gpdct4	9667	EVENT REMARK - CORR NAME
06/26/15 04:46:59 PM	gpdct4	9667	EVENT REMARK - -----3401 FOREST
06/26/15 04:47:03 PM	gpdct4	9667	EVENT REMARK - CORRECT ADX
06/26/15 04:47:11 PM	gpdct4	9667	EVENT REMARK - OWNERES CALLING IN
06/26/15 04:47:23 PM	gpdct4	9667	EVENT REMARK - SAYS MALE IS GOING IN & OUT
06/26/15 04:49:02 PM	gpdct4	9667	EVENT UPDATED - Common Event Revision Number: 4, : C434206, : MEDICAL, Revision Number: 8, : S BARNES DR, : S JUPITER RD, : True, : 5177, : Q1506353, Revision Number: 4, : 3401, : 252647300, : 701867200,
06/26/15 04:50:00 PM	gpdfd	7048	EVENT REMARK - E2 -- FOREST COMMAND AT ACCESS STORAGE
06/26/15 04:54:33 PM	gpdpdn	9993	EVENT UPDATED - Revision Number: 9, Total Assigned Units: 3,
06/26/15 04:54:33 PM	gpdpdn	9993	EVENT UPDATED - Revision Number: 10, Total Assigned Units: 4,
06/26/15 04:54:33 PM	gpdpdn	9993	UNIT UPDATED - Unit: 321, Status: DP, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 5445
06/26/15 04:54:33 PM	gpdpdn	9993	UNIT UPDATED - Unit: 323, Status: DP, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 6194
06/26/15 04:54:33 PM	gpdpdn	9993	UNIT UPDATED - Unit: 321, Status: ER, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 5445

06/26/15 04:54:34 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: ER, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 6194
06/26/15 04:54:41 PM	gdpdpdn	9993	EVENT UPDATED - Revision Number: 11, Total Assigned Units: 3,
06/26/15 04:54:41 PM	gdpdpdn	9993	EVENT UPDATED - Revision Number: 12, Total Assigned Units: 2,
06/26/15 04:54:41 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 313, Status: AM, Location: , Employees: 7536
06/26/15 04:54:41 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 311, Status: AM, Location: , Employees: 3475
06/26/15 05:01:16 PM	gdpdpdn	9993	EVENT UPDATED - First Unit Arrived Time: 06/26/15 05:01:16 PM, Revision Number: 13,
06/26/15 05:01:16 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: AR, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 6194
06/26/15 05:01:16 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 321, Status: AR, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 5445
06/26/15 05:06:16 PM	gdpdps	0	UNIT UPDATED - Unit: 321, Status: -, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 5445
06/26/15 05:06:16 PM	gdpdps	0	UNIT UPDATED - Unit: 323, Status: -, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 6194
06/26/15 05:12:41 PM	gpdfd	7048	EVENT REMARK - A3 -- MEDICAL CENTER PLANO
06/26/15 05:20:17 PM	\$323	6194	CASE NUMBER ASSIGNED - R15R014165
06/26/15 05:20:46 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:20:46 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:20:46 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:20:46 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:21:15 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:21:32 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:21:32 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:21:32 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 05:23:18 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: CU, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 6194
06/26/15 05:23:18 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 321, Status: CU, Location: 3401 FOREST LN GARL:ACCESS SELF STORAGE, Employees: 5445
06/26/15 05:30:41 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: ER, Location: 1891 FOREST LN GARL: @110, Employees: 6194
06/26/15 05:30:41 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: CL, Location: 1891 FOREST LN GARL: @110, Employees: 6194
06/26/15 05:30:43 PM	gdpdpdn	9993	EVENT REMARK - 323 -- NRT 110
06/26/15 05:35:02 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: AR, Location: 1891 FOREST LN GARL: @110, Employees: 6194
06/26/15 05:40:03 PM	gdpdcic1	0	UNIT UPDATED - Unit: 323, Status: -, Location: 1891 FOREST LN GARL: @110, Employees: 6194
06/26/15 05:58:16 PM	gdpdpdn	9993	EVENT UPDATED - Revision Number: 14, Total Assigned Units: 1,
06/26/15 05:58:16 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 321, Status: AM, Location: , Employees: 5445
06/26/15 06:30:38 PM	gdpdpdn	9993	UNIT UPDATED - Unit: 323, Status: CU, Location: 1891 FOREST LN GARL: @110, Employees: 6194
06/26/15 06:37:59 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 06:37:59 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 06:37:59 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194
06/26/15 06:37:59 PM	\$323	6194	UNIT UPDATED - Unit: 323, Status: UC, Location: , Employees: 6194

06/26/15 06:38:11 PM	gpdpdn	9993	EVENT UPDATED - Revision Number: 15, Total Assigned Units: 0,
06/26/15 06:38:11 PM	gpdpdn	9993	EVENT CLOSED -
06/26/15 06:38:11 PM	gpdpdn	9993	EVENT UPDATED - Closing Employee Id: 9993, Closing Terminal: gpdpdn, Closing Time: 06/26/15 06:38:11 PM, Is Open: False, Revision Number: 16, Rms Transfer Time: 06/26/15 06:38:11 PM,
06/26/15 06:38:11 PM	gpdpdn	9993	DISPOSITION ASSIGNED - RP
06/26/15 06:38:11 PM	gpdpdn	9993	UNIT UPDATED - Unit: 323, Status: AM, Location: , Employees: 6194

EA16-002

FLAT CHRYSLER

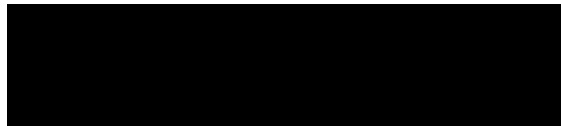
5-12-2016

ENCLOSURE 04

Legal Backup

PL

WK



Lawyer's Letter

Shanghai SUV Auto Sales Service Co., Ltd. and U.S. Chrysler Auto Co., Ltd.:

Attorney Tang Zhijian and Attorney Peng Yuedong of Shanghai Xu Weiqi Law Firm have been engaged by Mr. [REDACTED] Regarding the accident caused by the safety problem that occurred with the Chrysler 30C automobile purchased by our client, we respectfully make the following notice:

According to the information and materials provided by our client: On August 26, 2012, our client purchased two Chrysler 300C imported cars from Shanghai SUV Auto Sales Co., Ltd. (hereinafter "the Dealer") that were manufactured by U.S. Chrysler Auto Co., Ltd. (hereinafter "the Manufacturer"). On the afternoon of April 10, 2013, after our client drove one of the cars with license plate number [REDACTED] (engine number BJ491EQ1 6089700) to Gangling Huashi, Lingshi Road, Putuo District, Shanghai, our client parked and exited the vehicle. Two minutes later said car, with no driver and on a slight road incline, suddenly moved forward on its own and hit and injured an elderly person, then hit two more vehicles and stopped. At the time onlookers surrounded the offending vehicle and called the police. When the police arrived, the vehicle doors were closed and locked, the engine was running, but there was no driver. The accident caused the severe consequences of damage to three cars and injury to one person.

After the accident, our client called the Dealer from the scene, and demanded that the company send someone to take care of the scene, but was refused. Then our client took the car to a nearby dealer to contact the Dealer to tell them the problem and demand that the Dealer and Manufacturer find the cause and resolve the problem of compensating for the personal injury and vehicular losses. Our client later made several personal visits and demanded resolution, all without result. In mid June, 2013, under the recommendation of the Dealer's General Manager Wang Wenting, our client called the Manufacturer (00214008955) to reflect the above situation, but the worker who received the complaint has not yet given any reply.

The engaged attorneys believe: based on the information provided by our client and professional opinions, while the car was parked normally, a problem with the car's systems was a direct factor leadint to the aforementioned accident.

[signature: [REDACTED]]

The aforementioned risk severely endangered the life and property of the driver and passengers, and should have been given great importance by the Manufacturer and Dealer, and they should have actively and properly resolved this matter. It is unfortunate that it has already been 4 months since the accident occurred, and it still has not been resolved. Therefore, the attorneys have been entrusted to give notice stating the following standpoint of our client:

1. Whereas a situation involving the purchased vehicle that suddenly threatened the life and property of the driver and passenger and potential risks already occurred, our client is demanding an unconditional return of the purchased vehicle and that the Manufacturer and Dealer individually assume the resulting losses.

2. If our client's demands are not met, our client will have no choice but to take the video and relevant evidence in our client's possession and reveal them along with the attitude of the Manufacturer and Dealer after the quality issue arose to the media for publication to let public opinion evaluate them.

3. While adopting the aforementioned method of upholding our client's rights, our client shall not give up on adopting other methods of upholding our client's rights.

If we do not receive a written reply and plan for resolving the problem from your company within fifteen work days of the date this lawyer's letter is sent, our client shall adopt compulsory measures to uphold its own legitimate rights and interests.

This concludes our letter.

Shanghai Xu Weiqi Law Firm

[stamp: Shanghai Xu Weiqi Law Firm]

Attorney Tang Zhijian

Attorney Peng Yuedong

[stamp: Attorney Tang Zhijian]

[stamp: Attorney Peng Yuedong]

Client confirmation: [signature: 

Tel: 

EA16-002

FLAT CHRYSLER

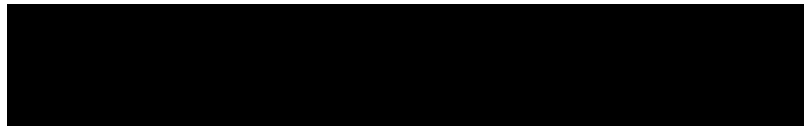
5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

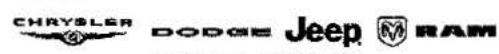
LX_LD



Wawanesa Insurance

CUSTOMER #: [REDACTED]

CALIFORNIA SUPERSTORES
ALHAMBRA CHRYSLER DODGE JEEP RAM



INVOICE

1100 W. MAIN ST
ALHAMBRA, CA 91801
(626) 308-4500
DIRECT (626) 308-4511

DUPLICATE 2
PAGE 1

LOS ANGELES, CA [REDACTED]

HOME: [REDACTED]

BAR : ARDO0264134 EPA : CAL000360220

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 4212 KENNETH OKIMOTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PW7 Bright	13	DODGE CHARGER	2C3CDXBG0DH [REDACTED]		7360/7360	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	ESTIMATED COMPLETION	PO NO.	PAYMENT	INV. DATE
26MAY13 DD			18:00 27JAN14		CASH	17FEB14

R.O. OPENED	READY	OPTIONS:	STK	LIST	NET	TOTAL
13:53 27JAN14	13:04 17FEB14	ENG:ERB 3.6L V6 24V VVT Engine	TRN:DFG 8-Spd Auto 8HP45 Trans (Buy) AXL (More...)			

LINE	OPCODE	TECH	TYPE	HOURS	DESCRIPTION	LIST	NET	TOTAL
A					FRONT END DAMAGED -REFER RO [REDACTED]			
					CAUSE: .			
					MISC REPAIR FRONT END/BUMPER (SUBLET REPAIR)			
				99	C 0.00		0.00	0.00
					SUBL SEIDNER'S			
					C		1469.76	1469.76

ALL PARTS LISTED ARE ORIGINAL EQUIPMENT MANUFACTURED BY DAMILER CHRYSLER CORPORATION OR MOPAR UNLESS OTHERWISE LISTED.	NOTICE TO CONSUMER:		DESCRIPTION	TOTALS
	I acknowledge notice and oral approval of an increase in the original estimated price.	Signature or Initial	LABOR AMOUNT	0.00
I acknowledge that the listed warranty repairs were completed with my authorization.	Signature or Initial	PARTS AMOUNT	0.00	
		GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	1469.76	
		MISC. CHARGES/ADJ.	0.00	
		TOTAL CHARGES	1469.76	
		LESS SERVICE CONTRACT/DISCOUNT	0.00	
		SALES TAX	0.00	
		PLEASE PAY THIS AMOUNT	1469.76	

Notice to Consumer: Please read important information on back.



Wawanesa
Insurance

LM 1244553 TNT

WAWANESA GENERAL INSURANCE COMPANY
9050 Friars Road, Suite 100, San Diego, CA 92108-5865
858-874-5300 Toll Free 1-800-640-2920
Claims Services Toll Free 1-800-427-9669

February 26, 2014

CHRYSLER GROUP LLC
1000 CHRYSLER DRIVE
CIMS-4835-13-30 ATTN TIFFANY
AUBURN HILLS MI 48326

RECEIVED
MAR 25 2014
CCRG
Office of the General Counsel

RE: Date of Loss: January 02, 2014
Claim No.: [REDACTED]
Our Insured: [REDACTED]
Your Insured: [REDACTED]
Your Claim No.: [REDACTED]
Claimant Name: Trendex Corp

Dear [REDACTED]

Our investigation shows your vehicle to be at fault in the accident.

- We are making a demand of \$4379.48 for the repairs that have been made to the claimant's vehicle. The documentation is attached. A breakdown is as follows:

Amount Paid to Claimant: \$4379.48

Deductible: \$

Rental Paid to Claimant: \$

Bodily Injury Paid to Claimant: \$

Total: \$4379.48

- Since notifying you on _____ of our subrogation claim, we have paid additional damages of \$ _____. Please include this in your payment to us. Documentation is attached. Our total claim is \$ _____.
- Documentation of our claim was sent to you on _____. When may we expect payment?

- Arbitration was filed and a decision was rendered in our favor on When may we expect payment?
- Please make your check payable to: Wawanesa General Insurance.

Sincerely,

Wawanesa General Insurance



Michele Di Carlo
Senior Subrogation Adjuster
Tel.: 858-715-5906
Fax: 858-505-7820

Encl.:

Claim: [REDACTED]



Pol: 7721045 | Ins: LETICIA E AGUIRRE | DOL: Jan 02, 2014 | St: Open | Adj: Michele Di Carlo (SD Auto Subrogation Examiner IB)

Financials (Total Incurred: \$4,379.48 USD): Checks

Check Number	Pay To	Net Amount	Issue Date	Scheduled Send Date	Status	Bulk Reference #
[REDACTED]	Trendex Corp	\$4,379.48 USD	Feb 13, 2014	Feb 11, 2014	Cleared	

QTY	PART NO. OR DESCRIPTION	DATE	AMOUNT
1	TIRES WHEEL	1/10/14	100.00
2	STEP BRACKETS	6/10/13	60.00
1	Lower Step	256.00	
1	BATTERY BOX COVER	1100.00	
	W/RE RIVERS	49.95	
	PAINT & MATERIALS	550.00	

OK TO PAY
 FEB 11 2014
 Amount #4,379.45
 BRAD DUDLEY

BRAD DUDLEY
 FEB 11 2014
 COMPLETED

TIME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED]
 YEAR: 04 MAKE: KENWORTH MODEL: T300 LICENSE NO: [REDACTED]
 SERIAL NUMBER: [REDACTED] MILEAGE: 29084

DATE: 1/10/14
 WRITTEN BY: [REDACTED]
 RECEIVED: [REDACTED] FROM: [REDACTED]
 PHONE WHEN READY: YES NO
 RESIDENT PHONE: [REDACTED]
 BUSINESS PHONE: [REDACTED]

LABOR	LABOR CHARGE
4	0
0	1120.00
PAID	4379.45

MECH NO.	REPAIR ORDER-LABOR INSTRUCTIONS	AMOUNT
	Repair Damage to BATTERY BOX & STEP	
	REPLACE STEPS ON BATTERY BOX COVER	200.00
	REPAINT FENDER	400.00
	REPAINT STEP BRACKETS	100.00
	REASSEMBLE STEPS & BRACKETS TO BOX	100.00
	Remove & Replace LF Wheel, mounts & Dismount FRONT TIRE	100.00
	REPOLISH the ALUMINUM that was REMOVED	500.00

Goods Rec'd Extens. Checked
 Serv. Rend. Additional Checked
 PRICES OK
 P.O. NO. [REDACTED] SUBLET REPAIRS [REDACTED] CUSTOMER [REDACTED]
 TOTAL SUBLET REPAIRS \$ [REDACTED]

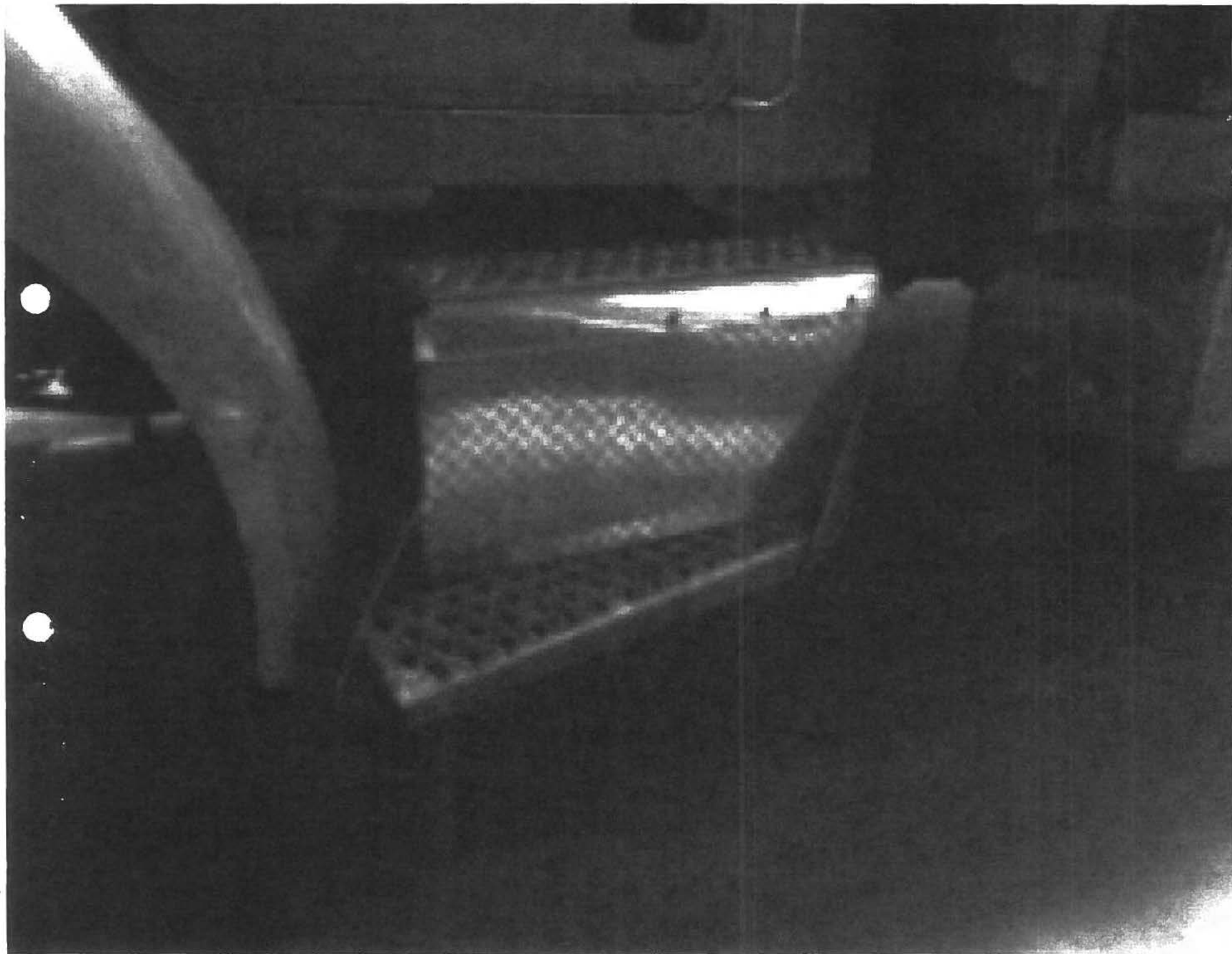
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT, PLEASE READ THE REVERSE SIDE.

CUSTOMER SIGNATURE: [REDACTED]
 DATE: 1/10/14
 TIME: 10:00 AM
 PLACE: [REDACTED]

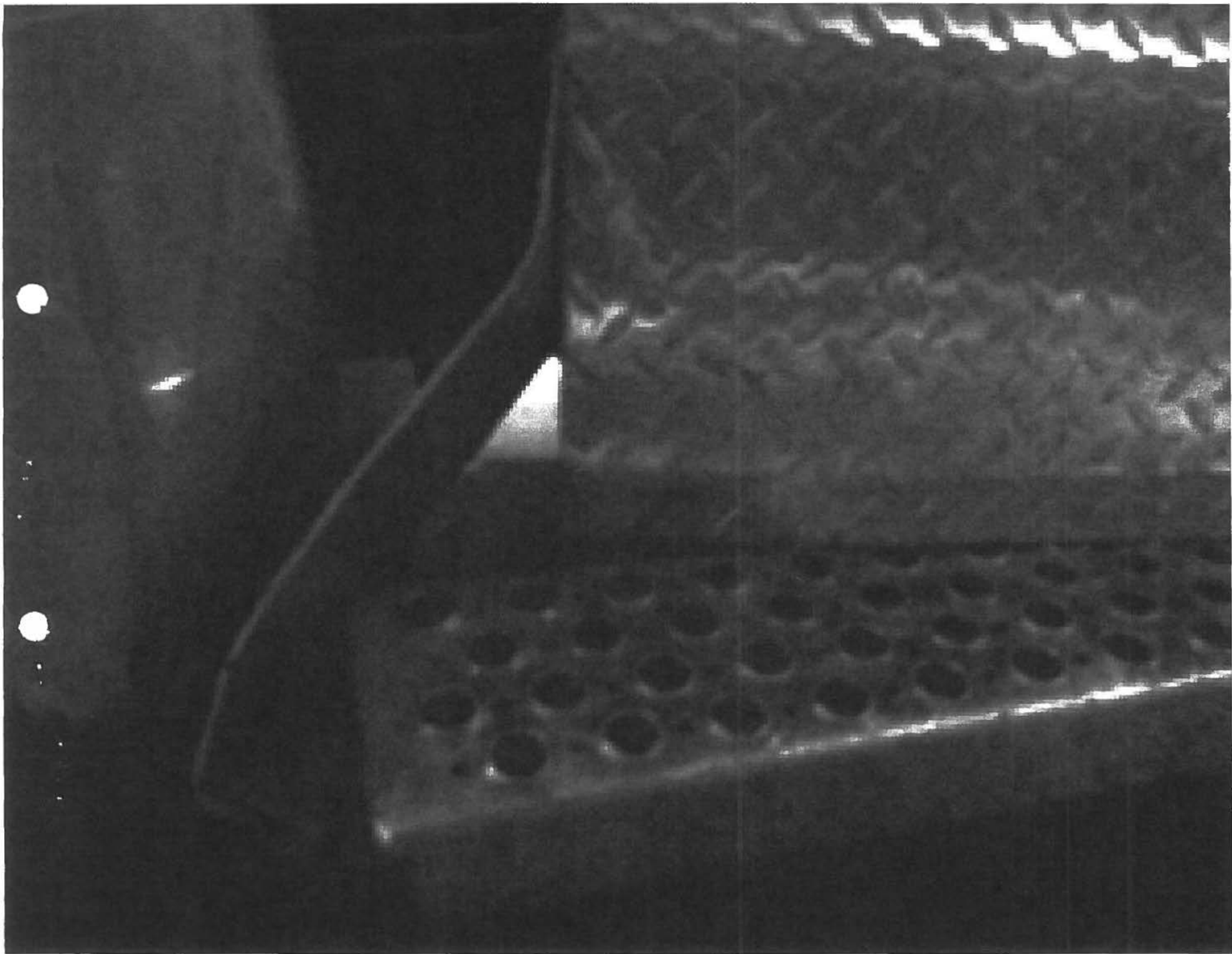
DESCRIPTION	AMOUNT
LABOR	1200.00
PARTS	1879.45
SUBLET REPAIRS	190.00
TOW #	
SALES TAX	760.00
TOTAL AMOUNT	4379.45

DRAFT # [REDACTED]
 ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE.
 DATE 11/10/14 BY [REDACTED]









SCHEDULE FORMS SELECTION SCREEN

CLAIM NUMBER: XXXXXXXXXX

S FORM NAME	DESCRIPTION	S FORM NAME	DESCRIPTION
■ SUB06	DELINQUENT NOTICE	SUB08	CLAIMANT CARRIER 2ND DMD
SUB09	3RD PARTY INS RQST-CLMNT	SUB09A	3RD PARTY INS-2ND REQUEST
SUB10	SUBROGATION RELEASE	SUB11	PROMISSORY NOTE W/COVER
SUB12	ONE TIME OFFER UMBI/COMP	SUB13	SUBRO NOTICE / REPAIRED
SUB13A	SUBRO NOTICE / TOTAL LOSS	SUB13B	SUBRO NOTICE / PROP 51
SUB14	ARBITRATION DECISION	SUB18	UM SUBRO LETTER
SUB18B	UM SUBRO LTR/BI UNK	SUB18C	SUBRO COMP- UNK INSURANCE
SUB18D	OREGON UM SUBRO LETTER	SUB19	FINAL DEMAND/UM
SUB19A	FINAL DEMAND/DELINQUENT	SUB19B	DELINQUENT/BALANCE DUE
SUB21	ARBITRATION COVER LETTER	SUB22A	1 TIME OFFER MAKING PYMNT
SUB22B	1 TIME OFF-NO PYMNTS MADE	SUB23	NOT TO PURSUE SUBROGATION
SUB25	RIGHT TO RECOVERY DEMAND	SUB25A	RT TO RCVRY DEMAND/ATTY
SUB27	SUBROGATION NOTICE LETTER	SUB28	DOUBLE PYMNT/RT TO RCVRY
SUB29	NEW SUBRO EXAMINER	SUB31	DEDUCTIBLE REIMB PRO-RATA
SUB33	OVERPAYMENT LETTER	SUB34	2ND OVERPAYMENT LETTER
SUB35	UNCOOPERATIVE CARRIER	SUBHO01	HO 1ST DEMAND TO CC

5GENHLP 6PRVRCD 7PRVSCR

9NXTRCD

SCHEDULE FORMS SELECTION SCREEN

CLAIM NUMBER: XXXXXXXXXX

S FORM NAME	DESCRIPTION	S FORM NAME	DESCRIPTION
■ OR18B	OREGON UNDISPUTED AMOUNT	OR18C	TOTAL LOSS MANDATORY RET.
OR19	SUBRO NOTICE LETTER	OR20	SUBRO DENAMD LETTER
OR20A	OREGON SUBOR LETTER	OR21	10 DAY LETTER W/STATUE
OR22	LOR RESPONSE	OR23	OREGON DENIAL OF CLAIM
OR24	BILLING DENIAL	OR25	OREGON 103 LETTER
OR26	ORGN BINDING ARBITRATION	OR27	OREGON WAGE VERIFICATION
OR28	PIP REQUIREMENTS	OR29	PIP PAYMENT
OR30	PIP SUBRO NOTICE	OR31	ATTORNEY SUBRO NOTICE
OR32	UM/UIM CONTACT LETTER	OR33	UM/UIM DOCUMENTS NEEDED
OR37	OREGON MD PROOF OF LOSS	OR38	INCOMPLETE POL/AUTH (INSD)
OR40	PIP REDUCTION FORM	OR41	INSD REPAIR NOTIFICATION
OR42	COOPERATION LETTER	OR43	RECORD COPY FEES
OR45	CLOSED FILE - GLASS LOSS	OR46	REQUEST FOR APPRAISAL
OR47	CLMNT DENIAL-NO STATEMENT	OR48	OREGON TOTAL LOSS NOTICE
OR49	PARTIAL DENIAL 3RD PARTY	SUB01	CLOSURE-UNABLE TO COLLECT
SUB03	SUPPLEMENT DEMAND	SUB04	ATTORNEY STATUS LETTER

5GENHLP 6PRVRCD 7PRVSCR

9NXTRCD

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EA16-002

FLAT CHRYSLER

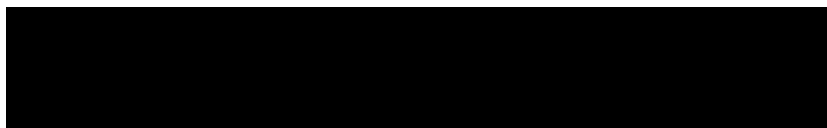
5-12-2016

ENCLOSURE 04

Legal Backup

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LX_LD



The Travelers Home And Marine Insurance Company
P.O. Box 3022
Fall River, MA 02722



07/18/2014

Chrysler (25140203)
1000 Chrysler Drive
Auburn Hills MI 48326

RECEIVED
JUL 23 2014
CCRG
Office of the General Counsel

Insured: [Redacted]
Claim Number: [Redacted]
Policy Number: [Redacted]
Date of Loss: 06/10/2014

Dear Sir/Madam,

I am writing in regards to the loss sustained by [Redacted] on 06/10/2014. The Travelers Home And Marine Insurance Company has made payments to or on behalf of [Redacted] as a result of this loss and has the right to subrogation in the amount of its payments. This means it can seek reimbursement of its payments from the person responsible for the loss.

Our investigation revealed that you are responsible for the loss. Our insured purchased a 2012 Dodge Charger (Vin: 2C3CDXHG8CH [Redacted] from Berlin City in Gorham, NH. On 6/10/2014, she parked her vehicle in her employer's parking lot. Approximately 10 minutes later witnesses confirmed her vehicle started on its own and drove into a wooden beam and building resulting in damages. The vehicle came equip with a remote starter and insured had not activated the starter prior to this loss.

On behalf of The Travelers Home And Marine Insurance Company, I formally request reimbursement of \$3,734.58. This amount includes \$3234.58 in payments made by The Travelers Home And Marine Insurance Company and \$500 paid by Shawn Brunell as a deductible.

If you have insurance, please complete the attached Insurance Company Information Request form and return it to me in the enclosed envelope at your earliest convenience. In addition, please send this letter to your insurance carrier immediately and request that they contact me. If you do not have insurance, please contact me at as soon as possible to discuss repayment options.

For future reference, please make checks payable to The Travelers Home And Marine Insurance Company, include the claim number [Redacted] on the checks, and mail the checks to:

Travelers Claims Hartford
PO Box 660339
Dallas, TX 75266-0339

Please note that any correspondence other than payments should be directed to my attention at

The Travelers Home And Marine Insurance Company
P.O. Box 3022
Fall River, MA 02722

EA16-002

FLAT CHRYSLER

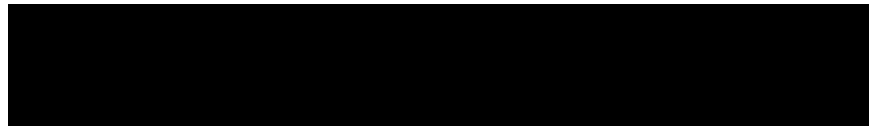
5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

LX_LD





COMMONWEALTH of VIRGINIA
Office of the Attorney General

Mark R. Herring
Attorney General

900 East Main Street
Richmond, Virginia 23219
804-786-2071
FAX 804-225-4378

October 29, 2015

Office of the President
FCA US LLC/Chrysler, LLC
Customer Relations Support
6940 Columbia Gateway Dr., Ste. 220
Columbia, MD 21046

Re: 924797 Mr. [REDACTED] VS FCA US LLC/Chrysler, LLC

Dear Sir or Madam:

Enclosed is a copy of a complaint filed with the Virginia Attorney General's Office regarding your company. This matter was referred to our Dispute Resolution and Investigations Unit. Our unit utilizes neutral dispute resolution services such as facilitation, conciliation, and mediation at no cost to the participants. Through our services, consumer disputes can be resolved quickly and amicably without the time and expense of litigation.

Please review the enclosed complaint carefully. Although participation in our dispute resolution process is voluntary, we do request an acknowledgement of this letter. If you decide to participate and respond to the complaint, please do so in writing within ten (10) business days from the date of this letter. All responses are shared with the consumer. I am available to answer any questions you may have about the process.

This Office will retain the enclosed complaint and copies of all official correspondence regarding the complaint in accordance with the applicable state retention schedule. Under the Virginia Freedom of Information Act, please be advised that these materials will be available to the public for review, upon request.

I may be contacted at or (800) 552-9963, within Virginia. My email address is jballew@oag.state.va.us. The fax number is (804) 225-4378.

Sincerely,

Joshua L. Ballew

Joshua L. Ballew
Dispute Resolution Specialist
Dispute Resolution & Investigations Unit

Enclosure

cc: Mr. [REDACTED]

JB
10-29-15

RECEIVED
OCT 26 2015

CONSUMER PROTECTION SECTION

OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA - CONSUMER PROTECTION SECTION

SECTION 1 - Your Information

Mr. Mrs. Ms.	Last name	First name	Mid. Initial
	[REDACTED]	[REDACTED]	
City	State	Zip code	Country, if not U.S.
HAMPTON	VA	[REDACTED]	
Home number, including area code	Work number, including area code	Fax number, including area code	
[REDACTED]	() -	() -	
Do you prefer to be contacted at home, work or by e-mail?		Best time to reach you between 8AM and 5PM?	
HOME		ANY TIME	

SECTION 2 - Name of Company Against Which You Are Complaining

Full name of company	CHRYSLER MTR of Distribution		
City	State	Zip code	Country, if not U.S.
FLEETX #1-8004 AUBURN HILL	MICH	[REDACTED]	
Company's Internet address (URL)			
Telephone number (incl. area code)			

Manufacturer, make or brand	Model	Year
HUTCHINSON CHRYSLER 300	300	2014
Serial number, Vehicle Identification Number (VIN)		
203CLAA02EM [REDACTED]		
Date of purchase or lease	Was this a new or used item?	
JAN - 2015	YES	
Did you sign a contract or a lease?	If yes, please indicate the following	Starting date: Expiration date:
Yes [] or No []		
Total amount paid	Total amount in dispute	How are you paying?
Did you buy an extended service contract?	If yes, name of company responsible for extended service contract or extended warranty	
Yes [] or No []		
For automobile complaints, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.)		
TRANSMISSION		

Did you authorize any changes to the original estimate?	Yes [] or No [] If yes, provide details on the next page
Were the completed repairs different from what you had authorized?	Yes [] or No [] If yes, provide details on the next page

SECTION 4 - Resolution Attempts You Have Made

Have you contacted the company?	If yes, name of person most recently contacted	Their phone number, incl. area code
8 TIMES Yes [] or No []	[REDACTED]	[REDACTED]
What resolution are you seeking?	to fix with (TRAN) + ELKS - PHONES	
List any other organizations you have contacted (i.e., other consumer protection offices, Better Business Bureau, etc.)		
Do you have an attorney in this case?	If yes, name of your attorney	Attorney's number, incl. area code
Yes [] or No []		()
Has your complaint been heard or is it scheduled to be heard in court? Yes [] or No [] If yes, where and when?		

RECEIVED

OCT 26 2015

CONSUMER PROTECT DIV SECTION

Full Description of Complaint - Use additional sheets if necessary

- 1) START CAR - SHIFT TO DIFF GEAR FOR NO REASON THOR IT WOULD
JERK FORWARD WHEN STOP - CAME TO POMOCO HAMILTON
- 2) WHEN SAME -
- 3) CAR STOPPED AND WOULD TAKE OFF ON OWN BACK TO
POMOCO MADE APT TO TRANS IT WOULD SHIFT BETTER
BUT, STILL THRO LIP
- 4) CAR BACK TO POMOCO REPLACED A VALVE, CAR
STILL TAKE OFF -
- 5) CAR IN PARKING LOT IN PARK WIFE GOT OUT OF CAR
AND CAR TOOK OFF PULLED HER ABOUT 5 FEET
HIT CAR IN FRONT OF HER IN PARKING LOT. MAN
PICK UP WIFE AND MADE CAR BACK TO PARKING
SLOT AND SAID CAR WIFE IN PARK WOULD
- 5) CHISLER SEND MAN TO POMOCO KEPT CAR FOR 9 MONTHS
[REDACTED] 5 OR 6 TIMES LEFT HOME.
NEVER CALLED BACK [REDACTED]

(Use additional sheets if necessary)

SECTION 6 - Disclaimers and Affidavits

the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2-3800 et seq.

All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act, Va. Code Section 2.2-3700 et seq., except in the case of ongoing investigations. Closed complaints will be retained until they are destroyed in accordance with established

General and any other local, state or federal agencies to which we may refer your complaint, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate with regard to your complaint

By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

[REDACTED]

Signature of authorized agent

Date

(Revised 08/12)



9/17/15 Steven

9/22/15

9/28/15

9/29/15

9/30/15

10/1/15

10/2/15 DEVEN

10/7/15 LIZA

ALL LEFT MESSAGE FOR LIZA

ALL CALL BACK

CHRYSLER

September 29, 2015

Mr. [REDACTED]

Hampton, VA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 2C30CAAG2EH [REDACTED]
Vehicle: 2014 Chrysler 300

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Chrysler 300.

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,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LM: [REDACTED]

POMOCO

Chrysler Dodge Jeep Ram of Hampton

4116 West Mercury Blvd

Hampton, VA 23060

Phone: (757) 826-1100

Appointment: (757) 826-7249

Fax: (757) 826-5121

www.pomoco.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 7:00 p.m.

Monday - Friday

admission by appointment only

R.O. Open Date	R.O. Number				
8/27/15					
R.O. Close Date	Status				
8/28/15	Pre-Invoice				
SAV56	SAV56				
Service Advisor / Tag #					
GEORGE WOOD/1660					
Vehicle Identification Number					
2C3CCAAG2EH					
1/02/15	1/02/15				
Year	Make	Model	Body	Color	License Number
2014	CHRYSLER	300	4DR SDN RWD	GRANITE	EC823

Work Phone: [REDACTED]

Hampton, VA [REDACTED]

Year	Make	Model	Body	Color	License Number
2014	CHRYSLER	300	4DR SDN RWD	GRANITE	EC823

Corrected by [REDACTED]

Work performed by RYAN MONTGOMERY (RFM)

Warranty

Corrected by

Work performed by RYAN MONTGOMERY (RFM)

Warranty

Installed 6818986AA (PAID): AUTOMATIC TRANSMISSION
 INTERMITTENT HARSH DOWNSHIFTS. CONSULT STAR AND ADVISED TO REPLACE VALVE BODY. REPLACE VALVE BODY AND PROGRAM TCM. REFILL FLUID AND PERFORM DRIVE LEARN PROCEDURE.

Warranty

#4 - RT: ROTATE 4 FACTORY TIRES AND WHEELS / SET TIRE PRESSURE

WHITE TIRES

Work performed by RYAN MONTGOMERY (RFM)

ROTATION COMPLETED

Sub Total: 22.95

CDJR VANTAGE

 * *** BIG NEWS !!!
 * Detective 11/1/14 Chrysler has doubled its "Warranty -
 * Warranty" to 24 months! ***Ask for details. Repair shops *
 * ask about labor reimbursement! *

-2.30

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in service, including normal business hours. I understand that you are not responsible for the amount of repairs thereto.

LABOR	37.48
FARTS	36.95
DEDUCTIBLE	.00
TAXES	.00
SHOP SUPPLIES	3.75
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.22
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-12.30
TOTAL DUE	68.10

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PAID AUG 2 - 2015

Handwritten signature

POMOCO

Chrysler Dodge Jeep Ram of Hampton

4116 West Mercury Blvd
Hampton VA 23666



Appointment: (757) 825-7249
Fax: (757) 826-5121
www.pomoco.com



SERVICE DEPARTMENT HOURS

7:30 a.m. to 7:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
6/19/15	
R/O Close Date	Status
6/19/15	Reprint

6280	6282
Service Advisor / Tag #	
GEORGE WOOD/593	

Work Phone	Vehicle Identification Number
	2C3CCAAG2E

Year	Make	Model	Body	Color	License Number
2014	CHRYSLER	300	4DR SDN RWD	GRANITE	EC823

DESCRIPTION OF SERVICE AND PARTS

#1 - MR GC1: GENERAL CONCERN#1
GENERAL CONCERN #1 JERKS OR SHUDDER WHEN DECEL TO
A STOP OR IN ACCEL FROM A STOP

Work performed by RYAN MONTGOMERY (RFM)
UPDATE TCM WITH NO TSB. LO 1819059T 0.2

Warranty

#2 - MR 99P: PERFORM MULTI-POINT INSPECTION AND PRESENT
ESTIMAT

Work performed by RYAN MONTGOMERY (RFM)

* *** BIG NEWS *** *
* Effective 11/1/14 Chrysler has doubled it's "MoparParts *
* Warranty" to 24 months! ***Ask for details. Repair shops *

responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therein.

DISCLAIMER OF WARRANTIES: As mentioned on this invoice, we do not

dealer assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

Chrysler Dodge Jeep Ram of Hampton

4116 West Mercury Blvd
Hampton, VA 23666
(757) 826-1100



Fax: (757) 826-5121
www.pomoco.com

HAMPTON, VA

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
6/19/15	
R/O Close Date	Status
6/19/15	Pre-Invoice
0200	0202
Service Advisor / Tag #	
GEORGE WOOD/593	
Vehicle Identification Number	
2C3CCAAG2EH	

Year	Make	Model	Body	Color	License Number
2014	CHRYSLER	300	4DR SDN RWD	GRANITE	
EC823					

DESCRIPTION OF SERVICE AND PARTS

- #1 - GC1: GENERAL CONCERN#1
GENERAL CONCERN #1 JERKS OR SHUDDER WHEN DECEL TO A STOP OR IN ACCEL FROM A STOP INTERMITTENTLY
Corrected by (CC)
Work performed by IVAN MONTGOMERY

- #2 - 99P: PERFORM MULTI-POINT INSPECTION AND PRESENT ESTIMATED AND RECOMMENDATIONS FOR NEEDED WORK IF ANY
MULTI-POINT INSPECTION

Sub Total: .00

* *** BIG NEWS *** *
* Effective 11/1/14 Chrysler has doubled it's "MoparParts *
* Warranty" to 24 months! ***Ask for details. Repair shop *
*

REPAIRS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00

CLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



MO 7:30 AM - 6:00 PM TU 7:30 AM - 6:00 PM WE 7:30 AM - 6:00 PM TH 7:30 AM - 6:00 PM FR 7:30 AM - 6:00 PM SA 9:00 AM - 2:00 PM SU 9:00 AM - 2:00 PM ** PLUS **

OWNER OF VEHICLE:
BRANCH ADDRESS:

ENTERPRISE LEASING CO OF NORFOLK/RICHMOND, LLC
8004 W. MERCURY BLVD., HAMPTON, VA, 236663308 (757) 838-7770

496406

10/6/2015 11:45 AM
09/22/2015 8:33 AM

RENTAL TYPE: MEMBERS
DEalersHIP: POMOCO CHR
FRANKLIN

RENTAL AGREEMENT NO. 2CFVJK

START CHARGES IF DIFFERENT

DAY = 24 HOUR PERIOD
VEHICLE \$40.00/HOUR*
\$40.00/DAY*

ORIGINAL VEHICLE
MAKE: CHRYSLER
MODEL: JEEP
YEAR: 2007

COMPANY/HOLD: CHRYSLER JEEP - HAMPTON
PHONE: 826-1100 EXT
VINE: 2030DY866FH870507
RESIDENCE ZIP: 23060

*INCLUDES
\$0.40/MILE CHARGE ABOVE
150/DAY
0/WEEK
0/MONTH

MILE-AGE IN: 10354
OUT:

CONDITION AND FUEL X LEVEL AGREED TO RENTER
OF KEYS: 2
CONDITION SAME ON RETURN Yes No
HAUL/DAMAGE Yes No
DRIVEN

ADDITIONAL AUTHORIZED DRIVERS - PARTICIPANTS MUST BE APPROVED BY THE RENTER AND REQUEST OWNER'S PERMISSION TO ALLOW

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND/OR MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.
RENTER: X

PERMISSION (RANKED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATES):
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

NOTICE: THIS CONTRACT OFFERS FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN COVERAGE. THE PURCHASE OF THIS COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED. By your signature Renter acknowledges receipt of this notice.
Renter: X

RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 16. COLLISION DAMAGE WAIVER IS NOT INSURANCE.	RENTER: X
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 16.	RENTER: X
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 17.	RENTER: X
RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 18.	RENTER: X

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 3

FUEL CHARGE \$4.70/GALLON

REPLACEMENT VEHICLE

DATE: 09/22/2015
EMPL: E54388

VA ADDITIONAL TAX 4.00%/RENT
VIRGINIA RENTAL TAX 4.00%/RE
VIRGINIA RENTAL FEE 2.00%/RE
VEHICLE LICENSE FEE \$0.15/DR

COLOR: [REDACTED]
LICENSE NO: [REDACTED]
MODEL: [REDACTED]
YEAR: [REDACTED]

WILL RETURN CAR BY: DATE: 09/25/2015 TIME: 8:30 AM
DEPOSIT(S): AMOUNT PAID BY:

CONDITION AND FUEL X LEVEL AGREED TO RENTER
OF KEYS: 2
CONDITION SAME ON RETURN Yes No
HAUL/DAMAGE Yes No
DRIVEN

ADDITIONAL INFORMATION

TOTAL CHARGES
DEPOSITS
REFUNDS
AMOUNT DUE
CLOSED BY: [Signature]
PAID BY: CASH CHECK CHARGE
RECEIPT OF CASH REFUND: DATE AMOUNT RECEIVED

200



OFFICE OF
ATTORNEY GENERAL OF VIRGINIA
RICHMOND 23219

RICHMOND
VA 230
30 OCT '15
PM 3 L



U.S. POSTAGE PITNEY BOWES



ZIP 23219 \$ 000.70⁵
02 1W
0001384057 OCT 29 2015



Office Of The President
Fca US Llc/chrysler, LLC
Customer Relations Support
6940 Columbia Gateway Dr Ste 220
Columbia, MD 21046-2876



COMMONWEALTH of VIRGINIA
Office of the Attorney General

Mark R. Herring
Attorney General

900 East Main Street
Richmond, Virginia 23219
804-786-2071
FAX 804-225-4378

November 16, 2015

Office of the President
FCA US LLC/Chrysler, LLC
Customer Relations Support
6940 Columbia Gateway Dr., Ste. 220
Columbia, MD 21046

Re: 924797 Mr. [REDACTED] VS FCA US LLC/Chrysler, LLC

Dear Sir or Madam:

This letter is to inform you that I have attempted to contact you regarding a complaint filed with the Virginia Attorney General's Office concerning your company. Please contact me at your earliest convenience to review the complaint to determine if a mutually acceptable solution can be reached.

