

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jan 03 23:10:06 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dangerous Cherokees

Comments:

On May 21,2015 my husband parked his Grand Cherokee. It disengaged from the shift and ran over my husband. I have a 2014 Cherokee and already there is numerous recalls on it. I can't wait to get rid of it and will never purchase/use Jeep again!

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jan 04 23:03:34 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Jeep Cherokee and your husbands Jeep Grand Cherokee.

I regret to learn of the concerns that have been experienced with the Grand Cherokee and your dissatisfaction with the current recalls on your vehicle.

I would like to discuss your concern further with you and therefore, I will be in contact with you on the number provided in your email [REDACTED]. However, if you would like to speak with us sooner please do not hesitate to contact us directly at 1-877-426-5337 and reference your case [REDACTED]

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 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative

Jeep 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=KMM9544444V666\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9544444V666[REDACTED]&)

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Dangerous Cherokees

Comments:

On May 21,2015 my husband parked his Grand Cherokee. It disengaged from the shift and ran over my husband. I have a 2014 Cherokee and already there is numerous recalls on it. I can't wait to get rid of it and will never purchase/use Jeep again!

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

████████

Middle Initial:

Last Name:

██████████

Address 1:

██████████████████

Address 2:

City:

Blauvelt

State:

NY

Zip:

██████3

Email:

██

Home Phone:

████████████████

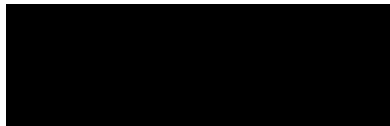
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



CAIR: [REDACTED]

1/4/16

Phillips Jennifer (FCA)

From: MacDonald Mike (FCA)
Sent: Monday, January 04, 2016 12:55 PM
To: Phillips Jennifer (FCA)
Subject: FW: ATTORNEY-CLIENT COMMUNICATION: Alleged LX rollaway

Categories: MUST DO!!!!

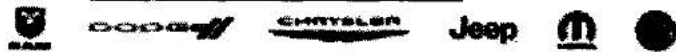
Jenny,

Here is the VIN: [REDACTED]

Thank you

Mike MacDonald
Executive Referrals Manager

FCA US LLC
CIMS 423-04-02
26001 Lawrence Avenue, Centerline, MI 48015
Office: (586) 274 - 8085
Mobile: (248) 376 - 8340
Fax: (586) 497 - 1294
Email: Mike.MacDonald@FCAGroup.com



From: Sadler Kelley (FCA)
Sent: Monday, January 04, 2016 11:46 AM
To: MacDonald Mike (FCA)
Subject: Fwd: ATTORNEY-CLIENT COMMUNICATION: Alleged LX rollaway

Mike,

Please handle.

Thanks!

Kelley B. Sadler
Head of Top Care
Customer Care
FIAT Chrysler Automobiles
Office: 586-274-8079
Mobile: 248-464-9081
Fax: 586-497-1294

Begin forwarded message:

From: "Mayne Eric (FCA)" <eric.mayne@fcagroup.com>
Date: January 4, 2016 at 11:31:41 AM EST
To: "Sadler Kelley (FCA)" <kelly.sadler@fcagroup.com>
Cc: "Smith David (FCA)" <david.w.smith@fcagroup.com>, "DeGraw Alan (FCA)" <alan.degraw@fcagroup.com>
Subject: ATTORNEY-CLIENT COMMUNICATION: Alleged LX rollaway

PRIVILEGE AND CONFIDENTIAL; PREPARED AT REQUEST OF LEGAL COUNSEL

Kelley:

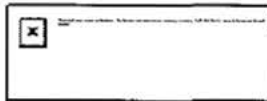
We may benefit from some intervention here. ... Anita Lienert is a veteran auto journalist who works for Edmunds.com. I don't think she has any plans to write about this. But if she does, a happy ending may be helpful.

Copying Dave Smith in case this needs the attention of VSRC.

Please retain the above subject line and copy Alan DeGraw on all correspondence related to this matter.

Regards,

Eric Mayne,
Media Relations Mgr.- Safety/Regulatory Compliance/Engineering,
FCA US LLC



248-512-6660 (w)
248-760-2429 (m)

eric.mayne@fcagroup.com

From: Anita Lienert [<mailto:anita.lienert@gmail.com>]
Sent: Monday, January 04, 2016 11:23 AM
To: Mayne Eric (FCA)
Subject: Question from a reader/Edmunds.com news

Hi Eric: Hope you had a good holiday!

