

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





July 14, 2015

[REDACTED]
Allentown, MI [REDACTED]

RE: CAIR: [REDACTED]
VIN: 2C3CCAGG9EH[REDACTED]
Vehicle: 2014 Chrysler 300S

Dear Mr. [REDACTED]

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

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

LMM/sk







AWD

300_S









300 S

















CAUTION
GLOVES
REQUIRED

6

high
cutoff























P
R
N
D/S

SE 17250mi 81

Fuel Economy

AVG: 27.3 ▶ Reset

DTE: 232mi

MPG:

0 20 40



P
R
N
- S +
D

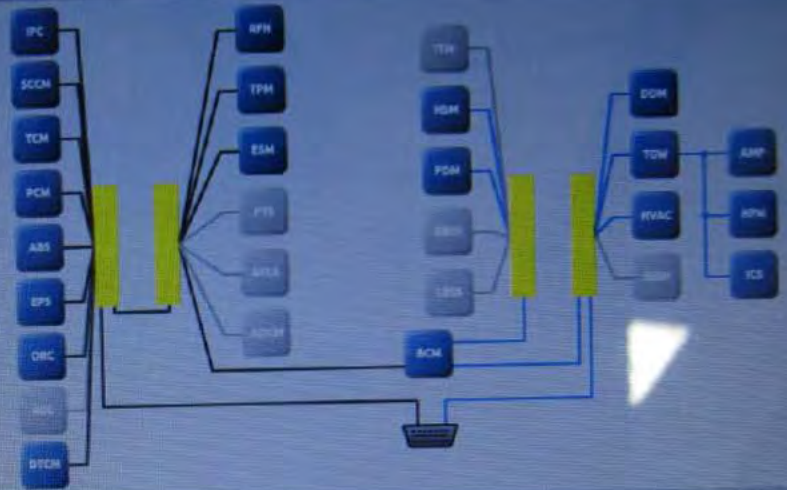


Vehicle View

Click on an ECU for complete details.

2014 LX 3.6L
 VIN: 2C3CCAGG9EH2[REDACTED]
 Battery: 12.03 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.

Active Stored Pending

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

There are no DTCs present

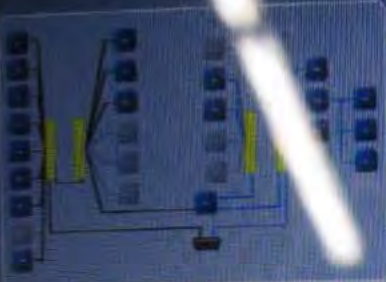
View Freeze Frame View Faults

Engine Off-Line



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

- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details



Overview

Name: Powertrain Control Module
Flash Part Number: 68214186AF
Bus Type: CAN C
Hardware Version: 12.47
Software Version: 08.11.00
Spare Part Number: Not Available
ISO Code:
Software Number: Not Available
Hardware Number: Not Available
Original VIN: 2C3CCAGG9EH2

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

All | Active | Stored | Pending

ECU	Code	Status	Description
There are no DTCs present			
A	A		

Log Off-line



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

- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

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

All | Active | Stored | Pending

ECU	Code	Status	Description
There are no DTCs present			

Overview

Name:
Transmission Control Module

Flash Part Number:
68214835AG

Bus Type:
CAN C

Hardware Version:
0A.03.1F

Software Version:
#0: 13.34.00, #1: 13.34.00

Spare Part Number:
Not Available

ISO Code:

Software Number:
Not Available

Hardware Number:
Not Available

Original VIN
2C3CCAGD9R...

