

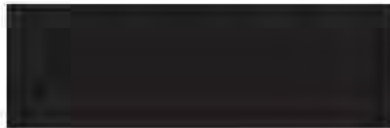
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sat Jan 05 22:32:19 EST 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
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Disappointing Charger

Comments:  
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Hello,

I would like to introduce myself. My name is [REDACTED] and I have been the owner of a Chargers

since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it. Last year I bought a 2012 Charger SXT again and I must say I am very disappointed with Chrysler/Dodge engineering on this vehicle. Some of the changes are just horrible and quite mind boggling why they were done. Let me list my issues:

1) Gas funnel - Why on earth did Dodge require that a fuel funnel adapter be needed if manually pouring gas into the tank?? Why I have a gas can I need to pour into my car I actually have to put the adapter in first, then a funnel into the adapter followed by the gas. I usually lose about a gallon of gas because the funnel does not fit in the adapter. I thought long and hard why Dodge did this. I thought first maybe it was to protect against someone putting something in gas tank but that can't be it because a fuel cap release is needed inside the car. Just horrible engineering on this.

Built in gas cap - No gas cap now as the deal is within the little gas door on the car but this is busy too. If I filled my car to the top it leaks gas around the seal as I drive, until I lose a few gallons. Another poor design

Center Consol - Old Charger had a nice inside consol and easy to put and separate change. This new Charger has a insert that goes in and out and move around. a couple spots for change I have no idea what type of change the slots are for as penny, nickels, dime or quarter do not fit in any??.

Slow Wipers - Speed of wipers is very slow. I was told by dealer this is the way they are an not

defective but certainly can tell a difference from my 2006. Same with the blower. It has poor performance.

Rain Drip - When I open my door after a hard rain the water must build up in seal area because it all rolls on my head when I open door

Easy Stratches - My new car seems to have a ton of small scratches. A few people I know told me Dodge now uses a poor gloss coat over paint and this is why it scratches easy. I can't confirm this but it is what I was told.

\* Speed Shifter - Extremely difficult to sometime get into correct gear. I have had 2-3 times where I put shifter all the way up hard and get ready to shut off only to find out it's in reverse. Once I almost ran someone over. Also, does not allow shifting into any gear from neutral unless I apply brake. This keeps me from being able to drift down hills to save gas.

Computer System - having to use the computer system on the front display to heat and cool at level I want is a big distraction to a moving driver. Why not allow a knob override???

Also, delay to get to channel when starting is about 15-20 seconds. A message comes up showing some nonsense about safety makes me wait. Seems like Dodge wants the car to be in charge inside of the driver!

Window

Motor - Motor sometimes puts windows down when I press for them to go up, and vice versa.

Mesh on Sunroof - My old Charger used to have a section of rubber that would flip up when I opened the sunroof to, I guess, block water or anything falling in/thru sunroof. Dodge engineering disfunctionally now designed a mesh 3 inch section that pops up between top and bottom of sunroof. This now notoriously catches every bug that comes close to the car. I even caught a small bird in it the second time I used it!! Seriously! These bugs get caught though and after driving for awhile they sometimes get squeezed in the mesh so hard, due to the speed, that the inside of a few bugs have actually dripped into the car. Quite disgusting, not to mention I have to clean this mesh everytime I use the sunroof (I finally just stopped using the sunroof in the middle of last summer).

I can name more issues that are much smaller but I won't at

this point.

The car is rather cheap looking though and I seem to have someone come up to me about once a month asking about the car and if I would recommend buying the those who ask. I am telling people "absolutely no" and explain to them that I have owned 2 Chargers over the past 7 years and this new Charger is a huge step back in design by Dodge.

I am not someone that complains a lot. I have had the car a year and just kept all this to myself but as issues with design continue to bother me I decided to send you this email



others ask

Sender Information:

-----

Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Sun Jan 06 12:50:00 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle concerns via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Ram, please advise and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.

I have provided the contact information for 2 dealers in your area that could assist you:

Vasko Dodge  
3644 Washington Rd.  
McMurray, PA 15317  
(724) 942-3000

Solomon Chrysler, Dodge, Jeep, Ram- Brownsville  
409 National Pike W  
Brownsville, PA 15417  
(724) 785-8000

A dealership locator can be found on the brand web site in the "Find a Dealer" field of the Dodge - <http://www.dodge.com> home page.