Had a question from a reader that I thought you might be able to help with. Not sure how to respond to her and I wondered if you could point her in the right direction.

Here is her email:

It's [REDACTED] got in an accident on December 1st. My 2014 Chrysler 300 was parked behind my work and I was pulling out of my parking spot and after backing out a bit I put my car into park and got out to see if I could clear the dumpster. As I got out my car began to roll forward. This caused my door to hit the dumpster closing my neck and leg in the door jam. My car bounced of the SUV in front of me into the car behind me. I was able to get my

leg and head back in the car in order to try and put it into park. After 4 total attempts I was able to get my car to stay in park. I went to the hospital and my car was towed to Sterling Heights Dodge Chrysler Jeep and Ram dealership to get looked at. The service manager told me they completed the software update for the transmission and everything should be fine now. I have a 500 dollar deductible and an estimate of the total damages is \$2200. I have received no information about what exactly was wrong with my car or if it is safe to drive, and I am unsure of what the next step to take is. I was wondering if you could lead me in the right direction.

Any thoughts would be appreciated. Many thanks! anita

Sincerely,



--

Anita Lienert
President & CEO
Lienert & Co.
3894 Glacier Lake Court
Dexter MI 48130
M 313.377.1621
E anita.lienert@gmail.com



January 15, 2016

[REDACTED]
Saint Clair Shores, MI 4 [REDACTED]

Re: CAIR: [REDACTED]
VIN: 2C3CCAGGXE [REDACTED]
Vehicle: 2014 Chrysler 300S

Dear Mrs. [REDACTED]

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

Mrs. [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

Phone 800.992.1997

11-14

KG

LB

LE SAFETY,



VIN: 2C3CCAGGXEH [REDACTED]

MDH: 111320 083AA

PAINT: PXB

VEHICLE MADE IN CANADA

BY CHRYSLER GROUP LLC

DATE OF MFR (BUILT): 11-

02495 KG

GAWR: 01275 KG

GAWR: 01275 KG

5500 LB

FRONT: 02810 LB

REAR: 02810 LB

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.

2C3CCAGGXEH



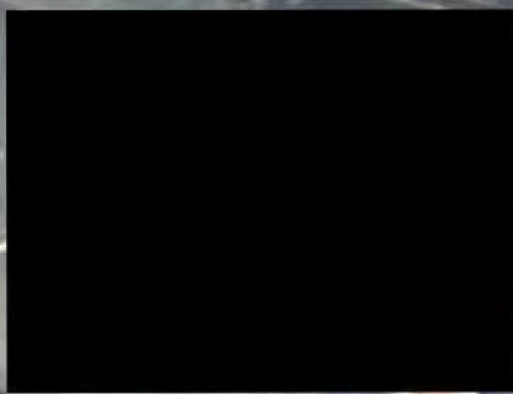








Challenger



Challenger Lift

300 S



Challenger Lifts

Challenger Lifts

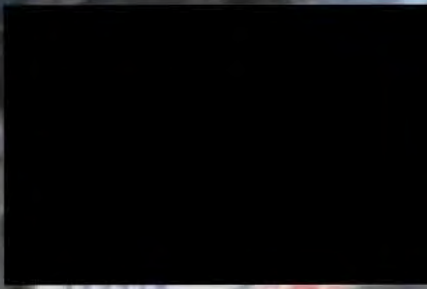
AWD

300 S





AWD



STERLING HTS.











SE 9961mi 17°

Ignition or
Accessory ON

P
R
N



1mi
10
NO 11



300 S

P
R
N
D
S

The central digital display shows '300 S' in white text. Below it, a vertical column of gear shift positions 'P R N D S' is shown, with 'P' highlighted in a blue box. The background of the display features blue wavy lines.