Log Off-line



ABS View



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

- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details



Overview

Name: Anti Lock Brakes

Flash Part Number: 68224181AB

Bus Type: CAN C

Hardware Version: 0B.04.4A

Software Version: #0:13.31.71

Spare Part Number: Not Available

ISO Code:

Software Number: Not Available

Hardware Number: Not Available

Original VIN: 2C3CCAGG9EH [REDACTED]

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

All | Active | Stored | Pending

ECU	Code	Status	Description
There are no DTCs present			

Log in Offline



IPC View

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

- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

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

All | Active | Stored | Pending

ECU	Code	Status	Description
There are no DTCs present			



Overview

Name:
Instrument Panel Cluster

Flash Part Number:
56054725AC

Bus Type:
CAN C

Hardware Version:
00.06.00

Software Version:
#0: 13.37.00

Spare Part Number:
Not Available

ISO Code:

Software Number:
Not Available

Hardware Number:
Not Available

Original VIN
JC1CCAGG9EH

Login **Offline**





VIN: 2C3CCAGG9EH [REDACTED]

TYPE: F

MDH: 042608 083AA

PAINT: PAU

TRIM: D

VEHICLE MADE IN CANADA

SE

17250mi

81°

Press Brake
and Push
Button to
Start

START

P



SE 17250mi 81°

Start Engine
to shift
into gear

P
R
N
D
S

The central display shows a car icon in the 'P' gear position. The gear indicator 'P R N D S' is shown vertically on the right side of the display.







TPKTK077451361 835
AG
P68214835AG











Chrysler Group LLC

VEHICLE EMISSION CONTROL INFORMATION

GROUP: ECRXV03.65P0

EVAP: ECRXR0146PK0

CONFORMS TO REGULATIONS 2004 MY

NO ADJUSTMENTS NEEDED

ENGINE: 3.6L

TWC / HC2S / SFI

U.S. EPA: T2 B4 LDV OBD: CA OBD II FUEL: GASOLINE



47480 083AA

CALIFORNIA: OBD: CA OBD II FUEL: GASOLINE
CERTIFIED FOR SALE ULEV II QUALIFIED.





SE 17250mi 81

Ignition or
Accessory ON

P

R

N

D

S





P
R
N
D/S

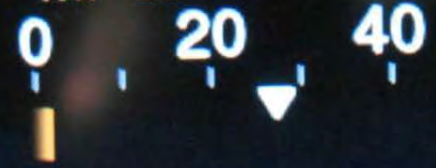
SE 17250mi

Fuel Economy

AVG: 27.3 ▶ Reset

DTE: 232mi

MPG:



P
R
N
D
S



P
R
N
D/S

Press Brake and
Push Button to
Shift into Gear



P
R
N
D
S





P
R
N
D/S

SE 17250mi 81°

Fuel Economy

AVG: 27.3 ▶ Reset

DTE: 232mi

MPG:



P
R
N
- D +
S



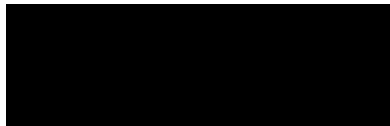
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





August 19, 2015

[REDACTED]
Boynton Beach, FL [REDACTED]

RE: CAIR: [REDACTED]
VIN: 2C3CCAAG4EH [REDACTED]

Dear Mrs. [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2014 Chrysler 300.

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/ss

Phone 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 | P.O. Box 21-8004 | Auburn Hills, MI USA | 48321

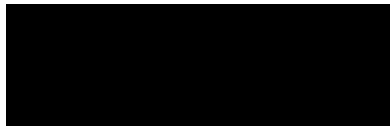
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jul 27 15:16:36 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

It started and moved, by itself!!

Comments:

This past Friday night my car started (this was witnessed by the man who's car was hit) and moved by itself. It bumped into another car and was trying to move some more, but thankfully, some guys saw that no one was in the moving car and pushed the car to hold it in place while another man ran and found me in the store. My insurance has taken care of the other car and my car isn't damaged too bad but my concern is that, while I know this car can start on it's own by remote (which I didn't use that night) it is not supposed to move anywhere on it's own! My wife and I spoke to Mr. Dave De Rudder, Service Manager at Freedom, Saturday. He suggested that we contact Chrysler and keep the emergency brakes on while in park. Please contact me via cell ([REDACTED]) wife cell ([REDACTED]) or email.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Aug 04 08:37:13 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

[REDACTED] contacting the FCA Customer Assistance Center.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the FCA Group Customer Care Center by telephone at 1-800-CHRYSLER (247-9753).