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

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative  
Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7967690V94600L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7967690V94600L0KM&)

Original Message Follows:

-----  
US Customer Service - Dodge Brand Site

Brief Description:

Disappointing Charger

Comments:

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have been the owner of a Chargers since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it.

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others ask

VIN: CH [REDACTED]  
Mileage: 25000  
Servicing Dealer: Solomon  
Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
City: washington  
State: PA  
Zip: [REDACTED]  
Email: [REDACTED]  
Work Phone: [REDACTED]

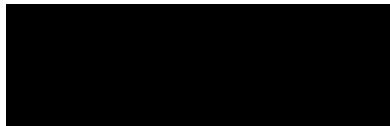
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sat Jan 05 22:33:30 EST 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
-----

Car Issues

Comments:  
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Hello,

I would like to introduce myself. My name is [REDACTED] and I have been the owner of a Chargers

since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it. Last year I bought a 2012 Charger SXT again and I must say I am very disappointed with Chrysler/Dodge engineering on this vehicle. Some of the changes are just horrible and quite mind boggling why they were done. Let me list my issues:

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Built in gas cap - No gas cap now as the deal is within the little gas door on the car but this is busy too. If I filled my car to the top it leaks gas around the seal as I drive, until I lose a few gallons. Another poor design

Center Console - Old Charger had a nice inside console and easy to put and separate change. This new Charger has an insert that goes in and out and move around. a couple spots for change I have no idea what type of change the slots are for as penny, nickels, dimes or quarters do not fit in any??.

Slow Wipers - Speed of wipers is very slow. I was told by dealer this is the way they are an not

defective but certainly can tell a difference from my 2006. Same with the blower. It has poor performance.

Rain Drip - When I open my door after a hard rain the water must build up in seal area because it all rolls on my head when I open door

Easy Stratches - My new car seems to have a ton of small scratches. A few people I know told me Dodge now uses a poor gloss coat over paint and this is why it scratches easy. I can't confirm this but it is what I was told.

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I can name more issues that are much smaller but I won't at

this point.

The car is rather sharp looking though and I seem to have someone come up to me about once a month asking about the car and if I would recommend buying the those who ask. I am telling people "absolutely no" and explain to them that I have owned 2 Chargers over the past 7 years and this new Charger is a huge step back in design by Dodge.

I am not someone that complains a lot. I have had the car a year and just kept all this to myself but as issues with design continue to bother me I decided to send you this email



others ask

Sender Information:

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Title: Mr.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]

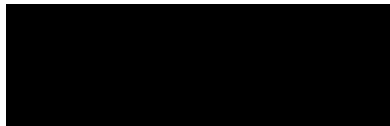
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Fri Feb 08 23:20:40 EST 2013  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
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Horrible Charger Experience

Comments:  
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Hello, I previously emailed Dodge but basically got a "boilerplate" response and I wanted to make sure my issues and concerns went to the executive division of Dodge management.

I would like to introduce myself. My name is [REDACTED] and I have been the owner of a Chargers since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it.

Last year I bought a 2012 Charger SXT again and I must say I am very disappointed with Chrysler/Dodge engineering on this vehicle. Some of the

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fuel funnel adapter be needed if manually pouring gas into the tank??

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Sender Information:

-----  
Title: Mr.  
First Name:  
Middle Initial:  
Last Name:



From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Sat Feb 09 12:30:03 EST 2013  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center. We are sorry to hear about your bad experiences you have been having with your 2012 Dodge Charger. We have documented your statements under your file. If Chrysler wishes to review your documents they can at any time. It is recommended for any mechanical issue to take the vehicle to a dealership to see if they can provide any assistance.

Thanks again for your email.