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

2014 LX 3.6L

VIN: 2C3CCAGGXEH [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

[Clear DTCs](#)

[Clear Preferences](#)

[Vehicle Info](#)

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

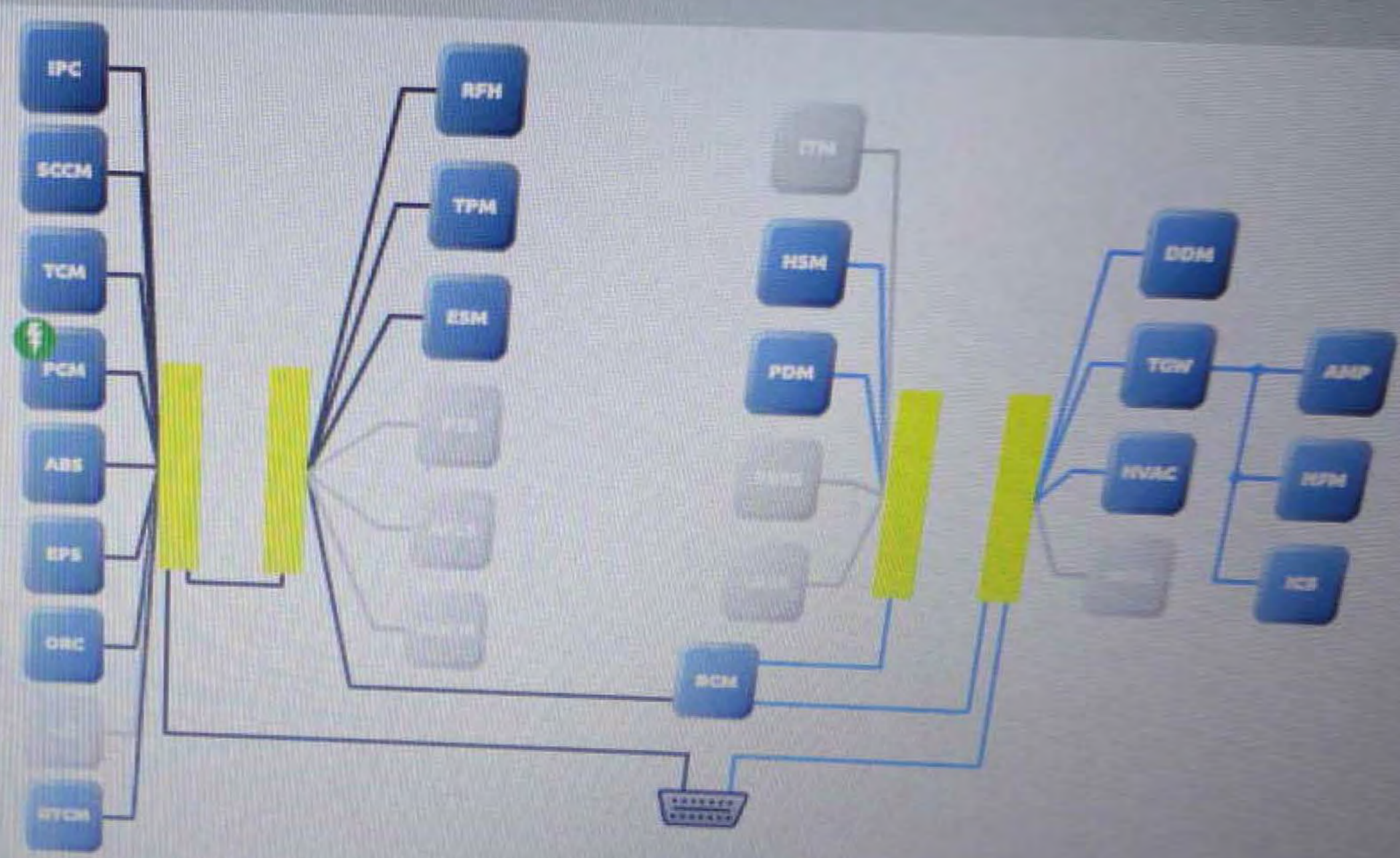
Vehicle View

Service In

Hover an ECU to see full name. Click ECU for complete details.

6L
CAGGXEH
11.87 volts

- 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			

Knowledge Base Articles

TOSHIBA

c table.