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-CHRYSLER (247-9753).

Sincerely,

Victoria

Customer Service Representative

FCA 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=KMM9261979V91833L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

It started and moved, by itself!!

Comments:

This past Friday night my car started (this was witnessed by the man who's car was hit) and moved by itself. It bumped into another car and was trying to move some more, but thankfully, some guys saw that no one was in the moving car and pushed the car to hold it in place while another man ran and found me in the store. My insurance has taken care of the other car and my car isn't damaged too bad but my concern is that, while I know this car can start on it's own by remote (which I didn't use that night) it is not supposed to move anywhere on it's own! My wife and I spoke to Mr. Dave De Rudder, Service Manager at Freedom, Saturday. He suggested that we contact Chrysler and keep the emergency brakes on while in park. Please contact me via cell ([REDACTED]) wife cell (2 [REDACTED]) or email.

VIN:

CH2 [REDACTED]

Mileage:

78631

Servicing Dealer:

Freedom

Title:

First Name:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Desoto

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

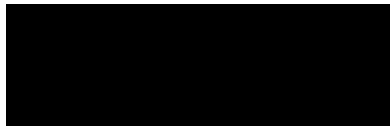
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]m
To: customerassist@chrysler.com
Date: Wed Aug 05 01:23:03 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

gear shift knob,chrysler 300 2014

Comments:

I HAD a new2014 Chrysler 300 with less than 8000 miles on it. It has the gear shift that goes back to a neutral position. The problem is that it doesn't need you to hold the button to shift gears, my purse bumps it, my coffee cup, my passenger changing stations. It will go from drive to low. I put it in park, reach over to get my purse and tap it and I am in neutral. Today driving home on the freeway, it went from drive to low and I don't recall myself or passenger bumping it. I went for a drive, and put my car in park while I grabbed my binoculars to look at a Heron and was watching this bird when my car rolled into the river. I had stepped out for about 2 minutes and it was still running since this was not my ultimate destination. It was submerged for about 2 hours before they could pull it out. It is a mess. Why have it like that, Why not stay with the old gear shift that had it's own slot. And the 200 is even worse. I had one last week while my 300 was in shop getting a new electrical part. that knob that looks like a radio volume control, is a disaster waiting to happen. I was planning on sending in a complaint/suggestion this week to you about the gear shift knob, but I guess that I am too late.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: G [REDACTED]

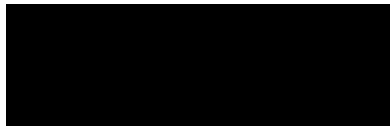
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Aug 09 14:01:00 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I BELIEVE MY CHRYSLER 300S (2014 was HACKED!!

Comments:

May 3 2015, my 300S was locked and parked in the lot of a local restaurant. While I was inside, seated, drinking coffee and awaiting my breakfast, my car started, went into gear and CRASHED INTO THE ENTRY DOOR OF THE RESTAURANT. Eyewitnesses reported to the investigating police officer that I had been seated in the dining room as the driverless car hit the building. I contacted Chrysler (Customer Care 1 800 247 9743 @2:40 pm and was given Case [REDACTED] by Nate)

At 9:05 am, (5-8-2015) Charles

Fischer, representing Chrysler, met me at Landmark Chrysler, Springfield, and ran my car thru tests for over 90 minutes. The results of his investigation were apparently reported to Lisa Martinez, Special Investigations, Chrysler Group, Auburn Hills, MI whose position was " we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we respectfully decline any assistance associated with this incident," (5-13-2015) Repair bills were in excess of \$2000.

Now, in the wake of recent discoveries that U-Connect software installed in certain Jeeps and Chryslers causing MANY recalls, claims of fraud and neglect, I asked that my case be reopened and that HACKING be strongly considered as an explanation for my car being unlocked, started, put into gear and moving without a driver.