Sincerely,

John

Customer Service Representative  
Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]  
EMAIL CASE NUMBER: [REDACTED]  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8009546V31003L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8009546V31003L0KM&)

Original Message Follows:

-----  
US Customer Service - Dodge Brand Site

Brief Description:

Horrible Charger Experience

Comments:

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VIN:

CH: [REDACTED]

Mileage:

25000

Servicing Dealer:

Solomon Dodge

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

washington

State:

PA

Zip:

Email:

Home Phone:

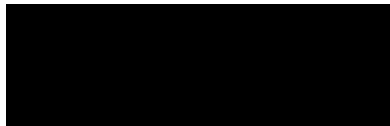
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





April 30, 2013

Wisconsin Lift Truck Corp.  
Mr. John Burke  
3125 Intertech Drive  
Brookfield, WI 53045-5113

Re: [REDACTED]  
V.I.N.: 2C3CCARG4DH [REDACTED]

Dear Mr. [REDACTED]

This is in regard to the inspection that was performed on your 2013 Chrysler 300.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. All systems were found to be operating properly, and as designed. In addition, your vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to this incident.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs associated with this incident.

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

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

Sincerely,

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

JSs/ss

**CONFIDENTIAL - Prior Approval Required Before Duplicating**  
**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# [REDACTED]

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2013	CHRYSLER 300 AWD FOUR DOOR SEDAN	2C3CCARG4DH [REDACTED]		11-03 18	15151	12/05/2012
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		BROOKFIELD	WI	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Granite Crystal Met. Clear Coat	LXF	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
CHAMPION CJD/ ENTERPRISE FM		42	49939	INDIANAPOLIS	IN	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
FRANK DAVIS S			EAA		715-233-2145	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ .00		

**INTERVIEW**

INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **04/16/2013**      DATE OF INCIDENT: **04/15/2013**      TIME OF INCIDENT: **07:30**  AM  PM      INSPECTION DATE: **04/25/2013**

1. DRIVER'S DESCRIPTION OF EVENT: [REDACTED] stated that he was leaving his home that morning and after backing out of his driveway he realized that he had left something at home. [REDACTED] said that there was about two inches of snow on the driveway with an ice layer on top of the snow so there was some rolling resistance. So he drove forward up the driveway and stopped about 4 feet from the garage door. [REDACTED] said that he shifted the lever into park and felt and heard the lever click into park but didn't look down to see if the lever indicated that it was in park. [REDACTED] said he did not turn the engine off. At this point John got out of the car turned to go to the house when he looked back his car was moving forward towards the closed garage door and took it out. [REDACTED] got back into the car as fast as he could to stop the Chrysler 300 before it hit another car in the garage after hitting the garage door. [REDACTED] said that he knows the transmission must have been in park, reverse or neutral because he heard the shift lever click but didn't know why the vehicle was moving forward. He said that after he stopped the vehicle and put it into reverse he did not look to see was position the lever was in when it was moving forward. [REDACTED] said that the driveway has an incline towards the garage so it did not roll forward. [REDACTED] said the door was totaled but there was no damage to his Chrysler 300. [REDACTED] stated that the Wisconsin Lift Truck, the company he works for, has four Chrysler 300 and three of the vehicles have experienced the transmissions jumping out of park. [REDACTED] wants to know what caused his vehicle not to lock in the park position. The owner stated that the damaged garage door has not been repaired. [REDACTED] said that the highest estimate was \$2100.00.

Insurance Company Name: \_\_\_\_\_  
 Personal Injury: Were there Personal Injuries?  Yes  No      If Yes, complete section "B"  
 Any Indicator/ Warning Lights on Prior?  Yes  No      If Yes, What light: \_\_\_\_\_

**IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**

Help Key

**PART A- GENERAL****REQUIRED PHOTOGRAPHS:** ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**PERSPECTIVE FROM EVERY  
CORNER OF VEHICLE DOWN  
BOTH ORIGINAL LATERAL  
SIGHT LINES(8 TOTAL)- ANY RECENT VEHICLE  
SERVICE YES  NO UNKNOWNIF YES, ENCLOSE COPIES OF  
REPAIR ORDERS**INFORMATION:** POLICE/AGENCY REPORT #: ALL REPORTS/PHOTOS BY  
OTHERS

- ADDRESS OF INSPECTION

Address **Brickner Motors Inc**

1

Address **16450 CO Highway A**

2

City **Marathon City**State **WI**Zip **54444**Phone **715-842-5611**- EVIDENCE OF TAMPERING OR PRIOR  
DISASSEMBLY YES  NO