Status	Description
	There are no DTCs present














enger Lifts



Challenger Lifts





P68214833A1

















30 FUSE-SPARE
31 25A ENGINE MODULE
32 FUSE-SPARE
01 FUSE-SPARE
02 FUSE-SPARE
03 FUSE-SPARE

25
25

02
01
01

4170 B3



52
51
52
52
02
01
01
01
01

Omron 21911C
05269988AA

Omron 21911C
05269988AA

Omron 21911C
05269988AA

Omron 21911C
05269988AA

Omron 21911C
05269988AA

4170 B3
06727376EE
50732

01

02

4170 B3

4170 B3

4170 B3









challenge











P
R
N
D/S





P

R

N

D/S



P

R

N

D/S

P
R
N
D/S



P
R
N
D/S

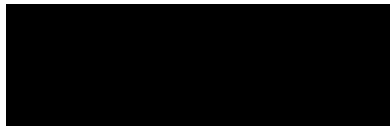
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-03-18 14:23:03.697170

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Adra		
CAIR Number:	[REDACTED]	Customer:	[REDACTED]
Vehicle:	2014 Jeep Grand Cherokee		
Customer Email:	[REDACTED]	COIN Updated? Yes	Customer Text #: NA
What is the reason the case is being opened?	Phone does not stay paired		
What does the customer want from FCA?	Wants radio replaced		
Who has the vehicle?	Dealer	Is the customer in rental?	Yes
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	60496- Caitlin Chrysler
Original Owner?	Yes	Owner History: # New: 1	# Used: 0

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense? 99,820	Yes	WCC:	536	ISD:	08/19/14
MVP Contract? (Mechanical, Maintenance, Other)?	MAXIMUM CARE 39 MONTHS / 39,000 MILES				
3 rd Party Service Contract?	Unknown			Extended Warranty?	Yes
VIP	Yes	GPOP	No	Restriction?	Yes
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	Yes	Previous DM Notes?	Yes
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No
If yes for Tech Connect, note:	NA				

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	N\A
What Answer Connect Articles will be used?	N\A		
What information am I missing and what questions do I need to ask?	Customer's expectations, preferred contact method.		
What are my intentions/thoughts/direction?	Escalate to TS, update customer on repairs status, make sure repairs are satisfactory, address any additional concerns and make sure expectations are met.		

CURSORY LEMON LAW REVIEW

State:	PA	What is the alleged defect?	Phone not compatible
Is this a Final Repair Attempt (FRA) state?	Yes	# of allowed repair attempts <u>within</u> the specified period?	3
Is this a vehicle registered to a business or used for business purposes?	No	According to GWA, # of similar/related repair attempts?	0
Are business vehicles covered by the state lemon law?	Yes	# of allowed days out of svc <u>within</u> the specified period?	30
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	No	Number of days down if known?	24

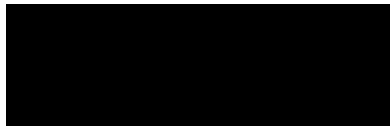
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5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jan 07 16:38:59 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Jeep rools backwards while in park.

Comments:

My 2015 Jeep rolls backwards while in park wheels turned and emergency brake applied. Has happened around 10 times. Once parked on an incline it will set for approx. 7 -10 minutes before sliding down a driveway or slight hill. Two times in has slipped all the way down a driveway about 10 - 15 feet before coming to a stop in the gutter. Something is seriously wrong with the Jeep. I've had a 1996, 2006, and a 2015 Jeep over the past 25 years. I have NEVER had a vehicle do this anywhere! This problem needs to be fixed promptly. A rolling out of control vehicle could hurt or cause death to a person.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jan 07 22:57:05 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn you are experiencing a concern with your Jeep Grand Cherokee and have opened a file regarding this issue.

We would like to look into this concern further; this will require diagnoses to be completed by an authorized Chrysler dealership. If you have had the vehicle at a dealership within the past 30 days, please respond to this e-mail with the name and location of that dealership.

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 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Katelynn

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9549488V254\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9549488V254[REDACTED]&)

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Jeep rools backwards while in park.