In the event I fail to hear from you within ten (10) business days I will be compelled to notify the consumer that there has been no communication regarding the complaint.

This Office will retain the complaint form and copies of all official correspondence regarding the complaint in accordance with the applicable state retention schedule. Under the Virginia Freedom of Information Act, please be advised that these materials will be available to the public for review, upon request.

I may be contacted at (804) 692-0553 or (800) 552-9963, within Virginia. My email address is jballew@oag.state.va.us. The fax number is (804) 225-4378.

Sincerely,

A handwritten signature in blue ink that reads "Joshua L. Ballew".

Joshua L. Ballew
Dispute Resolution Specialist
Dispute Resolution & Investigations Unit



OFFICE OF
 ATTORNEY GENERAL OF VIRGINIA
 RICHMOND 23219

252

RICHMOND
 VA 230
 16 NOV '15
 PM 4 L



U.S. POSTAGE >> PITNEY BOWES



ZIP 23219 \$ 000.48⁵
 02 1W
 0001384057 NOV 16 2015



Office of the President
 FCA US LLC/Chrysler, LLC
 Customer Relations Support
 6940 Columbia Gateway Dr., Ste. 220
 Columbia, MD 21046

21046287670



EA16-002

FLAT CHRYSLER

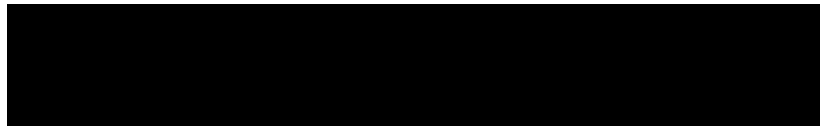
5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

LX_LD



ADMINISTRATIVE SERVICES

CAIR #

GEORGIA UNIFORM MOTOR VEHICLE ACCIDENT REPORT

Accident Number, Agency NCIC No., County DOUGLAS, Date Rec. By DMVS, Date 04/21/2014, Day Of Week, Time 13:35, Off. Arrived 13:50, Vehicles 2, Total Number Of Injuries 0, Fatalities 0, Inside City Of DOUGLASVILLE

Road of Occurrence ST RT 8, At Its Intersection With MCCARLEY ST, Corrected Report? Yes, Suppl. To Original? Yes, Hit and Run? Yes

Driver #, LAST NAME, FIRST, MIDDLE, Address, City, State, Zip, DOB, Driver's License No., Class, State, Male, Female

Posted Speed 35, Insurance Co. SELF INSURED, Policy No. ENTERPRISE RENTAL, Year 2013, Make CHRY, Model 300, Telephone No., VIN 2C3CCAAG8DH, Vehicle Color BLK, Tag #, State IN, County, Year 2015

Posted Speed 35, Insurance Co. STATE FARM, Policy No., Year 2011, Make CHEV, Model, Telephone No., VIN 3GNTRKE32BG, Vehicle Color BLK, Tag #, State GA, County DOUGLAS, Year 2020

Owner's Last Name, First, Middle, Address 6929 E LAKEWOOD AVE 100, City TULSA, State OK, Zip 74117

Removed By AUSTINS TOWING & RECOVERY, Request, List, Alcohol Test, Type, Results, Drug Test, Type, Results

Driver Cond, Direction Of Travel 4, Vision Obscured, Contributing Factors, Veh Cond 1, Veh Maneuver 11, Ped. Maneuver

Most Harmful Event 11, Veh Class: 1, Veh Type: 1, Traffic Ctrl 7, Device Inoperative? Yes No

Injured Taken To: By: EMS Notified Time, EMS Arrival Time, Hospital Arrival Time, Photos Taken: Yes No

Report By: POLLARD, J. W., Department DOUGLASVILLE POLICE, Report Date 04/21/2014, Checked By: LOUDERMILK, B. L., Date Checked 04/23/2014

Witness(es): Name, Address, City, State, Zip Code, Telephone No.

DMVS MICROFILM NUMBER (DO NOT WRITE IN THIS SPACE)

COMMERCIAL VEHICLES ONLY

Carrier Name, Vehicle #, Address, State, Zip

No. of Axles, G.V.W.R., Fed. Reportable 1 Yes 2 No, Cargo Body Type, Vehicle Config., I.C.C.M.C. #, U.S. D.O.T. #, Interstate, Intrastate

C.D.L.? 1 Yes 2 No, C.D.L. Suspended? 1 Yes 2 No, Vehicle Placarded? 1 Yes 2 No, Hazardous Materials? 1 Yes 2 No, Released? 1 Yes 2 No

If YES, Name or 4 Digit Number from Diamond or Box: 1 Digit Number from Bottom of Diamond:

Ran Off Road, Down Hill Runaway, Cargo Loss or Shift, Separation of Units

REMARKS

Vehicle #2 was parked in its parking space on the north side of St Rt 8 facing west, at which time Vehicle #1 struck Vehicle #2 to the drivers side area. Vehicle #1 was driverless when the accident occurred and Vehicle #1 was believed to be left in gear when Driver 1 parked the vehicle.

Veh #1 was rented to [REDACTED] Douglasville, GA [REDACTED] [REDACTED]

Phone Number for Driver #1 is: [REDACTED]

Contributing Factor for Vehicle # 1 is: #26

Phone Number for Driver #2 is: [REDACTED]

* * * E N D * * *

INDICATE ON THIS DIAGRAM WHAT HAPPENED

Accident Investigation Site? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CITATIONS - VEHICLE # _____	CITATIONS - VEHICLE # _____
Site Number: _____		

First Harmful Event	Traffic-Way Flow	Weather	Surface Cond.	Light Cond.	Manner of Collision	Location of Area of Impact	Road Centre	Road Def.	Road Character	Construction/Maintenance Zone
11	1	1	1	1	5	1	2	1	1	0

VEH. # 1		VEH. # 2		SKID DISTANCE BEFORE IMPACT	0.00		AFTER 0.00		Width Of Road 24' APPX		
Number of Occupants					VEH. 1	0.00		VEH. 1		0.00	
Point Of Initial Contact		8			VEH. 2	0.00		VEH. 2		0.00	
Damage To Vehicles		2		2							

Damage Other Than Vehicle:		Owner:	AGE	SEX	VEH #	POS	INJURY	TAKEN FOR TREAT.	EJECT	SAFETY EQUIP.	EXTRIC.	AIR BAG
Occupants (list below):		Driver # _____ Or Pedestrian # _____										
LAST NAME	FIRST	ADDRESS	CITY	STATE	ZIP	X	X	X	X	XXXXX	XXXXX	XXXXX

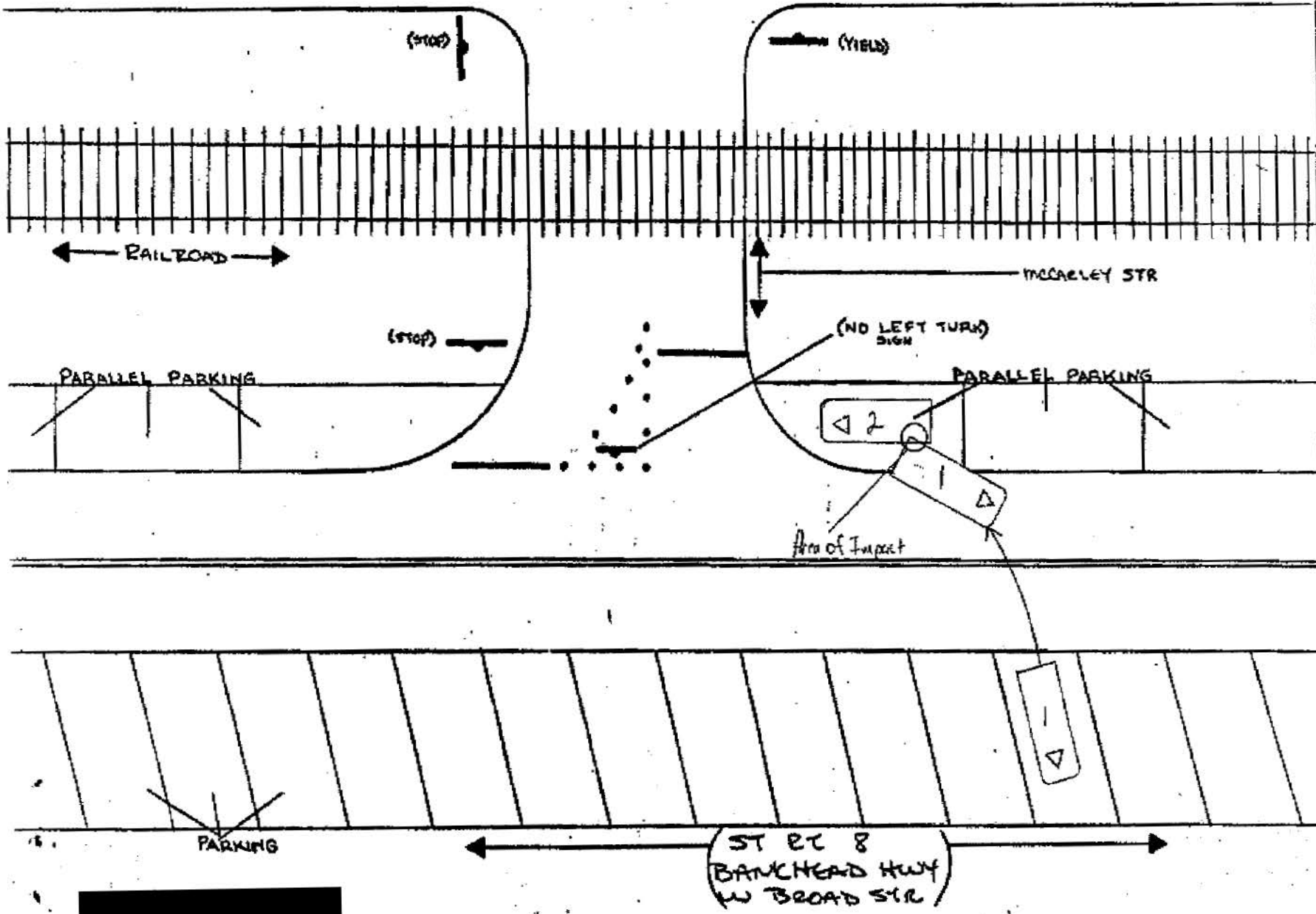
INDICATE ON THIS DIAGRAM WHAT HAPPENED

(NOT DRAWN TO SCALE)

INDICATE NORTH



← WEST STRICKLAND STR →



CAR#
 [Redacted]

EA16-002

FLAT CHRYSLER

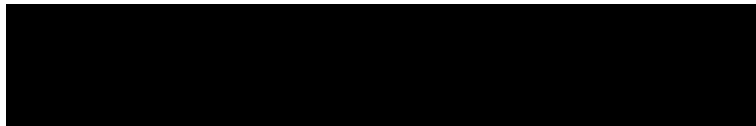
5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

LX_LD





STERLING HEIGHTS DODGE CHRYSLER JEEP RAM, Inc.

40111 Van Dyke Ave. • Sterling Heights, MI 48313 Phone (586) 939-3900 • Fax (586) 939-3220



1272649 MJK

BAIE [Redacted]

CUSTOMER NO.	ADV. BDR	SAVATORE VIVIANO	1019	DRG. NO.	B224	INVOICE DATE	01/02/16	INVOICE NO.
	LABOR RATE	95.00	LICENSE NO.	MILEAGE	9.462	COLOR	GLOSS BLK/B	STOCK NO.
SAINT CLAIR SHORES, MI	YEAR/MAKE/MODEL	14/CHRYSLER/300 (3.6L)/300S AWD			DELIVERY DATE	12/01/14	DELIVERY MILES	24
	VEHICLE ID. NO.	2C3CCAGGXEH			SELLING DEALER NO.		PRODUCTION DATE	
	R.T.E. NO.		R.O. NO.		R.O. DATE	12/10/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY			N/LEAD OUT		
			X					

LABOR & PARTS				
J# 1 360021	FLASH UPDATE	TECH(S):1246	0.00	
Software Flash for PCH (Flash Software 1) NO WORK PERFORMED THIS LINE				
JOB # 1 TOTAL LABOR & PARTS			0.00	
J# 2 360022	FLASH UPDATE	TECH(S):1246	WARRANTY	
Software Flash for TCM (Flash Software 2) UPDATE FOR TCM 18-19-05-A3 0.5 HRS Module, Transmission Control (TCM) - Reprogram w/845RE Transmission Quick Learn Procedure				
JOB # 2 TOTAL LABOR & PARTS			0.00	
J# 3 08002	ELECTRICAL	TECH(S):1246	WARRANTY	
Customer states CANNOT GET CAR INTO PARK (Electrical Concern 1) -WRO- 0.2 HRS REQUESTED FOR CHECKOUT UNABLE TO DUPLICATE COMPLAINT, NO CODES PRESENT VEHICLE GOES INTO PARK EVERYTIME, NO STAR CASES OR TSBs				
JOB # 3 TOTAL LABOR & PARTS			0.00	
J# 4 080021	ELECTRICAL	TECH(S):1246	0.00	
Added Operation (SALV @ 12/17/2015 16:27) WHEN PUTTING INTO PARK DASH CAME UP WITH MESSAGES AND HOW TO PUT INTO PARK UNABLE TO DUPLICATE, NO CODES PRESENT, HAD SERVICE ADVISOR TRY AS WELL				
JOB # 4 TOTAL LABOR & PARTS			0.00	

PRELIMINARY ESTIMATE #			
AUT-CRIZED BY #	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.			
X			
CUSTOMER SIGNATURE			

ATTENTION

This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
RETURN TO BODYSHOP

TECHNICIAN CERTIFICATION
1246 RUSSELL FARKAS M206336

CUSTOMER SIGNATURE
X

POWER OF ATTORNEY FOR REPAIRS ONLY
To Whom it may concern:

This is a power of attorney authorizing a representative of Sterling Heights Dodge, Inc. to endorse the necessary insurance form and/or checks from _____ for repairs done to my _____ (Year and Make) on _____ (Date)

This power of attorney covers the above mentioned items only. I understand that payment for these repairs are the joint responsibility of myself and my insurance company.

(Customer's Signature)

1272649 MJK



STERLING HEIGHTS DODGE CHRYSLER JEEP RAM, Inc.

40111 Van Dyke Ave. • Sterling Heights, MI 48313 Phone (586) 939-3900 • Fax (586) 939-3220



CLAIR

Customer information form including fields for Customer No, Advisor (PATRICK UHL), Tag No (1193 B224), Invoice Date (12/23/15), Invoice No, Labor Rate (35.00), Mileage (9,462), Color (GLOSS BLK/B), Stock No, Year/Make/Model (14/CHRYSLER/300 (3.6L)/300S AWD), Delivery Date (12/01/14), Delivery Miles (24), Vehicle I.D. No (2 C 3 C C A G G X E H), Selling Dealer No, Production Date, F.T.E. No, P.O. No, R.O. Date (12/10/15), Residence Phone, Business Phone, Comments, Remarks Properly Completed & Checked By (X), Mileage Out.

LABOR & PARTS table for Job # 1. Includes repair per estimate for left side damage, bumper, grille, door panel, handle, and rear bumper cover. Lists parts such as brackets, fascia, grille, and panels with quantities and prices.

Preliminary estimate and authorization section. Includes fields for Authorized By, Revised Estimate (1, 2, 3), Date, Time, and By. Includes a disclaimer: 'I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES'.

ATTENTION: This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs.

LABOR & PARTS table for Job # 2. Includes repair per estimate for rear cover, front cover, and fender. Lists parts with quantities and prices.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

MISC table for Job # 1. Includes BSS Body Shop Supplies with a control number and price of 414.21.

ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$2936.69 (+TAX)

COMMENTS: AAA INS 400594289

CUSTOMER SIGNATURE and POWER OF ATTORNEY FOR REPAIRS ONLY section. Includes fields for signature, date, and insurance company information.

11/16/2013 10:06:13 AM



STERLING HEIGHTS DODGE CHRYSLER JEEP RAM, Inc.

40111 Van Dyke Ave. • Sterling Heights, MI 48313 Phone (586) 939-3900 • Fax (586) 939-3220



CAIR [Redacted]

CUSTOMER NO. [Redacted]	ADVISOR PATRICK UHL	TAG NO. 1193 B224	INVOICE DATE 12/23/15	INVOICE NO. [Redacted]
[Redacted]	LABOR RATE 35.00	LICENSE NO.	MILEAGE 9,462	COLOR GLOSS BLK/B
[Redacted]	YEAR / MAKE / MODEL 14/CHRYSLER/300 (3.6L)/300S AWD	DELIVERY DATE 12/01/14	DELIVERY MILES 24	STOCK NO. [Redacted]
SAINT CLAIR SHORES, MI [Redacted]	VEHICLE I.D. NO. 2 C 3 C C A G G X E H [Redacted]	SELLING DEALER NO.	PRODUCTION DATE	
[Redacted]	R.T.E. NO.	R.O. NO.	R.O. DATE 12/10/15	
BUSINESS PHONE [Redacted]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X	MILEAGE OUF	

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *

* The repairs were properly explained or demonstrated. *
* Yes ---- No ---- Initials ----- *

TOTAL LABOR.... 1307.20
TOTAL PARTS.... 1123.04
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 414.21
TOTAL MISC DISC 0.00
TOTAL TAX..... 92.24

TOTAL INVOICE \$ 2936.69

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

The factory warranty constitutes a part of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE
X

POWER OF ATTORNEY FOR REPAIRS ONLY
To Whom It may concern.

This is a power of attorney authorizing a representative of Sterling Heights Dodge, Inc. to endorse the necessary insurance form and/or checks from _____ for repairs done to my _____ on _____.

(Insurance Company)
(Wear and Make)
(Date)

This power of attorney covers the above mentioned items only. I understand that payment for these repairs are the joint responsibility of myself and my insurance company.

(Customer's Signature)

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

112 24111153 01 08/13

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

LX_LD





3602 E. CENTRAL TX EXPSY.
(254) 200-4800
KILLEEN, TEXAS 76543



HISTORY



CELL: [REDACTED]

DOUGLAS CUEVAS 19270 3112 12/03/13
25,603 BRIGHT SILV
12/CHRYSLER/300/4DR SDN LTD RWD 03/23/12
2 C 3 C C A C G 4 C H [REDACTED]

8
02/17/12
REPRINT# 1
MO: 25604

JOB# 1 CHARGES-----

LABOR-----
J# 1 08CHZ ELECTRICAL TECH(S):13018 0.00
C/S HORN DOES NOT SEEM LOUD ENOUGH - WHETHER IT IS ENGAGED
BY PAD OR FOB
TESTED - HORN OPERATING AS DESIGNED

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
SVCAD SERVICE ADVERTISING -21.13
TOTAL - MISC -21.13

JOB# 1 TOTALS-----
MISC -21.13

JOB# 1 JOURNAL PREFIX CHQS JOB# 1 TOTAL -21.13

JOB# 2 CHARGES-----

LABOR-----
J# 2 08CHZ-BEPL POWER LOCKS TECH(S):13018 0.00
C/S POWER LOCKS ARE SLOW TO LOCK WHEN PASSIVE ENTRY
BUTTON(S) USED
OPERATING AS DESIGNED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CHQS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 01CHZ ADJUSTMENTS TECH(S):13018 0.00
27PT. INSP. - PLEASE HAVE A LUBE-TECH PRE-DRILL HOLES IN
FRONT BUMPER FOR LICENSE PLATE
COMPLETED

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CHQS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4+00CHZ MAINTENANCE TECH(S):13018 3.95
Added Operation (DOUGLASC @ 12/02/2013 11:07)
3K SERVICE - \$18.95 COUPON
COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 68079744-AC FILTER ENGINE 90570 9.20
6 68218920-AA OIL 5W30 1081090 4.20 25.20
TOTAL - PARTS 34.40



3602 E. CENTRAL TX EXPSY.
(254) 200-4800
KILLEEN, TEXAS 76543



[REDACTED]
[REDACTED]
COPPERAS COVE, TX [REDACTED]
[REDACTED]
[REDACTED]

DOUGLAS CUEVAS 19270 3112 12/03/13
D [REDACTED] 25,603 BRIGHT SILV
12/CHRYSLER/300/4DR SDN LTD RWD 03/23/12
2 C 3 C C A C G 4 C H [REDACTED]

CELL: [REDACTED]
8
02/17/12
REPRINT# 1
MO: 25604

JOB# 4 TOTALS-----
LABOR 3.95
PARTS 34.40
JOB# 4 JOURNAL PREFIX CHQS JOB# 4 TOTAL 38.35

LABOR-----
J# 5+08CHZZ TRIM ELECT CONCERN TECH(S):13018 WARRANTY
Added Operation (DOUGLASC @ 12/02/2013 16:26)
PERFORM SOFTWARE UPDATE FOR HFM
PERFORMED UPDATE

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX CHQS JOB# 5 TOTAL 0.00

LABOR-----
J# 6+08CHZZ TRIM ELECT CONCERN TECH(S):13018 WARRANTY
Added Operation (DOUGLASC @ 12/02/2013 16:26)
PERFORM SOFTWARE UPDATE FOR AMP
PERFORMED UPDATE

JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX CHQS JOB# 6 TOTAL 0.00

LABOR-----
J# 7+08CHZ-BE BODY ELECTRICAL TECH(S):13018 WARRANTY
Added Operation (DOUGLASC @ 12/02/2013 16:26)
PERFORM SOFTWARE UPDATE FOR TIPM
PERFORMED UPDATE

JOB# 7 TOTALS-----
JOB# 7 JOURNAL PREFIX CHQS JOB# 7 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES 0.40
TOTAL - MISC 0.40



3602 E. CENTRAL TX EXPSY.
(254) 200-4800
KILLEEN, TEXAS 76543



[REDACTED]
COPPERAS COVE, TX [REDACTED]

DOUGLAS CUEVAS 19270 3112 12/03/13
[REDACTED] 25,603 BRIGHT SILV
12/CHRYSLER/300/4DR SDN LTD RWD 03/23/12
2 C 3 C C A C G 4 C H [REDACTED]

CELL: [REDACTED]

8
02/17/12
REPRINT# 1
MO: 25604

TOTALS-----

WE APPRECIATE YOUR CONTINUED PATRONAGE.
TODAY IS OUR ONLY CHANCE TO "FIX YOUR VEHICLE RIGHT THE
FIRST TIME" IF FOR ANY REASON TODAY'S REPAIRS DID NOT MEET OR
EXCEED YOUR EXPECTATIONS, PLEASE CALL ME PERSONALLY AT
254.200.3917, SO THAT WE MAY BE ABLE TO CORRECT YOUR
CONCERNS AT ONCE.

TOTAL LABOR.... 3.95
TOTAL PARTS.... 34.40
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.40
TOTAL MISC DISC -21.13
TOTAL TAX..... 2.87

TOTAL INVOICE \$ 20.49

LARRY MOODY
SERVICE MANAGER

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



3602 E. CENTRAL TX EXPSY.
(254) 200-4800
KILLEEN, TEXAS 76543



[REDACTED]
[REDACTED]
COPPERAS COVE, TX [REDACTED]
[REDACTED]
[REDACTED]

WENDY SCHONDER 15579 3184 12/04/13
25,690 BRIGHT SILV
12/CHRYSLER/300/4DR SDN LTD RWD 03/23/12
2 C 3 C C A C G 4 C H [REDACTED]

CELL: [REDACTED]

8
02/17/12

MO: 25690

JOB# 1 CHARGES-----
LABOR-----
J# 1 08CHZ ELECTRICAL TECH(S):20329 0.00
CUSTOMER STATES RUNNING LIGHT NOT COMMING ON CHECK
AND ADVISE
TURNED OFF IN RADIO

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 00CHZ MAINTENANCE TECH(S):20329 0.00
27 POINT CHECK

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

TOTALS-----
WE APPRECIATE YOUR CONTINUED PATRONAGE.
TODAY IS OUR ONLY CHANCE TO "FIX YOUR VEHICLE RIGHT THE
FIRST TIME" IF FOR ANY REASON TODAYS REPAIRS DID NOT MEET OR
EXCEED YOUR EXPECTATIONS, PLEASE CALL ME PERSONALLY AT
254.200.3917, SO THAT WE MAY BE ABLE TO CORRECT YOUR
CONCERNS AT ONCE.
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

LARRY MOODY
SERVICE MANAGER

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



3602 E. CENTRAL TX EXPSY.
(254) 200-4800
KILLEEN, TEXAS 76543



[REDACTED]
COPPERAS COVE, TX [REDACTED]
[REDACTED]

DOUGLAS CUEVAS 19270 1945 04/14/14
32,724 BRIGHT SILV
12/CHRYSLER/300/4DR SDN LTD RWD 03/23/12
2 C 3 C C A C G 4 C H [REDACTED]
04/14/14

CELL: [REDACTED]
8
02/17/12
MO: 32724

JOB# 1 CHARGES-----

LABOR-----
J# 1 00CHZ MAINTENANCE TECH(S):13544 3.95
3K SERVICE W/ TIRE ROTATION AND 27PT. INSP. - \$29.95 COUPON
COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
6 68218920-AA OIL 5W30 01081090 4.20 25.20
1 68079744-AC FILTER ENGINE 09057 9.20 9.20
TOTAL - PARTS 34.40

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
SVCAD SERVICE ADVERTISING -11.67
TOTAL - MISC -11.67

JOB# 1 TOTALS-----
LABOR 3.95
PARTS 34.40
MISC -11.67

JOB# 1 JOURNAL PREFIX CHQS JOB# 1 TOTAL 26.68

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES 0.40
TOTAL - MISC 0.40

TOTALS-----

WE APPRECIATE YOUR CONTINUED PATRONAGE.
TODAY IS OUR ONLY CHANCE TO "FIX YOUR VEHICLE RIGHT THE
FIRST TIME" IF FOR ANY REASON TODAY'S REPAIRS DID NOT MEET OR
EXCEED YOUR EXPECTATIONS, PLEASE CALL ME PERSONALLY AT
254.200.3917, SO THAT WE MAY BE ABLE TO CORRECT YOUR
CONCERNS AT ONCE.

TOTAL LABOR.... 3.95
TOTAL PARTS.... 34.40
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.40
TOTAL MISC DISC -11.67
TOTAL TAX..... 2.87

TOTAL INVOICE \$ 29.95

LARRY MOODY
SERVICE MANAGER

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

LAW ENFORCEMENT and TxDOT Use ONLY
 FATAL CMV SCHOOL BUS

RAILROAD MAB SUPPLEMENT ACTIVE SCHOOL ZONE

Total Num. Units 1 Total Num. Trans. 0 TxDOT Crash ID



Texas Peace Officer's Crash Report (Form CR-3 1/1/2010)
Mail to: Texas Department of Transportation, Crash Records, P.O. Box 149349, Austin, TX 78714. Questions? Call (512) 486-5780
Refer to Attached Code Sheet for Numbered Fields

*=These fields are required on all additional sheets submitted for this crash (ex.: additional vehicles, occupants, injured, etc.)

*Crash Date (MM/DD/YYYY) 08/25/2014 *Crash Time (24HRMM) 0808 Case ID Local Use PARKING LOT

*County Name CORYELL *City Name COPPERAS COVE

In your opinion, did this crash result in at least \$1,000 damage to any one person's property? Yes Latitude Longitude

ROAD ON WHICH CRASH OCCURRED *1 Rdwy. Sys. LR *Hwy. Num. 2 Rdwy. Part 98 Block Num. 400 3 Street Prefix S *Street Name 25TH 4 Street Suffix ST

Crash Occurred on a Private Drive or Road/Private Property/Parking Lot Toll Road/Toll Lane Speed Limit Const. Zone Yes No Workers Present Yes No Street Desc.

INTERSECTING ROAD, OR IF CRASH NOT AT INTERSECTION, NEAREST INTERSECTING ROAD OR REFERENCE MARKER At Int. Yes No 1 Rdwy. Sys. LR Hwy. Num. 2 Rdwy. Part Block Num. 1200 3 Street Prefix W Street Name AVE E 4 Street Suffix

Distance from Int. or Ref. Marker 500 3 Dir. from Int. or Ref. Marker N Reference Marker Street Desc. RRX Num.

Unit Num. 1 5 Unit Desc. 1 Paved Vehicle Hit and Run LP State TX LP Num. DVX5B5 VIN 2C3CCACG4CH

Veh. Year 2012 6 Veh. Color SIL 7 Body Style P4 Pol., Fire, EMS on Emergency (Explain Narrative if checked)

8 DL/ID Type State DL/ID Num. 9 DL Class 10 CDL End. 11 DL Rest. DOB (MM/DD/YYYY)

Address (Street, City, State, ZIP)

Table with columns: Person Num., 12 Prsn. Type, 13 Seat Position, Name: Last, First, Middle, 14 Injury Severity, Age, 15 Ethnicity, 16 Sex, 17 Eject, 18 Restr., 19 Airbag, 20 Helmet, 21 Sol., 22 Alc. Spec., Alc. Result, 23 Drug Spec., 24 Drug Result. Includes note: Not Applicable - Alcohol & Drug Results are only reported for Driver/Primary Person each Unit.

Owner/Lessee Name & Address COPPERAS COVE, TX

Proof of Fin. Resp. Yes No Expired Exempt 26 Fin. Resp. Type 2 Fin. Resp. Name USAA Fin. Resp. Num.

Fin. Resp. Phone Num. 800-531-8222 27 Vehicle Damage Rating 1 B D 2 27 Vehicle Damage Rating 2 Vehicle Inventoried

Towed By DRIVEN FROM SCENE Towed To BY OWNER

Unit Num. 5 Unit Desc. Paved Vehicle Hit and Run LP State LP Num. VIN

Veh. Year 6 Veh. Color Veh. Make 7 Body Style Pol., Fire, EMS on Emergency (Explain Narrative if checked)

8 DL/ID Type State DL/ID Num. 9 DL Class 10 CDL End. 11 DL Rest. DOB (MM/DD/YYYY)

Address (Street, City, State, ZIP)

Table with columns: Person Num., 12 Prsn. Type, 13 Seat Position, Name: Last, First, Middle, 14 Injury Severity, Age, 15 Ethnicity, 16 Sex, 17 Eject, 18 Restr., 19 Airbag, 20 Helmet, 21 Sol., 22 Alc. Spec., Alc. Result, 23 Drug Spec., 24 Drug Result. Includes note: Not Applicable - Alcohol & Drug Results are only reported for Driver/Primary Person each Unit.

Owner/Lessee Name & Address

Proof of Fin. Resp. Yes No Expired Exempt 26 Fin. Resp. Type 2 Fin. Resp. Name Fin. Resp. Num.

Fin. Resp. Phone Num. 27 Vehicle Damage Rating 1 27 Vehicle Damage Rating 2 Vehicle Inventoried

Towed By Towed To

Incident and TxDOT Use ONLY.

Form 1/1/2010

Case ID

TxDOT Crash ID

Page: 2 of 1

DISPOSITION OF INJURED/KILLED

Unit Num.	Prsn. Num.	Taken To	Taken By	Date of Death (MM/DD/YYYY)	Time of Death (24HRMM)

CHARGES

Unit Num.	Prsn. Num.	Charge	Citation/Reference Num.

DAMAGE

Damaged Property Other Than Vehicles	Owner's Name	Owner's Address
GLASS DOORS	COPPERAS COVE ISD	COPPERAS COVE, TX

CMV

Unit Num.	<input type="checkbox"/> 10,001+ LBS.	<input type="checkbox"/> TRANSPORTING HAZARDOUS MATERIAL	<input type="checkbox"/> 9+ CAPACITY	28 Veh. Oper.	29 Carrier ID Type	Carrier ID Num.
Carrier's Corp. Name			Carrier's Primary Addr.			
30 Rdwy. Access	31 Veh. Type	<input type="checkbox"/> RGWV <input type="checkbox"/> GVWR	HazMat Released	<input type="checkbox"/> Yes <input type="checkbox"/> No	32 HazMat Class Num.	HazMat ID Num.
33 Cargo Body Style	Trailer 1 Unit Num.	<input type="checkbox"/> RGWV <input type="checkbox"/> GVWR	34 Trlr. Type	Trailer 2 Unit Num.	<input type="checkbox"/> RGWV <input type="checkbox"/> GVWR	34 Trlr. Type
Sequence Of Events	35 Seq. 1	35 Seq. 2	35 Seq. 3	35 Seq. 4	Total Num. Axles	Total Num. Tires

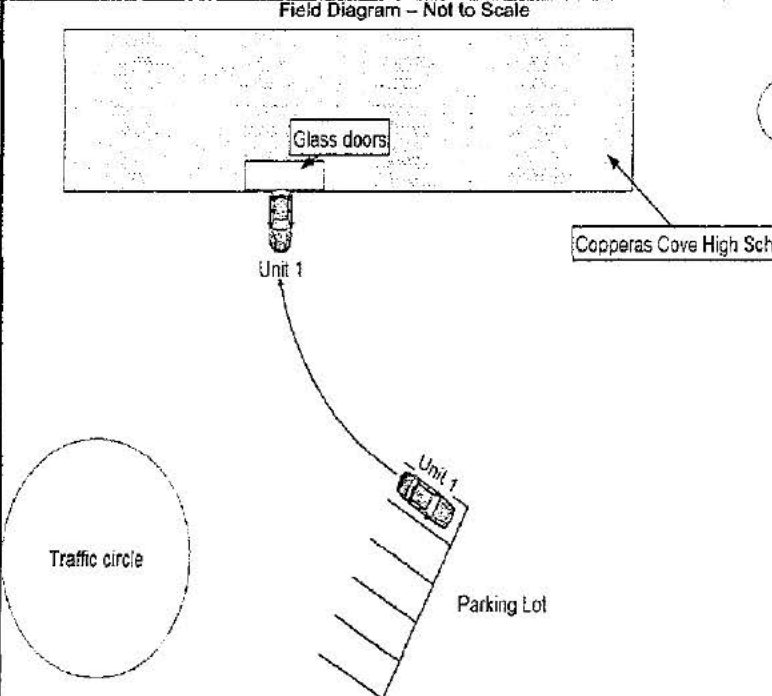
FACTORS & CONDITIONS

36 Contributing Factors (Investigator's Opinion)				37 Vehicle Defects (Investigator's Opinion)				Environmental and Roadway Conditions						
Unit Num.	Contributing	May Have Contrib.		Contributing	May Have Contrib.			38 Weather Cond.	39 Light Cond.	40 Entering Roads	41 Roadway Type	42 Roadway Alignment	43 Surface Condition	44 Tra Con
1	54							1	1	97	98	98	1	2

NARRATIVE AND DIAGRAM

Investigator's Narrative Opinion of What Happened (Attach Additional Sheets If Necessary)

Unit 1 was parked and unattended in the disabled parking spaces in front of the main entrance of Copperas Cove High School, 400 S 25th street, facing East. The owner of Unit 1 was inside the school when Unit 1's ignition started and began reversing until striking the glass door on the South side of the building with it's back end. Unit 1 requires a key fob to be present to engage the ignition, which was in the owner's pocket at the time of the crash. The owner of Unit 1 said his vehicle has a remote start, and he may have activated it by accident while it was in his pocket. No injuries were reported.



INVESTIGATOR

Time Notified (24HRMM)	0 8 1 4	How Notified	DISPATCHED	Time Arrived (24HR:MM)	0 8 2 5	Report Date (MM/DD/YYYY)	0 8 / 2 7 / 2 0 1 1
Invest. <input checked="" type="checkbox"/> Yes	Investigator Name (Printed)	O'QUINN, B.		ID Num.	131		
ORI Num.	*Agency		COPPERAS COVE POLICE DEPARTMENT		District/		

EA16-002

FLAT CHRYSLER

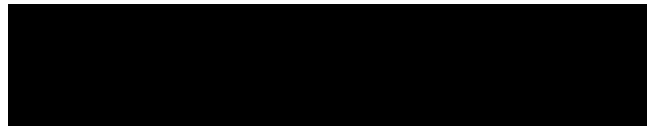
5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

LX_LD



REF CAIR- [Redacted]

MAACO COLLISION REPAIR AND AUTO PAINTING
6623 GREENFIELD CIR NW
NORTH CANTON, OH 44720
PHONE: (330) 497-3355
FAX: (330) 497-8499

*** PRELIMINARY ESTIMATE ***

05/23/2014 03:05 PM

Owner

Owner: Wheels Inc. [Redacted]

Control Information

Claim #: [Redacted]

Insured Policy #: [Redacted]

Inspection

Inspection Date: 05/23/2014 03:07 PM
Driveable: No

Inspection Type:
Rental Assisted:

Appraiser Name: Jared Mullett

Appraiser License #: [Redacted]

Repairer

Repairer: Maaco
Address: 409 Applegrove St NW
City State Zip: North Canton, OH 44720
Email: maaco2356@gmail.com

Contact:
Work/Day: (330)497-3355
FAX: (330)497-8499
Work/Day:

Vehicle

2013 Dodge Charger SE 4 DR Sedan
6cyl Gasoline 3.6
5 Speed Automatic

Lic Expire:
Prod Date:
Veh Insp#: [Redacted]
Condition:
Ext. Refinish: Two-Stage

VIN: 2C3CDX8G8D [Redacted]
Mileage: 60,129
Mileage Type: Actual
Code: N3093B
Int. Refinish:

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Aluminum/Alloy Wheels	Anti-Lock Brakes	Auto Headlamp Control
Bucket Seats	Cargo/Trunk Net	Center Console
Chrome Grille	Cruise Control	Daytime Running Lights
Driver Knee Airbag	Dual Airbags	Dual Zone Auto A/C
Floor Mats	Halogen Headlights	Head Airbags
Illuminated Visor Mirror	Intermittent Wipers	Keyless Entry System
LED Brakelights	Lighted Entry System	MP3 Player
Overhead Console	Power Brakes	Power Door Locks
Power Drivers Seat	Power Mirrors	Power Steering
Power Windows	Rear Window Defroster	Rem Trunk-L/Gate Release
Side Airbags	Split Folding Rear Seat	Stability Cntrl Suspensn

SAT. TOFG

Strg Wheel Radio Control
Tilt Steering Wheel
Traction Control System

Tachometer
Tinted Glass
Trip Computer

Telescopic Steering Whl
Tire Pressure Monitor
Velour/Cloth Seats

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
Front Suspension										
1	N	969		Susp Align,4 Wheel	Additional Labor				1.8	ME
Rear Suspension										
2	E	867		Link,Rear Suspension RT	68051638AB	\$163.00			0.4	ME
3	E	748		Link,Control Arm RT	68184782AA	\$104.00			1.3	ME
Rear Doors										
4	BR	288	13	Door Shell,Rear RT	Blend Refinish 1.0 Blend 0.6 Two-stage setup 0.5 Two-stage				2.1	RF
5	RI	326		W/Strip,Belt Outer RT	R & I Assembly				0.2	SM
6	RI	306		Handle,RR Door Outer RT	R & I Assembly				0.2	SM
Quarter And Rocker Panel										
7	I	390		Panel,Quarter RT	Repair				5.0*	SM
8	L	390		Panel,Quarter RT	Refinish 2.3 Surface 0.5 Two-stage				2.8	RF
9	RI	344		Guard,Quarter Mud LT	R & I Assembly				INC	SM
10	RI	345		Guard,Quarter Mud RT	R & I Assembly				INC	SM
Rear Bumper										
11	RI	575		Panel,Rear Lic Plate	R & I Assembly				INC	SM
12	N	566		Rear Bumper Cover R&I	Additional Labor				INC	SM
13	E	566		Cover,Rear Bumper	68092608AA	\$325.00			1.2	SM
14	L	566		Cover,Rear Bumper	Refinish 2.7 Surface 0.5 Two-stage				3.2	RF
15	RI	451		Brkt, Obstacle Snsr LT	R & I Assembly				1.8	SM
16	RI	452		Brkt, Obstacle Snsr RT	R & I Assembly				INC	SM
17	RI	453		Brkt, Obstacle Snsr LT	R & I Assembly				INC	SM
18	RI	454		Brkt, Obstacle Snsr RT	R & I Assembly				INC	SM
19	RI	640		Panel,Rear Valance	R & I Assembly				INC	SM
Rear Body, Lamps And Floor Pan										
20	RI	534		Taillamp Assembly,Otr RT	R & I Assembly				INC	SM
20 Items										

cut of stain 163

MC	Message
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts	\$592.00	
Paint Materials	\$226.80	
Parts & Material Total		\$818.80
Tax on Parts & Material	@ 6.500%	\$53.22

→ REF. CAIR - [REDACTED]

SHT. 50F6

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$46.00	3.4	5.0	8.4	\$386.40
Mech/Elec (ME)	\$50.00	1.7	1.8	3.5	\$175.00
Frame (FR)	\$50.00				
Refinish (RF)	\$46.00	8.1		8.1	\$372.60
Paint Materials	\$28.00				

Labor Total			20.0 Hours		\$934.00
Tax on Labor		@ 6.500%		\$60.71	
Towing				\$62.50	
Tax On Towing		@ 6.500%		\$4.06	
Gross Total					\$1,933.29
Net Total					\$1,933.29

734.34 (CHRY. DEALER REPAIR EST.)

\$ 2467.73 TOTAL


Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 44720 Default

Audatex Estimating 7.0.226 ES 05/23/2014 03:15 PM REL 7.0.226 DT 05/01/2014
Copyright (C) 2013 Audatex North America, Inc.

2.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Reblt	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



This report contains proprietary information of Audatex and may not be disclosed to any third party (other than the insured, claimant and others on a need to know basis in order to effectuate the claims process) without Audatex's prior written consent.

Copyright (C) 2013 Audatex North America, Inc.
Audatex Estimating is a trademark of Audatex North America, Inc.

REF. CAR - [REDACTED]

SHT. 6 OF 6

CUSTOMER #: [REDACTED]



FRED MARTIN SUPERSTORE

3195 Barber Road
Barberton, Ohio 44203-1011
(330) 753-4444
Fax (330) 753-2940
Chrysler 43-26453
Suzuki 434310

[REDACTED]

DEALER
REPAIR ESTIMATE

INVOICE

PAGE 1

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 6338 JAMES BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG	
GRANITE	13	DODGE CHARGER	2C3CDXBG8DH [REDACTED]		62129/62129	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16OCT12 DE			12:00 29MAY14		0.00	CASH	29MAY14
R.O. OPENED	READY	OPTIONS: DLR:FMMC-S ENG:3.6 Liter					
09:26 29MAY14	12:08 29MAY14						

INSPECTOR ESTIMATE SHIFTER \$581.82 AND RELEASE CABLE 152.52 = \$734.34 TOTAL

EA16-002

FLAT CHRYSLER

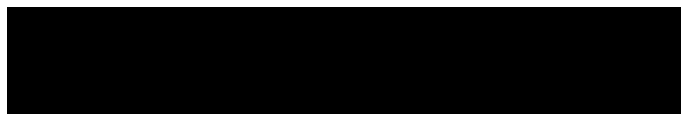
5-12-2016

ENCLOSURE 04

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WORKORDER

C'ACK #

RO #:



LITHIA CHRYSLER JEEP DODGE OF MISSOULA #134

5001 Grizzly Court, Missoula, MT 59808

Phone: (406) 721-5006

Fax: (406) 541-4300

Toll Free: (800) 823-7283

Customer #

Tag #:

LOLO, MT

Home:

Bus:

Cell:

Email: email

Service Advisor: 164636 BEAVER, MIKE

COPIES	PLAN	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
PXR/Black	14	JEEP GRAND CHEROKEE	1C4RJFBG5EC		31498				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR14			18:00 25JAN16		0.00	CASH		25JAN2016 06:44	

OPTIONS: SOLD-STK:EC447818 ENG:3.6 Liter TRM:DFL 8-Spd Auto 2XLIPTIME LOF STANDARD, DSSP. 643854

No Apt

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	BM		WC4	CUSTOMER STATES AFTER PUTTING VEHICLE IN PARK, APPLYING THE PARKING BRAKE, TURNING OFF THE VEHICLE AND STEPPING OUT THE VEHICLE STARTED TO ROLL BACKWARDS AND HIT A TREE. PLEASE CHECK.
# B	R40		WC4	Customer States Perform Safety Recall R40 - Radio Security Vulnerability
# C	UPM		WC4	CUSTOMER STATES UPDATE ALL MODULES TO LATEST SOFTWARE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. 1 REQUEST THAT PARTS BE SAVED.

SAVE PARTS X

ORIGINAL ESTIMATE \$	AUTHORIZED BY	TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.
PHONE #	DATE TIME	
REVISED ESTIMATE \$	REASON	ADDITIONAL COST
AUTHORIZED BY	<input type="checkbox"/> IN PERSON	DATE TIME
	<input type="checkbox"/> PHONE #	

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF	\$	PRELIMINARY ESTIMATE	\$
--	----	----------------------	----

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

In the course of servicing, OE equivalent parts may be used. I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle in the event of non-payment of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged. Customer is hereby notified that the said property is not insured or protected to the amount of \$_____ otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism. Customer states no articles of personal property have been left in the vehicle. Customer is responsible for inspection, therefore, Customer will be responsible for payment of repairs in the event suit is brought for collection.

AUTHORIZED BY: X

TERMS: CASH, APPROVED CREDIT CARDS OR CAR CARE ONE CARD UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

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SE	MILEAGE	SW	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

DOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON OUR VEHICLE.