- IF YES, DESCRIBE AND PHOTOGRAPH

**PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE****REQUIRED PHOTOGRAPHS:** The owner, John Burke was not injured. The was no damage to the vehicle WINDSHIELD ALL AREAS OF DAMAGE  
MARKINGS ON INTERIOR  
AND EXTERIOR CLOSE UPS OF STAINS,  
SKIN, HAIR, CLOTH EXTERIOR AND INTERIOR  
DAMAGE INCLUDING  
UNDERCARRIAGE**INFORMATION:** DESCRIBE ANY INJURIES TO  
DRIVER AND/OR OTHER  
OCCUPANTS SEE SEAT BELT/SEATS  
SECTION IF APPLICABLE

**PART C - AIRBAG(S)**

**REQUIRED PHOTOGRAPHS**

- STEERING WHEEL
- AIRBAG(S)
- KNEE BLOCKERS
- ALL POSSIBLE LOCATIONS OF CONTACT

**AECM INFORMATION**

- SOFTWARE VERSION:  
**#0: 11.11.00**
- SERIAL NUMBER :

- PART NUMBER :  
**68105510AE**
- DOES AIRBAG WARNING LIGHT CYCLE ON?  
 YES  NO  N/A
- ARE WARNING LABELS PRESENT (PHOTO)  
 YES  NO  N/A
- RECORD LABEL PART NUMBER

**COMPLETE PART D**

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?  
 YES  NO IF NO, EXPLAIN

<b>- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :</b>	<b>MIN</b>	<b>COUNT</b>
No codes		
<b>- RECORD STORED DTC'S (MINUTES/COUNTS) :</b>	<b>MIN</b>	<b>COUNT</b>
No codes		

- WAS AIRBAG DEPLOYED?  
DRIVER  YES  NO  
IF NO, EXPLAIN **unknown**
- PASSENGER  YES  NO  
IF NO, EXPLAIN **unknown**
- SIDE AIRBAG  YES  NO  N/A  
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?  
 LEFT  RIGHT  N/A  BOTH
- TYPE OF SIDE AIRBAG  
 SEAT  CURTAIN  N/A
- TYPE OF STEERING WHEEL  
 TILT  STANDARD
- ANY DAMAGE TO STEERING WHEEL  
 YES  NO  
IF YES, EXPLAIN

**DO NOT ERASE DRB READINGS**

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?  
 YES  NO  
IF YES,  
 NOTE POSITION OF PASSENGER A/B SWITCH  
 ON  OFF  N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?  
 YES  NO  N/A  
IF YES, EXPLAIN
- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?  
 YES  NO  
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

**PART D - SEATS/SHOULDER BELTS**

**REQUIRED PHOTOGRAPHS:**

- OVERALL SEAT BELTS I/B & O/B
- CLOSE UP OF ANY IRREGULARITIES
- LATCHPLATE WEAR
- CLOSE UP D-RING TO SHOW LOADING
- OVERALL OF SEAT
- CLOSE UP OF DAMAGE
- RECORD DTC'S:

- INFORMATION:**
- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):  
**No labels**
  - RECORD ALL INFORMATION STAMPED ON LATCHPLATE  
**Driver-5660654B Passenger-6156774B**
  - PRETENSION DEPLOYED?  
 YES  NO  UNKNOWN
  - EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING  
**Driver 15 degrees Pass 18 degrees**
  - EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):  
**Driver - 2 inches Pass - 2 inches**

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

- NOTE RESULTS
- DOES THE BUCKLE LATCH?  
 YES  NO  
IF NO, EXPLAIN
  - DO THEY RELEASE?  
 YES  NO  
IF NO, EXPLAIN
  - DO THEY RETRACT?  
 YES  NO  
IF NO, EXPLAIN
  - ANY LOOSENESS OR BROKEN PARTS  
 YES  NO  
IF YES, EXPLAIN?
  - CHECK FOR SEAT RETAINING BOLTS  
 NORMAL  
 BROKEN  
 LOOSE  
 MISSING  
NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