Chryslers Customer Care denial

of my request (via 800 number, 8-4-2015) claimed that my "2014 Chrysler did NOT have the U-Connect option that allows hackingonly later models were so equipped" So I am expected to believe and trust that hackers will access only U-Connect Software post 2014 ?? Can Chrysler limit the boundaries of hackers ??

I do not feel I am being treated honestly or fairly in my case !!

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Aug 13 04:36:26 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We are very sorry to learn of the issues you have had with your vehicle.

Your email has been reviewed and has been forwarded to a more appropriate area for their attention and response.

One of our Case Managers will contact you by phone within approximately one business day addressing your issue.

This referral action will provide the best opportunity for your request.

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,

Athena

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=KMM9283084V54986L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

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Comments:

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While I was inside, seated, drinking coffee and awaiting my breakfast, my car started, went into gear and CRASHED INTO THE ENTRY DOOR OF THE RESTAURANT. Eyewitnesses reported to the investigating police officer that I had been seated in the dining room as the driverless car hit the building. I contacted Chrysler (Customer Care 1 800 247 9743 @2:40 pm and was given Case # [REDACTED] by Nate) At 9:05 am, (5-8-2015) Charles Fischer, representing Chrysler, met me at Landmark Chrysler, Springfield, and ran my car thru tests for over 90 minutes. The results of his investigation were apparently reported to Lisa Martinez, Special Investigations, Chrysler Group, Auburn Hills, MI whose position was " we

are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we respectfully decline any assistance associated with this incident," (5-13-2015) Repair bills were in excess of \$2000. Now, in the wake of recent discoveries that U-Connect software installed in certain Jeeps and Chryslers causing MANY recalls, claims of fraud and neglect, I asked that my case be reopened and that HACKING be strongly considered as an explanation for my car being unlocked, started, put into gear and moving without a driver. Chryslers Customer Care denial of my request (via 800 number, 8-4-2015) claimed that my "2014 Chrysler did NOT have the U-Connect option that allows hackingonly later models were so equipped" So I am expected to believe and trust that hackers will access only U-Connect Software post 2014 ?? Can Chrysler limit the boundaries of hackers ?? I do not feel I am being treated honestly or fairly in my case !!

VIN:

EH [REDACTED]

Mileage:

1620

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Springfield

State:

IL

Zip:

[REDACTED]

Email:

a [REDACTED]

Work Phone:



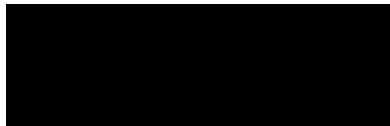
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Aug 19 23:36:44 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2014 300

Comments:

To whom it may concern,

I bought a new Chrysler 300 on 22 Apr 15. It was a 2014 model. It was equipped with a slap shift gear shift. Every car that I have ever owned, you had to push the button in to shift gears and it tracked along a shift tree. The slap shift in my car, you did not need to push the button in. A little tap and it would change gears. And when reversing or parking. You had to pay careful attention that it did not slide back into the neutral position.

On 4 May, I began an 8 week training class at work and my hours were such that by the time I got home, the service dept was closed. For a two week period, I had a hearing problem and so one of the people in my car pool drove my car and they loved everything about it but the shifting.

On 4 Aug, I was driving down a road at the bird refuge to do some bird watching. I had not yet come to the point where I normally stop when I saw a Heron and pulled over. My car was still running and I put it in park and reached over to get my binoculars. I must have bumped the shifter when I did this.

I got out of my car and was watching this magnificent bird when I heard tires crunching and I looked to see if a car was approaching since I was standing in the road, but it was my car going down the road. The car drifted to the right and went over the bank into the river.

My car was a total loss. My brothers were teasing me

mercilessly so I did some research on line. On youtube, I typed in Chrysler 300 slap stick and up came a video on how to use it. The comments below from owners and those who had rented one, were all negative, with many experiencing the same problems.