CAIR
BRIGHTON
CHRYSLER DODGE JEEP RAM, Inc.
 9827 E. GRAND RIVER · BRIGHTON, MICHIGAN 48116
 Phone: 810-229-4100 - Fax: 810-229-2426
CUSTOMER SATISFACTION IS OUR GOAL

VIP New Car

STATE REG. NO. F-124820	Monday 7:30 A.M. - 8:00 P.M. Tuesday 7:30 A.M. - 6:00 P.M. Wednesday 7:30 A.M. - 6:00 P.M. Thursday 7:30 A.M. - 6:00 P.M. Friday 7:30 A.M. - 6:00 P.M. Saturday 7:30 A.M. - 2:00 P.M.	EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.
CUSTOMER SATISFACTION IS OUR GOAL	DATE: _____	SIGNED: X

UST. NO 134633 STOCK NO. _____ TAG NO. T952 COLOR BILLET SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
02NOV2015	1C4RJFPG3PC	1082	22OCT15		15	JEEP GRAND CHEROKEE	30	

By authorizing the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicles or articles left in vehicle in care of us, theft or any other cause beyond your control or for any delays caused by unavailability of parts or laws in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on city, highway or elsewhere for the purpose of testing and/or inspection. I expressly acknowledge on above vehicle to cure the amount of repairs thereto. Not responsible for damage from towing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____	NAME SOCO & GLO LLC	TIME PROMISED 20:00 02NOV15
AUTHORIZED BY: X	ADDRESS 2219 COBBLESTONE LN CITY/STATE/ZIP BRIGHTON MI 48114-7347	HOME PHONE _____
REVISED ESTIMATE(1) \$ _____	BILL TO: Put Customer Into Goodwill Rental	BUSINESS PHONE _____
REVISED ESTIMATE(2) \$ _____	ENGINE NO. _____	LABOR RATE 94.00

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE MY APPROVAL OF THE ABOVE REVISED ESTIMATES:

METHOD OF PAYMENT: CASH
 BILLING DEALER: 67057
 WARRANTY EXPIRES: _____

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
A		CHK CUSOTMER STATES THAT VEHICLE WENT INTO DRIVE BY ITS AND RAN INTO OTHER VEHICLE WANTS CHKED FOR CODES AND OPEN STAR CASE CUSTOMER DOES NOT WANT TO DRIVE VEHICLE		
B	RENTAL	ALTERNATE TRANSPORTATION PROVISIONS: CUSTOMER IS RESPONSIBLE FOR ANY ADDITIONAL EXPENSES NOT AUTHORIZED I.E.; INSURANCE, GAS; AND RETURNING RENTAL NO LATER THAN 24 HRS AFTER BEING NOTIFIED THEIR VEHICLE IS READY FOR PICK UP. THANK YOU ***** Preliminary Estimate : \$0.00 ***** called lisa 11-5-15 @ 3:45 advised no new news yet. latest star case update attached	TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.C. NO.	AMOUNT

FOREMAN'S SIGNATURE X

61946 Enterprise

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

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State

Farm



January 28, 2016

Chrysler Group LLC
Cims 484-04-04
P.O. Box 21-8004
Auburn Hills MI 48321

Prop A1 Office - WIN
PO Box 52250
Phoenix AZ 85072-2250

1/29

RECEIVED

FEB - 4 2016

Special Investigations

CERTIFIED MAIL: RETURN RECEIPT REQUESTED

RE: Claim Number: [REDACTED]
Date of Loss: January 08, 2016
Our Insured: [REDACTED]
File Number: [REDACTED]

To Whom It May Concern:

Enclosed you will find the documents you have requested. This vehicle is currently located at Caliber Collision, 1661 NW Maynard Rd., Cary, NC 27513, phone 919-468-3031. Completion of repairs to this vehicle has been delayed due to a back ordered part.

The suspected defect relates to our insured's report that his vehicle was left running while he ran into his place of employment to grab his jacket. When he came out he witnessed the vehicle traveling about 10 to 15 mph and into the wall of a building.

If you have questions or need assistance, please call us at (844) 292-8615 Ext. 8633182547.

Sincerely,

Robert Rose CPCU®
Claim Specialist
(844) 292-8615 Ext. 8633182547
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company

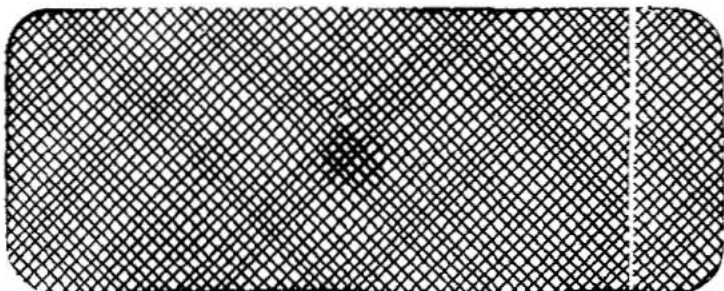
Enclosure(s): repair estimate
police report
photos

State Farm Auto Property
P.O. Box 52250
Phoenix, AZ 85072-2250



ZIP 22909 \$ 004.43⁰
02 1W
0001387196 JAN 29 2016

423-04-04



FIRST-CLASS MAIL

Vertical text on the right edge of the page, likely a barcode or tracking information.



EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

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 aso TROVER

INS



CUSTOMER #: [REDACTED]

INVOICE

Jeep RAM
9827 E. GRAND RIVER - BRIGHTON, MICHIGAN 48116
Phone: 810-229-4100 - Fax: 810-229-2426
CUSTOMER SATISFACTION IS OUR GOAL
MON: 7:30 A.M. - 8:00 P.M.
TUES-FRI: 7:30 A.M. - 8:00 P.M.
SAT: 7:30 A.M. - 2:00 P.M.
STATE REG. NO. F-124820

DUPLICATE 1
PAGE 1

BRIGHTON, MI

HOME: [REDACTED] *3air* [REDACTED]

BUS: CELL: SERVICE ADVISOR: 54 TYLER KEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	15	JEEP GRAND CHEROKEE	1C4RJFBG3FC [REDACTED]		7667/7667	[REDACTED]	
IN SERVICE DATE	PRQD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
03AUG15 DD			20:00 22FEB16		94.00	CASH	22FEB16

R.O. OPENED: READY: COMMENTS: DLR:67057 ENG:3.6 Liter MPI DOHC

09:13 22FEB16 13:54 22FEB16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHRYSLER TO INSPECT VEH/ COMING IN TO CHECK VEHICLE
2300 INSPECTION

1 HANIFAN, RICHARD LIC#: M123382
CP 0.00 0.00 0.00

VERIFIED CUSTOMER CONCERN OF NO ACCELERATION BEYOND 40MPH, FOUND
CODE U0001-00 STORED, CLEARED CODE AND TEST DROVE VEHICLE AGAIN. CEL
RETURNED AND PULLED CODE U1424-00 FOR IMPLAUSIBLE ENGINE TORQUE SIGNAL
RECEIVED. NECESSARY TO PERFORM FURTHER DIAG.

B CALL 734-516-6562, EARNIE FROM CHRYSLER, WHEN VEHICLE ARRIVES
2300 NOTE
99 CP 0.00 0.00 0.00

VEHICLE INSPECTED CHRYSLER



CERTIFICATION	
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT(P.A. 300)	
X	
ZONE 42	DEALER 67057
AUTH. #	AUTH. #
AUTH. #	AUTH. #

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

* SHOP SUPPLIES A token charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.



Solutions, Inc.

P.O.Box 36220

Louisville, KY 40233-6220

FAX: (800) 723-4869



January 20, 2016

CHRYSLER GROUP
PO BOX 21-8004
AUBURN HILLS MI 48321

RE: Our Insured: [REDACTED]
Our Client: AUTO OWNERS INS COMPANY
Date of Incident: 10/1/2015
Event Number: [REDACTED]
Amount Paid: \$2967.93
Your Claim Number:
Your Insured:

To Whom It May Concern:

Trover Solutions has been retained to handle the subrogation portion of this claim by AUTO OWNERS INS COMPANY. I understand that you may have been previously contacted by a(n) AUTO OWNERS INS COMPANY adjuster. Please direct any future correspondence, telephone calls, or payments to Trover Solutions at the address listed above. Be sure to include the Trover Solutions event number ([REDACTED]) on any documents you send. Prior to issuing any checks, please contact me at the number listed below to verify full payment is being sent.

Enclosed is supporting documentation for the insured's claim. The amount paid includes the insured's deductible of \$500.00.

Sincerely,

Brandon Paul
(800) 606-8208

RECEIVED

FEB 08 2016

CCRG
Office of the General Counsel



From:
Trover Solutions
P.O. Box 36220
Louisville, Kentucky 40233-6220

Contact Information:
Examiner: Brandon Paul
Phone: (800) 606-8208
Fax: (800) 723-4869
Email: BPaul@TroverSolutions.com
Event # : TPCS-3285415-4808207

Taxpayer ID : [REDACTED]

**REQUEST FOR PAYMENT
CASE STATEMENT FOR COLLISION**
Date of Loss: 10/1/2015

**ATTENTION:
AMOUNT IS SUBJECT TO CHANGE, PLEASE CONTACT TROVER SOLUTIONS PRIOR TO
SETTLEMENT.**

Statement sent to : CHRYSLER GROUP					
Your Claim # : Insured Policy # Claimant		Instructions: • Please include [REDACTED] on all payments and correspondence to expedite processing.			
Payment Date	Service Dates		Payee	Check Number	Payment
	Start Date	End Date			

Type: INDEMNITY PAYMENTS

10/30/2015			[REDACTED]	\$1840.50
11/17/2015			[REDACTED]	\$627.43

Total Claims Paid for INDEMNITY PAYMENTS \$2467.93

Total Claims Paid	\$2,467.93
Recovered to Date	(\$0.00)
Deductible	\$500.00
Outstanding Amount	\$2,967.93

FootNote:

If an insured's deductible or out-of-pocket expenses are listed, we are requesting payment as a courtesy to our client's insured.

Client's Claim # [REDACTED]

ACE REVIEW FOR AUTO OWNERS INSURANCE

6101 ANA CAPRI BLVD.

LANSING, MI 48909

(888) 816 - 2436

ESTIMATE AUDIT

Insured : [REDACTED]	File Number : [REDACTED]
Claimant : [REDACTED]	Policy Number : [REDACTED]
Ins Co : ACE REVIEW FOR AUTO OWNERS	Claim Number : [REDACTED]
Assigned By : JOHN CAMPBELL	Date of Loss : 10/01/15
Repair Fac : UP-TOWN BODY SHOP	Date Inspected : 10/29/15
213 PARK ST	Auditor : Stephen Manerchia
MASON, MI 48854	Auditor Phone : 888-816-2436
Phone/Fax : (517) 676-5155 / (517) 676-3220	Auditor Ex. : 267
Federal ID : [REDACTED]	
Vehicle : 2015 Jeep GrandCherokee Limited	VIN : 1C4RJFBG3FC [REDACTED]

THIS DOCUMENT IS NOT AN APPRAISAL

#	Operation	Description	Part Type/Part Number	Price	Labor	Paint
1	OVERHAUL	Frt Bumper Cover Assy				3.8
2	REMOVE/REPLAC	Frt Upr Bumper Cover	NEW 1WL27TZAC	300.00	INC	
3	REFINISH	Frt Upr Bumper Cover			C	2.8
4	REMOVE/REPLAC	Frt Lwr Bumper Cover	NEW 68143076AD	134.00	INC	
5	REMOVE/INSTALL	Frt Bumper Cover			INC	
6	REMOVE/REPLAC	Frt Bumper Grille Frame	NEW 68238739AA	169.00	INC	
7	REMOVE/REPLAC	Frt Lwr Bumper Grille	NEW 68141936AD	43.35	INC	
8	REMOVE/REPLAC	Frt Bumper Impact Absorber	NEW 68223471AA	48.50	INC	
9	REMOVE/REPLAC	Frt Bumper Closeout Panel	NEW 68144375AB	27.20	INC	
10	REMOVE/REPLAC	Evacuate & Recharge A/C	-M			1.4
11	REMOVE/REPLAC	A/C Condenser/Trans Cooler	-M	330.00	*1.1	
12	REMOVE/INSTALL	Grille Assy			INC	
13	REMOVE/REPLAC	R Frt Body Bumper Support	NEW 68223470AA	43.35	0.1	
14	REMOVE/REPLAC	R Front Filler	NEW	*47.75	*0.0	
15	REMOVE/REPLAC	L Frt Body Bumper Support	NEW 68223469AA	48.25	0.1	
16	ADD'L OPR	Clear Coat				1.1
17	ADD'L COST	Paint/Materials		*93.60		

* - Judgment Item

- Labor Note Applies

C - Included in Clear Coat Calc

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Mitchell Data Version: OCT_15_V

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ACE REVIEW FOR AUTO OWNERS INSURANCE

6101 ANA CAPRI BLVD.

LANSING, MI 48909

(888) 816 - 2436

ESTIMATE AUDIT

Insured : XXXXXXXXXX

File Number XXXXXXXXXX

Parts	Labor	Addl. Labor	Additional Costs
Taxable Parts	1,191.40	Body 4.00 @ 46.00	0.00 = 184.00
Sales Tax	71.48	Mechanical 2.50 @ 46.00	0.00 = 115.00
		Refinish 3.90 @ 46.00	0.00 = 179.40
Subtotals	1,262.88	10.40	478.40
			99.22

Total Labor:	478.40
Total Replacement Parts:	1,262.88
Total Additional Costs:	99.22
Gross Total:	1,840.50
Total Adjustments:	0.00
Net Total:	1,840.50

REMARKS:

This is NOT an authorization to repair or acceptance of liability. The vehicle owner must authorize all repairs.

Supplemental damage requires phone contact with an ACE auditor prior to repair. Photographs of additional damage along with all parts invoices and an itemized supplement summary report to be sent to ACE upon completion. ACE cannot process a supplement without all of the above.

AGREED PRICE WITH JOE BARRY ON 10-29-15

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

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Mitchell Data Version: OCT_15_V

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ACE REVIEW FOR AUTO OWNERS INSURANCE

6101 ANA CAPRI BLVD.
LANSING, MI 48909
(888) 816 - 2436

ESTIMATE AUDIT

Insured : ██████████	File Number : ██████████
Claimant : ██████████	Policy Number : ██████████
Ins Co : ACE REVIEW FOR AUTO OWNERS	Claim Number : ██████████
Assigned By : JOHN CAMPBELL	Date of Loss : 10/01/15
Repair Fac : UP-TOWN BODY SHOP	Date Inspected : 11/16/15
213 PARK ST	Auditor : Stephen Manerchia
MASON, MI 48854	Auditor Phone : 888-816-2436
Phone/Fax : (517) 676-5155 / (517) 676-3220	Auditor Ex. : 267
Federal ID : ██████████	
Vehicle : 2015 Jeep GrandCherokee Limited	VIN : 1C4RJFBG3FC ██████████

THIS DOCUMENT IS NOT AN APPRAISAL

#	Operation	Description	Part Type/Part Number	Price	Labor	Paint
1	OVERHAUL	Frnt Bumper Cover Assy			3.8	
S 2	REMOVE/REPLAC	A/C Charge Evac and Recharge	NEW	*335.18	*0.0	
3	REMOVE/REPLAC	Frnt Upr Bumper Cover	NEW 1W1.27TZAC	300.00	INC	
4	REFINISH	Frnt Upr Bumper Cover			C	2.8
5	REMOVE/REPLAC	Frnt Lwr Bumper Cover	NEW 68143076AD	134.00	INC	
6	REMOVE/INSTALL	Frnt Bumper Cover			INC	
7	REMOVE/REPLAC	Frnt Bumper Grille Frame	NEW 68238739AA	169.00	INC	
8	REMOVE/REPLAC	Frnt Lwr Bumper Grille	NEW 68141936AD	43.35	INC	
9	REMOVE/REPLAC	Frnt Bumper Impact Absorber	NEW 68223471AA	48.50	INC	
S 10	REMOVE/REPLAC	Frnt Bumper Reinforcement Bar	NEW 68227140AA	209.00	0.4	
11	REMOVE/REPLAC	Frnt Bumper Closeout Panel	NEW 68144375AB	27.20	INC	
S 12	REMOVE/REPLAC	Grille Reinforcement	NEW 5182391AA	43.85		
13	REMOVE/REPLAC	Evacuate & Recharge A/C	-M		1.4	
14	REMOVE/REPLAC	A/C Condenser/Trans Cooler	-M	NEW 55038003AG	330.00	*1.1
15	REMOVE/INSTALL	Grille Assy			INC	
16	REMOVE/REPLAC	R Frnt Body Bumper Support	NEW 68223470AA	43.35	0.1	
17	REMOVE/REPLAC	R Front Filler	NEW	*47.75	*0.0	
18	REMOVE/REPLAC	L Frnt Body Bumper Support	NEW 68223469AA	48.25	0.1	
S 19	ADD'L OPR	Clear Coat				*0.0
20	ADD'L COST	Paint/Materials		*88.80		

* - Judgment Item
- Labor Note Applies
C - Included in Clear Coat Calc

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Mitchell Data Version: OCT_15_V
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ACE REVIEW FOR AUTO OWNERS INSURANCE

6101 ANA CAPRI BLVD.
LANSING, MI 48909
(888) 816 - 2436
ESTIMATE AUDIT

Insured : XXXXXXXXXX

File Number : XXXXXXXXXX

Parts	Labor	Addl. Labor	Additional Costs
Taxable Parts	1,779.43	Body 4.40 @ 46.00 0.00 = 202.40	Additional Costs 88.80
Sales Tax	106.77	Mechanical 2.50 @ 46.00 0.00 = 115.00	Tax on Add. Costs 5.33
		Refinish 3.70 @ 48.00 0.00 = 170.20	
Subtotals	1,886.20	10.60	487.60
			94.13

Total Labor:	487.60
Total Replacement Parts:	1,886.20
Total Additional Costs:	94.13
Gross Total:	2,467.93
Total Adjustments:	0.00
Net Total:	2,467.93
Less Original Net Total:	1,840.50
Net Supplement Amount:	627.43
S1: ACE	627.43

REMARKS:

This is NOT an authorization to repair or acceptance of liability. The vehicle owner must authorize all repairs.

Supplemental damage requires phone contact with an ACE auditor prior to repair. Photographs of additional damage along with all parts invoices and an Itemized supplement summary report to be sent to ACE upon completion. ACE cannot process a supplement without all of the above.

AGREED PRICE WITH JOE BARRY ON 11-16-15

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

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Suburban Chrysler Dodge Jeep Ram
of Ann Arbor
2060 West Stadium Blvd. • Ann Arbor, MI 48103
Phone: 734.662.3175 • Fax: 734.332.3357
www.suburbancollection.com
Facility Code F- 164042

R.O. NO'S. _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ003	4,000 MILE SERVICE	MI	29.95	01CHZ006	8,000 MILE SERVICE	MI	49.90
01CHZ009	12,000 MILE SERVICE	MI	29.95	01CHZ012	16,000 MILE SERVICE	MI	89.85
01CHZ015	20,000 MILE SERVICE	MI	89.90	01CHZ018	24,000 MILE SERVICE	MI	49.90
01CHZ024	32,000 MILE SERVICE	MI	117.95	01CHZ030	36,000 MILE SERVICE	MI	29.95
01CHZ033	40,000 MILE SERVICE	MI	109.85	87CHZ003	3,000 MILE SERVICE	MI	9.75

SERVICE HISTORY

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/21/15		1	7155	7175 7175	I I	18CHZ 18CHZWL	NEW VEHICLE PREP WHEEL LOCKS

SALESPERSON NO. 7210 CHRISTOPHER A SMITH SERVICE STATE REG# F164042

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR CONTENTS OF VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE ID NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.		
	1GARJFBG3FC	15/JEEP/GRAND CHEROKEE (3/4DR 4WD L						
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE		
			08/03/15	4		10/20/15		
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO.			
	RED/LEATHER				9433			
	TUNED	AM/FM	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
		CHZZ			A	2,776	7207	STEVEN SCHENDLER
	RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY					

CALL WHEN READY	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
<input type="checkbox"/> YES <input type="checkbox"/> NO	04:19pm	10/22/15 10:48am	1
APPOINTMENT	E# 3.6L	LABOR RATE	APPROVED BY
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		104.25	
DB	CLAIM NUMBER		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

1. W-20CHZRRR- PERFORM FLASH
R40 Safety Recall R40 - Radio Security Vulnerability (Recall CSN 1)

2. W-20CHZRRR- PERFORM FLASH
15-089 2015 WD WK KEY NOT DETECTED RFHM FLASH (R RT.1)

3. W-20CHZFLASH- PERFORM FLASH
Software Flash for PCM (Flash Software 1)

4. W-20CHZFLASH- PERFORM FLASH
Software Flash for RFH (Flash Software 2)

5. W-20CHZFLASH- PERFORM FLASH
Software Flash for TCM (Flash Software 3)

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays or parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to access the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express expressor's lien is hereby acknowledged on above vehicle to secure the amount of repair charges not responsible for damage from freezing due to lack of windshield.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle of any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: _____ HOURS: X _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SF567501 O (07/15)

SUBURBAN

make the choice

Suburban Chrysler Dodge Jeep Ram of Ann Arbor

2060 West Stadium Blvd. • Ann Arbor, MI 48103

Phone: 734.662.3175 • Fax: 734.332.3357

www.suburbancollection.com

Facility Code F- 164042

R.O. NO'S.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	I.O.M.	TOTAL	OPERATION	OPERATION DESCRIPTION	MORE	TOTAL
01CHZ003	4,000 MILE SERVICE	MI	29.95	01CHZ006	8,000 MILE SERVICE	MI	49.90
01CHZ009	12,000 MILE SERVICE	MI	29.95	01CHZ012	16,000 MILE SERVICE	MI	89.85
01CHZ015	20,000 MILE SERVICE	MI	89.90	01CHZ018	24,000 MILE SERVICE	MI	49.90
01CHZ024	32,000 MILE SERVICE	MI	117.95	01CHZ030	36,000 MILE SERVICE	MI	29.95
01CHZ033	40,000 MILE SERVICE	MI	109.85	87CHZ003	3,000 MILE SERVICE	MI	9.75

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/21/15		1	7155	7175 7175	I I	18CHZ 18CHZWL	NEW VEHICLE PREP WHEEL LOCKS

SALESPERSON NO. 7210 CHRISTOPHER A SMITH SERVICE STATE REG# F164042

VEHICLE LIC NO 1CARJFBG3FC	YEAR/MAKE/MODEL 15/JEEP/GRAND CHEROKEE (3/4DR 4WD L	PRODUCTION DATE 08/03/15	STOCK NO [REDACTED]	LICENSE NO. [REDACTED]
CUSTOMER LO [REDACTED]	SERVICE CONTRACT [REDACTED]	DELIVERY DATE 08/03/15	DELIVERY MILES 4	SELLER DEALER NO. & DATE [REDACTED]
COLOR RED/LEATHER	CONTRACT NO. [REDACTED]	EXPIRATION DATE [REDACTED]	EXPIRATION MILES [REDACTED]	TAG NO. 9433
TURBO CHZZ	AIR COND. P.S. [REDACTED]	TRANS A	MILEAGE 2,776	ADVISOR NO. 7207
ADVISOR STEVEN SCHINDLER	INSURANCE COMPANY [REDACTED]			
CALL WHEN <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 04:19pm	DATE/TIME PROMISED 10/22/15 10:48am	PRIORITY 1	LABOR RATE 104.25
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	E# 3.6L	APPROVED BY [REDACTED]	CLAIM NUMBER [REDACTED]	

ELECTRICAL

Customer states While driving dash lights flickered and service shifter message came on (Electrical/Non PCM Flashes Conce
rn)

+ Head lights

[Faint handwritten notes and stamps are visible in this section.]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs if same are not paid for by the date of this invoice.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES

X

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by acts: Included, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or control.

DATE: SIGNED: X

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SFB57501 © (07/14)



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 Facility Code F- 164042
 R.O. NO'S

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ003	4,000 MILE SERVICE	MI	29.95	01CHZ006	8,000 MILE SERVICE	MI	49.90
01CHZ009	12,000 MILE SERVICE	MI	29.95	01CHZ012	16,000 MILE SERVICE	MI	89.90
01CHZ015	20,000 MILE SERVICE	MI	89.90	01CHZ018	24,000 MILE SERVICE	MI	49.90
01CHZ024	32,000 MILE SERVICE	MI	117.95	01CHZ030	36,000 MILE SERVICE	MI	29.95
01CHZ033	40,000 MILE SERVICE	MI	109.85	87CHZ003	3,000 MILE SERVICE	MI	9.75

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/21/15		1	7155	7175 7175	I I	1BCHZ 1BCHZWL	NEW VEHICLE PREP WHEEL LOCKS

SALESPERSON NO. 7210 CHRISTOPHER A SMITH SERVICE STATE REG# F164042

VEHICLE ID NO. 1C4RJFBG3FC	YEAR/MAKE/MODEL 15/JEEP/GRAND CHEROKEE (3/4DR 4WD I	PRODUCTION DATE 08/03/15	STOCK NO.	LICENSE NO.	R.O. NO.					
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE					
ADDRESS BRIGHTON, MI	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAX NO.	9433					
RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY	TURBO	AWC	AIR COND.	P.S.	TRASH	TITLEAGE	ADVISOR NO.	ADVISOR
CALL WHEN READY	TIME RECEIVED 04:19pm	DATE/TIME PROMISED 10/22/15 10:48am	LABOR RATE 104.25	APPROVED BY <i>Andrew</i>	CLAIM NUMBER					

<p>R40 Safety Recall R40 - Radio Security Vulnerability (Recall CSN 1) RA4 15.17.5</p> <p>UPDATED RADIO SOFTWARE</p> <p>15-089 2015 WD WK KEY NOT DETECTED RHHM FLASH (R RT 1) 68240157AB-OLD 68240157AC-NEW</p> <p>Software Flash for PCM (Flash Software 1) 68229960AD-OLD 68229960AE-NEW</p> <p>Software Flash for RFH (Flash Software 2) SEE LINE 2</p> <p>Software Flash for TCM (Flash Software 3) 68241279AE-OLD 68241279AF-NEW</p>	<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or accessories in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therein. Not responsible for damage from heading due to lack of maintenance.</p> <p>PRELIMINARY ESTIMATE \$</p> <p>AUTHORIZED BY: X</p> <table border="1"> <tr> <th>REVISED ESTIMATE (1) \$</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td>REVISED ESTIMATE (2) \$</td> <td></td> <td></td> <td></td> </tr> <tr> <td>REVISED ESTIMATE (3) \$</td> <td></td> <td></td> <td></td> </tr> </table> <p>I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:</p> <p>X</p> <p>EXCLUSION OF WARRANTIES</p> <p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that other makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by this invoice, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will operate any vehicle or any of its systems to perform with acceptable safety, efficiency, or comfort.</p> <p>DATE: _____ SIGNED: X</p> <p>ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE</p> <p>All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.</p> <p>X</p> <p>THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.</p>	REVISED ESTIMATE (1) \$	DATE	TIME	BY	REVISED ESTIMATE (2) \$				REVISED ESTIMATE (3) \$			
REVISED ESTIMATE (1) \$	DATE	TIME	BY										
REVISED ESTIMATE (2) \$													
REVISED ESTIMATE (3) \$													

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ003	4,000 MILE SERVICE	MI	29.95	01CHZ006	8,000 MILE SERVICE	MI	49.90
01CHZ009	12,000 MILE SERVICE	MI	29.95	01CHZ012	16,000 MILE SERVICE	MI	89.85
01CHZ015	20,000 MILE SERVICE	MI	89.90	01CHZ018	24,000 MILE SERVICE	MI	49.90
01CHZ024	32,000 MILE SERVICE	MI	117.95	01CHZ030	36,000 MILE SERVICE	MI	29.95
01CHZ033	40,000 MILE SERVICE	MI	109.85	87CHZ003	3,000 MILE SERVICE	MI	9.75

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/21/15		1	7155	7175 7175	I I	18CHZ 18CHZWL	NEW VEHICLE PREP WHEEL LOCKS

SALESPERSON NO. 7210 CHRISTOPHER A SMITH SERVICE STATE REG# F164042

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR PARTS LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE PL.
	1C4RJFBG3FC	15/JEEP/GRAND CHEROKEE (3/4DR 4WD)	08/03/15		
	BRIGHTON, MI	CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	BILLING DEALER NO.
			08/03/15		10/20/15
	RESIDENCE PHONE	BUSINESS PHONE	INSURANCE COMPANY	CONTRACT NO.	OPERATION DATE
					EXPIRATION MILES
					TAG NO.
					9433
					ADVISOR NO.
					7207
					ADVISOR
					STEVEN SCHINDLER

Customer states While driving dash lights flickered and service shifter message came on (Electrical Non PCM Flashes Concealed)

Headlights too
radio too
~3 seconds in time

vehicle lurching, acceleration while slowing down

Be Rental I will - BE0432

I hereby authorize the repair work herein and both to be done along with the necessary incidental and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by availability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. I expressly warrant the loss in money acknowledged on above vehicle to ensure the amount of repairs thereto. Not responsible for damage from leaving due to lack of customer.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and declines all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall seller be liable for incidental or consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties included by seller herein, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to conform with reasonable safety, efficiency, or comfort.

DATE: _____ SIGNED: X

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EA16-002

FLAT CHRYSLER

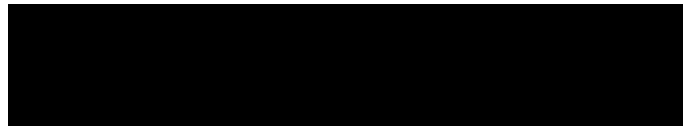
5-12-2016

ENCLOSURE 04

Legal Backup

CCRG

WK



CUSTOMER #: [REDACTED]
UNIT# 23H

INVOICE



OAK PARK, MI [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

FOLLOW US ON TWITTER @FRIENDLY010



CHRYSLER-JEEP, INC.
32899 VAN DYKE @ 14 MILE RD.
WARREN, MI 48093
(586) 979-8700

SERVICE ADVISOR: 867 ROBERT LERCZAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PRP DP CHE	15	JEEP GRAND CHEROKEE	1C4RJFBG7FC		1496/1496	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT
02OCT15 DD			17:00 12NOV15			CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:FJE-S		

09:51 12NOV15 12:08 12NOV15
 ENG:ERB 3.6L V6 24V VVT Engine
 TRN:DFL 8-SPD AUTO 845RE TRANS (MAKE)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
C	FM	Flash Software	3	Software Flash for AMP				
		FM Flash Software	3	Software Flash for AMP				
				478 BELCZYNSKI, JOE LIC#: M129576			(N/C)	
				WC40				

D	FM	Flash Software	2	Software Flash for TCM				
		FM Flash Software	2	Software Flash for TCM				
				478 BELCZYNSKI, JOE LIC#: M129576			(N/C)	
				WC40				

E	FM	Flash Software	1	Software Flash for PCM				
		FM Flash Software	1	Software Flash for PCM				
				478 BELCZYNSKI, JOE LIC#: M129576			(N/C)	
				WC40				

F	CUSTOMER STATES THE CLUSTER START TO DIM OUT, THEN A MESSAGE CENTER READS NOT IN GEAR BUT CUSTOMER WAS DRIVING WHEN THIS HAPPENED							
	G GENERAL REPAIR							
				478 BELCZYNSKI, JOE LIC#: M129576			(N/C)	
				WJ40				

G	CUSTOMER STATES THE CAR STARTED TO MOVE WHEN CUSTOMER NOT IN CAR. CHRYSLER IS SENDING OUT AN INSPECTOR OUT TODAY ABOUT 2:00 FOR AN INSPECTION ON VEHICLE							
	DIAG DIAGNOSIS OF CONCERN							
				478 BELCZYNSKI, JOE LIC#: M129576				
				CJ		105.00	105.00	

1496 HOIST VEHICLE, SCAN CODES, PER ERINE FRAZIER @ EAA								

EST: 0.00 12NOV15 09:51 SA: 867

PD 11/12/2015

AUTHORIZATION	ZONE	DEALER CODE	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			DUE THIRD PARTY	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Labor charges are based on a flat rate and may or may not reflect actual time.

THE SELLER, JIM RIEHL'S FRIENDLY CHRYSLER-JEEP, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND JIM RIEHL'S FRIENDLY CHRYSLER-JEEP, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

All parts installed are new unless specified otherwise

REPAIRS PROPERLY COMPLETED AND CHECKED BY: AUTHORIZED REPRESENTATIVE

DEALER REG. NO. F-134C93

- Certification -
All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act. (P.A. 300)

X

*MISC. CHARGES INCLUDES BUT ARE NOT LIMITED TO SUPPLIES USED ON YOUR VEHICLE, APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, HAZARDOUS WASTE REMOVAL, ETC.

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

Legal Summaries

CCRG - Legal

Summaries()

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 12/21/2013
DATE OF NOTICE 12/24/2013
MODEL/MODEL YEAR 2012 Chrysler 300
VIN 2C3CCAAG5CH [REDACTED]
MILEAGE 58,820
OWNER [REDACTED]
[REDACTED]
Ventura, CA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states he arrived at work, placed the vehicle in Park on level ground, left the key fob inside the vehicle with the engine running, did not apply the parking brake and 4 or 5 minutes later, the vehicle rolled backwards running into a company truck.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ the transmission was a ZF 8-speed unit. The transmission was sealed and there was no provision for a dipstick. There were two TCM codes: P1DC7-00, stored, clutch temp threshold achieved - shift time reduction, and P1DC9-00, stored, clutch temp threshold achieved - skip shift down inhibit. Vehicle was road tested for 9 miles and 27 minutes. No abnormal conditions with transmission operation. On shifter operation, gear position was correct on both the shifter and in the instrument panel. If the fob-type key was taken farther than 5 feet away, the engine could not be started. With vehicle stopped, engine will start and stop only in Park. With vehicle stopped on a level spot with the engine running and transmission in Neutral, cannot shift into Park unless brake is depressed. Driving vehicle at 20 mph in Drive, pressing on start/stop button will shut engine off after about 2 seconds.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 01/02/2014
DATE OF NOTICE 01/02/2014
MODEL/MODEL YEAR 2013 Dodge Charger Se Rwd
VIN 2C3CDXBG0DH [REDACTED]
MILEAGE 7,361
OWNER [REDACTED]
[REDACTED]
Los Angeles, CA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Driveability:Component-Not Specified:Stalling:
Driveability:Accelerator:Sudden Acceleration:
Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent
shift bet nonpark gears:
DESCRIPTION Customer states that, while she was driving the vehicle, she noticed a
"transmission icon" illuminated in the instrument cluster and the
vehicle lost power/control. She drove to a parking lot and pulled off in
front of a loading dock, put the vehicle in Park, got out, and it rolled
forward and hit a parked truck. She did not engage the parking brake
prior to exiting the vehicle. She states the vehicle would not shift out
of Drive or turn off.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection report¹ suggests the BTSI system functioned properly
during the inspection. However, stored fault codes with the shifter and
TCM indicate there was a concern with the communications between
the shifter and the TCM. Minor damage to body and the vehicle is still
under basic warranty.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	03/15/2016
DATE OF NOTICE	03/19/2016
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG2E0 [REDACTED]
MILEAGE	36,782
OWNER	[REDACTED] [REDACTED] Tallahassee, FL [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states he put the vehicle in Park and got out with his wife remaining in the passenger seat. The vehicle then jumped out of Park, knocked him to the ground and almost ran him over. The vehicle almost rolled off a 1,000-foot cliff with his wife in the vehicle, but instead hit a concrete barrier.
INJURIES	0
FATALITIES	0
ANALYSIS	There is no inspection report on file.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED] GEORGIA DEPARTMENT OF STATE POLICE
CAIR # [REDACTED]
DATE OF INCIDENT 08/15/2014
DATE OF NOTICE 09/08/2014

MODEL/MODEL YEAR 2013 Dodge Charger Police Rwd
VIN 2C3CDXAT7DH [REDACTED]
MILEAGE 18,088
OWNER [REDACTED]
[REDACTED]
Atlanta, GA [REDACTED]

COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Claimant, who is a police officer, was on patrol. He put the vehicle in Park, left the engine running, exited the vehicle, and walked to the vehicle he pulled over. The vehicle moved forward and slightly impacted the vehicle in front that he had pulled over. When he returned to the vehicle, the transmission shift lever indicated the vehicle was in Park.

INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle shifted through all gear ranges, no binding or out of selected range indications were observed. Tested vehicle to observe if parking pawl was applying by allowing vehicle to roll slowly forward before placing transmission in Park; observed parking pawl apply and transmission selector indicating Park. Placed vehicle in an uphill attitude with transmission in Park and engine running; vehicle held without any movement rearward, then moved selector to Reverse, vehicle rolled rearward, then selected Neutral, vehicle rolled rearward, then in Drive, vehicle rolled forward uphill. Moved vehicle to a downhill facing position and repeated above steps. Park, vehicle held with no movement; Reverse, vehicle rolled backwards uphill; Neutral, vehicle rolled forward; Drive, vehicle rolled

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forward. Found a level location and repeated above steps -- Park, vehicle held; Reverse, moved rearward; Neutral, vehicle rolled very slowly forward due to the minimal downhill grade; Drive, vehicle moved forward. The inspector noted that customer said this was the only occurrence. Customer did tell inspector that approximately one month prior to the occurrence, he had the vehicle parked downward in his driveway and when he tried to start it, he observed the Service Transmission Light on and the vehicle would not start. Customer removed a fuse and replaced it and the light and the no-start condition went away. The inspector was unable to duplicate customer's concern of vehicle's transmission coming out of Park and rolling or vehicle rolling while transmission shift indicator indicated it was in Park.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	11/24/2012
DATE OF NOTICE	07/09/2013
MODEL/MODEL YEAR	2013 Chrysler 300
VIN	2C3CCAAG7DH ██████████
MILEAGE	11,003
OWNER	██████████ ██████████ Martinsburg, WV ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he placed the vehicle in Park, left the engine running, with the heater on because his wife was in the front passenger seat, and exited the vehicle to retrieve a camera from the back seat. He walked 15-20 feet away from the vehicle and it suddenly rolled backwards, ran over him and wedged him under the vehicle. He sustained a broken back and other severe injuries.
INJURIES	1 – broken back
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle equipped with 8-speed automatic transmission (8HP45). Vehicle will only start in Park and can only be turned off in Park. Vehicle was test-driven and no abnormalities were found.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME Bell (Gloria)
CAIR # 26969912
DATE OF INCIDENT 05/12/2015
DATE OF NOTICE 05/12/2015
MODEL/MODEL YEAR 2014 Chrysler 300 Rwd
VIN 2C3CCAAG0EH [REDACTED]
MILEAGE 1,014
OWNER [REDACTED]
[REDACTED]
Columbus, OH [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states she placed the vehicle in Park and exited the vehicle. She and her husband heard a loud crash outside. When her husband went to look, he found the vehicle that had been in Park ended up moving while in the off position and crashed through their fence. She states she had the keys inside the house and there were no passengers or anyone near the vehicle.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ no DTCs present for the transmission or any other system. During transitions from and through PRNDL, there was no duplication of jumping out of gear. With the vehicle parked on a decline with the transmission in Park and the ignition off, the vehicle, if pushed by hand, would roll.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	11/17/2015
DATE OF NOTICE	11/20/2015
MODEL/MODEL YEAR	2012 Chrysler 300
VIN	2C3CCAAG2CH ██████████
MILEAGE	33,710
OWNER	██████████ ██████████ Colp, IL ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states it was raining and he put the vehicle in Park. The garage door had to be manually lifted, and as he was lifting the door, the vehicle jumped out of gear and started to roll backwards. He ran after the vehicle, but the door pulled him under and the vehicle ran over him. The vehicle was on flat ground and the open door struck a tree and stopped the vehicle. He went to the hospital and had a CAT scan done. He sustained a laceration on his left leg and injuries to the right side of his body.
INJURIES	1 – contusions
FATALITIES	0
ANALYSIS	Inspection revealed ¹ engine will only start in Park; cannot turn off engine in any other position. The inspector noted that customer said he had an electrical problem for the last eight months; first the instrument panel lights would go out when wipers were turned on, and dimmer would not work, then blower motor was intermittent. Customer stated that on a couple of occasions the engine would start back up on its own after shutting it off. Two different dealers have not been able to find the cause. Customer thinks the shifter problem is a continuation of the same problem.

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MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 01/26/2016
DATE OF NOTICE 01/26/2016

MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Limited 4x4
VIN 1C4RJFBG5E0 [REDACTED]
MILEAGE 31,498
OWNER [REDACTED]
[REDACTED]
Lolo, MT [REDACTED]

COURT N/A
DOCKET # N/A

ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
Brakes:Brake-Parking/Emergency Brake Assembly:Do Not Hold Vehicle:

DESCRIPTION Customer states she parked the vehicle facing uphill in a driveway, put the vehicle in Park, applied the emergency brake, turned the engine off, exited the vehicle, and it rolled away and into a tree. The left-front door hit her and she sustained a heavily bruised left forearm. She is positive the vehicle was in Park because she removed the key.

INJURIES 1 – bruised arm
FATALITIES 0
ANALYSIS Inspection revealed¹ that concern regarding the transmission not engaging into Park and/or the parking brake not holding could not be duplicated.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	05/03/2015
DATE OF NOTICE	05/03/2015
MODEL/MODEL YEAR	2014 Chrysler 300s Rwd
VIN	2C3CCABG4EH [REDACTED]
MILEAGE	1,368
OWNER	[REDACTED] [REDACTED] Springfield, IL [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he drove the vehicle to a restaurant, put it in Park, turned the engine off, and locked the doors. Halfway through the meal, the vehicle started up and rolled into the front door of the restaurant. The vehicle was found running and in Drive.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that vehicle is equipped with an electronic shifter. Vehicle will only start in Park and engine cannot be turned off in any gear other than Park. Brakes must be applied and shift lever button pushed to shift out of Park. The shift lever cannot be shifted out of Park if the engine is not running. The Park pawl holds and stops the vehicle. The parking brake sets firmly and holds the vehicle.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	01/08/2016
DATE OF NOTICE	02/09/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG5FC [REDACTED]
MILEAGE	15,000
OWNER	[REDACTED] [REDACTED] Dubuque, IA [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states he was at a stop sign and put the vehicle in Park so he could pick up a piece of metal that was in the street. He turned around and the vehicle was going backward and hit a tree. He broke his leg as he was trying to get into the vehicle. He no longer owns the vehicle.
INJURIES	1 – broken leg
FATALITIES	0
ANALYSIS	There is no inspection report on file.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 07/03/2014
DATE OF NOTICE 07/07/2014
MODEL/MODEL YEAR 2014 Dodge Charger Sxt Rwd
VIN 2C3CDXHG8EH [REDACTED]
MILEAGE 7,000
OWNER [REDACTED]
[REDACTED]
Tenaha, TX [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
Air Bag:Air Bag:Deployment-non:
DESCRIPTION Customer states her husband left the vehicle running in Park, went into a restaurant and the vehicle went into Reverse and backed into a diesel filling truck.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ PRNDL (Gear Selector) could only be moved by depressing the brake pedal and engaging the shifter engagement switch on the side of the gear selector. The gear selector was moved through all positions and smooth operation was found. Alignment on the gear selector on the center console and the gear indicator on the instrument cluster was always correct. When on a slight incline and the front wheel pointed downhill and the gear selector placed in Reverse, and all depression force removed from the brake pedal and with no Throttle Input, the vehicle remained stationary and did not indicate by movement what gear the transmission was in. On a flat, level surface in the vehicle tended to move rearward.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	06/10/2014
DATE OF NOTICE	06/10/2014
MODEL/MODEL YEAR	2012 Dodge Charger Sxt Rwd
VIN	2C3CDXHG8CH [REDACTED]
MILEAGE	34,552
OWNER	[REDACTED] [REDACTED] Ellenburg Depot, NY [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states she placed the vehicle in Park, left the doors unlocked in the parking lot, and had the key with her. About 20 minutes later, a customer told her the vehicle was running and moving toward the building. The vehicle struck a wooden post and then the building. She unlocked the vehicle and found the transmission indicator in the Park position. Customer states two previous incidents have occurred where the vehicle restarted after it was shut off.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ the inspector could not duplicate the complaint at this time. The transmission, shifter and BTSI system all functioned correctly. No manufacturer defects caused or contributed to the incident. NO DTC codes were shown and seatbelts checked and function properly. Suspect driver error.

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MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 03/07/2016
DATE OF NOTICE 03/14/2016
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCT7FC [REDACTED]
MILEAGE 10,956
OWNER [REDACTED]
[REDACTED]
Loveland, CO [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states he placed the vehicle in Park, went into the store and left his wife was in the vehicle with the engine running. While he was in the store, the vehicle went into Reverse, flew back into another vehicle, then went back into Drive and went over the curb and went full force into a cement base of a light pole. The vehicle was not in Park when he returned to the vehicle.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle had been repaired prior to inspection; no damage was found at time of inspection. Inspection was focused on customer's concern that the vehicle, after idling 20 minutes, shifted from Park to Reverse. The vehicle was driven on the highway and on city streets on dry pavement. Vehicle was placed in Park and idling for 15 minutes in an attempt to duplicate the customer's concern. The accelerator moved with no binding and was smooth with no restriction. The transmission shift points were smooth. The transmission shift gates matched dash shift indicator lights. Park brake was applied and held to approximately 2100 RPMs. Parking pawl held vehicle in place on incline. Tested vehicle shifter and unable to move shifter from Park to any other gear without depressing the shifter detent button. Customer's concern could not be duplicated.