## Driver's seat 7/8 rearward

## PART E - TRANSMISSION

**REQUIRED****PHOTOGRAPHS:**

- ENTIRE TRANSMISSION WITH PICTURES AND CLOSE-UP OF LEAKS, IF ANY
- SHIFT LEVER AND CABLE AT TRANSMISSION-GEAR SHIFT LEVER
- SHIFT INDICATOR WITH LEVER IN EACH GATED GEAR POSITION.
- SHOW INDICATOR ALIGNMENT
- PHOTO SHIFT LINKAGE ADJUSTMENT CONNECTOR

**INFORMATION:**

- TEST SHIFT INTERLOCK OPERATION
- TEST KEY INTERLOCK FUNCTION
- TEST NEUTRAL START INTERLOCK
- CLUTCH AND LINKAGE INSPECTION
- FLUID LEVEL AND CONDITION

**INFORMATION:**

- TRANSMISSION TYPE?
  - MANUAL  AUTOMATIC
- HOW MANY SPEEDS?
  - 3  4  5  6
- TRANSMISSION IDENTIFICATION NUMBER:
  - ser 3097568 Model 020062 8HP45**
- RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION:
  - Park
- RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING":
  - Could feel gating in each position**

- DOES THE PARKING BRAKE WORK?
  - YES  NO
  - IF NO, EXPLAIN
- IS SHIFT INDICATOR PROPERLY ALIGNED AT ALL GATES?
  - YES  NO
  - IF NO, EXPLAIN
- SHIFT TYPE
  - COLUMN  CENTER CONSOLE
- IF SAFE AND PERMITTED TO DRIVE: DRIVE VEHICLE AND RECORD FEEL OF GEAR DURING EACH SHIFT:
  - Shifted properly on light and heavy acceleration**
- DOES PARKING PAWL ENGAGE?
  - YES  NO
  - IF NO, EXPLAIN
- IF LOCKUP IS ALLEGED - CHECK ROTATION OF TRANSMISSION IN ALL GEARS
  - DOES THE VEHICLE START IN PARK AND NEUTRAL
    - YES  NO
  - DOES THE VEHICLE START IN OTHER POSITIONS
    - YES  NO
    - IF YES, EXPLAIN
  - IS VEHICLE EQUIPPED WITH BTSI
    - YES  NO
    - IF YES, EXPLAIN
    - Factory equipped**
    - IF EQUIPPED WITH BTSI CAN YOU SHIFT OUT OF "P" WITHOUT DEPRESSING SERVICE BRAKE
      - YES  NO
      - IF YES, EXPLAIN
  - DOES KEY ROTATE TO "LOCK" WITH SHIFT LEVER IN ANY POSITION OTHER THAN PARK.
    - YES  NO
    - IF YES, EXPLAIN
  - CAN KEY BE REMOVED FROM IGNITION IN ANY POSITION OTHER THAN PARK
    - YES  NO
    - IF YES, IS KEY OEM OR AFTERMARKET
      - OEM  AFTERMARKET  N/A
    - WITH KEY OUT CAN SHIFT LEVER BE MOVED FROM "PARK"?
      - YES  NO
      - IF YES, EXPLAIN

[Previous](#)
[Next](#)

**PART - F UNINTENDED ACCELERATION NOT APPLICABLE**

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**PART - G BRAKES NOT APPLICABLE**

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**PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE**

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**PART - I AXLE/DIFFERENTIAL NOT APPLICABLE**

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**PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

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**Other information: • Transmission is an 8 speed • The transmission BTSI worked as designed. • Vehicle only starts when the transmission lever is in the park position and will not start in neutral as designed. The engine can only be turned off when the transmission is in the park position. • The shift indicator was aligned properly and the position indicators on the dash and center console were identical with each other and matched the transmission operation. • During the test drive the transmission never jumped out of park or any position the shift lever was placed in. When the transmission was in park and neutral the lever could not be moved to another position without your foot on the brake pedal and the shift lever button depressed. • I removed the shift cable from the transmission and reinstalled the cable. The cable and the transmission lever were aligned perfectly. There was no tension when the cable was reinstalled. • AECM Software version #0: 11.11.00 #1: 11.40.10 #2: 00.00.00 Two stored codes: BCM - B16BF-15 - STORED - FRONT LEFT SIDEMARKER LAMP CONTROL - CIRCUIT SHORT TO BATTERY OR OPEN TGW - B1570-00 - STORED - USB COMMUNICATION I checked the emergency locking of the front seatbelts by jerking both front seatbelts and they both locked.**