Comments:

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VIN:

FC [REDACTED]

Mileage:

13730

Servicing Dealer:

Larry H Miller

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Hooper

State:

UT

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

[REDACTED]
To: customerassist@chrysler.com

Date: Fri Jan 08 07:55:08 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9549488V25425L0KM)

Dear Katelynn,

The jeep has been taking to the dealership. I called them on Monday Jan 4th when the 1st incident happened. It was dropped off Monday night and they checked everything on Tuesday. They said they could not find anything wrong with it and they had contacted Jeep to see if others had the same complaint. We picked it up on Tuesday evening. Then on Thursday Jan 7th it did it again. I drove to the dealership and told them it happened again. I asked Kevin to go with me and let me show him what it was doing, he declined and said they could not find anything wrong with my Jeep. He told me it was the tires and that I should contact Michelin and carry salt with me. As you know this is a brand new jeep with new tires. I should not have to replace brand new tires on my jeep. I wish he would have gone with me down to their used dealership 3 blocks away because I used their parking lot to see what it was doing. It is rolling back on it's own and is scary. My husband was in there last night trying to get something done. The next time it happens. I will go back again. I n the meanwhile somebody needs to find out what is going on before someone loses their life. I think my husband is calling Jeep and Michelin today.

Thank you for your quick response to my concerns. Larry H Miller in Riverdale Utah is the dealership. My husband [REDACTED] if you should need to contact us.

Thank again for the quick response.

[REDACTED]

From: customerassist <customerassist@chrysler.com>

Sent: Thursday, January 7, 2016 8:57 PM

To: [REDACTED]

[REDACTED] Assistance (KMM9549488V254 [REDACTED])

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn you are experiencing a concern with your Jeep Grand Cherokee and have opened a file regarding this issue.

We would like to look into this concern further; this will require

diagnoses to be completed by an authorized Chrysler dealership. If you have had the vehicle at a dealership within the past 30 days, please respond to this e-mail with the name and location of that dealership.

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 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Katelynn

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9549488V254\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9549488V254[REDACTED]&)

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15

feet before coming to a stop in the gutter. Something is seriously wrong

with the Jeep. I've had a 1996, 2006, and a 2015 Jeep over the past 25 years. I have NEVER had a vehicle do this anywhere! This problem needs

to

be fixed promptly. A rolling out of control vehicle could hurt or cause death to a person.

VIN:

FO [REDACTED]

Mileage:

13730

Servicing Dealer:

Larry H Miller

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Hooper

State:

UT

Zip:

8 [REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jan 11 01:52:41 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9549488V254[REDACTED])

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We have reviewed your case and your concern has been forwarded to our case management department for further review.

One of our case managers will contact you within approximately one business day to address the issue you have been having.

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

Thank you again for your email.

Sincerely,

Katelynn

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9552319V95161L0KM&

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Thank again for the quick response.

[REDACTED]

From: customerassist <customerassist@chrysler.com>

Sent: Thursday, January 7, 2016 8:57 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9549488V25425L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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Sincerely,

Katelynn

Customer Service Representative
Jeep 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=KMM9549488V25425L0KM&

Original Message Follows:

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VIN:

FC7 [REDACTED]

Mileage:

13730

Servicing Dealer:

Larry H Miller

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Hooper

State:

UT



Email:



Work Phone:



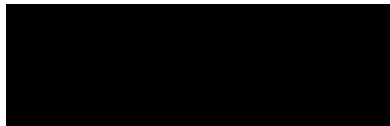
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



January 13, 2016

Chrysler Group LLC
Attention: Jay Susala
1000 Chrysler Dr
Cims 485-13-32
Auburn Hills MI 48326-2766

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

RECEIVED

JAN 20 2016

Special Investigations
Special Investigations

RE: Claim Number: [REDACTED]
Date of Loss: 01/08/2016
City/State of Loss: Cary, NC
Insured: [REDACTED]
Vehicle: [REDACTED] Cherokee
VIN: 1C4RJFCG5FC [REDACTED]
Mileage: **MILEAGE**

To Whom It May Concern:

This notice is to advise you of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Chrysler Group may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at a location in Raleigh, NC and is available for your inspection by Attention: appointment only. There is no authorization to inspect this vehicle outside the presence of a State Farm® representative.

Any settlement with our policyholder with respect to this loss must not prejudice State Farm's rights, as subrogator, nor shall State Farm's rights be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect the evidence, please contact us.