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MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 08/07/2014
DATE OF NOTICE 08/22/2014
MODEL/MODEL YEAR 2013 Dodge Charger Sxt Rwd
VIN 2C3CDXHG5DH [REDACTED]
MILEAGE 20,011
OWNER [REDACTED]
[REDACTED]
Duke, OK [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states his daughter put the vehicle in Park, turned the engine off, and exited the vehicle with her mother. The remote start in the vehicle turned itself back on and the vehicle went into gear. The vehicle drove across their yard into the neighbor's yard and hit something that created a hole in the front facie of the vehicle.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that could not duplicate customer's concern of engine starting on its own and transmission shifting from "Park" to "Drive" while unassisted. Remote key start operated as designed. With the parking brake applied, brake holds vehicle in place when transmission is in "Drive" and engine at idle (and higher). No evidence of tampering with transmission or engine start system. Transmission indicators on shift lever match indicators on instrument cluster through all gear selections.

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MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT unknown - week before reported date
DATE OF NOTICE 12/23/2015
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCG2E0 [REDACTED]
MILEAGE 18,166
OWNER [REDACTED]
[REDACTED]
West Mifflin, PA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states she was in a parking lot and had placed the vehicle in Park; she bumped the gear shift, not very hard, but it knocked the vehicle out of Park. Her vehicle rolled six inches and hit a sign post causing damage to the vehicle. This has happened several times before, but this is the first time it has occurred to her that it is a safety issue as damage has occurred. She is concerned it may happen again and a child may be involved either in or out of the vehicle.
ANALYSIS Inspection revealed¹ that BTSI system checked and functioned properly. Wii Tech Scan Indicated Gear shift position to indicated I/P PRNDS Icons and TCM indicated PRNDS position coordinated; Non Key vehicle ignition switch Park/Neutral Functional. Engine could only be shut off if Park; parking brake functional with it firmly applied with transmission Drive range selected and vehicle throttle accelerated; vehicle held stationary to 3000 rpm limit. Vehicle road-tested eight miles to evaluate transmission shifts; vehicle parked on available 3% grade facing uphill then downhill to evaluate transmission BTSI operation that required foot brake apply/required gear shift lever thump button control action to exit Park gear.

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MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 09/15/2015
DATE OF NOTICE 09/16/2015
MODEL/MODEL YEAR 2014 Chrysler 300 Rwd
VIN 2C3CCAAG2EH [REDACTED]
MILEAGE 9,497
OWNER [REDACTED]
[REDACTED]
Hampton, VA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Accelerator:Sudden Acceleration:
Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent
move after shift to park:
DESCRIPTION Customer states his wife was driving the vehicle. She pulled into a
parking spot in a shopping center and placed the vehicle in Park. She
got out of the vehicle to get her purse out of the trunk and the vehicle
surged forward, knocked her down, and hit the vehicle in front of her.
She sustained scraps to her arms and legs. Customer states the
vehicle has been in the shop three times because it surges forward
and sometimes it downshifts when only going about 5 or 10 mph.
INJURIES 1 – lacerations arm and leg
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle equipped with 8-speed transmission. The
allegation of erratic shifting could not be duplicated. The vehicle was
parked on a decline and the parking pawl held the vehicle from
moving.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	03/11/2016
DATE OF NOTICE	03/11/2016
MODEL/MODEL YEAR	2014 Chrysler 300c Awd
VIN	2C3CCAAG6EH [REDACTED]
MILEAGE	18,178
OWNER	[REDACTED] [REDACTED] Indianapolis, IN [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he put the vehicle in Park, exited the vehicle, and it rolled back out of the driveway, hit a tree, went into a ravine across the street, and then became partially submerged in water. His wife and their dog were in the vehicle. He is sure vehicle was in Park.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ the vehicle was with 8-speed transmission and push button start. The vehicle would only start in Park position and would not turn off in any gear other than Park.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	01/26/2016
DATE OF NOTICE	01/26/2016
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG6E0 ██████████
MILEAGE	34,773
OWNER	████████████████████ ████████████████████ Denver, CO ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states he parked his vehicle in front of a store for about 45 minutes. He pressed the remote start button on the key fob 10 minutes before he exited the store. He found the vehicle off; it had moved forward and hit the front of the store.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ no DTC codes. The vehicle does not have a key; it uses a remote key fob with a push button start. The BTSI system operated properly. The vehicle was started remotely nine times and no abnormalities were evident.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	02/22/2016
DATE OF NOTICE	02/25/2016?
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Laredo 4x2
VIN	1C4RJEAG3EC [REDACTED]
MILEAGE	41,211
OWNER	[REDACTED] [REDACTED] El Paso, TX [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Inadvertent move after shift to park
DESCRIPTION	Customer states she placed the vehicle in Park, left the engine running and exited the vehicle. The vehicle drove itself into her garage door and caused damage to the door.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that when vehicle was placed in Park it did not move with the engine running; placed vehicle in Drive and it immediately idle speed forward. Vehicle will only start in Park; vehicle will not start in any other position but Park.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██
DATE OF INCIDENT	02/13/2016
DATE OF NOTICE	02/13/2016
MODEL/MODEL YEAR	2012 Dodge Charger Se Rwd
VIN	2C3CDXBG0CH ██████████
MILEAGE	54,771
OWNER	████████████████████ ████████████████████ Hope Mills, NC ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states states that she placed the vehicle in Park, shut the engine off and exited the vehicle. The vehicle came out of Park and rolled backward. She jumped back in the vehicle and injured her neck and back. Customer states this happened approximately one year ago, too.
INJURIES	1
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that navigation device power cord was curled around transmission shifter lever and pushed down against center console opening. The inspector loosened the cord so that it would not interfere with shifter performance during the inspection. Customer stated that she placed the cord around shifter shaft before the inspection and that it could not have caused the incident. Vehicle was test-driven in traffic conditions and transmission issue could not be duplicated.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	11/11/2015
DATE OF NOTICE	11/12/2015
MODEL/MODEL YEAR	2014 Chrysler 300 Awd
VIN	2C3CCARG2EH ██████████
MILEAGE	38,563
OWNER	████████████████████ ████████████████████ Newington, CT ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states she placed the vehicle in Park and exited the vehicle to get her mail. Before she reentered the vehicle, it jumped out of Park and into Reverse and ran over her ankles. The vehicle continued back and struck a fence. She went to the hospital for her injuries (fractured ribs, vertebrae, and ankles).
INJURIES	1 – fractured ribs, vertebrae, and ankles
FATALITIES	0
ANALYSIS	Inspection revealed ¹ no indication a malfunction occurred with the BTSI system. It appears the driver exited the vehicle, engine running and the Park position was not achieved.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 06/10/2015
DATE OF NOTICE 07/02/2015
MODEL/MODEL YEAR 2014 Chrysler 300 Rwd
VIN 2C3CCAAG4EH [REDACTED]
MILEAGE 6,898
OWNER [REDACTED]
[REDACTED]
Boynton Beach, FL [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states she placed the vehicle in Park, left the engine running, did not apply the parking brake, opened the driver's door, stepped out of the vehicle to put something in the mail, and it started to roll away. She attempted to get back in the vehicle and was knocked down by the driver's door. The vehicle continued to roll and stopped when it collided with a parked vehicle.
INJURIES ? – knocked down
FATALITIES 0
ANALYSIS Inspection revealed¹ that shift pattern was smooth in vehicle during test drive. The inspector was not able to replicate customer's concern. However, in bright light, LED shift position on shift lever is hard to see – had to look at dash panel to identify shift position. Transmission shifter cable and electronic connections found secure and in good operating condition. Customer states she has difficulty identifying gear position and feels the shifter design is not user friendly. Transmission shifter cable and electronic connections found secure and in good operating condition.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED] ELCO ADMINISTRATIVE SERVICES
CAIR # [REDACTED]
DATE OF INCIDENT 04/21/2014
DATE OF NOTICE 05/13/2014
MODEL/MODEL YEAR 2013 Chrysler 300
VIN 2C3CCAAG8DH [REDACTED]
MILEAGE 43,164
OWNER [REDACTED]
[REDACTED]
Atlanta, GA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION According to the Renter, he had parked the vehicle at a restaurant, left the engine running, and locked the doors. The vehicle rolled backwards and sideswiped a parked vehicle about 6 minutes after he entered the restaurant. He is adamant that the vehicle was in Park when he exited the vehicle. When the police arrived, the vehicle was running and was not in Park.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that BTSI tested and Neutral start systems, and vehicle would not start in any gear except Park and ignition could not be turned off unless vehicle transmission indicated Park. Gear selector button had to be pressed along with service brake to move shifter from Park to any gear selection. Vehicle warm idle in Park/Neutral/Reverse/Drive was approximately 650 RPM; vehicle moved either forward or rearward at idle if gear selection was in any position other than Park or Neutral; however, when parked on a level surface and in Neutral, vehicle did not move immediately but would move either forward or rearward eventually if there was any slight slope. The inspector was unable to duplicate customer's allegation of vehicle moving while in Park.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 02/05/2016
DATE OF NOTICE 02/16/2016
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Laredo 4x4
VIN 1C4RJFAG2FC [REDACTED]
MILEAGE 21,591
OWNER [REDACTED]
[REDACTED]
Auburn Hills, MI [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states that vehicle was in Park in his driveway and it slipped into gear, causing the vehicle to move down the driveway and hit a tree. When he reentered the vehicle, it was in Park.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that, during road test, unable to duplicate the customer's complaint of the transmission not holding the vehicle stationary when in Park.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	12/01/2015
DATE OF NOTICE	01/04/2016
MODEL/MODEL YEAR	2014 Chrysler 300s Awd
VIN	2C3CCAGGXEH ██████████
MILEAGE	9,961
OWNER	████████████████████ ████████████████████ St. Clair Shores, MI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states she was parked behind her work and pulling out of parking spot and, after backing out a bit, she put the vehicle into Park and got out to see if she could clear the dumpster. As she got out the vehicle, it began to roll forward. This caused her door to hit the dumpster, which closed her neck and leg in the door jam. Customer's vehicle bounced off the SUV in front of her into the vehicle behind her. Customer was able to get her leg and head back in the vehicle in order to try and put it into Park. After four total attempts, she was able to get the vehicle to stay in Park. She sustained injuries to her leg and head and went to the hospital.
INJURIES	1 – head and leg
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that there is no indication a malfunction occurred with the BTSI system. It appears the driver exited the vehicle without properly selecting the Park position.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	02/18/2016
DATE OF NOTICE	02/24/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Limited 4x2
VIN	1C4RJEBM0FC ██████████
MILEAGE	3,776
OWNER	████████████████████ ████████████████████ Ojai, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states she started up her vehicle in the driveway and left it running in Park. She went in the house for her purse and when she walked out of her house, the vehicle was gone. The vehicle jumped out of Park and into Reverse, backed into a tree and then a fence. Vehicle stopped at the fence; however, it then jumped over the fence and landed on a huge rock.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with a push button start and has a smart key. Transmission was inaccessible; vehicle could be started and moved a short distance enough to check transmission shifter operation. The BTSI system was checked and functioned properly at the time of the inspection. Once the vehicle was placed in the Park position, the parking pawl held the vehicle stationary.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	03/16/2016
DATE OF NOTICE	03/21/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBGXFC [REDACTED]
MILEAGE	12,000
OWNER	[REDACTED] [REDACTED] Butler, PA [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states the vehicle was in Park, he got out and it lunged and hit another vehicle. He states the electronic shifter does not work properly and he has had several issues with it. There was no damage to the other vehicle but his vehicle was damaged.
INJURIES	0
FATALITIES	0
ANALYSIS	There is no inspection report on file.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 01/21/2016
DATE OF NOTICE 01/22/2016
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCG8E0 [REDACTED]
MILEAGE 50,324
OWNER [REDACTED]
[REDACTED]
Bonita Springs, FL [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states he put the vehicle in Park, left it running next to a curb near his driveway, and ran into his house. When he came back out, the vehicle had rolled backward and hit another vehicle. He believes there is a transmission issue because when he pulled his vehicle away, he had to shift it out of Park and felt the vehicle jump.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that the vehicle is equipped with an 8-speed electronic shift transmission. The engine can only be started with the brake pedal depressed. Shift from Park can only be moved with brake depressed. Brake must be depressed to put selector in Park. Engine will not turn off unless shifter in Park. Shift selector positions match dash display and internal transmission positions per Wi Tech read outs. No TCM DTCs. Vehicle will not move with transmission in Park position.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	10/30/2015
DATE OF NOTICE	11/04/2015
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG3FC ██████████
MILEAGE	1,082
OWNER	████████████████████ ████████████████████ Brighton, MI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:Inadvertent move after shift to park:
DESCRIPTION	Customer states she placed the vehicle in Park at the store, left the vehicle running, and exited the vehicle. She immediately returned to the vehicle to retrieve the keys and then walked away. When she returned, the vehicle had rolled away and struck another vehicle causing damage to the left bumper.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that, after the vehicle was tested and inspected, the condition could not be duplicated. The BTSI system functioned properly.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	11/30/2013
DATE OF NOTICE	12/05/2013
MODEL/MODEL YEAR	2012 Dodge Charger Sxt Rwd
VIN	2C3CDXHG0CH [REDACTED]
MILEAGE	35,808
OWNER	[REDACTED] [REDACTED] Berkley, MI [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he was parked in front of his sister's house and he went inside to get something. His friend was in the passenger seat. He states the vehicle shifted from Park to Drive on its own and hit his sister's vehicle.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with 8-speed transmission. There is no indication that there is a malfunction with the shifter and/or BTSI. Once the shifter is placed in Park, it holds stationary with the parking pawl. The customer's allegation that vehicle jumped from Park to Drive could not be duplicated.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	01/08/2016
DATE OF NOTICE	01/08/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG5FC ██████████
MILEAGE	3,910
OWNER	████████████████████ ████████████████████ Raleigh, NC ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states he placed the vehicle in Park with the engine running and ran into his workplace. When he came out, the vehicle was rolling back and hit a building. Customer states this has happened before.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with an 8-speed transmission. Transmission will not come out of Park unless vehicle is running and brake and thumb button are pressed. Detents match indicator on dash. Linkage is tight; there is no sign of adjustment movement.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	08/25/2014
DATE OF NOTICE	08/26/2014
MODEL/MODEL YEAR	2012 Chrysler 300 Limited Rwd
VIN	2C3CCACG4CH ██████████
MILEAGE	43,388
OWNER	████████████████████ ████████████████████ Copperas Cove, TX ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he was inside registering for school for about 10 minutes. Vehicle was turned off and in Park, and he had the keys. When he went outside, the vehicle had jumped the curb, backed into the building and shattered windows.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ all gear selector lever movement requires depressing the button except from Drive or Reverse into Neutral. The engine cannot be shut off in any gear position except Park. When the engine is off, the lever cannot be moved out of Park regardless of the button or brake pedal use. The inspector could not duplicate customer's condition as stated. BTSI system was checked and functioned properly.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 03/08/2016
DATE OF NOTICE 03/11/2016
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Overland 4x2
VIN 1C4RJECG7F0 [REDACTED]
MILEAGE 4,017
OWNER [REDACTED]
[REDACTED]
Pacific Palisades, CA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION Customer states she placed the vehicle in Park and left the engine running to check the mail and while approaching the mail box, she heard a noise behind her. She turned around and saw the vehicle rolling down the driveway. The vehicle hit the neighbor's fence.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that vehicle is equipped with a push button start, 8-speed transmission with an electronic shifter and has a smart key. Engine will only shut off with shifter in Park. At times, engine running, Park brake on, pressed on service brake to get to Drive, then shifter could be moved between Reverse and Drive without pressing on brake, but must use shifter lock button. Also on shifter when going from Drive to Park, engine running, brake pedal pressed, move shifter forward, moderate push to Reverse, much longer and harder push to Park. Vehicle was road tested on city streets with numerous starts and stops. Vehicle was parked and restarted. Also was tested on a downhill slope. If vehicle was in Reverse, it would not roll down the hill as the engine was holding it. No abnormal conditions with transmission or shifter performance.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 05/20/2014
DATE OF NOTICE 05/22/2014
MODEL/MODEL YEAR 2013 Dodge Charger Se Rwd
VIN 2C3CDXBG8DH5 [REDACTED]
MILEAGE 62,129
OWNER [REDACTED]
[REDACTED]
Champaign Drive, IL [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Leasing company states that driver's vehicle was idling in Park, rolled away, and struck a pole. When driver returned to vehicle, it was in Reverse and the engine running.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ there was no malfunction with the BTSI system. The parking pawl engaged and held the vehicle stationary when the shifter was selected in the Park position. The inspector noted that interview with driver revealed the vehicle was left in the Reverse position. Inspector also noted the leasing company would not let him drive the vehicle or have it moved to a lift for an underbody visual inspection. Several attempts were made to duplicate the driver's concern of the transmission selector jumping out of Park and into Reverse unassisted with engine idling.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 04/16/2014
DATE OF NOTICE 04/21/2014
MODEL/MODEL YEAR 2013 Dodge Charger Sxt Awd
VIN 2C3CDXJG9DH [REDACTED]
MILEAGE 48,747
OWNER [REDACTED]
[REDACTED]
Champaign, IL 6 [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Leasing company states they have seven vehicles in their fleet, all are 2013 Charger AWD and several vehicles have been experiencing the same transmission issues as Recall N65. Driver states vehicle was running and parked in his driveway. He went into the house and when he came out, the vehicle was at the bottom of the driveway and crashed into a large pine tree.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle is equipped with 8-speed transmission. Vehicle was road tested and shifter properly; brake had to be applied to move shifter from Park. Driver stated that he may have not put the vehicle in Park, which after testing, appeared to be what happened. N65 referred to by leasing company is for broken transmission output shaft, which happens in motion and would not pertain to this type of incident.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	03/22/2016
DATE OF NOTICE	03/22/2016
MODEL/MODEL YEAR	2014 Chrysler 300 Rwd
VIN	2C3CCAAG0EH ██████████
MILEAGE	30,000
OWNER	██████████ ████████████████████ Indianapolis, IN ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states she started the vehicle, locked the doors, and went into her house. Upon return, the vehicle was gone and she noticed that vehicle had jumped gears and drove forward into her fence causing damage to both the vehicle and the fence.
INJURIES	0
FATALITIES	0
ANALYSIS	No inspection report on file.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	05/03/2014
DATE OF NOTICE	05/12/2014
MODEL/MODEL YEAR	2013 Chrysler 300s Awd
VIN	2C3CCAGGXDH [REDACTED]
MILEAGE	958
OWNER	[REDACTED] [REDACTED] Fountain, CO [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states they were at a restaurant and, while they were inside, the vehicle rolled out of its parking spot and into another vehicle. She said vehicle was in Park but the parking brake was not set. She remembers that when she pressed on the remote lock on the key fob, the horn alert did not sound. She thinks that she may have actually started the engine but is not sure. They were in the restaurant about 30 minutes when someone advised her that her car rolled back and hit a truck. The person who owned the truck had been in the restaurant for about 20 minutes. The driver went out to find that her vehicle's doors were unlocked and the vehicle was in reverse. The vehicle had rolled rearward and struck a truck which was parked behind her. The driver is questioning how the vehicle's transmission could have moved from 'Park' to 'Reverse' with no one in the vehicle.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that vehicle is equipped with push button start and uses a key fob. The vehicle would only start in Park. When the remote start button was pushed twice on the key fob, the doors would lock, the horn alarm would sound once and the engine would start. The BTSI system was checked and functioned properly. Brake had to be applied to remove vehicle from Park and all shift positions firm and positive. Driver error suspected.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 07/18/2013
DATE OF NOTICE 07/18/2013
MODEL/MODEL YEAR 2013 Dodge Charger Sxt Rwd
VIN 2C3CDXHG8DH [REDACTED]
MILEAGE 5,211
OWNER [REDACTED]
[REDACTED]
Gainesville, VA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Accelerator:Sudden Acceleration:
DESCRIPTION Customer states he parked the vehicle, turned it off, and went to work. After work, he attempted to use the remote start; the vehicle started and then accelerated forward into a pole. When he inspected the vehicle after the collision, the vehicle was in Drive. The vehicle was in good condition, with minimal damage to the bumper. Customer states when her husband attempted to use the remote start, the vehicle started and then accelerated forward into a pole. Customer states when he inspected the vehicle after the collision, the vehicle was still running against the pole and was in the Park position.

Note: There is conflicting information in the CAIR – initially, it says customer “inspected the vehicle after the collision [and] noticed the vehicle was in Drive”; later the CAIR says “vehicle was still running against the pole and was in the Park position” (according to customer’s wife).

INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle is equipped with an 8-speed transmission with an electronic gear shifter. The vehicle also has factory remote start system, which was tested and operated properly. All components including electrical, were in working order. The parking brake held the vehicle. No binding or restriction in the throttle body operation. Gear shifter aligned properly.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 01/08/2016
DATE OF NOTICE 01/18/2016
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCG1FC [REDACTED]
MILEAGE 6,873
OWNER [REDACTED]
[REDACTED]
Bakersfield, CA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states she put her vehicle in Park and the vehicle started to reverse all on its own and ran over her causing severe injuries. She hit her head on the pavement and sustained a painful contusion to her right hip. A palm tree stopped the vehicle.
INJURIES 1 – head and hip contusions
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle is equipped with an 8-speed transmission and an electronic shifter. The TCM had one DTC, P1813-00, stored, park-by-wire unintended out of park position. ESM, electronic shifter had one DTC, U1175-00, stored, lost ignition status message. The shifter was tested several times with the engine running and vehicle stopped, parking brake applied. On four occasions, the shifter could be moved between Reverse, Neutral and Drive without pressing on the service brake but pressing on the shifter button. Otherwise, the shifter could not be moved without pressing on the brake.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	01/21/2016
DATE OF NOTICE	02/10/2016
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Laredo 4x4
VIN	1C4RJFAG2E0 ██████████
MILEAGE	19,226
OWNER	██████████ ██████████ Plainview, NY ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states she put her vehicle in Park (did not engage the parking brake) and went into work. The vehicle rolled out into a busy street and into traffic and struck another vehicle.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that, after the accident, a dealer replaced the defective shifter module and performed a re-flash. The interlock button on the shifter operated properly. The shifter could not be jostled out of Park after several tries. The parking brake held back the vehicle with 1300 RPM in Drive. Vehicle was road-tested; shifts were smooth but crisp; there was no delayed engagement or hesitation. ECM was secure and connected. All engine grounds were intact. The following were STORED DTCs: P1CB6-14 PRNDL display circuit short to ground or open. The inspector was not able to duplicate the customer's concerns.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 03/21/2014
DATE OF NOTICE 03/21/2014
MODEL/MODEL YEAR 2012 Dodge Charger Se Rwd
VIN 2C3CDXBG8CH [REDACTED]
MILEAGE 36,860
OWNER [REDACTED]
[REDACTED]
Gretna, LA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states he had placed the vehicle in Park with the engine running at the car wash and exited the vehicle. He had the key fob in his pocket, went to the dumpster and when he looked back, he saw the vehicle moving and then hit a fence. When he opened the driver's door, the vehicle was in Reverse. He states he had two other problems with the shifter.
Customer states he had just left the dealership after getting repairs done and the vehicle jumped into gear and reversed into a fence. Customer states this was the issue that was supposed to be repaired. The vehicle's rear tail light was damaged.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ no issues found with the shifter. Shifter needs to be firmly placed in Park for the BTSI system to function properly. Vehicle was test-driven and responded normally. Unable to get the vehicle out of Park without, both stepping on the service brake pedal and at the same time pressing on the gear selector lever release button. The inspector noted that, after parking lot inspection, drove vehicle up to the service stall to have the vehicle put on a lift for undercarriage inspection. As he pulled up to the service bay door, he quickly moved the shifter forward and released the lever. As he started to exit the vehicle, he realized that the shifter had not fully engaged into Park. He pressed the brake pedal and pushed the

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selector fully forward and the vehicle engaged into Park and remained stationary. Tested operation of the Parking Brake in Reverse and Drive and found that it would hold the vehicle stationary with the service brake pedal released in gear, with light throttle application (up to about 1000 RPMs).

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	01/10/2016
DATE OF NOTICE	01/14/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT8FC ██████████
MILEAGE	12,067
OWNER	██████████ ██████████. Rancho Palos Verdes, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states he placed the vehicle in Park in his driveway, but the vehicle kept driving and it hit the house. He states the shift by wire is not working; vehicle is staying in Reverse when it says it is in Drive.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ customer's concern could not be duplicated after vehicle was test-driven by the dealership. The vehicle was repaired at the body shop prior to the inspection. The gear selection lever and the instrument panel indicator were aligned and correctly indicated the selected gear.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 12/05/2015
DATE OF NOTICE 12/16/2015
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Limited 4x4
VIN 1C4RJFBG3FC [REDACTED]
MILEAGE 3,577
OWNER [REDACTED]
[REDACTED]
New York, NY [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states her father was driving her vehicle and he stopped on a flat surface and exited the vehicle. He noticed the vehicle was starting to move backwards; he attempted to get back in and the vehicle ran over his leg. The vehicle continued moving in Reverse, crossed the road and ran into a building. Her father was knocked unconscious and was transported by ambulance to the hospital where he was treated and released for a right foot injury and swelling on his right side (he did not sustain any broken bones in his foot).
INJURIES 1 – foot injury
FATALITIES 0
ANALYSIS Inspection revealed¹ the vehicle could not be started in any position other than Park and could not be shifted out of Park without depressing the brake pedal. The engine could not be shut off in any position other than Park. The vehicle was still undergoing repairs during the inspection and no road test was performed.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	01/05/2015
DATE OF NOTICE	01/07/2015
MODEL/MODEL YEAR	2014 Chrysler 300 Rwd
VIN	2C3CCAAG3EH ██████████
MILEAGE	13,425
OWNER	████████████████████ ██████████ Huntland, TN ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states the vehicle was in placed in Park and he went into the post office. As he was walking into the post office, he noticed the vehicle moving backwards into traffic. He tried to stop the vehicle and was knocked down by the door and was dragged underneath it. He sustained injuries primarily to his left side; bruising from head to toe, swelling to his left ankle, and laceration on his head. He was admitted to the hospital and was sent home with a neck brace on.
INJURIES	1 – contusions head and ankle
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that, after vehicle was test-driven, there is no indication a malfunction occurred with the BTSI system; it was checked and functioned properly. Once the Park position is achieved, the brake pedal must be depressed to move selector out of Park.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	12/21/2015
DATE OF NOTICE	12/23/2015
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG8FC ██████████
MILEAGE	11,000
OWNER	████████████████████ ██████████ ██████████ ██████████ Green Bay, WI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Gear:Inadvertent shift bet nonpark gears:
DESCRIPTION	Customer states he was dropping off a friend in a parking lot and, as he was backing out of the spot, the vehicle shifted into Drive and hit a pole. On his drive home, the vehicle shifted into Neutral.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that vehicle is equipped with an 8-speed transmission. There was no unusual vehicle performance, change in vehicle direction from Reverse to Drive, sudden acceleration, or poor brake performance during the test drive. The vehicle was tested in a parking lot and when it was backing up, it never went from Reverse to Drive. The inspector noted that, if you place your hand on the transmission control lever and not push in the release button and pull rearward on the lever towards Drive position while backing up the vehicle, it will go from Reverse to Drive.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████)
CAIR #	██████████
DATE OF INCIDENT	03/13/2016
DATE OF NOTICE	03/14/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Srt 4x4
VIN	1C4RJFDJ4FC ██████████
MILEAGE	5,186
OWNER	████████████████████ ████████████████████ Gardena, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he put the vehicle in Park; the shifter showed the vehicle in Park. He exited the vehicle and it rolled down a small hill and into a pole.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with push button start, electronic shifter and has a key fob. The vehicle was placed in a like position as stated by the customer; complaint could not be duplicated. BTSI system checked and functioned properly.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	11/28/2015
DATE OF NOTICE	12/02/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Laredo 4x4
VIN	1C4RJFAG2E0 [REDACTED]
MILEAGE	28,335
OWNER	[REDACTED] [REDACTED] Frankfort, IN [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states his wife placed the vehicle in Park in their driveway, turned the engine off, and exited the vehicle. The vehicle rolled out of Park and hit his neighbor's vehicle.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with push button start and 8-speed transmission. The vehicle will only start in Park with the brake pressed. BTSI system was checked and functioned properly.

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MATTER # 1 [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 01/28/2015
DATE OF NOTICE 02/11/2015
MODEL/MODEL YEAR 2013 Chrysler 300 Awd
VIN 2C3CCARG8DH [REDACTED]
MILEAGE 15,708
OWNER [REDACTED]
[REDACTED]
Rock Springs, WY [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states that she pulled into a parking space and put the vehicle in Park. The shift lever seemed to pop back out and did not feel like it went into Park; she said the lever felt "springy" and then went into Drive. The vehicle lurched forward slightly and into a large ice box in front of the building before she could get the vehicle stopped. Customer also states she was switching her foot from the gas pedal to the brake and thought she may have hit the gas pedal lightly and as the incident was occurring. She did not notice what gear position the shifter was in according to the dash and shifter.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle was test-driven on local streets near the dealership and tested in the dealer's open lot area. The transmission and shifter operated normally; no malfunctions were experienced.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 02/07/2016
DATE OF NOTICE 02/10/2016
MODEL/MODEL YEAR 2012 Dodge Charger Sxt Rwd
VIN 2C3CDXHGXC[REDACTED]
MILEAGE 26,394
OWNER [REDACTED]
[REDACTED]
Valley Center, CA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states he was stopped at a stop signal and went to put the vehicle into Park but it went into Reverse. He states that on several occasions the shift lever would not go into Park and would stop at Reverse.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that after the vehicle was test-driven with many stops and putting the vehicle into Park and back into Drive and back into Park, customer's concerns could not be duplicated.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	11/08/2015
DATE OF NOTICE	11/19/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG6EC [REDACTED]
MILEAGE	34,786
OWNER	[REDACTED] [REDACTED] Atkinson, NH [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states his wife had the vehicle in Park running in the driveway, looked out, and it was rolling backwards down the driveway. She ran out and the vehicle went around the driveway corner, hit a mail box, and went downhill towards a house. She ran towards it, opened the door to try to shut it off or put it in Park and fell; her left leg was ran over and she was hospitalized.
INJURIES	1 - leg
FATALITIES	0
ANALYSIS	Inspection revealed ¹ the BTSI system was checked and functioned properly. Vehicle was test-driven and no abnormalities were noted.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	01/13/2014
DATE OF NOTICE	01/25/2014
MODEL/MODEL YEAR	2014 Dodge Charger Sxt Rwd
VIN	2C3CDXHG6EH ██████████
MILEAGE	423
OWNER	██████████ ██████████ Zwolle, LA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states she parked the vehicle in front of her work and went inside. Two minutes later, she heard someone yell her name and then heard a crash. She went outside and noticed her vehicle had hit a transport truck. She went to her vehicle and the gear shift was in Neutral; she believes she put the gear shift in Park when she shut the vehicle off.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with an 8-speed automatic transmission and uses an Electronic Shift Module to shift the transmission. The vehicle uses a smart key and no keyed ignition switch. One has to step on the brake to get the vehicle to start and shift out of Park. Vehicle shifted normally for an 8-speed. Detents worked and vehicle could not be shifted from Park when tested. The inspector noted EDR report showed vehicle idling 725rpm and vehicle was never shifted out of drive. The report also showed that for over 5 seconds before the impact it was in drive and was still in drive after impact. This conflicts with the report that stated vehicle was put in Park upon exiting the vehicle and found in Neutral after impact. Only codes shown during inspection were related to parts damaged or removed after the accident.

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MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 02/01/2015
DATE OF NOTICE 09/22/2015
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Laredo 4x4
VIN 1C4RJFAG6E0 [REDACTED]
MILEAGE 12,670
OWNER [REDACTED]
[REDACTED]
New Rochelle, NY [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states he placed the vehicle in Park and left the engine running. He turned in his seat to retrieve some belongings and the vehicle surged forward and struck a vehicle to his left and a wall in front of his vehicle. He said he had opened his door and his leg was pinched in the door. Customer states he has been having issues with the transmission; his vehicle has been in the dealership five times for this issue.
INJURIES 1 – contusions leg
FATALITIES 0
ANALYSIS Inspection revealed¹ that transmission upshifted and downshifted through its range of gears as designed when test-driven in city traffic. The parking brake holds the vehicle without moving to 1600 rpm. The transmission will not shift out of Park unless the engine is running. The engine could not be shut off in any gear selector position except Park. The gear selector could not be shifted out of Park without simultaneously stepping on the brake pedal and depressing the gearshift release button. When the transmission is in Neutral, vehicle cannot be shifted to Drive, Reverse, or Park without depressing the shifter button. When the gearshift selector is in Reverse, the vehicle can be shifted to Park or Drive without depressing the brake or the gearshift selector button. When the gearshift selector is in Drive, the vehicle can be shifted to Reverse or Park without depressing the brake pedal or the gearshift selector button.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	02/23/2016
DATE OF NOTICE	02/25/2016
MODEL/MODEL YEAR	2013 Dodge Charger Sxt Awd
VIN	2C3CDXJG4DH ██████████
MILEAGE	37,062
OWNER	████████████████████ ██████████ Washingtonville, NY ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states she parked the vehicle in a friend's driveway, which is on a bit of an incline, and set the emergency brake. During the night, the vehicle rolled into other vehicle further down the driveway. Customer states the vehicle has rolled down a driveway on two occasions.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ that transmission operated as designed in all operating modes during test drive. The vehicle was started and placed in Neutral and the parking brake was applied, then the vehicle was manually pushed and it would not move. The vehicle could not be shifted out of Park unless the engine was running. The vehicle could not be shut off in any gear selector position except Park. The vehicle could not be shifted out of Park without depressing the brake pedal and the shifter button. With the transmission in Neutral, the brake and shifter button had to be depressed in order to be shifted to Park, Reverse or Drive. With the transmission in Reverse, the vehicle could be shifted into Park or Neutral without depressing the brake or the shifter button. With the shifter in Drive, the vehicle could be shifted to Neutral, Reverse or Park without depressing the brake or the shifter button. The parking brake held the vehicle in Drive with the throttle depressed and the transmission in Drive to 1900 rpm.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 03/11/2015
DATE OF NOTICE 10/08/2015
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Limited 4x4
VIN 1C4RJFBG2E0 [REDACTED]
MILEAGE 9,169
OWNER [REDACTED]
[REDACTED]
Springville, NY [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states the engine was running and she is pretty sure the vehicle was in Park. As she was exiting the vehicle, it started rolling back throwing her to the ground. Customer states the vehicle rolled over her leg, continued rolling back almost hitting another vehicle, and it was stopped by a snow bank. She states she had an open wound on her leg and had to go to an open wound care center and several doctor appointments. This happened before when her son was driving the vehicle; he put the vehicle in Park and it started rolling back.
INJURIES 1 - leg
FATALITIES 0
ANALYSIS Inspection revealed¹ that vehicle is equipped with BTSI system and works as designed. At no time during the inspection was it possible to remove the shifter from Park without the brake pedal depressed. The owner's concern of vehicle rolling away in Park could not be substantiated.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 12/14/2012
DATE OF NOTICE 01/14/2013
MODEL/MODEL YEAR 2012 Chrysler 300 Limited Rwd
VIN 2C3CCACG2CH [REDACTED]
MILEAGE 18,248
OWNER [REDACTED]
[REDACTED]
Birmingham, AL [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
Driveability:Accelerator:Sudden Acceleration:
DESCRIPTION Customer states she was had been renting the vehicle for several days from Enterprise. During that time, she noticed it was difficult to put the vehicle into Park. She was at a tire repair shop, had parked the vehicle outside the building, and 5-10 minutes later, the vehicle seemed to accelerate with no one in it. A repairman tried to get inside the vehicle to stop it, but could not get it into Park. The vehicle crashed into a commercial car jack.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle was equipped with an 8-speed transmission and keyless remote. With vehicle running, in Drive and the parking brake set, the key fob could be removed from and away from the vehicle, and the vehicle continued to run, which is proper operation. The inspector noted that he was able to move the shifter from Park into Drive and move the vehicle.

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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	12/09/2015
DATE OF NOTICE	12/11/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG6E0 ██████████
MILEAGE	9,487
OWNER	████████████████████ ████████████████████ Stratham, NH ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Air Bag:Air Bag:Deployment-non:
DESCRIPTION	Customer states her vehicle was parked on an inclined street as she was getting the mail. She returned to the passenger seat with her husband, who was driving. When he went to shift the vehicle from Park to Drive, the vehicle went into Reverse and then Neutral and began rolling downhill and gaining speed. The driver could not apply the brakes. She leapt out of the vehicle from the passenger seat and hit the cement. She suffered a broken nose, bruises, and a possible concussion. The driver stayed in the vehicle and it hit a tree, causing damage to the bumper, rear door, and rear lights; the air bags did not deploy. She noticed that while the vehicle was rolling backward, the engine was revving high. This is not the first time this problem has occurred, but the first time an injury has occurred.
INJURIES	1 – broken nose, bruises and possible concussion
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle equipped with smart-key. The BTSI system checked and functioned properly.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	11/09/2012
DATE OF NOTICE	11/09/2012
MODEL/MODEL YEAR	2012 Dodge Charger Sxt Rwd
VIN	2C3CDXHG7CH ██████████
MILEAGE	3,586
OWNER	████████████████████ ████████████████████ Sunrise, FL ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified: :
DESCRIPTION	Customer states that he stopped at the store, put the vehicle in Park turned the ignition off and locked the doors; his keys were in his pocket. While inside, the vehicle went into Reverse and backed into another vehicle. When he came out of the store, the doors were still locked, the vehicle was running, and the transmission was still in Park.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with an 8-speed transmission. The transmission could not be shifted from Park until the ignition was on and the brake depressed. With the shifter in Neutral and the engine running, the shifter could not be placed in Reverse or Drive without the brake depressed. Each time the shifter was placed in Park, the parking pawl engaged mechanically and locked the output shaft from rotating and the vehicle did not move (this was tested at least 10 times). The condition described by the owner could not be duplicated.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	12/15/2015
DATE OF NOTICE	02/15/2016
MODEL/MODEL YEAR	2014 Chrysler 300 Rwd
VIN	2C3CCAAG5EH [REDACTED]
MILEAGE	27,346
OWNER	[REDACTED] [REDACTED] Lubbock, TX [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION	Customer states the vehicle was in Park with the engine running inside her garage. She went back into her house and the vehicle shifted out of Park and put a hole in her garage. She attempted to stop the vehicle, but she fell down. She sustained injuries to her leg and knee.
INJURIES	1 – knee and leg
FATALITIES	0
ANALYSIS	Inspection revealed ¹ no indication that a malfunction occurred in BTSI system. Once the shifter is placed in the Park position, the parking pawl holds the vehicle stationary.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	03/12/2016
DATE OF NOTICE	03/24/2016-after cutoff
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG8FC ██████████
MILEAGE	5,994
OWNER	██ ██ Eagle Pass, TX ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states that, while on vacation at a hotel, the parking attendant had placed the vehicle in Park on an incline and 20 minutes later Customer was notified that vehicle had been in an accident. The vehicle rolled back and caused damage to the vehicle.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with a push button start system. There is no indication that a malfunction occurred with the BTSI system. As long as the vehicle can detect a key, the vehicle will run even if the key is outside of the vehicle. The brake pedal had to be pressed in order to start the vehicle. The shift lever could not be taken out of Park without depressing the brake.

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MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	09/10/2014
DATE OF NOTICE	10/08/2014
MODEL/MODEL YEAR	2013 Chrysler 300
VIN	2C3CCAAG8DH [REDACTED]
MILEAGE	39,255
OWNER	[REDACTED] [REDACTED] Southfield, MI [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states she pulled into her driveway, left the engine running, put the transmission in Park, and got out of the vehicle to get mail from the mailbox. She then got back into the vehicle, pulled up and stopped in front of her garage door. She left the engine running, put the transmission in Park, and went into the house for a few minutes. She heard a noise, and when she went out of the house, she saw that the vehicle had moved forward, ran into the garage door, and pushed the garage door a few feet, which stopped the vehicle.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle is equipped with push button start, so the engine can only be started in Park. It is also equipped with an 8-speed automatic transmission. The allegation that the transmission went from Park to Drive while idling could not be duplicated.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	05/29/2015
DATE OF NOTICE	06/26/2015
MODEL/MODEL YEAR	2014 Chrysler 300s Awd
VIN	2C3CCAGG9EH ██████████
MILEAGE	17,250
OWNER	████████████████████ ████████████████████ Allenton, MI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he was parked in the upper-deck parking area of a hospital and 45 minutes later he received a call from security saying his vehicle had moved out of its parking space and struck another vehicle. He states he shut the vehicle off and put it in Park before he went into the hospital and the vehicle was running and in Reverse after the accident. Customer states the shifter is sloppy.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ vehicle was test-driven and transmission operated normally. Vehicle was placed in Park in areas with slight slopes and the vehicle held stationary and would not move. Unable to duplicate owner's complaint of the vehicle's transmission shifting out of Park and into Reverse by itself.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	unknown
DATE OF NOTICE	8/23/2012
MODEL/MODEL YEAR	2012 Chrysler 300 Limited Rwd
VIN	2C3CCACG5CH ██████████
MILEAGE	6,521
OWNER	████████████████████ ████████████████████ Waterford Township, MI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Driveability: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states that the electronic shifter functioned incorrectly causing the vehicle to roll out of gear, injure his wife as the door ran over her, and hit another vehicle.
INJURIES	1 – elbow and knee
FATALITIES	0
ANALYSIS	No inspection report on file.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 03/03/2016
DATE OF NOTICE 03/04/2016
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCT8EC [REDACTED]
MILEAGE 29,968
OWNER [REDACTED]
[REDACTED]
Linthicum Heights, MD [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION Customer states the vehicle was in Park with the engine running. The vehicle proceeded to drift backward and he could not get back to it in time before it collided with his wife's vehicle in the driveway.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ that, after vehicle was test-driven for several miles and the transmission was put in Park several times, vehicle did not slip out of Park.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	02/21/2014
DATE OF NOTICE	02/22/2014
MODEL/MODEL YEAR	2013 Chrysler 300
VIN	2C3CCAAG9DH ██████████
MILEAGE	5,680
OWNER	████████████████████ ████████████████████ Booneville, AR ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION	Customer states she parked the vehicle in front of her garage door because the door would not open and went inside the house to reset the breaker. She heard a big bang/crash noise and the vehicle went through the garage and into the utility room.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ all shifter systems operated properly. BTSI system functioning properly.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	09/2015-exact date unknown
DATE OF NOTICE	02/15/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG9FC ██████████
MILEAGE	10,809
OWNER	████████████████████ ████████████████████ New Providence, NJ ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states he was at the bank and believes he put the vehicle in Park. He went into the bank and the vehicle rolled backward and hit the vehicle behind him. He states that the electronic shifter is a bad design and does not always go all the way into Park and will stick in Neutral even when he thinks the vehicle is in Park; he now makes sure he uses the emergency brake. He states the shifter not working properly since day one as far as customer is concerned.
INJURIES	0
FATALITIES	0
ANALYSIS	No inspection report on file.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 12/17/2013
DATE OF NOTICE 12/20/2013
MODEL/MODEL YEAR 2012 Chrysler 300 Limited Rwd
VIN 2C3CCACGXCH [REDACTED]
MILEAGE 53,480
OWNER [REDACTED]
[REDACTED]
Cohutta, GA [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION Customer states she drove down her driveway to get the mail, placed the vehicle in Park, left the engine running and started exited the vehicle to retrieve her mail. As she exited the vehicle and had both feet on the driveway, she realized the vehicle was not in Park. She attempted to get back in the vehicle and when she did, she hit her head on the windshield and sustained bruising. The vehicle rolled back into the neighbor's yard and hit a tree.
INJURIES 1 – hip and forehead
FATALITIES 0
ANALYSIS Inspection revealed¹ transmission in vehicle is fully integrated electronically controlled. Service brake and transmission shifter lock button had to be depressed to shift transmission from Park to Reverse and Neutral to Drive. Service brake and shifter button had to be depressed to move from Neutral to Reverse but not depressed to move to Park. Once vehicle was moving shifter, if in Neutral or Reverse, would default to Neutral and not move to Park unless speed was less than 2 mph. Parking pawl worked as designed. Could not duplicate customer's complaint of vehicle coming out of Park. Inspector suspected that driver thought the vehicle was in Park when it was actually in Neutral.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 10/21/2015
DATE OF NOTICE 10/29/2015
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Limited 4x4
VIN 1C4RJFBG7FC [REDACTED]
MILEAGE 1,496
OWNER [REDACTED]
[REDACTED]
Oak Park, MI [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle: Interlock-Brake Pedal/Gearshift: Inadvertent move after shift to park:
DESCRIPTION Customer states that, while he was inside the store at the gas station, the vehicle rolled forward on an upgrade and hit a structural part of the store. He states he is sure he shut the vehicle off.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ BTSI system checked and functioned properly. No issue found that would have caused this incident. Driver error suspected.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 12/18/2015
DATE OF NOTICE 01/12/2016
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCG1FC [REDACTED]
MILEAGE 15,084
OWNER [REDACTED]
[REDACTED]
Williamsville, NY [REDACTED]
COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:
DESCRIPTION Customer states his wife placed the vehicle in Park and left it running while she took his daughters into daycare. About 5 minutes later, she came out and saw the vehicle start to roll forward. She attempted to jump into the vehicle to stop it, but it ended up hitting another vehicle. She states that the "P" on the gear selector was flashing when she entered the car. It took four attempts to put the vehicle in Park, but no rollaway until this incident.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection revealed¹ vehicle could be pushed forward and rearward and would not move. To move the shifter from the Park position, the brake pedal was depressed and a button on the left side of the shifter handle was pressed. The transmission shifter could be moved from Reverse to Neutral without using the brake or shifter switch. The shifter switch was pressed to shift from Neutral to Drive and "S". The shifter button was depressed to shift from Drive to Reverse or Park and from Neutral to Reverse or Park. The transfer case was placed in the mud, snow, sand and AWD positions with the vehicle running and it would not move while in the Park position.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	08/11/2014
DATE OF NOTICE	12/05/2014
MODEL/MODEL YEAR	2014 Dodge Charger Se Rwd
VIN	2C3CDXBG3EH [REDACTED]
MILEAGE	25,170
OWNER	[REDACTED] [REDACTED] Sheridan, AR [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Customer states she left the vehicle running in Park and went into the store. While in the store, the vehicle went into Drive and drove itself across the lot and ran into another vehicle. Customer states this is the second time the vehicle has done this; the first time was when she was moving to another residence.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ no issue found with BTSI system. The vehicle was tested and checked and condition could not be duplicated.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	11/15/2015
DATE OF NOTICE	12/16/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG0EC ██████████
MILEAGE	11,147
OWNER	██████████ ██████████. Richmond Hill, NY ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Accelerator:Sudden Acceleration:
DESCRIPTION	Customer states he has been having issues with his vehicle suddenly accelerating and he bumped into the vehicle in front of him at a red light because the vehicle started "jumping" forward on its own. Customer also states he put the vehicle in Park, walked away, got about 20 feet away from vehicle, turned around, and saw the vehicle moving by itself.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection revealed ¹ interlock button on the shifter operated properly. The shifter could not be jostled out of Park after several tries. Vehicle was test-driven and the shifts were smooth but crisp; there was no delayed engagement or hesitation. The throttle body was secure and the harness was properly attached. The ECM was secure and connected. All engine grounds were intact. Throttle pedal was tested by fully applying and releasing no less than 20 times and the pedal returned to rest every time. The inspector was unable to duplicate any of the customer's concerns.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER # [REDACTED]
FILE TYPE Legal Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 01/24/2016
DATE OF NOTICE 02/02/2016

MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Limited 4x4
VIN 1C4RJFBG0FC [REDACTED]
MILEAGE 3,275
OWNER [REDACTED]
[REDACTED]
Farmingdale, NY [REDACTED]

COURT N/A
DOCKET # N/A
ALLEGED DEFECT Transmission / Transaxle:Shift/Gear Selector / Linkage:Inadvertent move after shift to park:

DESCRIPTION Customer states the vehicle was running and in Park (parking brake not applied). As she exited the vehicle, it rolled backward and she jumped back into the vehicle to stop it. She injured her right knee. Her vehicle tapped another vehicle.