---

Previous

Form Approved

Returned for corrections



04/25/2013



CHRYSLER  
DODGE  
Jeep  
RAM

04/25/2013



**BRICKNER MOTORS**

**715-842-5611**

**THANK YOU FOR YOUR BUSINESS**

**NEXT SERVICE DUE**

5w20

**Oil**

7-12-13

**Date**

16646

**Miles**

04/25/2013

E 15151mi 32°

Press Brake and  
Push Button to  
Shift into Gear

04/25/2013

E 15151mi 32°

Press Brake and  
Push Button to  
Shift into Gear



P  
R  
N  
D  
L

04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013



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04/25/2013



04/25/2013



Allstate

04/25/2013



04/25/2013



04/25/2013



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04/25/2013

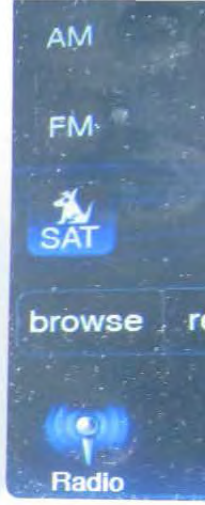
**⚠ WARNING**  
EVEN WITH ADVANCED AIRBAGS  
• Always use proper seat belt technique.  
• Do not drink and drive.  
• Do not use alcohol or drugs.  
• Do not use cell phone while driving.  
• Do not use any other device while driving.  
• Do not use any device that could distract you from driving.  
• Do not use any device that could impair your ability to drive.  
• Do not use any device that could interfere with the operation of the vehicle.  
• Do not use any device that could cause damage to the vehicle.  
• Do not use any device that could cause injury to yourself or others.  
• Do not use any device that could cause property damage.  
• Do not use any device that could cause environmental damage.  
• Do not use any device that could cause any other harm.

**⚠ MISE EN GARDE**  
MÊME AVEC DES AIRBAGS AVANCÉS  
• Utilisez toujours la ceinture de sécurité correctement.  
• Ne buvez pas et ne conduisez pas.  
• Ne consommez pas d'alcool ou de drogues.  
• Ne conduisez pas avec un téléphone portable.  
• Ne conduisez pas avec tout autre appareil.  
• Ne conduisez pas avec tout appareil qui pourrait vous distraire de la conduite.  
• Ne conduisez pas avec tout appareil qui pourrait nuire à votre capacité de conduire.  
• Ne conduisez pas avec tout appareil qui pourrait interférer avec le fonctionnement du véhicule.  
• Ne conduisez pas avec tout appareil qui pourrait causer des dommages au véhicule.  
• Ne conduisez pas avec tout appareil qui pourrait causer des blessures à vous-même ou à d'autres.  
• Ne conduisez pas avec tout appareil qui pourrait causer des dommages matériels.  
• Ne conduisez pas avec tout appareil qui pourrait causer des dommages environnementaux.  
• Ne conduisez pas avec tout appareil qui pourrait causer tout autre dommage.

04/25/2013



04/25/2013



04/25/2013



04/25/2013

Press Brake and  
Push Button to  
Shift into Gear



P  
R  
N  
D  
L



04/25/2013

P  
R  
N  
D/L

04/25/2013

P  
R  
N  
D  
L

04/25/2013



P  
R  
N  
D/L

04/25/2013

32  
Press Brake and  
Push Button to  
Shift into Gear



P  
R  
N  
D  
L

04/25/2013



P

R

N

D/L

04/25/2013

P  
R  
N

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111 20081002

PP 5660654 B

04/25/2013



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04/25/2013

PP 6156/7& B

04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013



3077966-020812

04/25/2013

GENERAL  
SERIAL NO  
STEEL CO  
MODEL NO  
6HP-45

3072568  
1121042

04/25/2013



04/25/2013



04/25/2013



04/25/2013

FIRE  
EXTINGUISHER



04/25/2013



04/25/2013



04/25/2013



04/25/2013

04/25/2013

MFD BY **CHRYSLER GROUP LLC**      DATE OF MFR(BUILT): NOV 12  
GWR: 02495 KG      GAWR: 01275 KG      GAWR: 01275 KG  
05500 LB      FRONT: 02810 LB      REAR: 02810 LB