I typed the same thing into the search engine and got many web sites where others reported similar problems.

I had plans to take it in to the service dept on Saturday, but I totaled it on Tuesday.

I believe that it is a disaster waiting to happen, roll out of driveway and hit someone, change gears in bad weather and lose control.

Needless to say, I did not replace it with another 300.

[REDACTED]
[REDACTED]
[REDACTED]
Roy, Utah 8 [REDACTED]
[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: g [REDACTED]

From: customerassist@chrysler.com

To: h [REDACTED]

Date: Thu Aug 20 23:34:53 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the FCA Customer Assistance Center.

I am very sorry to learn of the situation you have experienced.

I regret to inform you that we are unable to further look in to this issues as the issues mentioned in your e-mail are not related to manufacturing defect or poor workmanship of the vehicle.

I can understand the situation and empathize with you and I suggest contacting your insurance company for further resolution.

Thank you again for your e-mail. Should you require additional assistance, or have any new information to provide, please reply to this e-mail message or call 1-800-FCA (1-800-247-9753).

Sincerely,

Santosh

Customer Service Representative

FCA Customer Assistance Center

For any future communications related to this e-mail, 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=KMM9309813V28093L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

2014 300

Comments:

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normally stop when I saw a Heron and pulled over. My car was still running and I put it in park and reached over to get my binoculars. I must have bumped the shifter when I did this. I got out of my car and was watching this magnificent bird when I heard tires crunching and I looked to see if a car was approaching since I was standing in the road, but it was my car going down the road. The car drifted to the right and went over the bank into the river. My car was a total loss. My brothers were teasing me mercilessly so I did some research on line. On youtube, I typed in Chrysler 300 slap stick and up came a video on how to use it. The comments below from owners and those who had rented one, were all negative, with many experiencing the same problems. I typed the same thing into the search engine and got many web sites where others reported similar problems. I had plans to take it in to the service dept on Saturday, but I totaled it on Tuesday. I believe that it is a disaster waiting to happen, roll out of driveway and hit someone, change gears in bad weather and lose control. Needless to say, I did not replace it with another 300. [REDACTED]

[REDACTED] Roy, Utah [REDACTED]

VIN:

EH [REDACTED]

Mileage:

8500

Servicing Dealer:

Larry H. Miller

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Roy

State:

UT

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

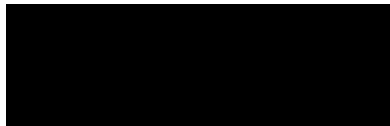
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





September 29, 2015

[REDACTED]
Hampton, VA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 2C3CCAAG2EH [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.

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

Sincerely,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LMM/sk









IPKTK269401264
P68214832AI 832 AI















P
R
N
D/L





R
N
D/L



N 9498mi 72°
Fuel Economy
AVG: 21.2 →Reset
DTE: 226mi
MPG:
0 20 40
P
R
N
D
L



P
R
N
D/L





P
R
N
D/L



N 9498mi 72°
Fuel Economy
AVG: 21.2 →Reset
DTE: 226mi
MPG:
0 20 40
P R N D L





N 9498mi 72°
Fuel Economy
AVG: 21.2 → Reset
DTE: 224mi
MPG: 0 20 40
P R N L D





PUSH
ON/OFF

YOUR
OFF



PUSH
ON/OFF







PUSH
ON/OFF

300

PP 5660654B

















PP 6166774 B

















MFD BY **CHRYSLER GROUP LLC**

DATE OF MFR (BUILT): 10-14

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: 2C3CCAAG2E[REDACTED]

TYPE: PASSENGER CAR

MDH: 100120 004AA

PAINT: PAU

TRIM: TL33

VEHICLE MADE IN CANADA

4658843



NE 9497mi 72°
Press Brake
and Push
Button to
Start

The digital display features a blue background with a car icon on the left and a glowing 'START STOP' button in the center. Below the button are blue wavy lines representing motion or a road surface.





467









POMOCO

300





