INJURIES 1 - knee
FATALITIES 0
ANALYSIS Inspection revealed¹ the interlock worked normally in different shift positions. The shifter and dash read-outs were in sync. The shifter stayed in Park and could not be jostled out. The vehicle was shifted into Park no less than 25 times and all were successful. There was no shifter test in the ECM. The vehicle was test-driven and performed normally. The inspector could not duplicate owner's concerns.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	12/27/2014
MODEL/MODEL YEAR	2014 Dodge Charger Se Rwd
VIN	2C3CDXBG2EH ██████████
MILEAGE	12,267
OWNER	████████████████████ ████████████████████ Hesperia, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Electrical:Starter::
DESCRIPTION	Customer states he put the vehicle in Park, turned it off, and locked the doors. The vehicle turned itself on and rolled backward into traffic causing an accident.
INJURIES	0
FATALITIES	0
ANALYSIS	No inspection report on file.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	03/18/2016
DATE OF NOTICE	03/18/2016
MODEL/MODEL YEAR	2013 Chrysler 300
VIN	2C3CCAAG7DH [REDACTED]
MILEAGE	31,200
OWNER	[REDACTED] [REDACTED] Chesapeake, VA [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Inadvertent move after shift to park:
DESCRIPTION	Customer states she was at the gas station, the vehicle was in Park, and she outside the vehicle. Her grandson was in a car seat in the back of the vehicle. The vehicle began to roll backwards while it was in Park. The vehicle almost hit two attendants, who chased after it and managed to get the vehicle to hit a sign instead of rolling into the street.
INJURIES	0
FATALITIES	0
ANALYSIS	No inspection report on file.

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

Legal Summaries

PL Legal

Summaries()

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	06/26/2015
DATE OF NOTICE	07/06/2015
MODEL/MODEL YEAR	2014 Chrysler 300c Rwd
VIN	2C3CCAEG4EH [REDACTED]
MILEAGE	19,875
OWNER	[REDACTED] - Dallas, TX [REDACTED] Dallas, TX [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Interlock-Brake Pedal/Gearshift:Inadvertent move after shift to park:
DESCRIPTION	Enterprise customer states the vehicle that he leased experienced inadvertent vehicle movement. He attempted to stop the vehicle and broke his leg when he was trapped between the vehicle and a wall.
INJURIES	1 – broke leg
FATALITIES	0
ANALYSIS	No inspection report on file.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	None
DATE OF INCIDENT	01/12/2016
DATE OF NOTICE	02/19/2016
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJT5FC ██████████
MILEAGE	Unknown
OWNER	████████████████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Accelerator:Inadvertent move after shift to park:
DESCRIPTION	Customer states he was reaching into the vehicle to shut the engine off, it unexpectedly moved into Reverse, and he sustained serious injuries.
INJURIES	1 - unknown
FATALITIES	0
ANALYSIS	No inspection report on file.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	04/10/2013
DATE OF NOTICE	04/22/2013
MODEL/MODEL YEAR	2012 Chrysler 300c Luxury Series Rwd (lhd)
VIN	2C3CCAPG3CH [REDACTED]
MILEAGE	16,685
OWNER	[REDACTED] [REDACTED] Shanghai CH [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Automatic Trans / Transaxle:Inadvertent move after shift to park:
DESCRIPTION	Customer states he parked the vehicle (did not apply parking brake) and turned the engine off. He returned to the parking spot 20 minutes later and the vehicle had moved forward 60 meters (approximately 196.85 feet). His vehicle impacted two vans and injured an elderly man. He states the engine was running and doors were locked after the accident. He opened the doors with the remote control key but was unable to turn off the engine by pushing the ACC button.
INJURIES	1 – pedestrian
FATALITIES	0
ANALYSIS	The automatic transmission system of the Chrysler 300C has functioned correctly according to design.

Field Report

VIN	2C3CDXHG6CH [REDACTED]	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	11/09/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6305110123	
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			Serial#	K263172076	
Color	PBV	BLACKBERRY PEARL COAT					

Report Number	[REDACTED]	System Key	8645753	Report Version	1	Open Date	08/28/2012
Close Date	08/28/2012	Narrative Date	08/28/2012	Category	0	Mileage	8,958
TSB Group				TID	S47988C		

Dealer	60474	CHAMPION OF DECATUR, INC		Phone	(256) 351-8787	
Dealer City	DECATUR	State	AL	Zip	35602	
Dealer Zone	66	South East - Orlando		Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date		Report Authorization		CAG Report Type	

Complaint: REAR BUMPER DAMAGE DUE TO SHIFTER WOULD NOT GO INTO PARK CAIR # 22531037

Cause: REPAIR REAR BUMPER

Correction: Bumper/Fascia

Vehicle Lookup

Field Report

VIN	2C3CDXHG1CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	12/06/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6331110762	
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			Serial#	K311188126	
Color	PBV	BLACKBERRY PEARL COAT					

Report Number		System Key	227706859	Report Version	1	Open Date	03/25/2013
Close Date		Narrative Date	04/01/2013	Category	0	Mileage	22,891
TSB Group				TID	T9999DP		

Dealer	41383	ORLANDO DODGE CHRYSLER JEEP			Phone	(407) 299-1120
Dealer City	ORLANDO	State	FL	Zip	32808 8122	
Dealer Zone	66	South East - Orlando			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$407.26	Other Invoice	\$0.00	Supplier RP	
Part Number	68140727AD	Part Description	413833730571	Part Qty	1	Part Cost	346.50
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date	01/01/0001	Report Authorization		CAG Report Type	

Complaint: CUSTOMER STATES THE SHIFTER WILL NOT GO INTO PARK , THEN THE ENGINE WOULD NOT

Cause: PERFORM DIAG TEST ON U1175 P1DC7 P0607 U1175 PERFORM DIAG TEST ON D65 FOR OPEN

Correction: REPLACE THE TRANS SHIFTER MODULE AND ROAD TEST TRANS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG3	CH	Built Date	01/20/2012	Mileage	2 Km
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX		WON'T SHIFT PROPERLY			
Created	03/07/2012 11:53:23	By	T8639DP			
Updated	05/09/2012 14:34:40	By	T8639DP			

CONTACT

Dealer	C5708	BRAMPTON CHRYSLER DODGE	Phone	(905) 459-1810		
Address	190 CANAM CRESCENT					
City	TORONTO BRAMPTON)	State	ON	ZIP	L7A1A9	
Dealer Zone	21	County		Country	CAN	
Tech	Kevin Beams					
STAR	T8639DP					

PART INFORMATION

Part Number	68140727AA	Part Qty.	1
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CUSTOMER CONCERN

Shifter will not move. Tech wants shifter assembly ordered. Parts said he needs to contact tech line to order part.
Updated: 03/07/2012 11:53:23 By T8639DP

RESOLUTION

Asked if there are any codes. Tech said he doesn't know. It was towed into dealer from shipping. He can hear the shift interlock release. If he uses the manual release cable the shifter will move. Suggest he bring the scan tool out to the vehicle, or get vehicle in shop to check for codes. Asked tech for part number he is trying to order. He did not have part number. He will call back with info.

Updated: 03/07/2012 11:53:23 By T8639DP

Codes P1C86-14 and UD100. Shifter knob is secure. Ordered shifter assembly. Tech to call once installed with update.

Updated: 03/07/2012 13:14:49 By T8639DP

Shifter still will not come out of park. Now tech states the message center shows to depress the clutch. Suggest the tech get a config report and then do a restore build configuration. Call with update.

Updated: 03/08/2012 11:30:12 By T8639DP

Another tech is now working on the vehicle. He has codes in every module for no communication with PCM. PCM is not on line. Tech was told by his manager to call for the case number. He needs a case number after .4 hrs diag. Told the tech the SAB is 3.9hrs. He will perform diag for no com with the PCM. If the PCM needs to be replaced I want the original shifter reinstalled.

Updated: 03/08/2012 16:21:53 By T8639DP

Tech found fuse 37 B+ to the PCM blown. Tech said the Pk/LG wire was shorted under the PDC. Asked if he put the shifter back in to see if it worked. He said he did not. Said that was not up to him.

Updated: 03/09/2012 11:39:36 By T8639DP

Kevin called back. Said he put the original shifter back in. Would not come out of park. Put the new one back in and it works OK. Tech to hold the original part for return.

Updated: 03/09/2012 13:57:22 By T8639DP

closed

Updated: 05/09/2012 14:34:40 By T8639DP

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG8	CH	Built Date	01/03/2012	Mileage	11
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PWD	IVORY 3 COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ML	MIL ON				
Created	03/19/2012 13:06:18	By	T1873RC			
Updated	03/23/2012 16:06:15	By	T4083MW			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44827	ROCKIE WILLIAMS' PREMIER DODGE	Phone	(615) 444-9573	
Address	1700 W MAIN ST				
City	LEBANON	State	TN	ZIP	37087 3196
Dealer Zone	66	County	WILSON	Country	USA
Tech	Kirk Winter				
STAR	T4083MW				

PART INFORMATION

Part Number	68140727AA	Part Qty.	1
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CUSTOMER CONCERN

Will not shift out of park.
Updated: 03/19/2012 13:06:18 By T1873RC

RESOLUTION

Will not shift out of park. Duplicated : Yes - Try. Repairs and Tests Performed : None. DTCs : u1467,u0103,u11c3,p1df3 TechCONNECT Search : u11c3 Kirk called about this condition. Has four active codes, U1467 Implausible Driver's Shift Signal Received, P1DF3 ECU Not Initialized. Has done the diagnostics for the codes, and the results all come up with an internal issue with the controller. Needs to talk to the 8 speed expert. Call Kirk back at 615-464-0755

Updated: 03/19/2012 13:06:18 By T1873RC

U1467-IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN U11C3 ESM LOST COMMUNICATION WITH TCM ON D-PT CAN P1DF3-ECU NOT INITIALIZED U0103 Lost Communication With Electric Gear Shift Module Star advises tech to check C110 connector near PCM for wires being pulled out. Star advises tech to check C104 green 16 way connector under dash near emergency brake for wires being pulled out bad connection. Check valvebody connector being secure and no bent terminals. Check wiring harness near brake booster for any damage. Check ESM connector for being secure. Tech to let me know the results.

Updated: 03/19/2012 13:57:09 By T4083MW

Updated: 03/19/2012 14:00:16 By T4083MW

Tech called and Star reviewed repairs to be checked. Tech will update case after these items have been checked. Also advised tech to ohm out DATA bus wires from ESM to valvebody connector.

Updated: 03/19/2012 14:39:58 By T4083MW

Tech checked both connectors/all BUS circuits/and wiring harness near brake booster and they are ok. Star ordered shifter assembly 68140727AA. Order #8449** Fast Track #36283

Updated: 03/20/2012 11:05:25 By T4083MW

Kirk -Did you get the shifter yet and is vehicle repaired? Please let me know. Thanks!

Updated: 03/22/2012 09:29:35 By T4083MW

Shifter.

Updated: 03/23/2012 16:06:15 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN		
VIN	2C3CCAAG5	Ch	Built Date	10/12/2011	Mileage	1,190
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/25/2012 18:55:30	By	T3498BM
Updated	06/04/2012 11:34:43	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B210A	System Voltage Low	T3076SB	04/14/2013 01:25:00
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44490	MILLER MOTORS INC	Phone	(701) 845-2780	
Address	1345 WEST MAIN STREET				
City	VALLEY CITY	State	ND	ZIP	58072 3643
Dealer Zone	T4	County	BARNES	Country	USA
Tech	Joel Hansen				
STAR	T4083MW				

CUSTOMER CONCERN

CANNOT SHIFT INTO PARK-CANNOT SHUT OFF ENGINE-CHECK ENGINE LIGHT IS ON AND SERVICE TRANSMISSION WARNING IN MESSAGE CENTER

Updated: 04/25/2012 18:55:30 By T3498BM

BRIAN, YOU CAN REACH ME AT 701-845-2780 OR 1-800-726-8289. I CAN CONNECT YOU TO THE TECH THAT IS WORKING ON IT IF YOU WOULD LIKE

Updated: 04/26/2012 12:11:36 By T3498BM

BRIAN-REMOVED C110 CONNECTOR AND INSPECTED PINS-PULLED PIN 16 OUT OF CONNECTOR AND CHECKED RETENTION TO ALL MATING SAME SIZE FEMALE CONNECTORS IN OPPOSING CONNECTOR-PULLED PIN 1 OUT OF C110 AND CHECKED RETENTION ALSO IN BOTH ENDS-NO PROBLEMS FOUND WITH C110 CONNECTOR. DO YOU THINK THE PROBLEM IS IN THE TCMA?

Updated: 04/26/2012 19:06:39 By T3498BM

INSPECTED C104 CONNECTOR INSIDE CABIN BY WHERE BOOSTER ENTERS FIREWALL-16 WAY GREEN IN COLOR-TOOK PIN #11 OUT OF CONNECTOR, YELLOW WIRE, AND CHECKED RETENTION OF OPPOSITE CONNECTOR, ALSO CHECKED ALL 12 PINS AND FEMALE COUNTER PART-ALL ARE GOOD AND DID NOT SEE ANYTHING WRONG WITH CONNECTOR. INSPECTED HARNESS UNDER HOOD BY BOOSTER FOR CHAFFING-NO SIGNS FOUND. HAD PREVIOUSLY CHECKED C110 CONNECTORS AND ALL ARE GOOD. REMOVED FRONT DRIVESHAFT AND DISCONNECTED WIRE HARNESS FROM OUTSIDE OF RIGHT REAR OF CASE AND INSPECTED-DID NOT FIND ANYTHING WRONG WITH PINS, PINS INSIDE TRANSMISSION ARE GOOD. DID NOT SEE ANYTHING WRONG WITH PINS IN THE CONNECTOR THAT CONNECTS TO TRANSMISSION. USED .050 PIN TO CHECK RETENTION OF THE PINS IN THAT CONNECTOR THAT CONNECTS TO THE TRANSMISSION. CHECKED GOOD. CANNOT GET TRANSMISSION TO ACT UP AGAIN SINCE IT FIXED ITSELF. ALSO WHILE THIS WAS HAPPENING, IF HELD IGNITION BUTTON IN FOR ABOUT 10 SECONDS ENGINE WOULD SHUT OFF AND GO TO ACCESSORY MODE.

Updated: 04/27/2012 16:03:53 By T4083MW

RESOLUTION

CANNOT SHIFT INTO PARK-CANNOT SHUT OFF ENGINE-CHECK ENGINE LIGHT IS ON AND SERVICE TRANSMISSION WARNING IN MESSAGE CENTER Duplicated : Yes - DRIVE CAR Repairs and Tests Performed : REVIEWED STAR CASE BUT SYSTEM DOES NOT HAVE SAME CODES DTCs : P0850,P1B13,B210A,U00101 Scan Tool Software Version : 12.03.27 TechCONNECT Search : CANNOT SHIFT INTO PARK ***** Joel I need further info. Can you send me a

number to reach you directly at? - Brian

Updated: 04/25/2012 18:55:30 By T3498BM

STAR spoke with Mark (technician). Mark states after many attempts the vehicle finally started to operate correctly and has not failed again. STAR advised Mark to follow the case checking C110 and P16 for possible open - Brian

Updated: 04/26/2012 12:11:36 By T3498BM

STAR advised Mark to also check the harness near the front propshaft. Mark states he noticed it was about an inch away. No rub through noted but he repositioned the harness away from the propshaft - Brian

Updated: 04/26/2012 13:43:51 By T3498BM

Mark it may be and that thought crossed my mind also. I'll review this further and get back with you tomorrow ASAP - Brian

Updated: 04/26/2012 19:06:39 By T3498BM

Star reviewed case. Joel this is Mike -master consultant for trans and 8 speed--If you clear codes and drive vehicle can you duplicate concern or is it intermittent? With this issue I never seen a TCMA cuse this concern.Possible yes but not likely.For the U0101 I know you checked C110 connector but for this concern on this vehicle there is a issue with C110 connector-pins 16 or 20 / C104 connector (under drivers dash)green 16 way-pin 11 or wiring issue on these two circuits. If T824(park circuit) goes open it will cause this concern.If circuit A944(TCM power circuit) goes open it will cause this also. Pull connector apart at trans and check for bent pins.If ok check frt propshaft for any marks on the shaft for rubbing harness.It will leave a mark.If ok check C104 connector under dash for bad connection/spread terminals. Check C110 connector pin 16 and pin 20 for spread terminals or wires pulling out of connector.Check trans wiring by brake booster for harness rubbing threw at brake booster area.Either A944 circuit or T824 circuits are going open intermittently causing this condition.The only way you can shut vehicle off is having someone oull ASD relay.Please check wiring again real good and both connectors real good and let me know ther results.Then I will call you.Thanks.

Updated: 04/27/2012 08:46:05 By T4083MW

Mark states that customer could not get his vehicle into park when he got home.Service manager went to customers house and could not get it into park.Held the button (START/GO) for 10 seconds and engine shuit off.Vehicle was towed to dealer ,the next morning,and Mark put shifter into park and could never duplicate concern again.Connectors were inspected throughly/wiring harness at frt propshaft inspected/TCM is up to date/tech can not duplicate concern.No codes and shifter operates ok. Star advises tech to drive vehicle two more days.If concern can not be duplicated then release vehicle. Star called tech and asked him when this happened did it have Neutral.Tech states it had reverse/neutral/and forward gears.When he shifted it into park it would automaticly go to reverse when codes set. No Park but had all gears.

Updated: 04/27/2012 16:03:53 By T4083MW

REMOVED CONNECTORS AND HARNESSSES AS PER INSTRUCTIONS-REASSEMBLED VEHICLE AND CONCERN COULD NOT BE DUPLICATED-ERASED CODES AND VERIFY OPERATION

Updated: 06/04/2012 11:34:43 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG8	CH	Built Date	12/14/2011	Mileage	24
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	05/18/2012 19:58:13	By	T5355M0
Updated	06/05/2012 14:48:08	By	T5355M0

CONTACT

Dealer	41080	CARL BURGER'S DODGE CHRYSLER JEEP	Phone	(619) 463-9321	
Address	8355 HERCULES ST				
City	LA MESA	State	CA	ZIP	91942 2921
Dealer Zone	71	County	SAN DIEGO	Country	USA
Tech	Jim Fangman				
STAR	T5355M0				

CUSTOMER CONCERN

vehicle willnot shift out of park

Updated: 05/18/2012 19:58:13 By T5355M0

I DO NOT SEE A CBC MODULE LISTED IS THIS THE CORRECT MODULE

Updated: 05/21/2012 11:38:50 By T5355M0

BCM IS SEEING BRAKE PEDAL INPUT,PERFORMED CAPACITOR DISCHARGE AND PERFORMED RESTORE VEHICLE CONFIGURATION, STILL WILL NOT COME OUT OF PARK DISPLAY IN CLUSTER SAYS PUSH BRAKE PEDAL, AND SHOWS DISPLAY OF SHIFTER, HAS RED RING AROUND SHIFTER BUTTON IN DISPLAY, NOT SURE IF THAT MEANS ANYTHING

Updated: 05/22/2012 11:54:39 By T5355M0

NOT SURE IF WE ARE LOOKING AT SAME TRANS, THIS HAS THE NEW 8SPEED TRANS WITH ELECTRONIC SHIFTER, I CANNOT FIND ANY ACUATORS IN TCM,PCM,OR ESM MODULES WHAT MODULE IS IT IN

Updated: 05/22/2012 18:10:02 By T5355M0

I FOUND PROBLEM WITH VEHICLE,PROBLEMIN THE ELECTRONIC SHIFTER ASSEMBLY

Updated: 05/29/2012 12:10:23 By T5355M0

i took one out of another stock unit and tried it and it worked

Updated: 05/29/2012 14:02:49 By T5355M0

RESOLUTION

vehicle willnot shift out of park Duplicated : Yes - none Repairs and Tests Performed : connected scan tool to vehicle and checked for fault codes, no fault codes in system TechCONNECT Search : TRANSMISSION ***** Jim, Check the brake switch input to the CBC module and verify it is seen, Try a capacitor discharge and then do a restore configuration and see if this helps. Please keep me posted. Thanks. Mark.

Updated: 05/18/2012 19:58:13 By T5355M0

Jim, The CBC is the BCM on this car. Thanks. Mark.

Updated: 05/21/2012 11:38:50 By T5355M0

Jim, can you acuate the solenoid with the scan tool? Mark.

Updated: 05/22/2012 11:54:39 By T5355M0

Jim, I am sure the info I am viewing in tech connect is not for this, I would thing it to still be a bus meassage from the BCM but let me research and get back with you. Thanks. Mark.

Updated: 05/22/2012 18:10:02 By T5355M0

Jim, I spoke with the trans agent and he stated the vehicle needs to be running to get out of park, RPMs need to be seen to get out of park, also as you already checked a brake switch input to the CBC/BCM, Then if possible could I call. Mark.

Updated: 05/23/2012 14:53:59 By T5355M0

Jim, Thanks for the update, May I ask what lead you to the ESM? Thanks. Mark.

Updated: 05/29/2012 12:10:23 By T5355M0

Jim, great to hear that, let me know when the new one is installed. Mark.

Updated: 05/29/2012 14:02:49 By T5355M0

replced electronic shifter assembly

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG2	CH	Built Date	02/16/2012	Mileage	4,899
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	05/22/2012 19:00:44	By	T3498BM
Updated	07/01/2012 00:26:07	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607	ECU Internal Performance	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

trans would not shift out of park and service engine soon light came on
Updated: 05/22/2012 19:00:44 By T3498BM
 i removed the shifter module and inspected the wiring and the connector going to the shifter. wiring is ok and so is the connector all terminals are properly installed in the retainer also. also the pins and connector on the shifter knob are ok also.
Updated: 05/22/2012 19:31:25 By T3498BM

RESOLUTION

trans would not shift out of park and service engine soon light came on Duplicated : No Repairs and Tests Performed : witech scanned. tcm pending dtc P1DC7-00,P1DC9-00. stored dtc's tcm U1467-00,U0103-00,U11C3-00,P1915-00 all stored. ESM stored dtc P0607-00.i found no tsb's of flashes. road tested vehicle.vehicle is operateing correcting in shop. DTCs : P1Dc7,P1DC9,U1467,U0103,P1915 Scan Tool Software Version : latest TechCONNECT Search : p1dc7-00 ***** Eric remove the shifter/console. Inspect the connectors at the shifter (ESM). We've had cases of poor connection and/or pin fit. Let me know how the connectors and wiring looks - Brian
Updated: 05/22/2012 19:00:44 By T3498BM
 Eric review case S1221000006. I just found that case. If nothing is found, replace the ESM. Please check for any LOP restrictions before doing so - Brian
Updated: 05/22/2012 19:31:25 By T3498BM
 replaced shifter module
Updated: 07/01/2012 00:26:07 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
VIN	2C3CDXJG5	CH	Built Date	07/07/2012	Mileage	301
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	08/03/2012 11:14:38	By	T8423BL
Updated	11/18/2012 00:25:21	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0402	Implausible Data Received From TCM	T3076SB	04/14/2013 01:25:00
U1412	IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T1500EJ		

CUSTOMER CONCERN

NEW VEHICLE TEST DROVE SERVICE AWD LIGHT CAME ON

Updated: 08/03/2012 11:14:38 By T8423BL

LOOKED AT STAR CASE THAT YOU GAVE ME THE WIRES ARE UP WHERE THEY NEED TO BE GOT SOME CODES THE U0402 CODE I KNOW WAS ON BEFORE BUT THE OTHER TWO NOT SURE HAD TO CLEAR THE CODES TO GET CAR INTO PARK SO I SHUT IT OFF BUT NOW I CANT GET IT TO SHUT OFF OR COME OUT OF PARK UNLESS I PULL THE FUSE FOR THE KEY SWITCH THEN CLEAR CODES TO MOVE THE CAR THE OTHER CODES ARE U1412, P215-00 EVEN HOLDIN THE START BUTTON WOULDNT SHUT THE CAR OFF LIKE LAST TIME AND IT KEEPS SAYING THE CARS NOT IN PARK SO YOU CANT SHUT IT OFF BUT YOU GO TO PUT IT IN PARK AND IT SAYS THAT ITS ALREADY IN PARK.

Updated: 08/08/2012 14:20:23 By T8423BL

TCM WAS ONE OF THE MODULES NOT SURE WHAT THE OTHERS WERE HAD TO CLEAR CODES TO MOVE CAR AND ALSO EVERYTHING IS COMMUNICATING NOW ON WITECH UNLIKE WHEN I FIRST MESSAGED YOU.

Updated: 08/08/2012 16:05:36 By T8423BL

ITS SHOWING ALL THE MODULES COMMUNICATING BUT THERES A CODE FOR ACTUATOR VOLTAGE LOW IN UNDER TCM AND ITS SHOWING 25 VOLTS AND IMPLAUSIBLE DATA RECIEVED FROM TCM UNDER DTCM THE CAR HASNT EVEN BEEN STARTED OR MOVED AND THESE CODES STAY ON NOW.

Updated: 08/10/2012 12:06:34 By T8423BL

THEY ARE BOTH ACTIVE AND I CANT GET THEM TO CLEAR UNLESS I PULL THE FUSE FOR THE WCM THEN THEY GO TO STORED.

Updated: 08/14/2012 09:31:58 By T8423BL

I CAN TAKE AND UNPLUG SHIFTER CONTROL MODULE THEN PLUG IT BACK IN AND ITLL WORK FINE BUT PROBLEM RETURNS AFTER SOME DRIVING NOT SURE HOW MANY MILES BUT IT LOOKS LIKE THE SHIFTER MODULE IS THE PROBLEM HAVE YALL HAD ANY OTHER STAR CASES ON THIS?

Updated: 09/26/2012 10:39:24 By T8423BL

RESOLUTION

Jonathan, are there any active codes in this vehicle? Take a look at Star Online Case [REDACTED] Let me know if that is helpful. Thanks, Brad L.

Updated: 08/03/2012 11:14:38 By T8423BL

Jon, which modules are setting those codes? It is sounding like we might have a TCM concern. Let me know what you find. Thanks, Brad L.

Updated: 08/08/2012 14:20:23 By T8423BL

Jon, let's try running the Loss of Com test in the wiTECH. This will provide a more live update of module status and tell us if there is a problem in our wiring. Let me know if anything is found there. Thanks, Brad L.

Updated: 08/08/2012 16:05:36 By T8423BL

Jon, what is the DTC that is coming up as active? The actuator code. Let me know. Thanks, Brad L.

Updated: 08/10/2012 12:06:34 By T8423BL

Jon, when the codes are active, is the BCM active on the topology? If so, let's pull the TCM connector and check for any signs of damage, corrosion, or backed out pins. If nothing is found, we may be looking at an internal TCM concern. Let me know what you find. Thanks, Brad L.

Updated: 08/14/2012 09:31:58 By T8423BL

Jonathan, there are no other reported cases like this to Star. Check the connections at that shifter module. Make sure nothing is loose. If it checks out good, and there are no updates for it or the TCM, I would go ahead and replace that shifter module. Let me know what you find. Thanks, Brad L.

Updated: 09/26/2012 10:39:24 By T8423BL

Closed, condition continued in new case.

Updated: 10/22/2012 12:48:14 By T1500EJ

another tech is working with evan at chrysler

Updated: 11/18/2012 00:25:21 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG0	CH	Built Date	04/17/2012	Mileage	3,554
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	08/23/2012 16:38:05	By	T7720A0			
Updated	10/19/2012 16:03:12	By	T4083MW			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	60464	CHAMPION CHRYSLER DODGE JEEP	Phone	(800) 723-4177		
Address	2321 STATE HIGHWAY 155					
City	PALESTINE	State	TX	ZIP	75803 8601	
Dealer Zone	63	County	ANDERSON	Country	USA	
Tech	Larry Sexton					
STAR	T4083MW					

CUSTOMER CONCERN

Vehicle has rolled in park several times. Also trans downshifted two gears when hitting bump. Customer is salesman at this dealership. Car rolled into house, customer was able to push car away from porch by hand. Car went into reverse while sitting running at Sonic drive in. Customer and friend were leaning against car talking and car started rolling. Sometimes cannot turn car off, says "proper gear not selected", have to attempt to shift to park several times to stop engine.

Updated: 08/23/2012 16:38:05 By T7720A0

RESOLUTION

Escalating the case for review.

Updated: 08/23/2012 16:38:05 By T7720A0

Larry perform Star solution S1221000008. Also check C104 (Green 16 way) connector for being secure and no pulled out circuits under dash on drivers side. If no loose connections at C110 or C104 connector then replace shifter.

Updated: 08/24/2012 08:26:47 By T4083MW

Replace shifter.

Updated: 10/19/2012 16:03:12 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG6	CH	Built Date	11/18/2011	Mileage	9,192
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	10/03/2012 11:43:48	By	T4416KA
Updated	10/24/2012 13:10:22	By	T4416KA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T4416KA		

CUSTOMER CONCERN

stuck in park <i>Updated: 10/03/2012 11:43:48 By T4416KA</i>

RESOLUTION

Joe, the 8HP45 will default to park, and with the U1175 setting that would explain why it stays in park. Check all of the connections at the shifter ESM and verify that the connector at the transmission is fully seated and all the pins are locked. <i>Updated: 10/03/2012 11:43:48 By T4416KA</i> Replaced the shifter <i>Updated: 10/24/2012 13:10:22 By T4416KA</i>

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG5	CH	Built Date	09/21/2011	Mileage	12,446
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	10/04/2012 17:53:39	By	T3498BM
Updated	11/11/2012 00:26:28	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607	ECU Internal Performance	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46
P1DC9	CLUTCH TEMP THRESHOLD ACHIEVED - SKIP SHIFT DOWN INHIBIT	T4754AC	04/14/2013 01:25:46
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46
U1465	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1466	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	State	ZIP	<input type="text"/>
Dealer Zone	County	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T3498BM		

CUSTOMER CONCERN

CHECK ENGINE LIGHT ON, NO CHANGE IN PERFORMANCE. ONE TIME THE SHIFTER WOULD NOT COME OUT OF PARK.
Updated: 10/04/2012 17:53:39 By T3498BM

CONNECTOR GOOD AND CLEAN, WIRES TIGHT, PINS TIGHT.
Updated: 10/04/2012 18:56:55 By T3498BM

DID NOTICE THAT IT HAD THAT STORED CODE P0607 IN THE ESM FOR INTERNAL FAULT. MAYBE NEEDS A SHIFTER ASSEMBLY?
Updated: 10/04/2012 18:56:55 By T3498BM

RESOLUTION

Garrett first carefully check the connections at the trans and let me know what you find - Brian
Updated: 10/04/2012 17:53:39 By T3498BM

Garrett at this point I agree. Garrett we have no like cases with the P0607 so I'm not completely sure of the issues we may encounter. But lets replace the ESM and please let me know the results - Brian
Updated: 10/04/2012 18:56:55 By T3498BM

REPLACED THE ESM/SHIFTER ASSEMBLY. CODES DID NOT RETURN DURING ROAD TEST.
Updated: 11/11/2012 00:26:28 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG6	DE	Built Date	09/22/2012	Mileage	3
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	10/15/2012 14:42:43	By	T7720A0			
Updated	10/23/2012 13:41:38	By	T4898GP			

CONTACT

Dealer	43378	SALSBURY'S DODGE CITY LLC	Phone	(225) 926-5211		
Address	9550 AIRLINE HIGHWAY					
City	BATON ROUGE	State	LA	ZIP	70815 5501	
Dealer Zone	63	County	EAST BATON ROUGE	Country	USA	
Tech	Peyton Meche					
STAR	T4898GP					

CUSTOMER CONCERN

veh was parked in holding lot 10/12/12 around 12:00 pm, noticed veh was still in parking spot around 6:00 pm when locked gate, next day at around 2:00 pm found veh had rolled across lot and into fence. have there been any problems with vehs rolling while in park and jumping into neutral, veh has 8 speed auto trans

Updated: 10/15/2012 14:42:43 By T7720A0

RESOLUTION

payton called states that vehicle moved when in park. Has been unable to duplicae, parking lot has normal grade states that it went over a meadian and hit a fence post bumper was damaged. STAR advised no know issues. No STAR cases or set cases. Asked if the vehicle was running when condition occurred? States that he is not sure but was told no. Escalting the case for review.

Updated: 10/15/2012 14:42:43 By T7720A0

Payton called states that vehicle moved when in park. Has been unable to duplicae, parking lot has normal grade states that it went over a meadian and hit a fence post bumper was damaged. STAR advised no know issues. No STAR cases or set cases. Asked if the vehicle was running when condition occurred? States that he is not sure but was told no. Escalting the case for review.

Updated: 10/15/2012 14:46:42 By T7720A0

Peyton, your case has been reviewed and is being esclated. Bryan

Updated: 10/15/2012 14:47:25 By T8426BK

Contact dealer: no shifter cable on this transmission, please inspect on the side of the shifter park released cable for park mechanism, check for correct installation and binding, if no problem found please replaced trans assembly.

Updated: 10/16/2012 13:25:43 By T4898GP

replaced manuel park release lever, securting clip was broken off

Updated: 10/23/2012 13:41:38 By T4898GP

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG3	DF	Built Date	07/13/2012	Mileage	1,940
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color						

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/02/2012 12:50:02	By	T3498BM
Updated	04/21/2013 00:31:06	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B14	PARK-BY-WIRE - UNINTENDED PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8442KS		

CUSTOMER CONCERN

when put into reverse, the shift lever is popping back into park. the customer has to turn the car off and restart it to get it into reverse. CEL also comes on when condition is present but goes off shortly after.

Updated: 11/02/2012 12:50:02 By T3498BM

Vehicle returned today, customer had same condition. Customer recorded video of what is happening. goes back to park after requesting any gear. still intermittent. will have customer send me video.

Updated: 12/24/2012 14:30:31 By T4083MW

vehicle returned today after replacing shifter assembly. customer states still doing concern. also let us know that its done it everytime on an incline on there driveway. customer trying to get car baught back

Updated: 02/19/2013 11:32:07 By T4083MW

Got the video, tried to send it but the file is too large. Is there another option for sending it?

Updated: 02/22/2013 07:54:24 By T8442KS

customers rental car is doing the same concern.

Updated: 02/22/2013 14:00:22 By T8442KS

Rental VIN# 2C3CCACG1C only other vehicle available with same options for them to drive would be a charger? would that be okay? their first vehicle was a charger w/ 8spd and did not have this concern.

Updated: 02/22/2013 14:00:22 By T8442KS

RESOLUTION

Matt at this time there is no case history except one case. Check the connections at the trans. It may be the park solenoid. The prior case was never duplicated and the dealer stated they made sure the customer was shifting properly. The vehicle never returned with this issue on them - Brian

Updated: 11/02/2012 12:50:02 By T3498BM

Matt . Check the C100 connector (Black 20-way) for wires pulled out of connector and/or poor connections. Check pin 16 at C100 connector (T824 circuit (YL/DB)) for being open. Also C104 pin 11. If this circuit is touching ground or going open it may cause this concern. Other wise replace shifter assembly.

Updated: 12/24/2012 14:30:31 By T4083MW

Star is escalating case to Field Technical services for assistance. You should receive a call back from FTS.

Updated: 02/19/2013 11:32:07 By T4083MW

The customer sets the park brake and then puts the vehicle in park. Matt if you can get the video send it to KTS1@chrysler.com.

Updated: 02/20/2013 14:09:20 By T8442KS

You'd have to put it on CD and mail it. Don't worry about it. We don't need it that bad. Has anyone contacted you yet?

Updated: 02/22/2013 07:54:24 By T8442KS

Try and find out what the customer is doing when the code sets. Maybe get them another like rental and see if they an get that one to set the code. If they are willing to work with us. That was fast. You resubmitted faster that I could get my update saved. I have 2 2013 300s and 1 2012 Charger, all 8 speeds. I don't think it matters as long at it's an 8 speed, I think.

Updated: 02/22/2013 14:00:22 By T8442KS

Replaced transmission

Updated: 04/21/2013 00:31:06 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG0	CH	Built Date	03/20/2012	Mileage	12,119
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	11/23/2012 11:49:12	By	T4083MW			
Updated	01/29/2013 11:58:49	By	T4083MW			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	36495	BURNS MOTORS	Phone	(956) 682-1381		
Address	1300 E US HIGHWAY 83					
City	MCALLEN	State	TX	ZIP	78501 8852	
Dealer Zone	63	County	HIDALGO	Country	USA	
Tech	FERNANDO MENDOZA					
STAR	T4083MW					

CUSTOMER CONCERN

THE VEHICAL WILL NOT GO INTO PARK, THERE ARE NO FAAULT CODES. THE VEHICAL CAN ONLY TURN ON IN NEUTRAL.

Updated: 11/23/2012 11:49:12 By T4083MW

THE PARK RELEASE IS NOT RELEASED. THERE IS NOW A FAULT CODE. P1B13-00 ACTIVE PARK BY WIRE. THIS CODE POPPED OUT ALL OF THE SUDDEN. IT IS ACTIVE AND WON'T GO AWAY. THERE IS NO INFORMATION FOUND FOR THIS FAULT.

Updated: 12/07/2012 15:26:07 By T4083MW

RESOLUTION

Fernando was park release lever pulled at one time? Also if it was is park release lever hold down clip broken?

Updated: 11/23/2012 11:49:12 By T4083MW

Please perform Star solution S1221000008. Also check C104 connector(green 16 way connector) behind knee bolster for circuits pulled out or spread terminals. Load test Park circuit from shifter to valvebody connector.Make sure valvebody connector does not have spread or bent terminals.If ok replace shifter assembly and upper handle.

Updated: 12/07/2012 15:26:07 By T4083MW

THERE WAS A GRAVEL ROCK STUCK IN THE SHIFTER CABLE BRACKET

Updated: 01/29/2013 11:58:49 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG1	CH	Built Date	01/01/0001	Mileage	4,358
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	12/12/2012 16:22:18	By	T3498BM			
Updated	12/19/2012 09:26:58	By	T4083MW			

CONTACT

Dealer	26406	BRIAN HARRIS CHRYSLER JEEP	Phone	(225) 753-2000		
Address	11955 AIRLINE HIGHWAY					
City	BATON ROUGE	State	LA	ZIP	70817 4406	
Dealer Zone	63	County	EAST BATON ROUGE	Country	USA	
Tech	Stanley Brohn 111					
STAR	T4083MW					

CUSTOMER CONCERN

electronic shifter is stuck in drive. can only shift from drive to low and vice versa. will not shift into neutral, reverse, or park. no dtcs.

Updated: 12/12/2012 16:22:18 By T3498BM

is the megatronics unit the electronic shifter module? have never heard this term before.

Updated: 12/12/2012 16:39:03 By T3498BM

the star case is asking me to check pin 16 of the c110 connector for an open circuit in circuit t824, however according to my wire diag that circuit only goes through connectors c100 and c104

Updated: 12/12/2012 16:49:58 By T3498BM

found c100, found pin 16 with yellow wire with dark blue stripe (t824) connection appears to be intact, pins are not pushed out and connection is true

Updated: 12/12/2012 16:49:58 By T3498BM

no problem, was able to find the connector and inspect, no problems were noted with pins in connector

Updated: 12/12/2012 16:56:07 By T3498BM

after disconnecting the battery and reconnecting, vehicle was back in park. was able to downshift through every gear but i am not able to upshift back through gears into park. at this point i suspect a mechanical failure has occurred in shifter module. what do you think?

Updated: 12/12/2012 18:09:00 By T3498BM

RESOLUTION

Stan I understand you do not have codes. But review case #S is a possible cause. Please let me know your results - Brian

Updated: 12/12/2012 16:22:18 By T3498BM

Updated: 12/12/2012 16:39:03 By T3498BM

Sorry Stan for the lack of description and info. The Megatronics assembly is at the trans. The 20 way black connector is under the PCM - Brian

Updated: 12/12/2012 16:49:58 By T3498BM

Updated: 12/12/2012 16:56:07 By T3498BM

Stan I'm going to review this further and get back with you ASAP - Brian

Updated: 12/12/2012 17:29:32 By T3498BM

Updated: 12/12/2012 18:09:00 By T3498BM

Stan you may be right. But I put in a tech note for further assistance. I would like to review this further before just to be more sure. I'll get back with you tomorrow just ASAP - Brian

Updated: 12/12/2012 18:10:25 By T3498BM

Star master consultant reviewed case. Wiring and connector number has been changed by engineering. I will have to get star solutions pulled now. T824 circuit is the one STILL in question. Load test T824 circuit from TCM to RF hub. Also go into RF hub and under data display look for gated park switch and see what it is reading when in gear or neutral position. Please let me know. Yes possible shifter issue.

Updated: 12/13/2012 08:33:33 By T4083MW

replaced the electronic shifter module. shifter was mechanically jammed.

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
VIN	2C3CDXJG5	DH	Built Date	09/21/2012	Mileage	2,985
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	12/20/2012 15:28:10	By	T7002ES
Updated	01/27/2013 00:27:05	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P2299	BRAKE SWITCH POSITION / APPS INCOMPATIBLE	T3878KK	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T7002ES		

CUSTOMER CONCERN

As stated directly from customer, "Client stated when driving vehicle the car started to accelerate on its own, owner could not slow down and had a hard time getting it into park. Throttle light came on and vehicle stated it was in drive when it was put in neutral."

Updated: 12/20/2012 15:28:10 By T7002ES

I drove vehicle for 10 miles when it got here. Had no issues. No floormat issue. It was described to me that the car was sitting still, brake was pressed and vehicle would not come out of drive. Thinking brake switch issue

Updated: 12/20/2012 15:56:00 By T7002ES

RESOLUTION

Steve, advised no knoww issues of this nature. Advised to inspect for any obstructions near the pedals such as oversize floor mats. Advised if the vehicle was still moving when attempting to place into park it will abort and stay in drive.

Updated: 12/20/2012 15:28:10 By T7002ES

Steve, advised to duplicate the concern prior to replacing any parts.

Updated: 12/20/2012 15:56:00 By T7002ES

Floormat

Updated: 01/27/2013 00:27:05 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG6	CH	Built Date	01/01/0001	Mileage	1,813
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref	T2009700	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/02/2013 19:36:10	By	T3498BM
Updated	01/27/2013 00:26:17	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C0051	Steering Wheel Position Sensor (Subfault)	T3076SB	04/14/2013 01:25:00
C1504	Tire Pressure Sensor 4 Internal	T3076SB	04/14/2013 01:25:00
P0607	ECU Internal Performance	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

wont shift into park from drive
Updated: 01/02/2013 19:36:10 By T3498BM

RESOLUTION

Stephen I have a similar (thought not exact) prior case which also set a P0607. First be sure connections at the VB are tight. If ok check the harness near the brake booster for damage per case [REDACTED] If ok replace the ESM (shifter). Please let me know your results - Brian
Updated: 01/02/2013 19:36:10 By T3498BM
no repair attempted unable to reproduce concern
Updated: 01/27/2013 00:26:17 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG3	CH	Built Date	11/12/2011	Mileage	10,053
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	01/08/2013 19:57:03	By	T3498BM
Updated	03/24/2013 00:25:14	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

SHIFTER WILL INTERMITTENTLY NOT SWITCH OUT OF PARK, ONLY HAPPENS WHEN GOING STRAIGHT TO DRIVE, AND WILL HAPPEN 1-5 TIMES UNTIL FINALLY GOING INTO GEAR, (INTERMITTENT) ALSO SECOND COMPLAINT OF AIRBAG LIGHT TURNING ON RANDOMLY, THIS IS ALSO INTERMITTENT

Updated: 01/08/2013 19:57:03 By T3498BM

RESOLUTION

Mike we've had the shifter cause this but always with codes. Generally the shifter is the cause. Given you cannot duplicate this and no codes I would advise duplicating or if the customer is close by, have them call when this occurs. Hard to say what is occurring at this point. For the airbag issue please set a separate electrical case. Please let me know your results - Brian

Updated: 01/08/2013 19:57:03 By T3498BM

A

Updated: 03/24/2013 00:25:14 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHGO	CH	Built Date	01/30/2012	Mileage	10,372
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	01/10/2013 10:31:08	By	T8085MB			
Updated	07/24/2013 10:56:43	By	T4602R0			

CONTACT

Dealer	42032	ARTIOLI CHRYSLER DODGE	Phone	(860) 745-2469		
Address	525 ENFIELD ST					
City	ENFIELD	State	CT	ZIP	06082 2428	
Dealer Zone	32	County	HARTFORD	Country	USA	
Tech	DONALD WEBB					
STAR	T3742JG					

CUSTOMER CONCERN

AFTER SHUTTING OFF CAR AND WALKING AWAY CAR ROLLS BACKWARD ACROSS PARKING LOT. CUSTOMER SAID THAT THIS HAS HAPPENED 3 TIMES.