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



VIN: 2C3CCARG4D- [REDACTED]  
MDH: 110318 033AA      PAINT: PAU      TRIM: TLV9  
VEHICLE MADE IN CANADA      TYPE: PASSENGER CAR  
4658843

MADE BY CHRYSLER GROUP LLC

GAWR: 02495 KG

GAWR: 01275 KG

DATE OF MFR(BUILT): N 12

05500 LB

FRONT: 02810 LB

GAWR: 01275 KG

REAR: 02810 LB

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

04/25/2013

OV 12  
G  
B  
AFETY,



VIN: 2C3CCARG4DH [REDACTED]

MDH: 110318 033AA

PAINT: PAU

TYPE: PASSENGER CAR

TRIM: TLX9

VEHICLE MADE IN CANADA

4658843

04/25/2013



### TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED  
392 KG OR 865 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	P235/55R19	P235/55R19	T145/80D18
COLD TIRE INFLATION PRESSURE	210 kPa / 30 PSI	210 kPa / 30 PSI	420 kPa / 60 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



DH575184

04/25/2013



04/25/2013



04/25/2013



04/25/2013



WTCOOLD  
SERVIER E

CUSTOMER  
SERVICE

04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013



04/25/2013





rk  
/13 AT 02:12PM  
customer would  
to park but  
garage and  
our advice  
is four of  
them have  
I dealer

04/25/2013

IV

DRIVE OUT D  
1550 W  
C



04/25/2013

P  
R  
N  
D/L

5/13 AT 02:12PM  
Customer would  
into park but  
e garage and  
has four of  
f them have  
and dealer

