

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Nov 04 21:43:04 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Important enhancement request for 8-speed trans

Comments:

This is an important enhancement request: Modify the programming of the 8-speed transmission so that if there is no one in the driver's seat, the car cannot roll backwards, even if the transmission is in Reverse.

I have a 2013 Charger with an 8-speed transmission. After backing the car out of my garage, I thought I had put the car in park, but I had not, and when I got out of the car to go back in my house to get my phone, the car began rolling backwards, still in Reverse. I was able to run to the car, open the door and step on the brake pedal, but not before badly damaging my neighbor's fence. It could have been much, much worse!

Please enhance the car's programming so that even if the 8-speed transmission is in Reverse, if the driver's seat is empty, the car won't move. I would argue that if there's no one in the driver's seat, the car shouldn't move in Reverse, Drive or Low.

The 8-speed transmission's shifter, by design, centers automatically. As a result, there is no "positional" indication of what gear the car is in. Moreover, the shifter does not always consistently, immediately, choose the desired gear. The combination of these factors does increase the likelihood of the car doesn't shift into Park cleanly.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: dawn. [REDACTED]

Date: Fri Nov 07 22:39:27 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

We regret to hear that you had this experience.

We will certainly take your suggestion into consideration and provide this to our product development team for review; however, we would like to inform you that our warranty does not cover any outside influence damage caused to the vehicle.

If you do feel that this concern should be looked into further, we suggest you contact your local dealership to have it diagnosed.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Ashley

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8879045V17967L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

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Comments:

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there's no one in the driver's seat, the car shouldn't move in Reverse, Drive or Low. The 8-speed transmission's shifter, by design, centers automatically. As a result, there is no "positional" indication of what gear the car is in. Moreover, the shifter does not always consistently, immediately, choose the desired gear. The combination of these factors does increase the likelihood of the car doesn't shift into Park cleanly.

VIN:

DH [REDACTED]

Mileage:

16676

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Wheaton

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

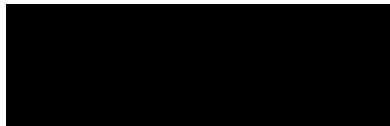
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





December 8, 2014

[REDACTED]
Altona, NY [REDACTED]

Re: Cair: [REDACTED]
VIN: 2C3CDXHG0DH [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2013 Dodge Charger.

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

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

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

Sincerely,

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

JSS/ss

Chrysler Group LLC



P

R

N

D/L

















[Redacted license plate]

PLATTSBURGH, NY









FIRE

FOREST
RANGER

[Redacted License Plate]

CHARGER

DUROCHER
PLATTSBURGH, NY

E 10797mi 34°

Press Brake and
Push Button to
Shift into Gear



P
R
N
D
L



MPH
km/h







E **10797mi** **34°**

Fuel Economy
AVG: 21.4 ▶ Reset
DTE: 333mi

MPG:
0 20 40

P
R
N
D
L

The digital display is illuminated with a red glow. It shows the total trip distance (10797mi) and engine temperature (34°) at the top. Below that, it displays 'Fuel Economy' with an average of 21.4 MPG and a 'Reset' button. The 'DTE' (Distance To Empty) is 333mi. A 'MPG' scale is shown with a needle pointing to approximately 10. The gear selection 'P R N D L' is displayed vertically on the right, with 'P' highlighted in a blue box.





P

R

N

D/L



E 10797mi 34°
Press Brake and
Push Button to
Shift into Gear

P
R
N
D
L

A central digital display with a red background at the top and bottom. The top section shows 'E', '10797mi', and '34°'. The middle section contains the text 'Press Brake and Push Button to Shift into Gear' and a blue gear shift knob icon. The bottom section shows a gear selector indicator with 'P', 'R', 'N', 'D', and 'L' arranged vertically, where 'N' is highlighted with a red bar.





P
R
N
D/L



E 10797mi 34°

Fuel Economy

AVG: 21.4 ▶Reset

DTE: 330mi

MPG:

0 20 40

↓

P
R
N
D
L



P R N D/L



E 10797mi 34°

Fuel Economy

AVG: 21.4 ▶ Reset

DTE: 329mi

MPG:

0 20 40

P
R
N
L
D

The digital display shows the following information: Total mileage (E) at 10797mi, outside temperature at 34°, Fuel Economy section with AVG: 21.4 and a Reset button, DTE: 329mi, and an MPG gauge with a needle pointing to approximately 10. The gear indicator shows P, R, N, L, and D, with the needle pointing to 'L'.





E

10797mi

34°

Press Brake
and Push
Button to
Start



6-13

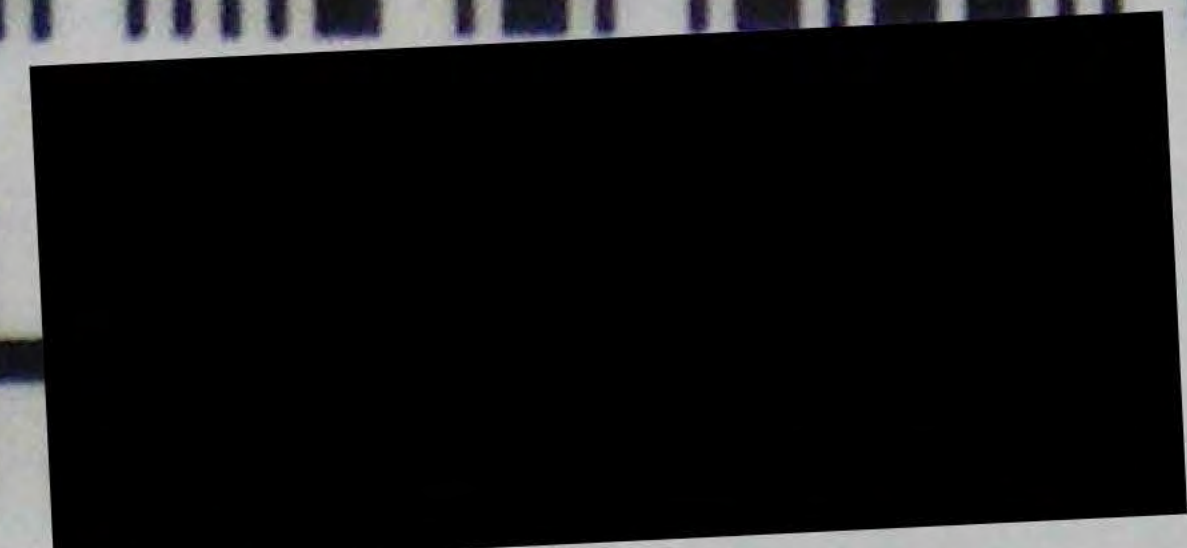
KG

LB

SAFETY,



VIN: 2C3CDXHG0DH



MDH: 061018 033AA

PAINT: PSC

TYPE: PASSENGER CAR

TRIM: B7X9

VEHICLE MADE IN CANADA

4658843



2014 RAM
PROMASTER

DUROCHER AUTO

RAM COMMERCIAL

DODGE

MFD BY CHRYSLER GROUP LLC

DATE OF MFR(BUILT): 6-13

GWR: 02314 KG

GWR: 01275 KG

GWR: 01275 KG

05100 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: 2C3CDXHG00 [REDACTED]

TYPE: PASSENGER CAR

NDH: 061018 033AA

PLANT: PSC

TRM: 0719

VEHICLE MADE IN CANADA

4658843

S

10796mi

34°

Press Brake
and Push
Button to
Start



R
N
D











P

N

D/L