Updated: 01/10/2013 10:31:08 By T8085MB

IN THE REMOVAL INSTRUCTIONS THE MANUAL PARK LEVER IS TO BE REINSTALLED 180 DEG OUT, THEN LOCKED INTO POSITION. SHOULD IT BE LOCKED DOWN IN PARK OR OUT OF PARK? THE DIRECTION DON NOT SPECIFY.

Updated: 01/14/2013 10:28:10 By T3742JG

RESOLUTION

Donald, advised if you are unable to duplicate this concern there is not much that you can do. Also look at the diagnosis for the code P1b13 (I know that you do not have this code).

Updated: 01/10/2013 10:31:08 By T8085MB

Tech advisor at dealer for another matter asked about vehicle which allegedly rolls away while the shifter is in the PARK position, no DTCs stored, active or pending. Reviewed with FTS who recommends replacing lectronic valvebody assembly. Also advised dealer to be sure to read and follow procedure in TechCONNECT for valvebody installation, especially use of special tools to align and install and wiTECH TCM adaptation routines.

Updated: 01/14/2013 09:36:39 By T3742JG

The transmission should be placed in Park with the electronic shifter at the start of the procedure. The reason for removing and flipping the Manual Park Release lever 180 degrees is so that the lever will line up with a hole in the transmissison pan rail so it can be wire tied to secure the spring loaded Manual Park Release mechanism. See page 5 in the 8HP45 Transmission Training Class (Course 0241708 or 0250908) and look at picture 2034-81-0314 for a view of what it should look like when it is tied off. This can't be done unless the lever is flipped over as directed.

Updated: 01/14/2013 10:28:10 By T3742JG

Sent SM email seeking update.

Updated: 01/28/2013 08:59:05 By T3742JG

No response, closing case.

Updated: 02/01/2013 13:10:25 By T3742JG

REPLACED VALVE BODY

Updated: 07/24/2013 10:56:43 By T4602R0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG2	DF	Built Date	12/07/2012	Mileage	1,770
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	02/08/2013 15:50:27	By	T4083MW
Updated	02/12/2013 14:39:38	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607	ECU Internal Performance	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45119	CHAMPION CHRYSLER JEEP DODGE	Phone	(317) 872-6200	
Address	4505 W 96TH ST				
City	INDIANAPOLIS	State	IN	ZIP	46268 3107
Dealer Zone	42	County	MARION	Country	USA
Tech	Mike Calvert				
STAR	T4083MW				

CUSTOMER CONCERN

CHECK ENGINE LAMP, WOULDNT SHIFT OUT OF PARK AND WOULDNT SHUT OFF
Updated: 02/08/2013 15:50:27 By T4083MW

RESOLUTION

Mike a low battery can contribute to this issue. I would check ESM connector for being loose. Check Data Bus circuit from ESM to valvebody connector. Check connector at valvebody . If ok yes replace ESM.
Updated: 02/08/2013 15:50:27 By T4083MW
SHIFTER
Updated: 02/12/2013 14:39:38 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG1	CH	Built Date	04/04/2012	Mileage	8,183
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/12/2013 14:35:09	By	T8085MB
Updated	03/24/2013 00:26:14	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1C86	Service Shifter Assembly	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8085MB		

CUSTOMER CONCERN

Customer states pulled over on the hwy. Got out and shut the vehicle off, walked away from vehicle and came back to find the vehicle had reversed itself into another vehicle. Customer states, when vehicle reversed itself, it moved, then idled, then moved again, then took off in reverse. Also when put into park intermittently it will pop into reverse.

Updated: 03/12/2013 14:35:09 By T8085MB

The code was set prior to the M38 flash. The concern has not been duplicated by us. I inspected connectors and pin fit at shifter handle, shifter module and transmission. No issues found.

Updated: 03/12/2013 15:14:14 By T8085MB

RESOLUTION

Russell, was the code set after you did the recall? IF it was before then that could have been the issue. IF you have not been able to duplicate the concern then inspect the connectors at the transmission and the shifter for a loose pin fit, corrosion or damage.

Updated: 03/12/2013 14:35:09 By T8085MB

Updated: 03/12/2013 15:14:14 By T8085MB

Russell, if you are unable to duplicate the concern there is not a lot more that you can do. Inspect the connectors at the transmission and the shifter for a loose pin fit, corrosion or damage.

Updated: 03/12/2013 15:16:02 By T8085MB

UNABLE TO DUPLICATE

Updated: 03/24/2013 00:26:14 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
VIN	2C3CCAGG8	DH	Built Date	09/22/2012	Mileage	3,788
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color						

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	03/20/2013 14:56:00	By	T4083MW
Updated	06/12/2013 23:10:09	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0455	Evap System Large Leak	T3076SB	04/14/2013 01:25:00
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U11C2	Implausible/Missing Transmission Message	T3076SB	04/14/2013 01:25:00
U1403	Implausible Fuel Level Signal Received	T3076SB	04/14/2013 01:25:00
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T4353JP		

CUSTOMER CONCERN

check engine light on
Updated: 03/20/2013 14:56:00 By T4083MW

Good mornig I i clear dtc yesterday star this morning dtc don't come back but i get new dtc pending p0455 evap system large leak i che trans connector and wire harnes chk connector c100 and c104 and wiggle wires dtc don't come back remove shifter bezel chk esm connector wiggle wire no dtc come back
Updated: 03/21/2013 14:37:08 By T4083MW

yes the p0455 been take care i repla the nvld light when out while road test friday check engine come back check and have store DTC u1467-00 (Implause drive Shift mRequest Silnal Recieved on can and D-PT can)And U11c3-00 Esm lost comunication With tcm on D-PT can dtc are store
Updated: 03/25/2013 11:00:09 By T4083MW

Good morning i check the D440 - bus and D441 + bus from TCM module to connector C100 and connector C104 to shifter wire wt-br br wires test ok i waiting for you reply.
Updated: 03/27/2013 08:13:45 By T4083MW

thanks mike i goin to order the esm
Updated: 03/27/2013 13:35:24 By T4083MW

mike good morning i still waiting for the electronic Valve body the manager call the ingenier yesterday and say going to send yesterday i will keep post you
Updated: 04/04/2013 13:03:16 By T4083MW

Good morning mike ireplace Shifter friday the manager drive the car for 55miles we check saturday no dtc call the customer the customer drive few miles like come on and vehicle no go into park if have alot store dtc and few pending on tcm
Updated: 04/08/2013 08:49:45 By T4083MW

tcm pendingu u1467-00 p1b13-00 u0103-00 u11c3-00 u0212-00 p1915-00 tcm store p1d20-00 pcm store u11c2 pending u0212 Abs store u0002-88 u0126-00 bcm u0101-00 u0221-00 u0212-00 u11b9-00 dtcm store u0212 u0415 u0121 u0101 esp storeu0126-00 all this are the dtc
Updated: 04/08/2013 13:10:26 By T4083MW

Engineering was previously involved.They spoke with the service manager and were going to send a valve body. Then decided to have us install the shifter.
Updated: 04/08/2013 16:04:27 By T4083MW

awaiting your responce let me know thanks
Updated: 04/09/2013 11:19:06 By T4083MW

RESOLUTION

Adrian if you clear codes and operate vehicle what codes return? Also check valvebody connector for being secure and check for wiring harness rubbing against frt propshaft. also check C100 connector and C104 connector for circuits pulling out of these connectors.

Updated: 03/20/2013 14:56:00 By T4083MW

Andrian so right now the only code setting is P0455 correct. Did you perform diagnostics for this evap code?

Updated: 03/21/2013 14:37:08 By T4083MW

Adrian make sure Can Bus circuits are ok. Load test Data Bus circuits D440 and D441 from Valvebody connector to ESM at shifter. Shifter connector ok? I will review with engineering and reply back Adrian.

Updated: 03/25/2013 11:00:09 By T4083MW

I will review with engineering and will reply shortly.

Updated: 03/27/2013 08:13:45 By T4083MW

Adrian check ESM connector for loose connection/spread terminals. If ok replace shifter assembly w/ESM. Please let me know the results. Thanks-Mike-Star

Updated: 03/27/2013 11:38:27 By T4083MW

Please let me know the results Adrian. Thanks-Mike-Star

Updated: 03/27/2013 13:35:24 By T4083MW

Adrian any update yet?

Updated: 03/29/2013 16:56:15 By T4083MW

Adrian any update for me on the ESM replacement?

Updated: 04/01/2013 09:35:59 By T4083MW

Star called Adrian but was unavailable for the call. Star advises Adrian to call Mike Wilson at Star 1-866-799-1692 Ext 1252. Thanks-Mike-Star

Updated: 04/04/2013 13:03:16 By T4083MW

Adrian after shifter assembly is replaced please let me know the results. Thanks-Mike-Star

Updated: 04/05/2013 14:58:39 By T4083MW

Adrian what are all the codes setting now? I may have to get engineering involved. Please give me a list of all NEW codes.

Updated: 04/08/2013 08:49:45 By T4083MW

Adrian I'm reviewing with engineering and will reply shortly.

Updated: 04/08/2013 13:10:26 By T4083MW

Adrian there will be engineers coming to inspect this vehicle on both the trans side and electrical side. I won't have confirmation until tomorrow.

Updated: 04/08/2013 16:04:27 By T4083MW

Adrian I'm waiting for engineering reply and confirmation. I asked them to call you today to confirm their visit to the dealer or are they sending a valvebody. I'm sorry it has been taking awhile but I'm pushing for a faster response for this issue Adrian. Thanks-Mike-Star

Updated: 04/09/2013 11:19:06 By T4083MW

Case escalation to the zone as customer is expressing repurchase.

Updated: 04/09/2013 15:13:48 By T7857KM

Star called Adrian and advised him to check C140/C100/C104 connectors for spread terminals /bad connection. Wiggle the connectors while watching scan tool and see if the codes return. Adrian called back and has reinspected all three connectors and wiggled test with no codes resetting. Codes set very intermittently. Also Star advises Adrian to recheck wiring harness at frt propshaft for rub threds. Star escalating case to FTS for assistance and to have case sent to the business center.

Updated: 04/11/2013 13:34:31 By T4083MW

Came in Mil on, Was stuck in drive, AWD light was on. Replaced the shifter. Spoke to S/M Joe Laspinuso 973-599-2510 or cell 973-903-4275.

Updated: 04/16/2013 11:17:53 By T8442KS

The vehicle runs and drives correctly, mill comes on. u0002-00 being set by the SCCM. Get a scan report now and after you drive home tonight. My e mail is kts1@chrysler .com

Updated: 04/16/2013 14:08:22 By T8442KS

Kevin, this case was escalated to bc. I was unable to get to dealer until 4/17 because of appointments and being in Boston for BC mtg/ Express Lane training week of 4/8. I had requested FTS continue to work with dealer until then.

Updated: 04/17/2013 09:20:35 By T4353JP

Joe, Joe P said that you have a virgin scan report with codes. Send it to me through WiTech or e-mail.

Updated: 04/17/2013 12:14:37 By T8442KS

KEVIN, WAS INFORMED BY LONNIE C. THAT ZF REP WOULD BE FLYING IN TO NY TO CHECK THIS UNIT ON FRIDAY 4/19.

Updated: 04/18/2013 12:20:51 By T4353JP

4/19 ZF Rep Cancelled due to illness. Test drove vehicle with voltmeter on can c. No voltage issues but concern also did not happen. service mgr to drive over weekend and continue to monitor bus voltage. Checked c104, c102, c100 and c140 as well as front and rear star connectors for pin push outs, and or wiggle test while monitoring bus. No issues found. Discussed with Kevin Smith. ZF has agreed to ship valve body assy.

Updated: 04/24/2013 16:01:37 By T4353JP

Joe Luspinoso reports ZF rep visited and found no active trans issues. Valve body was installed 4/25 and driven 3x by Joe with no issues. Vehicle returned to owner 4/26. Asked Joe to follow up with owner in a few days to ensure satisfaction.

Updated: 04/29/2013 12:00:34 By T4353JP

replace a valve body and is been few weeks veh is gone

Updated: 06/12/2013 23:10:09 By SYSCAW

Field Report

VEHICLE

Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
VIN	2C3CDXJG2	DH	Built Date	12/03/2012	Mileage	1,333
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PWD	IVORY 3 COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WONT ENGAGE PROPERLY	
Created	04/05/2013 09:40:34	By	T7720A0
Updated	06/16/2013 00:27:26	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1D8C	PARK PAWL SOLENOID CIRCUIT OPEN	T4754AC	04/14/2013 01:25:46
P1DB6	VEHICLE SPEED SIGNAL PERFORMANCE	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T4353JP		

CUSTOMER CONCERN

WILL NOT SHIFT INTO PARK- CAN NOT SHUT OFF ENGINE

Updated: 04/05/2013 09:40:34 By T7720A0

AT IDLE IN PARK- TRANS TURBINE SPEED -0, TRANS OUTPUT SHAFT SPEED -0. ORIGINAL COMPLAINT WAS - TOWED IN ENGINE WILL NOT SHUT OFF. I PUSHED CAR INTO SHOP. I TOLD AL FROM STAR I THOUGHT THAT SOMETHING IN THIS TRANS WAS BROKEN FROM THE FIST DAY I SPOKE TO HIM BUT I WAS ADVISED TO REPLACE THE TCM/VALVE BODY A SECOND TIME. I AM NOT BLAMING HIM, DONT GET ME WRONG. THE TRANS WILL NOT MOVE THE CAR FORWARD OR BACK. AFTER INSTALLING YOUR VALVE BODY IT WENT INTO PARK A FEW TIMES AND THEN IF YOU PUT IT IN REV. AND LET THE SHIFTER GO IN JUMPED BACK IN PARK 3 TIMES. I WANT TO PUT A NEW UNIT IN IT THE CUSTOMER HAS RUN OUT OF SWEAR WORDS TO CALL US. THIS IS GOING ON 2 WEEKS IN THE SHOP.

Updated: 04/10/2013 08:32:42 By T4083MW

RESOLUTION

STAR adviwed to pull TCMA and clean the park solenoid terminals and connections.

Updated: 04/05/2013 09:40:34 By T7720A0

Mike states that they cleaned the park solenoid termianls and resolved the DTC. Niow idling, does not go into drive, vehicle speed to high, vehicle speed shows 5 MPH. Has check continuity on T854 and check the C100 and C104. STAR advised will escalate the case for review.

Updated: 04/05/2013 11:57:15 By T7720A0

Star is reviewing with engineering and will reply shortly.

Updated: 04/05/2013 13:36:59 By T4083MW

Mike engineering is overnight shipping a megatronics with correct AWD software to you.It should arrive tomorrow or Monday. After it is installed please let me know the results.Thanks-Mike-Star

Updated: 04/05/2013 14:29:49 By T4083MW

Mike called states that they replaced the valve bidy was programmed went into park after 3-4 times now does not engage, then went into park and made a bad noise and now has DTC P1db6-00 active. Cell 973-563-7473. P1DB6-VEHICLE SPEED SIGNAL PERFORMANCE

Updated: 04/09/2013 11:58:37 By T7720A0

Mike attach scan tool to vehicle .Vehicle in park or neutral and you start vehicle what is your input sensor rpms and what is output sensor reading? also what was the orginal concern when vehicle came in? Would it drive?Please let me know.Thanks-Mike-Star

Updated: 04/09/2013 15:47:11 By T4083MW

Star advises Mike to review warranty bulletin D-13-04 and digital required info to PSC for trans replacement. Star recommends replacing unit for mutiple repairs and customer sataisfaction. Attach ticket #460136 when submitting to PSC.Flush cooler.

Updated: 04/10/2013 08:32:42 By T4083MW

as per Joe Luspinoso the vehicle was taken to selling dealer John Johnson. Cair says owner relations is going to follow up with case. Johnson will contact STAR after vehicle arives. Close this case.

Updated: 04/17/2013 12:05:50 By T4353JP

A.M. Andrew Vleck informed me car is at John Johnson and they told him there was broken output shaft?

Updated: 04/18/2013 12:29:17 By T4353JP

i heard they replaced the trans

Updated: 06/16/2013 00:27:26 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG3	DF	Built Date	11/06/2012	Mileage	6,430
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	GLOSS BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WONT ENGAGE PROPERLY	
Created	04/09/2013 16:58:00	By	T3498BM
Updated	05/12/2013 00:27:54	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T8442KS		

CUSTOMER CONCERN

car was parked no one in seat when car turn off in park and rolled backwards
Updated: 04/09/2013 16:58:00 By T3498BM

RESOLUTION

Raul no known like issues, but I'll forward this case for further review and get back with you ASAP - Brian

Updated: 04/09/2013 16:58:00 By T3498BM

Star is escalating case to Field Technical services for assistance.

Updated: 04/10/2013 08:26:29 By T4083MW

No code have set and unable to duplicate a concern.

Updated: 04/11/2013 08:29:02 By T8442KS

no repairs necessary road tested vehicle to duplicate concern could not find any problems at this time no codes stored nor active ,customer was advised on findings

Updated: 05/12/2013 00:27:54 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACGX	Ch	Built Date	02/16/2012	Mileage	17,157
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/09/2013 19:01:30	By	T3498BM
Updated	08/04/2013 00:27:02	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

CHECK ENGINE LIGHT ON, WOULD NOT SHIFT INTO PARK, THEN AFTER CAR WENT INTO PARK, SHIFTER WOULD NOT SHIFT OUT OF PARK
Updated: 04/09/2013 19:01:30 By T3498BM

RESOLUTION

Justin it may be the TCM. But in this case follow the diag for P1B13. Check the wiring at the trans, especially look for pushed out pins in the connectors. Please let me know if I can assist further - Brian
Updated: 04/09/2013 19:01:30 By T3498BM
M
Updated: 08/04/2013 00:27:02 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
VIN	2C3CCARG4	DH	Built Date	11/03/2012	Mileage	13,687
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	04/15/2013 14:52:55	By	T7720A0			
Updated	05/01/2013 13:26:17	By	T4083MW			

CONTACT

Dealer	64784	BRICKNER MOTORS INC	Phone	(715) 842-5611		
Address	16450 CO HIGHWAY A					
City	MARATHON	State	WI	ZIP	54448	
Dealer Zone	51	County	MARATHON	Country	USA	
Tech	RODNEY SEUBERT					
STAR	T4083MW					

CUSTOMER CONCERN

came out of park and rolled threw garage door

Updated: 04/15/2013 14:52:55 By T7720A0

i have dug in a little deaper on this issue i believe it is the customer not putting in park i have the customer monitoring the issue but he and i think maybe he did not put in park as he was in a hurry when this happened i will post more at end of week

Updated: 04/16/2013 08:30:08 By T4083MW

will do

Updated: 04/16/2013 11:41:40 By T4083MW

RESOLUTION

Escalting the case for review.

Updated: 04/15/2013 14:52:55 By T7720A0

Star escalating case to Field Technical Services because of safety issue.You should recieve a reply from FTS.

Updated: 04/15/2013 15:17:33 By T4083MW

Thanks for the update Rodney. Please let me know in case I have to re-escalate case to FTS in the future. Thanks-Mike-Star

Updated: 04/16/2013 08:30:08 By T4083MW

Rodney to update case at later date or close case.

Updated: 04/16/2013 11:41:40 By T4083MW

self inflicted

Updated: 05/01/2013 13:26:17 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG6	CH	Built Date	11/14/2011	Mileage	14,648
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	04/19/2013 10:17:10	By	T1118N0
Updated	05/05/2013 00:26:06	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T1118N0		

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE SHIFTER WILL NOT GO INTO PARK & ENGINE CANT BE TURNED OFF WHEN THIS HAPPENS CUSTOMER STATED THAT HE HAD TO PUT ON THE E BRAKE & DISCONNECT THE BATTERY TO TURN OFF THE CAR

Updated: 04/19/2013 10:17:10 By T1118N0

RESOLUTION

Ronny, there are no common issue for this concern. Let's keep trying to duplicate concern before replacing any parts. Thanks Nick

Updated: 04/19/2013 10:17:10 By T1118N0

i was never able to duplicate concern

Updated: 05/05/2013 00:26:06 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG3	DF	Built Date	10/19/2012	Mileage	121
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	05/03/2013 12:19:04	By	T8085MB			
Updated	06/26/2014 12:28:59	By	T8085MB			

CONTACT

Dealer	43300	ALLEN SAMUELS EAST TEXAS DODGE	Phone	(903) 561-2404		
Address	3120 SSW LOOP 323					
City	TYLER	State	TX	ZIP	75701 9201	
Dealer Zone	63	County	SMITH	Country	USA	
Tech	EVIS RINEHART					
STAR	T8085MB					

CUSTOMER CONCERN

NOSTART, SHOWS IGNITION IN RUN POSITION AND CAR NOT IN PARK , CANNOT CHANGE THIS - CANT TURN IGN OFF
Updated: 05/03/2013 12:19:04 By T8085MB

RESOLUTION

Evis the TCM is located in the transmission valve body. Advised to disconnect the transmission connector for loose pin fit, or any damage. Also inspect the connector at the shifter.

Updated: 05/03/2013 12:19:04 By T8085MB

Updated: 06/26/2014 12:28:59 By T8085MB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG8	CH	Built Date	10/28/2011	Mileage	8,157
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	06/12/2013 19:12:18	By	T3498BM
Updated	07/21/2013 00:30:01	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

Customer says vehicle would shift directly from Drive to Park in one motion, but does not work any more. I have not been able to find any documentation that says this is possible. The electronic shifter will move 2 gear positions at a time, max. You have to hit the button again and move it forward to go into Park from Reverse. I thought this is normal operation, but even the salesman that sold it to him said that it actually did go from Drive to Park when first purchased. We don't have another 2012 with an 8 spd on the lot to verify shifter operation. There are no codes set in any modules.

Updated: 06/12/2013 19:12:18 By T3498BM

My head trans tech pulled a screenshot from the online owners manual, verifying that you CAN go from Drive to Park, and I found a youtube video of a 2013 Charger owners manual shifter operation showing the same thing. I checked with our parts dept. and was told the 2012 shifter p/n is the same as the 2013. We have 2013 Chargers on the lot and they go from Drive to Park. I am leaning towards ordering a replacement shifter.

Updated: 06/13/2013 12:47:00 By T3498BM

RESOLUTION

Kenny I'm reading the owners manual, it basically says you can. I know you said you do not have another, but a comparison is needed before repair. We also have no like cases. Read the owners manual and tell me if you agree - Brian

Updated: 06/12/2013 19:12:18 By T3498BM

Yes Kenny I would agree. I noted I saw the same thing in the owners manual. Lets replace the shifter and please keep me posted on this - Brian

Updated: 06/13/2013 12:47:00 By T3498BM

Replaced shifter assembly.

Updated: 07/21/2013 00:30:01 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG8	DF	Built Date	09/13/2012	Mileage	1,001
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	06/14/2013 20:23:58	By	T3498BM
Updated	07/28/2013 00:28:26	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

Customer states unexpected shutdown of engine while parking. Customer states that he was attempting to put transmission in park. He saw the shifter display change from D to L to N. Then engine shutdown. Was back to normal after restart.

Updated: 06/14/2013 20:23:58 By T3498BM

RESOLUTION

Hi David. The ESM may be the cause of the P1915 code. Make sure connections back at the trans are tight with no loose pins as well as at the ESM. The P1DC7 is more an informational code that can be induced by access paddle shifter use. Also be sure the trans is properly filled. We have had some from the factory that are not. Please let me know your results - Brian

Updated: 06/14/2013 20:23:58 By T3498BM

Replaced ESM.

Updated: 07/28/2013 00:28:26 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG0	DF	Built Date	04/16/2013	Mileage	811
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	07/02/2013 16:07:50	By	T8085MB			
Updated	07/12/2013 14:13:26	By	T4083MW			

CONTACT

Dealer	68737	CHAPMAN CHRYSLER JEEP LLC	Phone	(702) 558-3000		
Address	930 AUTO SHOW DR					
City	HENDERSON	State	NV	ZIP	89014 6721	
Dealer Zone	70	County	CLARK	Country	USA	
Tech	David Kading					
STAR	T4083MW					

PART INFORMATION

Part Number	RL230730AC	Part Qty.	1
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CUSTOMER CONCERN

Vehicle rolls in park
Updated: 07/02/2013 16:07:50 By T8085MB
Start the vehicle pmdl shows park. Put vehicle in reverse pmdl shows reverse and drives in reverse. select drive pmdl shows drive and drives forward. Cable has been removed still no park.
Updated: 07/02/2013 16:58:43 By T8085MB

RESOLUTION

David, if you start vehicle can you shift it into drive and move? Remove the cable from the transmission and start, if transmission goes into park then you have a cable or manual release concern.
Updated: 07/02/2013 16:07:50 By T8085MB
David, I am sending this case to the Master Consultant for review.
Updated: 07/02/2013 16:58:43 By T8085MB
Star will review with engineering and reply back shortly.
Updated: 07/03/2013 11:11:54 By T4083MW
Star advises tech to replace trans. Star ordered trans. Order #8865**Fast Track
Updated: 07/03/2013 11:35:54 By T4083MW
Replace trans assy. CASE CLOSED
Updated: 07/12/2013 14:13:26 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG9	CH2	Built Date	03/09/2012	Mileage	20,918
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	07/15/2013 14:22:41	By	T7720A0
Updated	08/18/2013 00:27:57	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T7720A0		

CUSTOMER CONCERN

CANT SHIFT INTO PARK FROM DRIVE
Updated: 07/15/2013 14:22:41 By T7720A0

RESOLUTION

Salvador, check the manual park release lever in the vehicle make sure the lever is seated and latched, check the cable routing and the trans lever. make sure there is no interference with the pan rail, remove the cable of the trans lever and seat the lever is the condition gone. If the MPR is properly seated then pull the VB and clean the park solenoid terminals and connections.
Updated: 07/15/2013 14:22:41 By T7720A0
shifter
Updated: 08/18/2013 00:27:57 By SYSCAW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACGX	CH	Built Date	10/27/2011	Mileage	15,091
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PWD	IVORY 3 COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ML	MIL ON				
Created	10/07/2013 10:39:44	By	T7720A0			
Updated	12/10/2013 13:59:03	By	T3216MK			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1DC7-00	Clutch Temp Threshold Achieved - Shift Time Reduction-	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC		Phone	(860) 261-3000
Address	1461 FARMINGTON AVE				
City	BRISTOL	State	CT	ZIP	06010 4777
Dealer Zone	32	County	HARTFORD	Country	USA
Tech	STEVEN BAILEY				
STAR	T7720A0				

CUSTOMER CONCERN

I will quote customer "The shifting mechanism on my Chrysler 300 works imperfectly. If you try to shift from park into reverse, the transmission may move into neutral, or reverse, or not move at all. Thats just an example, from whatever gear to whatever gear, a movement to shift car may not take, it may double take (skip a gear) or it may not respond at all. There is one potentially dangerous aspect to this problem : if you park the car, push in the button on the shift lever and move the lever all the way forward, and touch the key spot you may or may not have moved into park, because the transmission may or may not have moved into park. Unless the car is in park it cannot be turned off. Several times i have "turned off" the car, left it and returned later to find the car was in reverse and had been idling for the time i had been gone."

Updated: 10/07/2013 10:39:44 By T7720A0

RESOLUTION

Steven have you been able to duplicate any issues? Make sure your scan tool and all modules are updated.

Updated: 10/07/2013 10:39:44 By T7720A0

never any issue cust perception P1DC7-00 Clutch Temp Threshold Achieved - Shift Time Reduction

Updated: 12/10/2013 13:59:03 By T3216MK

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBGX	CH	Built Date	06/27/2012	Mileage	17,617
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ML	MIL ON				
Created	11/25/2013 11:47:40	By	T7720A0			
Updated	12/27/2013 12:59:48	By	T2415EB			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1DC9	CLUTCH TEMP THRESHOLD ACHIEVED - SKIP SHIFT DOWN INHIBIT	T4754AC	04/14/2013 01:25:46
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	67673	CAROLINA CHRY-DODGE-JEEP	Phone	(252) 335-0724		
Address	1001 HALSTEAD BLVD					
City	ELIZABETH CITY	State	NC	ZIP	27909 5568	
Dealer Zone	66	County	PASQUOTANK	Country	USA	
Tech	Victor Jantti					
STAR	T2415EB					

CUSTOMER CONCERN

when shut car off and get out trans not in park and car rolls
Updated: 11/25/2013 11:47:40 By T7720A0

RESOLUTION

Victor, make sure the manual park release level inside the vehicle is fully seated and latched. Check the cable routing by the e-brake, check the lever on the trans for any debris interfering with the lever seating, pop the cable off and make sure the lever is seated and the cable end matches position. If all ok pull the pan and inspect the park mechanism. If no trouble found attempt no further repairs.

Updated: 11/25/2013 11:47:40 By T7720A0

no problem found>P1DC9 CLUTCH TEMP THRESHOLD ACHIEVED - SKIP SHIFT DOWN INHIBIT U1175 Lost Ignition Status Message

Updated: 12/27/2013 12:59:48 By T2415EB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
VIN	2C3CCAGG0	DH	Built Date	04/10/2013	Mileage	3,986
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PX8	GLOSS BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO		
Customer Complaint	ML	MIL ON			
Created	12/04/2013 13:26:10	By	T3498BM		
Updated	12/10/2013 15:05:38	By	T3849SM		

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607	ECU Internal Performance	T3076SB	04/14/2013 01:25:00
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68406	MAJOR CHRYSLER JEEP DODGE	Phone	(718) 786-8300	
Address	50-30 NORTHERN BLVD				
City	LONG ISLAND CITY	State	NY	ZIP	11101 1034
Dealer Zone	32	County	QUEENS	Country	USA
Tech	Adolfo Andino				
STAR	T3849SM				

CUSTOMER CONCERN

WONT COME OUT OF PARK
Updated: 12/04/2013 13:26:10 By T3498BM
module in B/O cant i swap from a nother new car
Updated: 12/04/2013 15:15:23 By T3498BM

RESOLUTION

Hi Adolfo. In this case replace the shifter assembly (contains the ESM). Please let me know if there is further issue - Brian
Updated: 12/04/2013 13:26:10 By T3498BM
Adolfo yes I believe so as it is not VIN dependent - Brian
Updated: 12/04/2013 15:15:23 By T3498BM
shifter assembly (contains the ESM)
Updated: 12/10/2013 15:05:38 By T3849SM

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG6	D: [REDACTED]	Built Date	08/06/2012	Mileage	29,330
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	12/26/2013 19:30:23	By	T3498BM			
Updated	01/29/2014 15:29:51	By	T3435RT			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1C86	Service Shifter Assembly	T1870AT	04/14/2013 01:25:46
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	66613	QUALITY MTRS OF INDEP INC	Phone	(620) 331-6090		
Address	2022 W MAIN ST					
City	INDEPENDENCE	State	KS	ZIP	67301 8412	
Dealer Zone	T4	County	MONTGOMERY	Country	USA	
Tech	MICHAEL SANDERS					
STAR	T3435RT					

CUSTOMER CONCERN

Customer say's the transmission came out of park and shifted to reverse by itself. She left the car running with her daughter in it and went into a buisness and 5 min. later it started backing up.

Updated: 12/26/2013 19:30:23 By T3498BM

RESOLUTION

Mike as for the code and investigation by engineering, yes it is still under investigation and as the case states no further repair is advised at this time. As for the vehicle shifting into reverse on it's own this is not a known issue. Being the customer claims this shifted on it's own, is there a claim the vehicle struck anything at the time? - Brian

Updated: 12/26/2013 19:30:23 By T3498BM

Mike, regarding the claimed issue of the trans shifting into reverse on it's own. Being this could be a liability claim, please contact you area business center for further direction on this issue, thanks - Brian

Updated: 12/27/2013 13:13:34 By T3498BM

FSE CAME OUT DETERMINED CNDC NPF. Dtc's: P1C86, U1175. Technician Closure Requested.

Updated: 01/29/2014 15:29:51 By T3435RT

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG9	CH	Built Date	11/16/2011	Mileage	48,013
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	01/28/2014 08:21:58	By	T7720A0			
Updated	02/17/2014 16:27:47	By	T1813DW			

CONTACT

Dealer	44940	AUTONATION CHRYSLER DODGE JEEP	Phone	(954) 441-2000		
Address	13601 PINES BLVD					
City	PEMBROKE PINES	State	FL	ZIP	33027 1511	
Dealer Zone	66	County	BROWARD	Country	USA	
Tech	Juan Palacio					
STAR	T1813DW					

CUSTOMER CONCERN

SHIFTER STUCK IN PARK
Updated: 01/28/2014 08:21:58 By T7720A0

RESOLUTION

Juan, check the shifter connections and ground, check the brake switch see if it is erratic in data display. Possible shifter issue.
Updated: 01/28/2014 08:21:58 By T7720A0
replaced shifter
Updated: 02/17/2014 16:27:47 By T1813DW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG9	DF	Built Date	05/06/2013	Mileage	17,314
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PBX	JAZZ BLUE PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	02/05/2014 10:35:11	By	T1545SC			
Updated	02/20/2014 15:09:57	By	T7465MA			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68678	WARRENSBURG CHRYSLER DODGE JEEP			Phone	(660) 747-5175
Address	329 E YOUNG AVE					
City	WARRENSBURG	State	MO	ZIP	64093 1209	
Dealer Zone	74	County	JOHNSON	Country	USA	
Tech	Louis Ward					
STAR	T7465MA					

CUSTOMER CONCERN

Customer states vehicle was started and check engine light came on when shifting into gear. Then, vehicle wouldnt go back into park. Customer set ebrake and left vehicle and came back to find it in park.

Updated: 02/05/2014 10:35:11 By T1545SC

RESOLUTION

Louis, advise to review star case [REDACTED] for the code P0850.

Updated: 02/05/2014 10:35:11 By T1545SC

WAS UNABLE DUPLICATE THE CONDITION. Technician Closure Requested

Updated: 02/20/2014 15:09:57 By T7465MA

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG5	DH	Built Date	03/06/2013	Mileage	18,958
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PX8	GLOSS BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	02/19/2014 13:49:48	By	T7720A0			
Updated	03/25/2014 09:11:29	By	T9274JC			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	66908	GARY MATHEWS MOTORS INC	Phone	(931) 552-7100		
Address	1100 NEW ASHLAND CITY RD					
City	CLARKSVILLE	State	TN	ZIP	37040 4299	
Dealer Zone	66	County	MONTGOMERY	Country	USA	
Tech	James Owen					
STAR	T9274JC					

CUSTOMER CONCERN

vehicle came out of park and rolled thru a field into apartment complex
Updated: 02/19/2014 13:49:48 By T7720A0

RESOLUTION

James contact the Customer CAIR Center and open a CAIR Case on the vehicle. By doing so the Special Investigations Team is activated and they will then take the appropriate steps to assist the Dealer and/or the Vehicle Owner. Escalating the case.

Updated: 02/19/2014 13:49:48 By T7720A0

Star is escalating case to Field Technical Services for assistance. You should receive a reply from FTS.

Updated: 02/19/2014 14:43:24 By T4083MW

Vehicle had front end damage, was repaired.

Updated: 02/20/2014 08:24:51 By T8442KS

Sending to Special investigation.

Updated: 02/20/2014 08:26:55 By T8442KS

case sent to Field Technical Services for assistance under Special investigation.

Updated: 03/25/2014 09:11:29 By T9274JC

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG2	CH	Built Date	06/07/2012	Mileage	41,333
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	03/29/2014 11:14:09	By	T3498BM			
Updated	04/07/2014 14:29:04	By	T7465MA			

CONTACT

Dealer	39705	FRED FREDERICK CHRYSLER JEEP	Phone	(301) 776-7373		
Address	39 WASHINGTON BLVD					
City	LAUREL	State	MD	ZIP	20707 4341	
Dealer Zone	35	County	PRINCE GEORGES	Country	USA	
Tech	DAVE DURFEE					
STAR	T7465MA					

CUSTOMER CONCERN

Shifter does not always come out of park, need to wiggle shifter.

Updated: 03/29/2014 11:14:09 By T3498BM

Hi Brian. Parts tells me this shifter assembly is on restriction and special handling. Do we need special authorization?

Updated: 03/29/2014 13:50:37 By T3498BM

RESOLUTION

Hi Dave. This isn't a known issue. In this case given how you can duplicate it, lets replace the shifter assembly. Let me know those results - Brian

Updated: 03/29/2014 11:14:09 By T3498BM

Dave p/n 68140727AD shows that it can only be ordered on a special handling type order (faster delivery). It doesn't show me it's a restricted part. Have they attempted to order it and if so, what was the message indicating it's on restriction or to contact STAR? - Brian

Updated: 03/29/2014 13:50:37 By T3498BM

We replaced the shift module assembly and shifter works just fine now. Technician Closure Requested

Updated: 04/07/2014 14:29:04 By T7465MA

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG0	CH	Built Date	01/01/0001	Mileage	25,862
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	04/07/2014 09:51:09	By	T5471PK
Updated	04/08/2014 15:49:14	By	T1813DW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607	ECU Internal Performance	T3076SB	04/14/2013 01:25:00
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
P1915-00	Transmission Inhibited Remote Start-	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U1175-00	Lost Ignition Status Message-	T3076SB	04/14/2013 01:25:00
U11C3-00	ESM Lost Communication With TCM on D-PT CAN-	T3076SB	04/14/2013 01:25:00
U1467-00	Implausible Driver Shift Request Signal Received on CAN and D-PT CAN-	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46
U11C3	ESM LOST COMMUNICATION WITH TCM ON D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	68341	NORTHGATE CHRYSLER DODGE JEEP,		Phone	(513) 385-3900
Address	8536 COLERAIN AVE				
City	CINCINNATI	State	OH	ZIP	45251 2914
Dealer Zone	42	County	HAMILTON	Country	USA
Tech	MARK JULIAN				
STAR	T1813DW				

CUSTOMER CONCERN

customer states that service transmission light and service gear shifter light came on, vehicle would not shift, engine stalled out and would not shift back into park (stuck in drive) and engine would not restart as a result. had to be towed. when vehicle arrived all symptoms were gone and codes stored only. code p0607-00 set in esm, u1175-00 set in esm, p1915-00 set in tcm, u11c3-00 set in tcm, u0103-00 set in tcm, and u1467-00 set in tcm.

Updated: 04/07/2014 09:51:09 By T5471PK

I ATTEMPTED TO LOOK UP STAR CASE # [REDACTED] AND NO RESULTS ARE FOUND. CAN YOU INDICATE WHAT STAR CASE HAS ME DO PLEASE.

Updated: 04/07/2014 10:24:13 By T5471PK

RESOLUTION

Mark, Lets perform star case S122100000. If no problems are found with the po607, isolate and load test the powers and grounds to the electronic shift module. If no problems are found advise to replace the ESM.

Updated: 04/07/2014 09:51:09 By T5471PK

Mark, Sorry left out a 6. Here is the correct Star Case [REDACTED]

Updated: 04/07/2014 10:24:13 By T5471PK

ELECTRONIC SHIFT MODULE.

Updated: 04/08/2014 15:49:14 By T1813DW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG4	DH	Built Date	10/30/2012	Mileage	23,498
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO		
Customer Complaint	ML	MIL ON			
Created	04/15/2014 13:21:35	By	T1545SC		
Updated	04/21/2014 09:09:24	By	T6538CW		

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
U1424	Implausible Engine Torque Signal Received	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	67962	PLANET DODGE CHRYSLER JEEP	Phone	(305) 470-8000	
Address	9975 N W 12TH STREET				
City	MIAMI	State	FL	ZIP	33172 2762
Dealer Zone	66	County	MIAMI DADE	Country	USA
Tech	RAUL FERNANDEZ				
STAR	T6538CW				

CUSTOMER CONCERN

trans stays in drive

Updated: 04/15/2014 13:21:35 By T1545SC

i want to up date that i found the customer has run wires from the push bottom switch they cut the green with white tracer & splited in to two wires & they tap in to the purpel wire as well shuld i still go ahead & remove pan

Updated: 04/15/2014 14:28:08 By T1545SC

we are calling customer to remove all that after market stuf and then we will see what happens i'll keep you posted,thanks for your help,Raul

Updated: 04/15/2014 14:55:22 By T1545SC

RESOLUTION

Raul, advise to remove the trans pan to inspect for debris if none found replace the valve body and flash the TCM to the latest program. If debris is found update the case with what was found.

Updated: 04/15/2014 13:21:35 By T1545SC

Raul, no not at this time see if we can find out why the wires was cut and for what reson, Raul contact the customer for this information.

Updated: 04/15/2014 14:28:08 By T1545SC

Raul, okay thanks.

Updated: 04/15/2014 14:55:22 By T1545SC

Replace shifter, problem resolved at this time. DTC P1915 TRANSMISSION INHIBITED REMOTE START U1424 Implausible Engine Torque Signal Received P1DC7 CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION P0850 Park/Neutral Switch Performance P1B13 PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION

Updated: 04/21/2014 09:09:24 By T6538CW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG1DF		Built Date	06/05/2013	Mileage	3,515
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE			
Customer Complaint	DF	DIE OUT / STALLS				
Created	05/01/2014 16:43:53	By	T1990NP			
Updated	07/14/2014 10:55:37	By	T2409DC			

CONTACT

Dealer	66804	MANCARI'S CHRYSLER JEEP DODGE		Phone	(708) 423-0910	
Address	4630 WEST 95TH STREET					
City	OAK LAWN	State	IL	ZIP	60453 2514	
Dealer Zone	51	County	COOK	Country	USA	
Tech	JOHN CIHOCKI					
STAR	T2409DC					

CUSTOMER CONCERN

CAR HAS DIED OUT THREE TIMES IN THE LAST SEVEN DAYS, ONCE AT A STOP LIGHT AT IDLE, ONCE ENTERING THE EXPRESS WAY AND ONCE WHILE TURNING INTO A PARKING LOT. OWNER ALSO STATES THAT AT TIMES THE SHIFTER DOES NOT WORK (WILL NOT COME OUT OF PARK, WILL NOT GO INTO PARK AND SOMETIMES SHE HAS TO GO "CLICK BY CLICK" TO GET THE CAR INTO DRIVE). AT THIS TIME ALL IS WORKING FINE. NO DIAGNOSTIC TROUBLE CODES IN ANY MODULE. APPROX. MILAGE DRIVEN SINCE PROBLEM FIRST HAPPENED IS 400-500 MILES.

Updated: 05/01/2014 16:43:53 By T1990NP

RESOLUTION

John, are there any aftermarket accys(including alarm, remote start, cell charger, speed pass, toll pass, Zune mp3, Blackberry, I pod, etc) or MOPAR add ons on vehicle per SOL #S1308000232? If not, get more specific details from customer to help duplicate concern, i.e.: less than 1/4 tank?/after fill up?/ any diff cold/hot?/does engine run rough before stall?/any other telltale warning lights/messages?... Check fuel pressure, drop, volume and alcohol %. If NPF, does actual RPM follow desired RPM (all speeds)during an actuation test while wiggle testing harness/connectors? If so, document fuel all adaptives, Verify ECT, AAT, and IAT all agree after a cold soak. Check canister for raw fuel. Check for sticking purge valve. Compare BARO to any other vehicle. If NPF, perform an ETC relearn. Also verify smooth T/blade movement while performing several follower tests. If NPF and still unable to duplicate; set up vehicle with a flight recorder for more clues. Check the trans fluid level, inspect the connectors at the shifter and transmission. Check for loose pin fit, corrosion or any damage. Make sure the manual park release cable is not partially pulled, and make sure it is properly seated inside the vehicle and at trans. Thank you, Neil

Updated: 05/01/2014 16:43:53 By T1990NP

Tech unable to duplicate problem.

Updated: 07/14/2014 10:55:37 By T2409DC

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG6	EH	Built Date	10/15/2013	Mileage	3,261
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRY	REDLINE 3 COAT PEARL				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/15/2014 10:09:32	By	T5463KY
Updated	05/19/2014 10:08:57	By	T5463KY

CONTACT

Dealer	45557	LEGACY CHRYSLER DODGE JEEP RAM		Phone	(888) 275-4573
Address	1798 HIGHWAY 3175 BYP				
City	NATCHITOCHE	State	LA	ZIP	71457 9658
Dealer Zone	63	County	NATCHITOCHE	Country	USA
Tech	David Ezemack				
STAR	T5463KY				

CUSTOMER CONCERN

**** I2R—SPECIAL HANDLING **** Cartinez, Ashley. Legacy CDJ (45557) SM David SA Trish. (318) 238-3383 (1) Transmission shifting out of park on its own while vehicle running
Updated: 05/15/2014 10:09:32 By T5463KY

RESOLUTION

Spoke to (SA) Trish— Dealer advised TS the following ; 1. Transmission shifting parking -- Dealer is to diagnose the vehicle and report back 2. Engine noise- Dealer is to diagnose the vehicle and report back 3. Noise underneath the vehicle-- Dealer is to diagnose the vehicle and report back
Note: Vehicle is modified with aftermarket wheels and tires
Updated: 05/15/2014 10:09:32 By T5463KY
Spoke to (SM) David— Dealer advised TS, Tech inspected vehicle and could not duplicate any of the customer concern.. TS advised dealer to drive the vehicle with the customer before releasing the vehicle back.. No further assistance is needed.. Case closed
Updated: 05/19/2014 10:08:57 By T5463KY

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG7	DH	Built Date	05/09/2013	Mileage	23,304
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	07/01/2014 19:28:07	By	T7243KH			
Updated	07/02/2014 13:02:52	By	T2415EB			

CONTACT

Dealer	60415	FORT COLLINS DODGE CHRYSLER JEEP	Phone	(970) 226-5340		
Address	3835 S COLLEGE AVE					
City	FORT COLLINS	State	CO	ZIP	80525 3013	
Dealer Zone	74	County	LARIMER	Country	USA	
Tech	Robert Lee					
STAR	T2415EB					

CUSTOMER CONCERN

CUSTOMER STATES HE LEFT VEHICLE RUNNING IN PARK WITH A/C ON, AND CAME OUT AND FOUND VEHICLE HAD BACKED UP ON IT OWN-HE FEELS IT BACKED UP UNDER POWER NOT JUST ROLLED BACK UNDER ITS OWN WEIGHT-HE STATES THIS HAS HAPPENED MORE THAN ONCE, BUT NOW HE SETS THE PARKING BRAKE FIRMLY BEFORE EXITING-FOUND NO STORED CODES OR OTHER INDICATIONS THAT SOMETHING WAS WRONG-COULD NOT DUPLICATE CONDITION IN THE SHOP-ARE WE TRACKING AN ISSUE HERE?