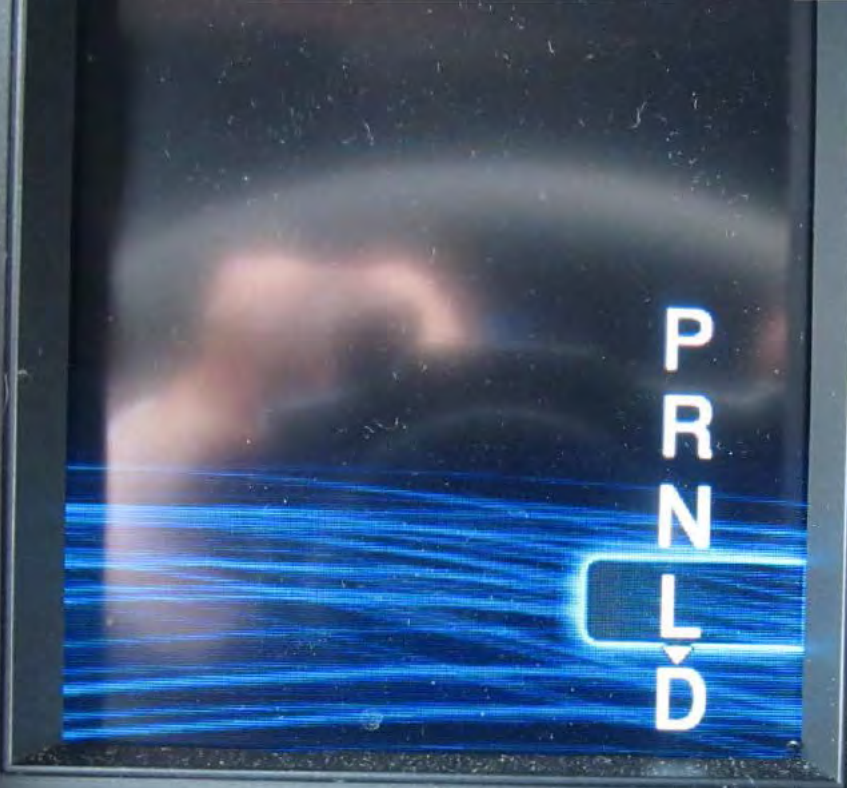
INC  
OUR DOOR  
IN THE  
W/1



P  
R  
N  
D/L

04/25/2013





BRAKE

SPORT

04/25/2013



P  
R  
N  
D/L

04/25/2013

P  
R  
N

D/L

04/25/2013

P

R

N

D/L

04/25/2013



04/25/2013



04/25/2013



04/25/2013

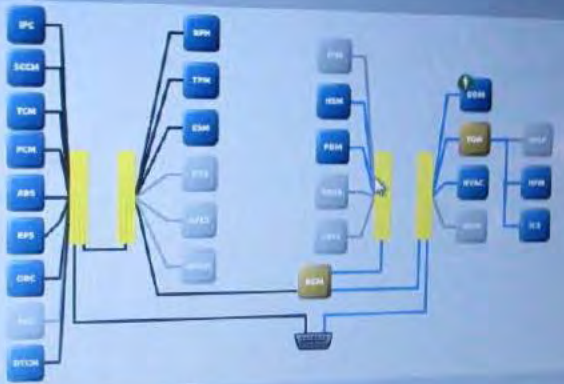
# Vehicle View

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

Search Service Information

2013 LX 3.6L  
 VIN: 2C3CCARG4D[REDACTED]  
 Battery: 11.87 volts

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



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

All	Active	Stored	Pending	ECU	Code	Status	Description
				BCM	B16BF-15	Stored	Front Left Sidemarker Lamp Control-Circuit Short to Battery or Open
				TGW	B1570-00	Stored	USB Communication

04/25/2013



# Vehicle View




Roll over an ECU to see full name. Click on an ECU

2013 LX 3.6L

VIN: 2C3CCARG4DH [REDACTED]

Battery:  11.87 volts

### Legend

-  Active ECU
-  Non-responsive ECU
-  DTCs Present

04/25/2013

All DTCs

Diagnostic Procedures

Customer Preferences

Vehicle Preparations

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

All | Active | Stored | Pending

	ECU	Code	Status	Description
	BCM	B16BF-15	Stored	Front Left Side
	TGW	B1570-00	Stored	USB Communi
A	A			





Online



wi

04/25/2013

 View Freeze Frame

 View Event Data

**Description**

Front Left Sidemarket Lamp Control-Circuit Short to Battery or Open  
USB Communication-

Disconnected



04/25/2013

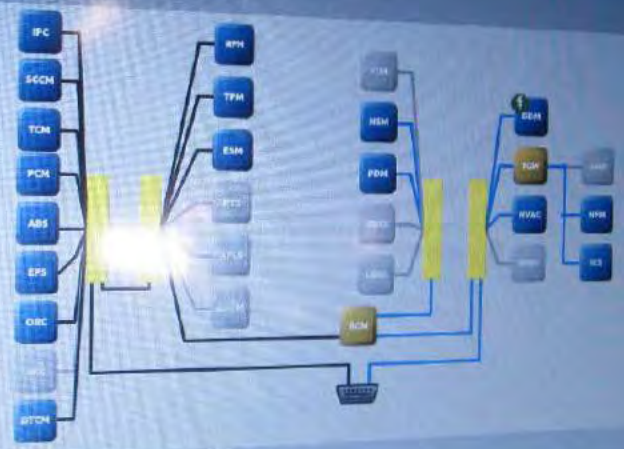
# Vehicle View

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

Search Service Information

2013 LX 3.6L  
 VIN: 2C3CCARG4DH [REDACTED]  
 Battery: 11.87 volts

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



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

All	Active	Stored	Pending	Code	Status	Description
				B16BF-15	Stored	Front Left Side Marker Lamp Control-Circuit Short to Battery or Open
				B1570-00	Stored	USB Communication

04/25/2013

Overview

**Name:**

Occupant Restraint

**Flash Part Number:**

68105510AE

**Bus Type:**

CAN C

**Hardware Version:**

0B.0B.00

**Software Version:**

#0: 11.11.00, #1: 11.40.19, #2: 00.00.00

**Original VIN**

2C3CCARG4DH[REDACTED]

**Current VIN**

2C3CCARG4DH[REDACTED]

**Variant & Version:**

40 - 05

**Country Code**

N/A

**DTC Count:**

0

04/25/2013