Updated: 07/01/2014 19:28:07 By T7243KH

RESOLUTION

Advised Robert of no known issue and do nothing until you have verified the issue next thanks

Updated: 07/01/2014 19:28:07 By T7243KH

UNABLE TO DUPLICATE-NO REPAIRS PERFORMED

Updated: 07/02/2014 13:02:52 By T2415EB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG8	CH	Built Date	04/14/2012	Mileage	26,039
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	07/23/2014 09:11:18	By	T5002D1
Updated	08/28/2014 08:51:21	By	T5002D1

CONTACT

Dealer	45015	VALU CHRYSLER	Phone	(320) 589-1010	
Address	205 HIGHWAY 9 SOUTH				
City	MORRIS	State	MN	ZIP	56267 1500
Dealer Zone	74	County	STEVENS	Country	USA
Tech	ADAM CHRISTIANS				
STAR	T5002D1				

CUSTOMER CONCERN

cannot shut car off or shift it into park

Updated: 07/23/2014 09:11:18 By T5002D1

where is connector c-110 located I cannot find it under the wiring tab or service

Updated: 07/23/2014 09:55:47 By T5002D1

checked circuit t824 no problem found but I do have a active fault for c0051-28 steering wheel position at center steering degrees .5 car has no damage to steering column or shaft bearings.could a bad abs module be the root cause of all the complaints?

Updated: 07/23/2014 11:39:06 By T5002D1

Replaced shifter assy due to erratic operation. I can always get car to shutoff now but the abs and brake light are on. I sent a scan report yesterday along with ff info.Now also I have no comm with interior bus

Updated: 08/05/2014 10:03:06 By T5002D1

RESOLUTION

Adam, review S122100008 for this concern. If this is not the issue, duplicate the concern and perform the diagnostics for any active codes. Thanks, Doug.

Updated: 07/23/2014 09:11:18 By T5002D1

Adam, I was also unable to find C110, but go into wiring in techconnect and do a search for circuit T824. That is the circuit you need to focus on. Check C100 and C104. Thanks, Doug.

Updated: 07/23/2014 09:55:47 By T5002D1

Adam, it may be possible for the ABS module to be the cause, but it is usually not. I recommend performing the chart for C0051-28 and opening a ticket with the body/chassis/electrical group if you need assistance with that code. Doug.

Updated: 07/23/2014 11:39:06 By T5002D1

Adam, please resubmit if more assistance is needed or close the ticket. Thanks, Doug.

Updated: 08/01/2014 08:55:29 By T5002D1

Adam, if you have no communication on the interior bus you will need to check the comm circuit for grounding out or a short to voltage. You also may have oinched a harness during your repair and will need to check that also. If you cannot find anything, open a ticket with the electrical group. Thanks, Doug.

Updated: 08/05/2014 10:03:06 By T5002D1

This ticket is being closed due to inactivity. The ticket can be reopened or a new ticket created if necessary.

Updated: 08/28/2014 08:46:30 By T5002D1

na

Updated: 08/28/2014 08:51:21 By T5002D1

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG9	CH2	Built Date	03/21/2012	Mileage	38,538
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	08/18/2014 16:22:43	By	T8085MB			
Updated	08/28/2014 12:58:16	By	T9274JC			

CONTACT

Dealer	45286	LITHIA CHRYSLER JEEP DODGE OF	Phone	(361) 992-8000		
Address	4313 S STAPLES ST					
City	CORPUS CHRISTI	State	TX	ZIP	78411 2703	
Dealer Zone	63	County	NUECES	Country	USA	
Tech	Doug LEONARD					
STAR	T9274JC					

CUSTOMER CONCERN

WONT SHIFT INTO PARK
Updated: 08/18/2014 16:22:43 By T8085MB

RESOLUTION

Doug if the scan tool does not see the shifter movement then you should inspect the connector for loose pin fit, corrosion or any damage. IF connector is good then replace the shifter assembly.

Updated: 08/18/2014 16:22:43 By T8085MB

replaced shifter

Updated: 08/28/2014 12:55:22 By T1813DW

Additional information required. after some diag tech found the shifter to be causing the concern...tech replaced the shifter assembly .

Updated: 08/28/2014 12:58:16 By T9274JC

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG3	DH	Built Date	10/02/2012	Mileage	10,000
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/05/2014 12:39:01	By	T2326G0
Updated	09/06/2014 11:40:51	By	T4583SS

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T2326G0		

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE ROLLS BACKWARDS ON A HILL WHEN AFTER PUTTING THE VEHICLE IN PARK
Updated: 09/05/2014 12:39:01 By T2326G0

RESOLUTION

Paul, If you can not duplicate the concern there is not much that can be done at this time. If the customer is parking on a steep incline the vehicle will roll until the park pawl catches and stops the vehicle. If that is what the customer is experiencing then have the customer try using the parking brake.

Updated: 09/05/2014 12:39:01 By T2326G0

Compared to like vehicle and this is considered a normal characteristic of the vehicle.

Updated: 09/06/2014 11:40:51 By T4583SS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG7	CH	Built Date	02/02/2012	Mileage	64,422
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	09/09/2014 11:55:15	By	T2415EB			
Updated	09/09/2014 11:55:15	By	T2415EB			

CONTACT

Dealer	44001	DON DAVIS CHRYSLER DODGE JEEP	Phone	(979) 292-0009		
Address	214 WEST HWY 332					
City	LAKE JACKSON	State	TX	ZIP	77566 4013	
Dealer Zone	63	County	BRAZORIA	Country	USA	
Tech	Cody Elmore					
STAR	T2415EB					

CUSTOMER CONCERN

intermittently vehicle will not shift out of park
Updated: 09/09/2014 11:55:15 By T2415EB

RESOLUTION

THE SHIFT INTERLOCK SOLENOID IS STICKING. REPLACED SHIFTER. Technician Closure Requested
Updated: 09/09/2014 11:55:15 By T2415EB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG3	CH	Built Date	09/27/2011	Mileage	41,762
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	09/19/2014 17:03:42	By	T5734DG
Updated	10/09/2014 17:24:56	By	T5734DG

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C003A-2F	Right Rear Wheel Speed Sensor - Signal Erratic	T3076SB	04/14/2013 01:25:00
C003A-62	Right Rear Wheel Speed Sensor - Signal Compare Failure	T3076SB	04/14/2013 01:25:00
P215C	Output Shaft Speed - Wheel Speed Correlation	T3076SB	04/14/2013 01:25:00
U0415	Implausible Data Received from ABS	T3076SB	04/14/2013 01:25:00
P1C86	Service Shifter Assembly	T1870AT	04/14/2013 01:25:46
U1412	IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44710	RYBURN MOTOR COMPANY, INC	Phone	(870) 367-8531	
Address	156 HIGHWAY 425 S				
City	MONTICELLO	State	AR	ZIP	71655 4608
Dealer Zone	63	County	DREW	Country	USA
Tech	Tony Jenkins				
STAR	T5734DG				

CUSTOMER CONCERN

Car wont go into park! and wont shut off
Updated: 09/19/2014 17:03:42 By T5734DG
Trans shifted great no issue at this time! When car was acting up did notice current gear in tcm was (signal not available)!
Updated: 09/19/2014 17:20:38 By T5734DG
ok
Updated: 09/19/2014 17:26:15 By T5734DG
Connectors ok, istalled grease and still acts up! ordered ESM and knob. thanks
Updated: 09/22/2014 12:43:53 By T5734DG

RESOLUTION

Tony called for assistance. Tony and I got off the phone so I could do research for Tony. I thought the research would take too much time to be efficient for Tony. STAR called Tony back to discuss a possible broken out put shaft. Tony, Let's test drive the vehicle to see if we can detect any concerns with the transmission performance. Tony Please update the case with the results. Dustan
Updated: 09/19/2014 17:03:42 By T5734DG
Tony, Advise to inspect the connector at the transmission and the connector at the ESM. Look for spread terminals and or backed out terminals. Be sure we don't have any corrosion or water intrusion. Place dielectric grease in the connector and seat the plugs tight. If the condition returns advise to replace the ESM/shifter and shifter knob. Dustan
Updated: 09/19/2014 17:20:38 By T5734DG
Tony, Please update the case with the results. Dustan
Updated: 09/19/2014 17:26:15 By T5734DG
Thanks for the update.
Updated: 09/22/2014 12:43:53 By T5734DG
Replaced ESM
Updated: 10/09/2014 17:24:56 By T5734DG

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG9	DF	Built Date	09/27/2012	Mileage	13,676
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	11/06/2014 13:40:02	By	T5618S1			
Updated	11/07/2014 08:17:41	By	T2415EB			

CONTACT

Dealer	24173	DICK HANNAH CHRYSLER JEEP DODGE	Phone	(877) 240-1867		
Address	3517 NE AUTO MALL DR					
City	VANCOUVER	State	WA	ZIP	98662 7598	
Dealer Zone	70	County	CLARK	Country	USA	
Tech	Carl Munsey					
STAR	T2415EB					

CUSTOMER CONCERN

Can't put vehicle in park right away after driving.
Updated: 11/06/2014 13:40:02 By T5618S1

RESOLUTION

Carl advised to replace this shifter assembly for the concern.
Updated: 11/06/2014 13:40:02 By T5618S1
Replaced Shifter Assembly. Technician Closure Requested
Updated: 11/07/2014 08:17:41 By T2415EB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG0	DH [REDACTED]	Built Date	06/10/2013	Mileage	10,448
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/07/2014 11:13:31	By	T5734DG
Updated	12/27/2014 17:35:34	By	T4602R0

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B105C	Recirculation Door Travel Range Too Small	T3076SB	04/14/2013 01:25:00
P0070	Ambient Air Temperature Sensor Stuck	T3076SB	04/14/2013 01:25:00
P0073	Ambient Air Temperature Sensor Circuit High	T3076SB	04/14/2013 01:25:00
U0415	Implausible Data Received from ABS	T3076SB	04/14/2013 01:25:00
B1058	Recirculation Door Control Circuit/Performance	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	State	ZIP	<input type="text"/>
Dealer Zone	County	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T4602R0		

CUSTOMER CONCERN

VEHICLE CAME OUT OF PARK AND ROLLED AWAY!!(A TELEPHONE STOPPED VEHICLE FROM GOING INTO A VERY BUSY 4 LINE ROAD WAY) CUSTOMER WAS NOT INIT AND HAD KEY IN HAND, WHEN CUSTOMER CAME BACK TO VEHICLE THE SHIFTER SHOWED THAT IT WAS IN REVERSE

Updated: 11/07/2014 11:13:31 By T5734DG

RESOLUTION

Andres states the vehicle hit a telephone pole. He states the customer has already had the body repaired. Andres, I will escalate this to the master consultant.

Updated: 11/07/2014 11:13:31 By T5734DG

Star reviewed case. Since this is a safety issue Star is escalating case to Technical Service Operations for assistance.No known concerns.

Updated: 11/07/2014 11:36:23 By T4083MW

Direct the customer to contact the customer call center and make a case. The Customer call center should get Special Investigation involved and give you direction.

Updated: 11/10/2014 14:10:58 By T8442KS

SI concluded no manufacturing defect. Case Closed.

Updated: 12/27/2014 17:35:34 By T4602R0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN		
VIN	2C3CCAEG9E		Built Date	08/15/2013	Mileage	5,931
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	12/01/2014 13:41:37	By	T8085MB
Updated	12/12/2014 13:01:52	By	T4083MW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	44565	FRANK FLETCHER DODGE-CHRYSLER-JEEP		Phone	(501) 834-7700
Address	5922 WARDEN RD				
City	SHERWOOD	State	AR	ZIP	72120 6041
Dealer Zone	63	County	PULASKI	Country	USA
Tech	Adam Dickson				
STAR	T4083MW				

CUSTOMER CONCERN

will not shift out of park at time
Updated: 12/01/2014 13:41:37 By T8085MB
 no damage found, but I just put a shifter in about 2 weeks ago on this one for the same issue
Updated: 12/01/2014 15:21:05 By T8085MB
 power and grounds good- condition is intermitted- request field service rep.
Updated: 12/08/2014 13:29:16 By T4083MW
 waiting on shifter knob was on back order
Updated: 12/12/2014 13:01:52 By T4083MW

RESOLUTION

Adam advised that you should inspect the RF hub connectors for loose pin fit, corrosion or any damage. Also check the connector at the ESM if NTF then replace the ESM
Updated: 12/01/2014 13:41:37 By T8085MB
 Adam I am sending this case to the Master Consultant for review.
Updated: 12/01/2014 15:21:05 By T8085MB
 Star advises tech to did you check power and grounds at ESM real good? Any ignition switch feed circuits at ESM? Also did you check data bus circuits from VB connector to ESM. Also did you dielectric grease in TCM connectors?
Updated: 12/02/2014 10:44:06 By T4083MW
 Star reviewed case. Adam when you replaced shifter did you replace shift knob also? Replace shift knob if it was not replaced and hardwire D440 and D441 circuits from shifter to valvebody connector. Also check connections at Star connector (REAR) If any of these two circuits are going open intermittently it will cause this concern.
Updated: 12/08/2014 13:29:16 By T4083MW
 Star requests a update for this case or please close case if vehicle was repaired or released. Thanks-Mike-Star
Updated: 12/11/2014 17:03:48 By T4083MW
 Waiting for parts
Updated: 12/12/2014 13:01:52 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN		
VIN	2C3CCAEG8	EH	Built Date	03/31/2014	Mileage	15,985
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	12/03/2014 18:46:23	By	T4083MW			
Updated	12/10/2014 14:56:21	By	T4083MW			

CONTACT

Dealer	26553	WALNUT CREEK CHRYSLER JEEP DODGE			Phone	(925) 937-5060
Address	2404 N MAIN ST					
City	WALNUT CREEK	State	CA	ZIP	94596 3557	
Dealer Zone	71	County	CONTRA COSTA	Country	USA	
Tech	David Snelson					
STAR	T4083MW					

CUSTOMER CONCERN

E SHIFTER WONT COME OUT OF PARK
Updated: 12/03/2014 18:46:23 By T4083MW

RESOLUTION

Star recommends replacing shifter assembly and shift knob. Also make sure trans fluid level is at correct level.
Updated: 12/03/2014 18:46:23 By T4083MW
replaced shifter and knob
Updated: 12/10/2014 14:56:21 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG9	CH	Built Date	05/15/2012	Mileage	49,663
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	01/05/2015 09:05:30	By	T5734DG
Updated	01/13/2015 18:34:39	By	T5734DG

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P215C	Output Shaft Speed - Wheel Speed Correlation	T3076SB	04/14/2013 01:25:00
P1915	TRANSMISSION INHIBITED REMOTE START	T4754AC	04/14/2013 01:25:46
P1DC7	CLUTCH TEMP THRESHOLD ACHIEVED - SHIFT TIME REDUCTION	T4754AC	04/14/2013 01:25:46
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	45155	NAPLETON'S SOUTH ORLANDO	Phone	(407) 483-7700	
Address	1460 E OSCEOLA PKWY				
City	KISSIMMEE	State	FL	ZIP	34744 1602
Dealer Zone	66	County	OSCEOLA	Country	USA
Tech	Trevor Robinson				
STAR	T5734DG				

CUSTOMER CONCERN

vehicle wont move.vehicle towed in stuck in drive engine running wont turn off..played with shifter & got it in park.now vehicle starts but wont go into any gears.

Updated: 01/05/2015 09:05:30 By T5734DG

RESOLUTION

Trevor, Please upload a scan report to support with the wi-tech 1. Please be patient the scan report can take 1-2 hour to get through the fire wall here at star. Dustan

Updated: 01/05/2015 09:05:30 By T5734DG

erased dtcs and vehicle operates ok.....

Updated: 01/13/2015 18:34:39 By T5734DG

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2C3CDXBG3	EF	Built Date	11/19/2013	Mileage	24,652
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	01/12/2015 17:50:22	By	T3498BM			
Updated	01/15/2015 14:56:59	By	T8554EW			

CONTACT

Dealer	26899	STEVE LANDERS CHRYSLER DODGE JEEP	Phone	(501) 374-4848		
Address	401 COLONEL GLENN PLAZA LOOP					
City	LITTLE ROCK	State	AR	ZIP	72210 2862	
Dealer Zone	63	County	PULASKI	Country	USA	
Tech	JIM MILAM					
STAR	T8554EW					

CUSTOMER CONCERN

customer states that trans pops out of park after leaving vehicle and rolled damaging front of vehicle
Updated: 01/12/2015 17:50:22 By T3498BM
Brian any time 7:30 to 5 central time 501-912-9368
Updated: 01/13/2015 12:22:40 By T3498BM
the customer has the vehicle just let me know when and if you need it they will need transportation
Updated: 01/15/2015 07:25:31 By T8554EW

RESOLUTION

Jim let me know when I can give you a call on this - Brian
Updated: 01/12/2015 17:50:22 By T3498BM
Jim states the customer claims the vehicle was still running when she got out, and the vehicle rolled forward into something (Jim is not sure what). The vehicle has minor damage, but the customer claims this is an issue with the product. Jim does not want to perform any repair and is requesting engineering assistance before anything further is done. Jim can find no issue with the parking mechanism. STAR advised Jim I'm escalating this case for further assistance - Brian
Updated: 01/13/2015 12:22:40 By T3498BM
Star escalating case to managers for review. They will reply.
Updated: 01/13/2015 13:48:34 By T4083MW
Hi Jim, thanks for contacting us on this. I have notified the special investigations group. They may be interested in investigating this vehicle. Please secure the vehicle and wait for direction from us or the special investigations group. Thanks.
Updated: 01/13/2015 15:57:01 By T8554EW
Hi Jim, Thanks for the update. I do see cair 26071515 is open and Customer Relations is reaching out to the owner. So CAC may not reach out to your facility until they can discuss the reported event with the owner. If you like, since the car isn't in, we can close this ticket. When the vehicle comes in and we have direction from the special investigation group we can re open this ticket if technical assistance is needed. Thanks, Eric.
Updated: 01/15/2015 07:25:31 By T8554EW
unable to duplicate thanks jim
Updated: 01/15/2015 14:56:59 By T8554EW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN		
VIN	2C3CCAHG1	CH	Built Date	06/25/2012	Mileage	34,750
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	01/21/2015 14:40:07	By	T8085MB
Updated	01/21/2015 16:09:45	By	T8085MB

CONTACT

Dealer	45439	DEWEY DODGE JEEP	Phone	(515) 289-8700	
Address	3175 SE DELAWARE AVE				
City	ANKENY	State	IA	ZIP	50021 7425
Dealer Zone	51	County	POLK	Country	USA
Tech	Andrew Ferin				
STAR	T8085MB				

CUSTOMER CONCERN

CUST STATES WHEN VEH WAS ON A HILL IN PARK IT ROLLED || BACKWARDS || STILL DID IT WITH E BRAKE ON ||
Updated: 01/21/2015 14:40:07 By T8085MB

RESOLUTION

Andrew if you are unable to duplicate the customers concern, there is not much that you can do. Inspect the manual park release cable, to make sure that it is locked in. Also inspect the lever at the transmission to make sure that it has full movement. Inspect the connectors at the transmission and the shifter, for backed out pins, damage or corrosion. Also advised that they could have been parked on ICE.
Updated: 01/21/2015 14:40:07 By T8085MB
NO PROBLEM. MOST LIKELY PARKED ON ICE IN IOWA WINTER
Updated: 01/21/2015 16:09:45 By T8085MB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG9	CH	Built Date	01/23/2012	Mileage	112,874
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	01/24/2015 09:14:50	By	T8347TB			
Updated	02/04/2015 16:34:41	By	T8448RT			

CONTACT

Dealer	61900	TRI COUNTY CHRYSLER DODGE JEEP RAM			Phone	(610) 367-2941
Address	15 D & L DR					
City	LIMERICK	State	PA	ZIP	19468 1230	
Dealer Zone	35	County	MONTGOMERY	Country	USA	
Tech	Brian Meitzler					
STAR	T8448RT					

CUSTOMER CONCERN

Customers states transmission popping out of park (after parking veh. and coming out of building finding there veh. moved into another veh. and out of park position

Updated: 01/24/2015 09:14:50 By T8347TB

RESOLUTION

Brian, are there any codes present? Brian, if you are unable to duplicate the customers concern, there is not much that you can do. Inspect the manual park release cable and make sure that it is locked in. Also, inspect the lever at the transmission to make sure that it has full movement. Inspect the connectors at the transmission and the shifter for backed out pins, damage or corrosion. Also advised that they could have been parked on ICE? Let us know your results. Thanks, Thomas.

Updated: 01/24/2015 09:14:50 By T8347TB

I called the dealer and spoke to Brian, and he stated that the vehicle is not at the dealer now, and they will reschedule the customer to come back in for further diagnosis. Thomas.

Updated: 01/28/2015 15:43:19 By T8347TB

Waiting for the customer to return to the dealer.

Updated: 02/02/2015 18:07:37 By T8347TB

last update states vehicle not at dealer. closing case.

Updated: 02/04/2015 16:34:41 By T8448RT

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
VIN	2C3CDXJG9	CH- [REDACTED]	Built Date	05/02/2012	Mileage	72,448
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	PITCH BLACK				

GENERAL

Case Ref	[REDACTED]	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	WLI	AIR BAG WARNING LAMP ILLUMINATED	
Created	02/28/2015 09:10:12	By	T5734DG
Updated	03/25/2015 09:24:27	By	T1625HG

CONTACT

Dealer	26348	SNETHKAMP CHRYSLER DODGE JEEP RAM	Phone	(313) 255-2700	
Address	23951 PLYMOUTH ROAD				
City	REDFORD	State	MI	ZIP	48239 1462
Dealer Zone	42	County	WAYNE	Country	USA
Tech	Jeff Haapala				
STAR	T1625HG				

CUSTOMER CONCERN

customer states traction control light along with abs, tried to put in park and shut engine off could not do it then customer lifted up safety park release lever and engine then shut off and restarted ,

Updated: 02/28/2015 09:10:12 By T5734DG

that's why I wanted you to read the history/ car has been repaired last year by another tech and Randy from FCA. they put a whole harness and everything else on it, it come back a month or two ago with this interment problem, I got with Chryslers and a I went through all the connectors that are suspect, steering rack, trans, all of them replaced vavlebody and they drove for 700 miles no problem, came back with same problems I talked with hotline over these codes and we replaced the ABS module, rr abs sensor, they drove for 200+ miles and same problem. heres what happens from the customers own mouth— driving along abs/trac light goes on and then when coming to a stop clunk or jerk in trans/ taking back off car is slow to accelerate straining to get to speed the check engine will blink go solid and then the car starts accelerating and driving normally but will not shift into park to shut off after that. always has abs codes relating to rr speed sensor along with all the others. I had this car driven for about 40miles one day and it had CODE (p215c-00 output shaft speed corr!) code in the pending status no other codes. I drove car for three days with my laptop connected and nothing every happened.

Updated: 03/09/2015 11:07:06 By T5734DG

RESOLUTION

Jeff, Let's inspect the ESM and transmission connectors for and water intrusion and or corrosion. Let's place dielectric grease in the connectors and retest. If we are unable to duplicat the concern let's get greater details from the customer from the time of concern and attempt to duplicate the concern with the greater details. Dustan

Updated: 02/28/2015 09:10:12 By T5734DG

Jeff, I will escalate this to the master consultant.

Updated: 03/09/2015 11:07:06 By T5734DG

Star reviewed case. If all tires are same make and same size and RR sensor was replaced and this issue still happens then issue may be with output sensor itself for the trans. Star recommends tech to replace valvebody assembly and flash new TCM to correct software level.

Updated: 03/09/2015 11:44:20 By T4083MW

Contacted dealer for update - spoke directly with tech who said this vehicle has not returned since the 3/9 when he installed a new shifter in it... stated that this is a recurring problem vehicle and if it is to return again he will open a new ticket and reference the notes in this STAR case at that time. Closing due to vehicle not at dealer.

Updated: 03/25/2015 09:24:27 By T1625HG

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG0	CH	Built Date	03/22/2012	Mileage	8,997
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	03/03/2015 10:16:36	By	T3034DL			
Updated	03/16/2015 15:47:54	By	T7158SA			

CONTACT

Dealer	44864	BOB-BOYD CHRYSLER JEEP DODGE	Phone	(740) 653-2277		
Address	2810 N COLUMBUS STREET					
City	LANCASTER	State	OH	ZIP	43130 8128	
Dealer Zone	42	County	FAIRFIELD	Country	USA	
Tech	Eric Wright					
STAR	T7158SA					

CUSTOMER CONCERN

CUSTOMERS COMPLAINT IS WHEN SHIFTING FROM DRIVE TO PARK WILL NOT GO INTO PARK

Updated: 03/03/2015 10:16:36 By T3034DL

COMPARED WITH ANOTHER VEHICLE WITH SAME SHIFTER IT GOES DIRECTLY TO PARK FROM DRIVE. SEND VEHICLE SCAN REPORT

Updated: 03/04/2015 12:13:12 By T3034DL

RESOLUTION

Eric. If you have a like vehicle, please compare the shifter operation between the 2 vehicles. Also: Please send a vehicle scan report. I checked the owner's manual, it does not seem to indicate that you have to stop at reverse from drive before going into park. David

Updated: 03/03/2015 10:16:36 By T3034DL

Eric. Replace the shifter assembly, and re-evaluate the concern. Let me know what happens. David

Updated: 03/04/2015 12:13:12 By T3034DL

Called the dealer and spoke with SA Mike he stated that they replaced shifter and delivered the vehicle on 3/12_Steve

Updated: 03/16/2015 15:47:54 By T7158SA

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACG9	CH	Built Date	01/23/2012	Mileage	122,989
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	03/12/2015 20:38:30	By	T3498BM			
Updated	03/19/2015 14:15:24	By	T2415EB			

CONTACT

Dealer	61900	TRI COUNTY CHRYSLER DODGE JEEP RAM			Phone	(610) 367-2941
Address	15 D & L DR					
City	LIMERICK	State	PA	ZIP	19468 1230	
Dealer Zone	35	County	MONTGOMERY	Country	USA	
Tech	Brian Meitzler					
STAR	T2415EB					

CUSTOMER CONCERN

CUST. STATES INTERM. WILL COME OUT OF PARK AND ALSO HAS COME OUT AND FOUND VEH. RUNNING AND NOW CUSTOMER HAS CALLED BACK AND STATED ALSO FOUND INTERM. BACK UP CAMERA WILL NOT DISPLAY AT TIMES, HAVE TO GO FROM REV. TO DRIVE THEN BACK TO REV. THEN WILL WORK, HAD VEH. IN YESTERDAY AND COULD NOT SEE ANYTHING VISUALLY WRONG WITH SHIFTER, LINKAGE ETC.

Updated: 03/12/2015 20:38:30 By T3498BM

No its not

Updated: 03/16/2015 12:05:48 By T3498BM

RESOLUTION

Brian I see the prior case on this. I know you cannot duplicate any of this, is the vehicle still at the dealer? - Brian

Updated: 03/12/2015 20:38:30 By T3498BM

Brian in this case we need to duplicate this issue if at all possible. These aren't known issues. You may want to make a separate case for the back-up camera with the electrical group - Brian

Updated: 03/16/2015 12:05:48 By T3498BM

Need to look into further. Technician Closure Requested

Updated: 03/19/2015 14:15:24 By T2415EB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG8	DF	Built Date	01/02/2013	Mileage	17,163
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PXT	PHANTOM BLACK TRI-COAT PEARL				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	03/23/2015 16:56:46	By	T4083MW
Updated	03/26/2015 07:55:58	By	T4083MW

CONTACT

Dealer	43012	CERRITOS DODGE INC	Phone	(562) 402-5335	
Address	18803 STUDEBAKER RD				
City	CERRITOS	State	CA	ZIP	90703 5332
Dealer Zone	71	County	LOS ANGELES	Country	USA
Tech	Hector Hernandez				
STAR	T4083MW				

CUSTOMER CONCERN

customer states she couldn't put the car in park.had car towed in.emergency park relese handle was pulled.
Updated: 03/23/2015 16:56:46 By T4083MW

RESOLUTION

Hector did anyone talk to customer. Was it pulled before tow truck driver showed up? Or did tow truck driver pull it ? So you can not duplicate any concern? If you can not duplicate any issues then no repairs are to be made. Please let me know.
Updated: 03/23/2015 16:56:46 By T4083MW
replaced shifter assembly.shifter binding at times.shifter operation normal after repair
Updated: 03/26/2015 07:55:58 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
VIN	2C3CDXHG9	CH	Built Date	06/21/2012	Mileage	79,087
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PRY	REDLINE 3 COAT PEARL				

GENERAL

Case Ref	T34988BM	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	04/02/2015 10:03:07	By	T3498BM
Updated	04/07/2015 20:58:52	By	T3498BM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1C86-14	PRNDL Display-Circuit Short to Ground or Open	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP		Phone	(850) 576-4111
Address	3987 W TENNESSEE ST				
City	TALLAHASSEE	State	FL	ZIP	32304 1015
Dealer Zone	66	County	LEON	Country	USA
Tech	Jerry Cain				
STAR	T3498BM				

CUSTOMER CONCERN

Vehicle won't go into park and will not always shut off

Updated: 04/02/2015 10:03:07 By T3498BM

Brian, I have reviewed the case and that is the software version it has. But as the case states "vehicle operation is not affected". The customer states that at times the vehicle won't go into park and can not shut off the engine. I am leaning towards the wheel speed sensors causing the issues as I have 2 bad speed sensors. If one of the sensors was reading MPH's the vehicle wouldn't go into park hence also not allowing engine to shut down. Thoughts?

Updated: 04/02/2015 10:21:46 By T3498BM

yes. 850-566-8887

Updated: 04/02/2015 10:44:53 By T3498BM

RESOLUTION

Hi Jerry. Jerry review STAR case S1308000254. Does the ESM have software version 11.47.00? - Brian

Updated: 04/02/2015 10:03:07 By T3498BM

Jerry can I give you a call on this? - Brian

Updated: 04/02/2015 10:21:46 By T3498BM

STAR advised Jerry to repair the wheel speed sensor issues first. If this continues, replace the shifter assembly (ESM) - Brian

Updated: 04/02/2015 10:44:53 By T3498BM

Electronic shift module (ESM)

Updated: 04/07/2015 20:58:52 By T3498BM

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
VIN	2C3CDXBGX	EH	Built Date	07/04/2014	Mileage	11,352
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	05/14/2015 10:39:54	By	T4304MO
Updated	05/15/2015 16:54:32	By	T4583SS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0658	Control Supply Voltage Circuit Low	T3076SB	04/14/2013 01:25:00
P0850	Park/Neutral Switch Performance	T3076SB	04/14/2013 01:25:00
P1B13	PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	45010	ALAN VINES CHRYSLER DODGE JEEP	Phone	(731) 664-8500	
Address	1623 I-45 BYPASS				
City	JACKSON	State	TN	ZIP	38305
Dealer Zone	63	County	MADISON	Country	USA
Tech	Shawn Harris				
STAR	T4304MO				

CUSTOMER CONCERN

Vehicle shifter stuck in drive
Updated: 05/14/2015 10:39:54 By T4304MO

RESOLUTION

Shawn called. Said the vehicle wasn't able to be put back into park. He disconnected the battery and was able to get it to shift normally. Advise to attempt to duplicate the concern and perform testing for P1b13 code if active when the problem occurs. -Marc
Updated: 05/14/2015 10:39:54 By T4304MO
Replaced shifter. P0658 Control Supply Voltage Circuit Low P0850 Park/Neutral Switch Performance P1B13 PARK-BY-WIRE - UNINTENDED OUT OF PARK POSITION
Updated: 05/15/2015 16:54:32 By T4583SS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG0	DH	Built Date	10/20/2012	Mileage	40,937
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PX8	GLOSS BLACK				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/27/2015 15:31:12	By	T4083MW
Updated	06/03/2015 20:09:23	By	T2925LS

CONTACT

Dealer	68002	CARL GREGORY CHRYSLER JEEP DODGE	Phone	(706) 568-4900	
Address	3000 NORTHLAKE PKWY BLDG 100				
City	COLUMBUS	State	GA	ZIP	31909 2514
Dealer Zone	66	County	MUSCOGEE	Country	USA
Tech	Gregory Dundas				
STAR	T2925LS				

CUSTOMER CONCERN

Customer states that vehicle won't go into gear at times, like shifter isn't working properly.

Updated: 05/27/2015 15:31:12 By T4083MW

TCM and ESM are both blue. I will check the Brake switch and the valve body connector. Manual park release is in the full release position.

Updated: 05/27/2015 15:43:22 By T4083MW

Brake switch is working, both TCM and ABS modules are seeing the brake pedal depressed, but it won't shift out of park. Just noticed this, if I move the shift lever side to side, or pull up on the lever while depressing the button, it will allow it to shift into gear. (Foot on the brake of course.)

Updated: 05/27/2015 16:43:13 By T4083MW

Also, when I pull up on the shift lever, it doesn't want to shift out of park

Updated: 05/27/2015 16:43:13 By T4083MW

All circuits in the valve body connector are locked in.

Updated: 05/27/2015 16:43:13 By T4083MW

RESOLUTION

Greg what do you mean no response from trans? Is TCM blue on topology screen? Can you communicate with TCM and ESM? Did you check brake switch operation and make sure brake switch 1 and 2 are switching when applying brakes? Make sure manual park release cable is in the FULL release position. Check valvebody connector for all circuits locked in.

Updated: 05/27/2015 15:31:12 By T4083MW

Thanks for the update Greg. Please let me know the results.

Updated: 05/27/2015 15:43:22 By T4083MW

Then I would replace shifter assembly and shift knob at the same time. Please let me know the results. Thanks-Mike-Star

Updated: 05/27/2015 16:43:13 By T4083MW

Replaced electronic shift module

Updated: 06/03/2015 20:09:23 By T2925LS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG8	CH	Built Date	02/15/2012	Mileage	90,566
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ML	MIL ON				
Created	06/30/2015 09:26:19	By	T4083MW			
Updated	07/02/2015 09:26:30	By	T4083MW			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1C86	Service Shifter Assembly	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	60493	BARBERA'S AUTOLAND	Phone	(215) 333-3700		
Address	7810 ROOSEVELT BLVD					
City	PHILADELPHIA	State	PA	ZIP	19152 3805	
Dealer Zone	35	County	PHILADELPHIA	Country	USA	
Tech	Jeffrey Schaible					
STAR	T4083MW					

CUSTOMER CONCERN

Hello, I have this 300 will not come out of drive. Falt P1C86 but no info. found. IF you pull the fuel pump relay and disconnect batt. Turn key back on it will go back to Park but once you take out of park will not go back?

Updated: 06/30/2015 09:26:19 By T4083MW

RESOLUTION

Star recommends to replace BOTH the shifter assembly and shifter knob at the same time. Please let me know the results.

Updated: 06/30/2015 09:26:19 By T4083MW

replaced shifter

Updated: 07/02/2015 09:26:30 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN		
VIN	2C3CCAEG8	DF	Built Date	08/17/2012	Mileage	23,017
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PWD	IVORY 3 COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	07/24/2015 09:49:33	By	T7720A0			
Updated	07/24/2015 14:59:23	By	T7720A0			

CONTACT

Dealer	60268	ENUMCLAW CHRYSLER JEEP DODGE RAM			Phone	(360) 802-0200
Address	726 ROOSEVELT AVE					
City	ENUMCLAW	State	WA	ZIP	98022 2925	
Dealer Zone	70	County	KING	Country	USA	
Tech	Matt Lambertus					
STAR	T7720A0					

CUSTOMER CONCERN

shifter would not come out of drive. tow truck driver came and got it out of drive to park. then shifter stuck in park. towed to dealer every thing working correctly this morning. service trans light was on

Updated: 07/24/2015 09:49:33 By T7720A0

?

Updated: 07/24/2015 09:49:33 By T7720A0

RESOLUTION

Matt, if your unable to duplicate, have no DTC setting, there's not much more we can do.

Updated: 07/24/2015 09:49:33 By T7720A0

cnd

Updated: 07/24/2015 14:59:23 By T7720A0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCT48	CHRYSLER 300C JOHN VARVATOS FOUR DOOR SEDAN		
VIN	2C3CCADG6	DH	Built Date	06/06/2013	Mileage	25,942
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXT	PHANTOM BLACK TRI-COAT PEARL				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	TX	WON'T SHIFT PROPERLY	
Created	08/06/2015 17:16:34	By	T4592KS
Updated	08/12/2015 11:13:36	By	T4592KS

CONTACT

Dealer	60412	CENTENNIAL CHRYSLER JEEP	Phone	(303) 790-9300	
Address	9980 E ARAPAHOE RD				
City	ENGLEWOOD	State	CO	ZIP	80112 3712
Dealer Zone	74	County	ARAPAHOE	Country	USA
Tech	James Holihan				
STAR	T4592KS				

CUSTOMER CONCERN

IF YOU MOVE SHIFTER FROM P TO DRIVE IT GOES STRAT TO DRIVE IF YOU GO BACK TO P YOU HAVE TO SHIFT ONE GEAR AT A TIME
Updated: 08/06/2015 17:16:34 By T4592KS

RESOLUTION

James, per our conversation the vehicle would not go directly into park. To get to park had to step each gear set to reach park. Compared to similar vehicle and it was not the same. No codes setting advise to replace shifter and knob together. Please advise.
Updated: 08/06/2015 17:16:34 By T4592KS
shifter
Updated: 08/12/2015 11:13:36 By T4592KS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN		
VIN	2C3CCABG4	ET	Built Date	03/25/2014	Mileage	16,927
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PX8	GLOSS BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	08/31/2015 13:06:14	By	T5734DG
Updated	09/16/2015 10:37:45	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0607-00	ECU Internal Performance-	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U1467-00	Implausible Driver Shift Request Signal Received on CAN and D-PT CAN-	T3076SB	04/14/2013 01:25:00
U1465	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1466	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U11E3-00	TCM LOST COMMUNICATION WITH ESM ON DPT CAN	T8576AN	05/02/2014 10:20:59

CONTACT

Dealer	26814	CROWE AUTO GROUP, LLC	Phone	(309) 852-2188	
Address	303 TENNEY ST				
City	KEWANEE	State	IL	ZIP	61443 3451
Dealer Zone	51	County	HENRY	Country	USA
Tech	GEORGE LAFOLLETTE				
STAR	T7465MA				

CUSTOMER CONCERN

check engine lite on. couldn't shift out of park. working ok at this time.

Updated: 08/31/2015 13:06:14 By T5734DG

RESOLUTION

George, Advise to inspect the shifter for spilled drinks. If no problem found inspect the ESM connector for water intrusion and or corrosion. Clean as necessary and use a light coat of dielectric grease in the connectors and retest. Do any DTC's return? Dustan

Updated: 08/31/2015 13:06:14 By T5734DG

Tried to contact dealer/tech, please provide a update on this vehicles concern or close the case with final repairs.

Updated: 09/14/2015 13:35:31 By T7465MA

George states he had to replace the shifter to resolve this concern.

Updated: 09/16/2015 10:37:45 By T7465MA

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
VIN	2C3CCARG6	EH	Built Date	10/28/2014	Mileage	16,521
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	TX	WON'T SHIFT PROPERLY				
Created	12/18/2015 17:12:03	By	T8347TB			
Updated	12/31/2015 10:42:21	By	T4083MW			

CONTACT

Dealer	44200	GOETZMAN CHRYSLER DODGE JEEP	Phone	(740) 397-6002		
Address	500 HARCOURT ROAD					
City	MOUNT VERNON	State	OH	ZIP	43050 3920	
Dealer Zone	42	County	KNOX	Country	USA	
Tech	JAMIE VERNON					
STAR	T4083MW					

CUSTOMER CONCERN

stuck in neutral-can not move shifter-can not turn the engine off. You can pull the ASD relay and kill the engine-disconnect the battery- restart It will then be in park. You can turn the engine off. If you put in in any gear That is where it stays you can not move the shifter or shut it off. until you do all that again. I have attach a scan report. help Jamie :)

Updated: 12/18/2015 17:12:03 By T8347TB

They are putting the valve body in it right now. I will let you know :)

Updated: 12/23/2015 17:20:41 By T8347TB

That did not fix it. we are all leaving now till Monday.. have a merry christmas

Updated: 12/24/2015 12:10:49 By T8347TB

all the programming is done everything up to date. no codes.it does the same thing as before.

Updated: 12/28/2015 11:24:01 By T8347TB

I wanted to add that the TCM reads what gear the shifter is in. If that helps any. I have tried park-drive -reverse.

Updated: 12/29/2015 08:43:30 By T4083MW

The shifter will be stuck in what ever gear you put in in the first time. at that time the TCM reads what ever gear you have it in . you can not put in in park and turn off engine. if you do a battery disconnect it will default back to park.

Updated: 12/29/2015 09:34:54 By T4083MW

If you want to call me. you can 1-740-751-2713

Updated: 12/29/2015 09:34:54 By T4083MW

Ok shifter and shift knob fixed it. :)

Updated: 12/31/2015 08:31:14 By T4083MW

RESOLUTION

Jamie, are there any DTCs present? Advise to replace the valve body and re-test. Let us know your results. Thanks, Thomas.

Updated: 12/18/2015 17:12:03 By T8347TB

Jamie, I'm following up with you regarding this vehicle/case. Please provide an update with the current repair information, and/or close the case if the vehicle is repaired, you are waiting for parts or the vehicle is no longer at your dealer, as STAR cases cannot be left idle or inactive. If no response is received within 24 hours, I will close the case. You can re-open it if further assistance is required. Thanks, Thomas.

Updated: 12/23/2015 12:34:12 By T8347TB

Jamie, thank you for the update! Thomas.

Updated: 12/23/2015 17:20:41 By T8347TB

Jamie, what is the vehicle doing now? Have you followed the programming procedure listed in Service Info? Please note that the original TCM was updateable to 68249088AC. Merry Christmas! Thomas.

Updated: 12/24/2015 12:10:49 By T8347TB

Jamie, I am escalating this case. Another member from our team will contact you.

Updated: 12/28/2015 11:24:01 By T8347TB

Star Master Consultant reviewed case. First what was the part number of valvebody installed? Also what is new TCM flashed to? Or send me a scan report to Michael.d.wilson@fcagroup.com Also have you load tested T824 circuit and checked all intermediate connectors that this circuit passes thru? I believe there are 2 or 3. check for circuits not locked in / spread terminals/ etc....

Updated: 12/28/2015 11:36:17 By T4083MW

Software is correct. Again LOAD test and check T824 circuit and all intermediate connectors it passes thru. No codes are setting. Otherwise replace shifter and shifter knob at the same time.

Updated: 12/28/2015 15:23:14 By T4083MW

Ok is shifter stuck in neutral? Is TCM reading neutral all the time? Does shifter go to park at all?

Updated: 12/29/2015 08:43:30 By T4083MW

Star called Tech and reviewed case. Star advises etch to make sure manual park release lever is in the full LOCKED down normal off position. If it is replace shifter and shift knob at the same time. Please let me know the results. Thanks-Mike-Star

Updated: 12/29/2015 09:34:54 By T4083MW

Thanks for the update Jamie. Please close case.

Updated: 12/31/2015 08:31:14 By T4083MW

Shifter and knob.

Updated: 12/31/2015 10:42:21 By T4083MW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCACGX	CH	Built Date	04/11/2012	Mileage	44,930
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	01/12/2016 12:27:55	By	T1813DW
Updated	01/20/2016 15:03:32	By	T1625HG

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0103	Lost Communication With Electric Gear Shift Module	T3076SB	04/14/2013 01:25:00
U0212	Lost Communication With SCM	T3076SB	04/14/2013 01:25:00
U11E4	CAN COMMUNICATION MESSAGES MISSING	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	66487	JAKE SWEENEY CHRYSLER JEEP DODGE,		Phone	(513) 782-1000
Address	85 W KEMPER RD				
City	CINCINNATI	State	OH	ZIP	45246 2509
Dealer Zone	42	County	HAMILTON	Country	USA
Tech	ANTHONY KLUG				
STAR	T1625HG				

CUSTOMER CONCERN

SHIFTER MESSAGE COME ON AT TIMES. OTHER TIMES IT WON'T COME OUT OF PARK
Updated: 01/12/2016 12:27:55 By T1813DW

RESOLUTION

Hello Anthony. Are there any vehicle modifications or add-ons? Any other DTC's and in what modules are they present? Which DTC's are active? Any other concerns/symptoms present? Have you inspected the harness around and above the trans for any concerns? Please remove, clean, and inspect all major under hood powers and grounds and torque them back to spec (including wheel wells and trans to body). So there are no concerns with pin fit, bent/backed out pins, corrosion ect at the SCM, TCM, or Shifter module nor the inline connectors between them, all have been checked? Dan

Updated: 01/12/2016 12:27:55 By T1813DW

Hi, please provide an update. If you have been unable to duplicate this or the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If the vehicle is no longer at the dealer, please close the case and open a new ticket and reference this one if they return for this issue and you need further assistance. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed or open a new ticket and reference this one, Thank, Dan

Updated: 01/18/2016 15:24:59 By T1813DW

Contacted dealer for update - no advisor available to provide any info after several attempts. Closing case due to inactivity and dealer not responsive. Tech can reopen this STAR case if further assistance is needed related to this concern.

Updated: 01/20/2016 15:03:32 By T1625HG

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
VIN	2C3CCAAG3	DF	Built Date	06/21/2013	Mileage	65,777
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PX8	GLOSS BLACK				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WONT ENGAGE PROPERLY				
Created	01/21/2016 14:10:25	By	T3034DL			
Updated	01/29/2016 10:54:17	By	T3034DL			

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U1175	Lost Ignition Status Message	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	45247	STEVE JONES CHRYSLER, DODGE, JEEP		Phone	(270) 685-9000
Address	322 W 4TH ST				
City	OWENSBORO	State	KY	ZIP	42301 0709
Dealer Zone	51	County	DAVISS	Country	USA
Tech	Billy Harris				
STAR	T3034DL				

CUSTOMER CONCERN

<p>will not go into park <i>Updated: 01/21/2016 14:10:25 By T3034DL</i></p> <p>DDM U113D-00 Lost Communication With Master Power Window Switch- Stored ESM U1175-00 Lost Ignition Status Message- Stored PCM P0300 Multiple Cylinder Misfire Stored PCM P0304 Cylinder 4 Misfire Stored RFH B1A10-00 RKE fob 1 Battery Low- Active TPM C1501-96 Tire Pressure Sensor 1-Component Internal Failure Active TPM C151D-00 Tire Pressure Sensor Location Undetermined- Stored TPM C1580-00 Left/Right Side Tire Pressure Sensor Location Undetermined- Stored TPM C1581-00 Front/Rear Tire Pressure Sensor Location Undetermined- Stored</p> <p><i>Updated: 01/21/2016 16:11:02 By T3034DL</i></p> <p>I have cleared codes and duplicated concern. TCM, ESM, and RFH all recognize gear changes into any position and no codes returned. what i did notice is that the shifter is not allowed to go into the 3rd forward detent preventing park when shifting from drive, but when shifting from other gears only the first and second forward detents are used and park can be achieved. could this be a physical failure inside the shifter?</p> <p><i>Updated: 01/21/2016 16:41:57 By T3034DL</i></p>

RESOLUTION

<p>Billy. I would like to see all the dtcs, even if they don't seem relevant. They may be useful when performing a related case search for this concern. Please update the case with all the dtcs or send a Vehicle Scan Report to STAR or DAVID.LOYACANO@FCAGROUP.COM. Thank you. David <i>Updated: 01/21/2016 14:10:25 By T3034DL</i></p> <p>Billy. The ESM & RFH codes concern me. If the ESM does not see a park signal from the TCM & RF Hub, it will not allow park. We have had similar concerns where the ESM, TCM RF Hub and wiring/connectors were at fault. I recommend that you start by clearing all the dtcs, and see which ones come back when you duplicate the concern. Run and save a vehicle scan report showing the dtcs(if any). Next: Monitor the P/N switch in the TCM, RF Hub, and ESM. Please update the case with your findings. David <i>Updated: 01/21/2016 16:11:02 By T3034DL</i></p> <p>Billy. When you describe the operation, it seems like an internal ESM issue. I just don't want to get stung by an input that's not right. Your data lines up, and the codes didn't return. We've done due diligence in those regards. Let's replace the Shifter Assembly and the Shift Knob as a pair. Re-evaluate the concern. Thank you. David <i>Updated: 01/21/2016 16:41:57 By T3034DL</i></p> <p>Billy. Hello, please provide an update. If the vehicle is repaired, please note what fixed the vehicle, and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 48 hours, we will close the case on our end. You can reopen this ticket if it is closed, and further repair guidance is needed. Thank You. David <i>Updated: 01/28/2016 16:16:57 By T3034DL</i></p> <p>internal mechanical failure inside ESM not allowing 3rd forward detent making achieving park from D/L impossible. replaced ESM and shifter knob and observed normal operation at this time. <i>Updated: 01/29/2016 10:54:17 By T3034DL</i></p>

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN		
VIN	2C3CCAAG4	EF	Built Date	10/05/2013	Mileage	27,107
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PDC	PEWTER GREY PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	01/27/2016 14:23:09	By	T8347TB			
Updated	02/01/2016 13:25:19	By	T8347TB			

CONTACT

Dealer	60262	STATELINE CHRYSLER JEEP DODGE,	Phone	(803) 396-1000		
Address	800 GOLD HILL RD					
City	FORT MILL	State	SC	ZIP	29708 8979	
Dealer Zone	66	County	YORK	Country	USA	
Tech	Kenny Hagstrom					
STAR	T8347TB					

CUSTOMER CONCERN

Vehicle rolls when in Park. Engine running at time of incident.
Updated: 01/27/2016 14:23:09 By T8347TB

RESOLUTION

Kenny, if you cannot duplicate this concern, then there's not a lot that you can do, except to keep trying, or ask the customer to attempt to duplicate it while you observe. Be sure to inspect the park release cable (if equipped) and make sure that it's fully seated, latched and not broken. If you can duplicate this concern, advise to replace the valve body and inspect the park rod for proper operation. Let us know your findings. Thanks, Thomas.

Updated: 01/27/2016 14:23:09 By T8347TB

Kenny, please provide an update. If the vehicle is not repaired, please provide an update with the next 2 business days. If no response is received within the next 2 business days, we will close the case. You can re-open this ticket if it is closed and further repair guidance is needed. Thanks, Thomas.

Updated: 01/29/2016 11:52:26 By T8347TB

Have not duplicated customers issue at this time.

Updated: 02/01/2016 13:25:19 By T8347TB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
VIN	2C3CDXJG4	DH	Built Date	10/18/2012	Mileage	35,799
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZP	WON'T ENGAGE PROPERLY	
Created	02/24/2016 20:56:12	By	T3498BM
Updated	02/26/2016 07:50:49	By	T8442KS

CONTACT

Dealer	37058	R I SURESKY & SON INC	Phone	(845) 294-5177	
Address	RTE 17A HATFIELD				
City	GOSHEN	State	NY	ZIP	10924
Dealer Zone	32	County	ORANGE	Country	USA
Tech	Jake Sullivan				
STAR	T8442KS				

CUSTOMER CONCERN

c/s while parked in driveway with small incline and e-brake applied, customer went outside this morning and found vehicle has rolled back into another parked vehicle, please diagnose and advise

Updated: 02/24/2016 20:56:12 By T3498BM

Yes, to the left front of the vehicle

Updated: 02/25/2016 13:14:52 By T3498BM

RESOLUTION

Hi Jake. Jake is there vehicle damage? - Brian

Updated: 02/24/2016 20:56:12 By T3498BM

Jake before performing any repairs, please stand-by, we're looking into this further due to vehicle damage. I'll get back with you ASAP - Brian

Updated: 02/25/2016 13:14:52 By T3498BM

Escalating ticket for further assistance - Brian

Updated: 02/25/2016 14:25:48 By T3498BM

Star escalating case to Technical Service operations for assistance. They will reply.

Updated: 02/25/2016 14:37:42 By T4083MW

Jake I'm forwarding this to our Special Investigation group.

Updated: 02/26/2016 07:50:49 By T8442KS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
VIN	2C3CDXBGX	CH	Built Date	05/23/2012	Mileage	60,045
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Color	PRY	REDLINE 3 COAT PEARL				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	03/02/2016 19:48:00	By	T4304MO
Updated	03/03/2016 20:31:06	By	T4304MO

CONTACT

Dealer	45286	LITHIA CHRYSLER JEEP DODGE OF	Phone	(361) 992-8000	
Address	4313 S STAPLES ST				
City	CORPUS CHRISTI	State	TX	ZIP	78411 2703
Dealer Zone	63	County	NUECES	Country	USA
Tech	Richard Gonzales				
STAR	T4304MO				

CUSTOMER CONCERN

customer says when placing the shifter in park, led on shifter said neutral and would not allow vehicle to not go back into park, vehicle would not turn on

Updated: 03/02/2016 19:48:00 By T4304MO

RESOLUTION

Richard, this could indicate poor power supply to the new shifter, poor connections, or incorrect shifter installed, check with mopar parts at 800-765-7732 to be sure correct and latest level part has been installed, recommend check power supply and pin fit, as well as shift cable adjustment-marc

Updated: 03/02/2016 19:48:00 By T4304MO

please update the ticket with your status, or close with repair notes, if no further aid is needed. Please call if you have questions, or for fastest service. If there is no response to this message, this ticket will be closed within 2 days. Thanks for using STAR-Marc

Updated: 03/03/2016 20:31:06 By T4304MO

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN		
VIN	2C3CCAAG9E		Built Date	12/02/2013	Mileage	8,024
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PWD	IVORY TRI-COAT PEARL				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WONT ENGAGE PROPERLY				
Created	03/16/2016 11:48:32	By	T7720A0			
Updated	03/17/2016 10:44:41	By	T7720A0			

CONTACT

Dealer	45606	MILNES CHRYSLER DODGE JEEP RAM	Phone	(810) 724-0444		
Address	2093 S VAN DYKE RD					
City	IMLAY CITY	State	MI	ZIP	48444 9702	
Dealer Zone	42	County	LAPEER	Country	USA	
Tech	Paul Golder					
STAR	T7720A0					

CUSTOMER CONCERN

Customer complains that vehicle will go into gear by itself. Also the vehicle will jump gears while driving, sometimes it won't downshift properly, it bucks and luges, shifts harsh, and shifts at random times.

Updated: 03/16/2016 11:48:32 By T7720A0

My apologies, I should have clearly stated that I verified the shifting complaints by test driving, and attempting the adaptation drive learn procedure. My mistake, I just assumed that when you saw the somewhat extensive description, that you would have realized that I am familiar with these transmissions. Anyway, that is neither here nor there.

Updated: 03/16/2016 13:16:34 By T7720A0

The customer had it towed in because she felt it was completely unsafe to drive with the way it luges, slams into gear when shifting, and the constant bucking. Not to mention the fact verified by the tow truck driver (a man lucky enough to have the vehicle chained when it did it on his truck) that the transmission shifts itself out of neutral and into drive. Something I haven't been able to duplicate, but cause enough for the owner to feel that the vehicle is not safe to drive.

Updated: 03/16/2016 13:16:34 By T7720A0

OK, I was wondering that, if it was 2 separate issues. Thinking that the fault tolerance of the transmission is built to make sure that it would do everything it could to keep it from unintended engagement. I am going to go ahead and fault the shifter first. After testing it for a while I found that once I got it out of park I can get it to skip gates at times, and jump into gear without depressing the gate button.

Updated: 03/16/2016 14:38:52 By T7720A0

After the shifter is replaced I will reevaluate the drivability of the transmission and diagnose the valve body from there. I'll let you know. Thanks, Paul

Updated: 03/16/2016 14:38:52 By T7720A0

Not sure if you are reading my replies. I clearly stated that the shifter will skip its gates without the button being depressed. In my understanding of the subject, I do believe that would qualify as a direct verification of one of the customer's complaints.

Updated: 03/17/2016 10:44:41 By T7720A0

RESOLUTION

Paul what was the vehicle being towed for? No known issues with engagement on it's own. If your unable to duplicate and have no DTC then attempt no repair. Allen.

Updated: 03/16/2016 11:48:32 By T7720A0

Paul the engagement is a bus message on this trans that's the issue. The bus message is sent on the DATA bus between the ESP and the TCM, was the shifter actually in the gate properly? Any signs of an liquids spilt on the shifter or its connectors? Allen. The trans itself can't go into gear the TCM has to get a command and then change the solenoid state. Allen. Second for the bus message to be allowed it MUST see the brake input. This isn't like the old cables that moved a manual valve, Pull the shifter check for any interference from it's components, check for any liquid spills into the shifter. Allen.

Updated: 03/16/2016 13:16:34 By T7720A0

Paul you should attempt no repairs if you cannot duplicate. Allen.

Updated: 03/16/2016 14:38:52 By T7720A0

Updated: 03/17/2016 09:25:22 By T7720A0

ok. Allen.

Updated: 03/17/2016 10:44:41 By T7720A0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY			
VIN	1C4RJEBG0	EC		Built Date	08/01/2013	Mileage	31,993
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Color	PFS	CASHMERE PEARL COAT					

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO		
Customer Complaint	ZP	WON'T ENGAGE PROPERLY			
Created	10/08/2015 09:49:23	By	T7720A0		
Updated	10/14/2015 11:43:25	By	T7720A0		

CONTACT

Dealer	44107	ACADIANA DODGE CHRYSLER JEEP RAM	Phone	(337) 232-7361	
Address	1700 SW EVANGELINE TRWY				
City	LAFAYETTE	State	LA	ZIP	70508 2155
Dealer Zone	63	County	LAFAYETTE	Country	USA
Tech	Randy Bishop				
STAR	T7720A0				

CUSTOMER CONCERN

CUSTOMER STATES SHE GOT DOWN AT THE POST OFFICE, LEAVING HER VEHICLE RUNNING BUT IN PARK. WHEN SHE RETURNED TO THE VEHICLE IT HAD ROLLEDBACK INTO THE STREET.. THE VEHICLE WAS STILL IN PARK WHEN SHE GOT TO IT AND THE WINDOWS WERE ROLLED DOWN..

Updated: 10/08/2015 09:49:23 By T7720A0

MPR IS GOOD.... ABOUT A YEAR AGO I HAD ANOTHER CUSTOMER WITH THE SAME THING HAPPENING WE KEPT SENDING THEM HOME AND THEY WOULD RETURN IN ABOUT A WEEKS TIME... STAR CENTER INSTRUCTED ME ON A REPAIR.. THE CUSTOMER COMPLAINT WAS REPAIRED AND HASN'T BEEN BACK... IS THERE A WAY TO REVIEW THAT CASE... THE ONLY THING IS I DONT HAVE ANY VEHICLE INFORMATION..

Updated: 10/08/2015 10:33:43 By T7720A0

I had thought we had replaced a valvebody for it... Not 100% sure.. Maybe a cable.... I'm gonna see if I can duplicate it today, if not I'll return it to the customer..

Updated: 10/08/2015 11:51:47 By T7720A0

RESOLUTION

Randy no known issues, make sure the manual park release is fully latched and locked down. Check MPR cable and brackets for any issues. Per the owners manual, have the customer use the parking brake when in park. If your unable to duplicate attempt no repairs.

Updated: 10/08/2015 09:49:23 By T7720A0

Randy I went through cases for this and last year and I only found 1 repair for MPR cable replacement. all other cases were no duplication, no repairs.

Updated: 10/08/2015 10:33:43 By T7720A0

Ok. Attempt no repairs unless you can duplicate.

Updated: 10/08/2015 11:51:47 By T7720A0

UNABLE TO DUPLICATE CONCERN.....

Updated: 10/14/2015 11:43:25 By T7720A0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJJEAG7	EC048120	Built Date	11/25/2013	Mileage	41,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	10/15/2015 12:55:19	By	T8085MB			
Updated	10/30/2015 09:52:16	By	T6294E0			

CONTACT

Dealer	45319	LITHIA CHRYSLER JEEP DODGE OF	Phone	(979) 823-8111		
Address	301 N EARL RUDDER FWY					
City	BRYAN	State	TX	ZIP	77802 5008	
Dealer Zone	63	County	BRAZOS	Country	USA	
Tech	Derrick Swiler					
STAR	T6294E0					

CUSTOMER CONCERN

customer states the vehicle randomly shifts to neutral upon take off or if the vehicle is in park it will shift to neutral and roll away.

Updated: 10/15/2015 12:55:19 By T8085MB

FOUND A BUNCH OF METAL SHAVINGS IN TRANSMISSION PAN. SHOULD I REPLACE ENTIRE TRANSMISSION?

Updated: 10/23/2015 15:04:57 By T8085MB

RESOLUTION

Derrick, advise to perform a drive learn 21-012-14. Also inspect the connector at the transmission and shifter, check for loose pin fit, corrosion or any damage. Add a little dielectric grease to the connectors and make sure they lock in. If no change then remove the pan and check for debris. If no debris then replace the valve body.

Updated: 10/15/2015 12:55:19 By T8085MB

Derrick, advise to replace the transmission. Refer to warranty Bulletin D-14-09, it has all the information you need to replace the transmission.

Updated: 10/23/2015 15:04:57 By T8085MB

Writer called dealer and was transferred to service. Writer waited on hold for 5 minutes. Writer will try later.

Updated: 10/28/2015 17:40:24 By T2925LS

Called dealer in an attempt to gather updated info on this concern, SA Elizabeth unable to provide current repair status. Derrick, please update TechCONNECT ticket if further STAR assistance is needed or update and close ticket with final repairs.-Thanks, Edna

Updated: 10/29/2015 12:50:17 By T6294E0

Called dealer in an attempt to gather updated info on this concern, no answer in service, on hold over 5 min. After 2 unsuccessful attempts to obtain repair status, closing case with instruction to contact STAR center if needed for assistance at a later date.

Updated: 10/30/2015 09:52:16 By T6294E0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJT3	EC	Built Date	03/11/2014	Mileage	13,530
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PEP	DEEP AUBURN PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	10/22/2015 11:41:11	By	T8085MB			
Updated	10/29/2015 13:53:44	By	T8085MB			

CONTACT

Dealer	42514	STAR DODGE CHRYSLER JEEP	Phone	(325) 698-2222		
Address	5101 SOUTH FIRST STREET					
City	ABILENE	State	TX	ZIP	79605 1334	
Dealer Zone	63	County	TAYLOR	Country	USA	
Tech	RALPH LASALLE					
STAR	T8085MB					

CUSTOMER CONCERN

CUST STATES IT JUMP OUT OF PARK & INTO REV
Updated: 10/22/2015 11:41:11 By T8085MB

RESOLUTION

Ralph, if you are unable to duplicate the condition then there is not much you can do. Inspect the connections at the transmission and shifter for loose pin fit, corrosion or any damage, and make sure they lock in. Perform a drive learn procedure 21-012-14.
Updated: 10/22/2015 11:41:11 By T8085MB
CUSTERMER HAS CAR
Updated: 10/29/2015 13:53:44 By T8085MB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG3	FO	Built Date	10/04/2015	Mileage	1,082
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WONT ENGAGE PROPERLY				
Created	11/03/2015 17:35:00	By	T3498BM			
Updated	11/30/2015 09:18:43	By	T8554EW			

CONTACT

Dealer	67057	BRIGHTON CHY-PLY-DGE INC	Phone	(810) 229-4100		
Address	9827 EAST GRAND RIVER					
City	BRIGHTON	State	MI	ZIP	48116 1908	
Dealer Zone	42	County	LIVINGSTON	Country	USA	
Tech	Paul Williams					
STAR	T8554EW					

CUSTOMER CONCERN

customer states that after parking car on incline in rolled away while in store hitting another vehicle there are no codes or available updates was advised on possible known situation? thanks

Updated: 11/03/2015 17:35:00 By T3498BM

yes there is collision damage on the front of veh. the cust did not report any personal injuries. will await further instruction.

Updated: 11/30/2015 09:18:43 By T8554EW

just wanted to follow up we have not heard anything and customer is in one of our own vehicles what is are next step?

Updated: 11/30/2015 09:18:43 By T8554EW

RESOLUTION

Hi Paul. Paul I'm reviewing this further, I'll get back with you ASAP - Brian

Updated: 11/03/2015 17:35:00 By T3498BM

Hi Paul. We are forwarding this case to the Special Investigations group for their review. Please secure the vehicle and hold off on any further repairs until directed by Special Investigations or STAR. They will be in contact within the next few business days once this is reviewed. Also, were you made aware of any injuries as a result of the collision? Any visible damage to the vehicle? Thanks for contacting us on this.

Updated: 11/04/2015 07:28:08 By T8554EW

Hi Paul. I don't have access to the special investigations file details, but I can see there was a correspondence letter mailed to the owner. The owner will have the response (mailed aprox 11/18) by now if they have not been in touch with you.

Updated: 11/30/2015 09:18:43 By T8554EW

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG5	FC	Built Date	01/29/2015	Mileage	7,510
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	11/04/2015 13:01:26	By	T3498BM			
Updated	11/05/2015 11:21:58	By	T9274JC			

CONTACT

Dealer	68242	STAR CHRYSLER JEEP DODGE	Phone	(718) 479-6200		
Address	211-10 JAMAICA AVENUE					
City	QUEENS VILLAGE	State	NY	ZIP	11428 1541	
Dealer Zone	32	County	QUEENS	Country	USA	
Tech	Ganesh Lall					
STAR	T9274JC					

CUSTOMER CONCERN

CUST STATE WHEN PUT CAR IN PRAK CAR WILL ROLL
Updated: 11/04/2015 13:01:26 By T3498BM

RESOLUTION

Hi Ganesh. Ganesh this isn't a known issue, but is the customer claiming the vehicle does not lock into park at all and rolls away? - Brian
Updated: 11/04/2015 13:01:26 By T3498BM
could not duplicate condition.
Updated: 11/05/2015 11:21:58 By T9274JC

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG8	EC	Built Date	09/27/2013	Mileage	33,343
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	11/09/2015 13:12:45	By	T8085MB			
Updated	11/12/2015 15:05:41	By	T2415EB			

CONTACT

Dealer	63292	LAWLESS CHRYSLER DODGE JEEP RAM	Phone	(781) 935-2212		
Address	196 LEXINGTON ST					
City	WOBURN	State	MA	ZIP	01801 4741	
Dealer Zone	32	County	MIDDLESEX	Country	USA	
Tech	Sam Demonico					
STAR	T2415EB					

CUSTOMER CONCERN

Customer states vehicle not shifting into park on first attempt, stops at reverse and then push to park
Updated: 11/09/2015 13:12:45 By T8085MB

RESOLUTION

Sam, inspect the connectors at the shifter and the transmission for loose pin fit, corrosion or any damage. Put a little dielectric grease in the connectors and make sure that they lock in. Also inspect the manual park release cable to make sure that it is locked in. Check the lever at the transmission for debris between the lever and transmission. IF NTF then replace the shifter assembly.

Updated: 11/09/2015 13:12:45 By T8085MB

Replacement of shifter assembly

Updated: 11/12/2015 15:05:41 By T2415EB

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY				
VIN	1C4RJFAG0	EC		Built Date	07/20/2014	Mileage	9,952	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US			
Engine	ERB	3.6L V6 24V VVT ENGINE						
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)						
Color	PW7	BRIGHT WHITE CLEAR COAT						

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO	
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS		
Created	11/11/2015 13:09:55	By	T3498BM	
Updated	11/12/2015 14:31:53	By	T8256BC	

CONTACT

Dealer	26941	COURTESY CHRYSLER DODGE JEEP RAM	Phone	(949) 373-0100	
Address	32881 CAMINO CAPISTRANO				
City	SAN JUAN CAPISTRANO	State	CA	ZIP	92675 4509
Dealer Zone	71	County	ORANGE	Country	USA
Tech	Samuel Ojeda				
STAR	T8256BC				

CUSTOMER CONCERN

STATES WHEN SHIFTING INTO PARK IT WILL SOMETIMES POP IN TO NUETRAL. AND VEHICLE HAS A CLUNK AND LUNGES FORWARD WHEN COMING TO STOP.

Updated: 11/11/2015 13:09:55 By T3498BM

RESOLUTION

Hi Sam. Sam no known issues as described. If the trans feels normal in it's shifting, no further repairs are advised. Make sure both the PCM TCM and DTCM are all at the latest flash - Brian

Updated: 11/11/2015 13:09:55 By T3498BM

UNABLE TO DUPLICATE

Updated: 11/12/2015 14:31:53 By T8256BC

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJJEAG8	EC	Built Date	08/21/2013	Mileage	45,173
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	T3498BM	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ML	MIL ON	
Created	11/11/2015 20:16:31	By	T3498BM
Updated	11/12/2015 17:21:49	By	T3498BM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P1C8B-17	Battery Voltage-Circuit Voltage Above Threshold	T3076SB	04/14/2013 01:25:00
U1465	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED	T4754AC	04/14/2013 01:25:46
U1466	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON D-PT CAN	T4754AC	04/14/2013 01:25:46
U1467	IMPLAUSIBLE DRIVER SHIFT REQUEST SIGNAL RECEIVED ON CAN AND D-PT CAN	T4754AC	04/14/2013 01:25:46

CONTACT

Dealer	61767	HOLLYWOOD CHRYSLER JEEP	Phone	(954) 962-6400	
Address	2100 NORTH STATE ROAD 7				
City	HOLLYWOOD	State	FL	ZIP	33021 3805
Dealer Zone	66	County	BROWARD	Country	USA
Tech	George Samoskevich				
STAR	T3498BM				

CUSTOMER CONCERN

customer states vehicle would not go into park at times and while driving "check transmission" message will be displayed
Updated: 11/11/2015 20:16:31 By T3498BM
call me anytime
Updated: 11/12/2015 13:37:23 By T3498BM

RESOLUTION

Hi George. Let me know when I can call you on this. I'll be back in the office by 12:30/EST Thursday - Brian
Updated: 11/11/2015 20:16:31 By T3498BM
George states these codes were not present prior to replacing the ESM. This took about two weeks for these codes to set. There is nothing after market wired in. STAR advised George to obtain another replacement ESM. Let STAR know if this continues - Brian
Updated: 11/12/2015 13:37:23 By T3498BM
replace electronic shifter assembly
Updated: 11/12/2015 17:21:49 By T3498BM

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY				
VIN	1C4RJFAG2	EC		Built Date	03/30/2013	Mileage	86,247	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US			
Engine	ERB	3.6L V6 24V VVT ENGINE						
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)						
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT						

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO					
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS						
Created	12/29/2015 15:25:13	By	T8875JB					
Updated	01/07/2016 17:16:52	By	T6294E0					

CONTACT

Dealer	38999	ADAMSON MOTORS INC	Phone	(507) 289-4004				
Address	4800 HIGHWAY 52 NORTH							
City	ROCHESTER	State	MN	ZIP	55901 0160			
Dealer Zone	74	County	OLMSTED	Country	USA			
Tech	WAYNE KROENING							
STAR	T6294E0							

CUSTOMER CONCERN

ROLLS AWAY IN PARK. DID THIS 2 TIMES ROLLED DOWN HIS DRIVE WAY
Updated: 12/29/2015 15:25:13 By T8875JB

RESOLUTION

Wayne, if you are unable to duplicate the concern then there is not much you can do. Inspect the connectors at the transmission and shifter for loose pin fit, backed out pins or any damage. Inspect the manual park release for binding, free from obstructions and fully seated in the home position, inspect the bracket for damage. attempt to duplicate the condition on a incline or decline.

Updated: 12/29/2015 15:25:13 By T8875JB

on able to duplicate been driving for 2 weeks all good

Updated: 01/07/2016 17:16:52 By T6294E0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG3	EC	Built Date	09/23/2013	Mileage	24,823
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	12/29/2015 15:29:02	By	T8875JB			
Updated	01/05/2016 17:58:59	By	T2925LS			

CONTACT

Dealer	45646	CHRYSLER JEEP DODGE RAM MARIN	Phone	(415) 886-3222		
Address	201 CASA BUENA DR					
City	CORTE MADERA	State	CA	ZIP	94925 1783	
Dealer Zone	71	County	MARIN	Country	USA	
Tech	Brandon Wright					
STAR	T2925LS					

CUSTOMER CONCERN

customer states trans will pop out of gear at times on its own and roll has happened twice
Updated: 12/29/2015 15:29:02 By T8875JB

RESOLUTION

Brandon, , if you are unable to duplicate the concern then there is not much you can do. Inspect the connectors at the transmission and shifter for loose pin fit, backed out pins or any damage. Inspect the manual park release for binding, free from obstructions and fully seated in the home position, inspect the bracket for damage. attempt to duplicate the condition on a incline or decline.

Updated: 12/29/2015 15:29:02 By T8875JB

Unable to duplicate(R.O. in QNA).

Updated: 01/05/2016 17:58:59 By T2925LS

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG9	EC	Built Date	03/28/2013	Mileage	25,287
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	01/05/2016 11:45:28	By	T3034DL			
Updated	01/11/2016 09:47:05	By	T3034DL			

CONTACT

Dealer	26704	BRENNER CHRY-JEEP LLC	Phone	(717) 766-7686		
Address	6039 CARLISLE PIKE					
City	MECHANICSBURG	State	PA	ZIP	17050 2426	
Dealer Zone	35	County	CUMBERLAND	Country	USA	
Tech	Ken Green					
STAR	T3034DL					

CUSTOMER CONCERN

CAR ROLLS FORWARD WHEN IN PARK
Updated: 01/05/2016 11:45:28 By T3034DL

RESOLUTION

Ken. Just to clarify: You have duplicated this concern? If not: Let me know. If so: How far does the vehicle roll? Does the vehicle engage gear and move? Is there grinding when putting the trans in park? Is the park pawl engaged? Are the front and rear half shafts seated fully into the diffs? Please let me know. David

Updated: 01/05/2016 11:45:28 By T3034DL

Ken. Hello, please provide an update. If the vehicle is repaired, please note what fixed the vehicle, and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 48 hours, we will close the case on our end. You can reopen this ticket if it is closed, and further repair guidance is needed. Thank You. David

Updated: 01/08/2016 08:37:28 By T3034DL

Ken. I am closing this case on our end. You can communicate on this ticket for 10 days, if you do not close the ticket on your end. If you desire assistance with this vehicle after 10 days: Please open a new ticket, and reference this one. Thank You. David

Updated: 01/11/2016 09:47:05 By T3034DL

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG2	FC	Built Date	11/08/2014	Mileage	4,950
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS				
Created	01/12/2016 14:26:33	By	T3034DL			
Updated	01/14/2016 11:58:25	By	T7158SA			

CONTACT

Dealer	43453	PUEBLO DODGE CHRYSLER JEEP RAM	Phone	(719) 545-6666		
Address	2147 HIGHWAY 50 WEST					
City	PUEBLO	State	CO	ZIP	81008	
Dealer Zone	74	County	PUEBLO	Country	USA	
Tech	Michael Mitchell					
STAR	T7158SA					

CUSTOMER CONCERN

vehicle has rolled out of park with keys out of vehicle, on two different occasions
Updated: 01/12/2016 14:26:33 By T3034DL

RESOLUTION

Michael. To the best of my knowledge there are not any known issues regarding this alleged concern. Due to nature of this alleged concern: I am escalating this case for further review. Someone will contact you, and/or the dealership to discuss this case. Thank you. David

Updated: 01/12/2016 14:26:33 By T3034DL

Can you duplicate the concern? Also was vehicle parked on a icy incline? If dealer can not duplicate concern then have customer review procedures for making sure vehicle is completely in park . Release vehicle. These concerns are driver induced or parking on a icy incline causing vehicle to eventually slide.

Updated: 01/13/2016 11:16:45 By T4083MW

could not duplicate concern

Updated: 01/14/2016 11:58:25 By T7158SA

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG2	FC	Built Date	11/08/2014	Mileage	4,950
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	01/12/2016 15:28:51	By	T4756RH			
Updated	01/12/2016 15:28:51	By	T4756RH			

CONTACT

Dealer	43453	PUEBLO DODGE CHRYSLER JEEP RAM	Phone	(719) 545-6666		
Address	2147 HIGHWAY 50 WEST					
City	PUEBLO	State	CO	ZIP	81008	
Dealer Zone	74	County	PUEBLO	Country	USA	
Tech	Michael Mitchell					
STAR	T4756RH					

CUSTOMER CONCERN

vehicle has rolled out of park with keys out of vehicle, on two different occasions
Updated: 01/12/2016 15:28:51 By T4756RH

RESOLUTION

n/a
Updated: 01/12/2016 15:28:51 By T4756RH

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG2	FO	Built Date	11/08/2014	Mileage	4,950
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	01/12/2016 15:29:51	By	T4756RH			
Updated	01/12/2016 15:29:51	By	T4756RH			

CONTACT

Dealer	43453	PUEBLO DODGE CHRYSLER JEEP RAM	Phone	(719) 545-6666		
Address	2147 HIGHWAY 50 WEST					
City	PUEBLO	State	CO	ZIP	81008	
Dealer Zone	74	County	PUEBLO	Country	USA	
Tech	Michael Mitchell					
STAR	T4756RH					

CUSTOMER CONCERN

vehicle has rolled out of park with keys out of vehicle, on two different occasions
Updated: 01/12/2016 15:29:51 By T4756RH

RESOLUTION

n/a
Updated: 01/12/2016 15:29:51 By T4756RH

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY		
VIN	1C4RJFJM3	EC	Built Date	12/15/2013	Mileage	28,407
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	01/15/2016 16:51:50	By	T1806WJ			
Updated	01/20/2016 16:03:07	By	T1806WJ			

CONTACT

Dealer	64686	GUPTON MOTORS INC	Phone	(615) 384-2886		
Address	3450 TOM AUSTIN HIGHWAY					
City	SPRINGFIELD	State	TN	ZIP	37172 3940	
Dealer Zone	66	County	ROBERTSON	Country	USA	
Tech	Krista Newman					
STAR	T1806WJ					

CUSTOMER CONCERN

CLINTON R CAMP, GUPTON MOTORS INC ,SA Krista ,615-384-2886 ,Stuck in park.
Updated: 01/15/2016 16:51:50 By T1806WJ

RESOLUTION

TS called dealer and left VM for Krista to call TS back. Walter

Updated: 01/15/2016 16:51:50 By T1806WJ

Krista called TS and left a VM for a return call and TS called dealer back and Krista states that the concern was able to be duplicated and the cause is the shifter assembly. TS approved repairs and Krista expects the parts to arrive 1/20 and repairs should be complete by 1/21. Walter

Updated: 01/18/2016 17:05:49 By T1806WJ

Krista called and stated that repairs are complete and vehicle is ready to pick up. TS added DM notes and case will be closed. Walter

Updated: 01/20/2016 16:03:07 By T1806WJ

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBM4	FC	Built Date	05/11/2015	Mileage	1,065
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WONT ENGAGE PROPERLY				
Created	01/26/2016 16:14:35	By	T7720A0			
Updated	02/23/2016 02:00:40	By	T7218RD			

CONTACT

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC	Phone	(907) 276-1331		
Address	2601 EAST 5TH AVENUE					
City	ANCHORAGE	State	AK	ZIP	99501 3039	
Dealer Zone	70	County	ANCHORAGE	Country	USA	
Tech	Andrew Johnnie					
STAR	T7720A0					

CUSTOMER CONCERN

customer states that when they park in their driveway that is a slight downhill with snow on it the vehicle will roll forward when it is in park. the customer has a video of the problem happening after this happens and they put the vehicle in revers there is a loud clunking sound. check and advise

Updated: 01/26/2016 16:14:35 By T7720A0

RESOLUTION

Samual per the owners manual: This range supplements the parking brake by locking the transmission. The engine can be started in this range. Never attempt to use PARK while the vehicle is in motion. Apply the parking brake when leaving the vehicle in this range. Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the LOCK/OFF (key removal) position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

Updated: 01/26/2016 16:14:35 By T7720A0

because the answer given did not address the problem

Updated: 01/28/2016 13:32:58 By T7720A0

Additional information required. 02/22/16: Inspected, diagnose & test drove vehicle. Fluid level at recommended level. No DTC's present that relates to customer's reported condition. Was able to duplicate the condition. Vehicle rolled forward on a incline, when placed transmission mode from reverse to park. Dual inspection TA(Utah), Engineer from ZF & Engineer from Magna Powertrain. Used Data Recorder & ZF diagnostic tool to capture all data. Forwarding all images, data recorder events, fluid level measurements & test results to Detroit.(Safety Office) To perform same tests on stock unit & or other like model(s).

Updated: 02/23/2016 02:00:40 By T7218RD

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG1	FC	Built Date	08/22/2015	Mileage	3,621
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	18 - VEHICLE PERFORMANCE		
Customer Complaint	UA	UNINTENDED ACCELERATION			
Created	02/04/2016 09:42:27	By	T7002ES		
Updated	02/17/2016 11:45:42	By	T9274JC		

CONTACT

Dealer	26999	ROCKAWAY CHRYSLER DODGE JEEP RAM	Phone	(516) 371-1500	
Address	550 BURNSIDE AVE				
City	INWOOD	State	NY	ZIP	11096 1237
Dealer Zone	32	County	NASSAU	Country	USA
Tech	Michael Chiarello				
STAR	T9274JC				

CUSTOMER CONCERN

Customer states she pulled into a parking spot and shut the vehicle off, exited the vehicle and removed her child from the back seat. Then locked the vehicle and went into work. While in work she was informed by a co worker that the vehicle moved on its own. When she came outside to see what happend, she found that the vehicle had backed up, made a left turn and got stuck on a pile of snow all on its own. When she walked up to the vehicle it was in reverse with the doors locked. The customer does not remember if vehicle was running or not. Customer is now to scared to drive vehicle cause she feels its unsafe.

Updated: 02/04/2016 09:42:27 By T7002ES

RESOLUTION

Michael, The case is being escalated, please do not respond back to the case or it will be taken out of the escalation que.

Updated: 02/04/2016 09:42:27 By T7002ES

found in cair information 2-11-15 that SM stated the vehicle has been parked in the same location for a week and a half, and has not moved since. dealer cannot duplicate the issue, no codes have been found. closing star case at this time till additional assistance is needed. fca star center

Updated: 02/17/2016 11:45:42 By T9274JC

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1C4RJJEAG3	EC	Built Date	05/10/2013	Mileage	48,658
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WON'T ENGAGE PROPERLY				
Created	02/16/2016 10:03:19	By	T5734DG			
Updated	02/25/2016 15:02:35	By	T6277T0			

CONTACT

Dealer	45499	ROCKY TOP CHRYSLER JEEP DODGE	Phone	(865) 932-4144		
Address	3315 WINFIELD DUNN PKWY					
City	KODAK	State	TN	ZIP	37764 1540	
Dealer Zone	66	County	SEVIER	Country	USA	
Tech	David Harkleroad					
STAR	T6277T0					

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE IS JUMPING OUT OF GEAR WHEN VEHICLE IS IN PARK IT JUMPS INTO REVERSE CUSTOMER STATES IT WILL ACCELERATE ON ITS OWN

Updated: 02/16/2016 10:03:19 By T5734DG

RESOLUTION

David has called for assistance. He states the vehicle came out of park and backed into something. It happened back in may. They brought it back and said it did it again. David, I will escalate this to the master consultant for review. Dustan

Updated: 02/16/2016 10:03:19 By T5734DG

STAR MC. Called dealer. Tech reports The shifter lever is fine no play. There is no damage. Customer reports it jumped out of reverse and bumped into a wall. Currently customer has multable CAIRS cases on the vehicle and dealer has never duplicated concern. Escalate to FTS.

Updated: 02/16/2016 15:59:25 By T2308TB

Hi David. Thanks for contacting us. We have forwarded this case to the special investigations team for their review. Please secure the vehicle and hold off on any further work until you are contacted.

Updated: 02/17/2016 08:04:56 By T8554EW

Hi David. I heard back from Special Investigations. They have documented the situation but will not be investigating at this time. They suggested discuss, review, and reinforce the shifter operation and park brake operation with the owner. Ask the customer for assistance in duplicating the circumstance and condition.. I would not suggest any repair attempts with out the concern being duplicated. Let me know if we can be of any assistance once you have more info.

Updated: 02/17/2016 11:00:17 By T8554EW

Bovinett TA: Closing case.

Updated: 02/25/2016 15:02:35 By T6277T0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCGX	EO	Built Date	07/10/2013	Mileage	32,691
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				

GENERAL

Case Ref		Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	02/23/2016 12:35:18	By	T6035RM
Updated	02/23/2016 16:20:28	By	T6035RM

CONTACT

Dealer	68807	BAXTER CHRYSLER DODGE JEEP RAM OF	Phone	(402) 339-3131	
Address	7010 SOUTH 124TH CIRCLE				
City	LA VISTA	State	NE	ZIP	68128 5600
Dealer Zone	74	County	SARPY	Country	USA
Tech	Ryan Wedergren				
STAR	T6035RM				

CUSTOMER CONCERN

when putting vehicle in park and exiting the horn will honk and cluster stats "not in park". have to put in park again for it to go away.
Updated: 02/23/2016 12:35:18 By T6035RM

RESOLUTION

Hello Ryan, we do not have related cases for this concern, but what we need to do is while the vehicle does this, with the shifter in park we need to check the gated park switch status in the RFH, and verify when in park it reads closed. Redi
Updated: 02/23/2016 12:35:18 By T6035RM
could not duplicate
Updated: 02/23/2016 16:20:28 By T6035RM

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAG7	EC	Built Date	03/04/2014	Mileage	35,223
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WONT ENGAGE PROPERLY				
Created	03/14/2016 14:10:19	By	T7720A0			
Updated	03/14/2016 15:07:15	By	T7720A0			

CONTACT

Dealer	23179	KELLY CHRYSLER DODGE JEEP	Phone	(610) 967-2101		
Address	501-523 STATE ROAD					
City	EMMAUS	State	PA	ZIP	18049	
Dealer Zone	35	County	LEHIGH	Country	USA	
Tech	KIRK SUCHON					
STAR	T7720A0					

CUSTOMER CONCERN

customer states he put shifter in park but it did not go into park.also complained of radio lockup must turn key off and back on again to free it up
Updated: 03/14/2016 14:10:19 By T7720A0

RESOLUTION

Kirk it doesn't sound like you have duplicated the condition? If your unable to duplicate and have no DTC there's not much else you can do. make sure the customer is at a full stop. Check for any variation in the wheel speed sensor readings. if you cannot duplicate then set it up for a customer captured data recording. Make sure manual park release cable is in the FULL release position. Then load test T824 circuit from RF hub to TCM connector. Allen.

Updated: 03/14/2016 14:10:19 By T7720A0

Updated: 03/14/2016 15:07:15 By T7720A0

Vehicle Lookup

Field Report

VEHICLE

Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1C4RJFBG1	EC	Built Date	04/08/2014	Mileage	40,993
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO			
Customer Complaint	ZP	WONT ENGAGE PROPERLY				
Created	03/15/2016 13:27:29	By	T8347TB			
Updated	03/15/2016 17:46:39	By	T7065EA			

CONTACT

Dealer	24132	SMOLICH CHRYSLER JEEP DODGE	Phone	(541) 389-1177		
Address	1865 NORTH EAST HIGHWAY 20					
City	BEND	State	OR	ZIP	97701 4832	
Dealer Zone	70	County	DESCHUTES	Country	USA	
Tech	brandon roe					
STAR	T7065EA					

CUSTOMER CONCERN

customer reports the vehicle will roll 3 to 4 feet or sometimes farther after it has been parked on a hill or pavement surface. Its as if the parking pawl becomes disengaged and the vehicle starts to move.

Updated: 03/15/2016 13:27:29 By T8347TB

RESOLUTION

Brandon, if you cannot duplicate the concern, then there's not a lot that you can do, except to keep trying or ask the customer to attempt to duplicate it while you observe. STAR does not recommend replacing any parts for this customer's concern without a concern duplication, and subsequent diagnosis. Please continue to try to duplicate the concern, and send a vehicle scan report to STAR. I do recommend advising the customer to follow these procedures as per the owner's manual: "Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the Key Fob. When the ignition is in the LOCK/OFF (key removal) position, the transmission is locked in PARK, securing the vehicle against unwanted movement." "Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Thomas.Thomas.

Updated: 03/15/2016 13:27:29 By T8347TB

could not duplicate the concern. Technician Closure Requested

Updated: 03/15/2016 17:46:39 By T7065EA

Vehicle Lookup

Field Report

VEHICLE

Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCG7	FC	Built Date	07/21/2015	Mileage	10,597
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref		Component Group	21A - TRANSAXLE - AUTO		
Customer Complaint	ZP	WON'T ENGAGE PROPERLY			
Created	03/15/2016 13:34:52	By	T5734DG		
Updated	03/18/2016 11:34:56	By	T8347TB		

CONTACT

Dealer	60415	FORT COLLINS DODGE CHRYSLER JEEP	Phone	(970) 226-5340	
Address	3835 S COLLEGE AVE				
City	FORT COLLINS	State	CO	ZIP	80525 3013
Dealer Zone	74	County	LARIMER	Country	USA
Tech	Robert Dykema				
STAR	T8347TB				

CUSTOMER CONCERN

hard to get into park
 Updated: 03/15/2016 13:34:52 By T5734DG

RESOLUTION

Bob has called for assistance. He states the shifter is hard to shift into park. Bob, Look for obstructions. If nothing is found replace the shifter and retest. Dustan

Updated: 03/15/2016 13:34:52 By T5734DG

new shifter. Technician Closure Requested

Updated: 03/16/2016 17:09:19 By T7065EA

Additional information required. Bob the Service Manager called and stated that the vehicle won't stay in park and the vehicle has rolled away and caused body damage due to collision. Bob, advise to inspect the Manual Park Release Cable. STAR does not recommend replacing any parts for this customer's concern without a concern duplication, and subsequent diagnosis. Please continue to try to duplicate the concern, and send a vehicle scan report to STAR. I do recommend advising the customer to follow these procedures as per the owner's manual: "Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the Key Fob. When the ignition is in the LOCK/OFF (key removal) position, the transmission is locked in PARK, securing the vehicle against unwanted movement." "Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Thomas.

Updated: 03/16/2016 19:13:19 By T8347TB

replaced the shifter module

Updated: 03/18/2016 11:34:56 By T8347TB

Vehicle Lookup