33-7V00-819
Page 2
January 13, 2016

Sincerely,

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

State Farm Mutual Automobile Insurance Company



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

Presort
First Class Mail
CombAsPrice

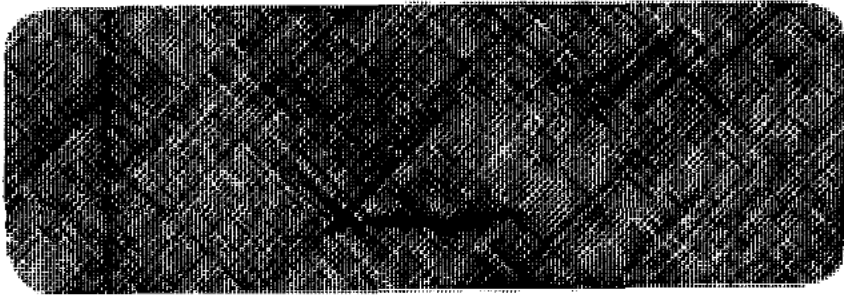


U.S. POSTAGE >>> PITNEY BOWES



ZIP 22909 \$ 000.41⁶
02 1W
0001395459 JAN 14 2016

XX01/15/16



423-04-04

711555 46326



CHRYSLER

January 21, 2016

State Farm
Prop A1 Office -WIN
PO Box 52250
Phoenix, AZ 85072
Attn.: Mr. Robert Rose

Insured: [REDACTED]
Claim Number: [REDACTED]
DOL: January 8, 2016
Mileage: UNKNOWN
Our File: [REDACTED] [REDACTED]
VIN: 1C4RJFCG5FC [REDACTED]

Dear Mr. [REDACTED]

This will acknowledge your recent correspondence of January 13, 2016, regarding your insured referenced above.

A review of our records indicates that this is the first notification we have had of your insured's loss. In order for us to properly evaluate your claim, we require the following information:

1. The complete address for the location at which the vehicle may be inspected in its damaged state.
2. A copy of the police/fire department report relating to this incident.
3. Copies of repair estimates or repair bills.
4. A copy of any engineering or inspection report you may possess relating to the incident, as well as the photographs.
5. A detailed explanation as to why you feel we have a liability in this matter.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

Phone: 800.952.1997

January 11, 2016

Fca Us Llc
1000 Chrysler Dr
Auburn Hills MI 48326-2766

A1 Assist Prop Office
P O Box 52250
Phoenix AZ 85072-2250

RECEIVED

JAN 26 2016

Special Investigations

RE: Claim Number: [REDACTED]
Date of Loss: 01/08/2016
City/State of Loss: Cary, NC
Insured: [REDACTED]
Vehicle: 2015 Jeep Grand Cherokee
VIN: 1C4RJFCG5FC [REDACTED]
Mileage: Approximately 3,500 to 3,600 miles

RECEIVED

JAN 22 2016

CCRG
Office of the General Counsel

To Whom It May Concern:


This notice is to advise you of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that FCA US LLC may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at a location in 3916 Oak Park Road Raleigh, NC 27612 and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of a State Farm® representative.

Any settlement with our policyholder with respect to this loss must not prejudice State Farm's rights, as subrogator, nor shall State Farm's rights be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect the evidence, please contact us.



Page 2
January 11, 2016

Sincerely,

Leland Apple
Independent Adjuster
(844) 292-8615 Ext. 101
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company

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

i/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

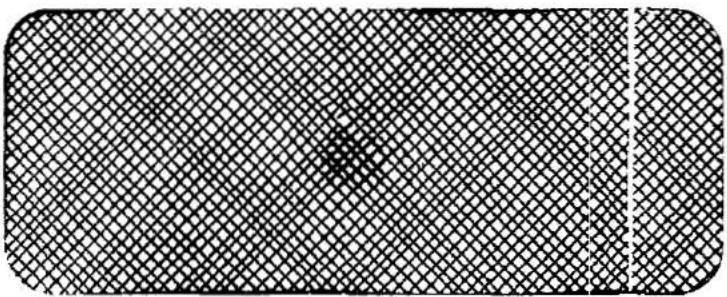
Enclosure(s): repair estimate
police report
photos

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

POSTNET barcode on the right edge of the envelope.

FIRST CLASS
FIRST CLASS
FIRST CLASS

FIRST CLASS
FIRST CLASS
FIRST CLASS
FIRST CLASS
FIRST CLASS

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

RECEIVED

FEB - 8 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.

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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

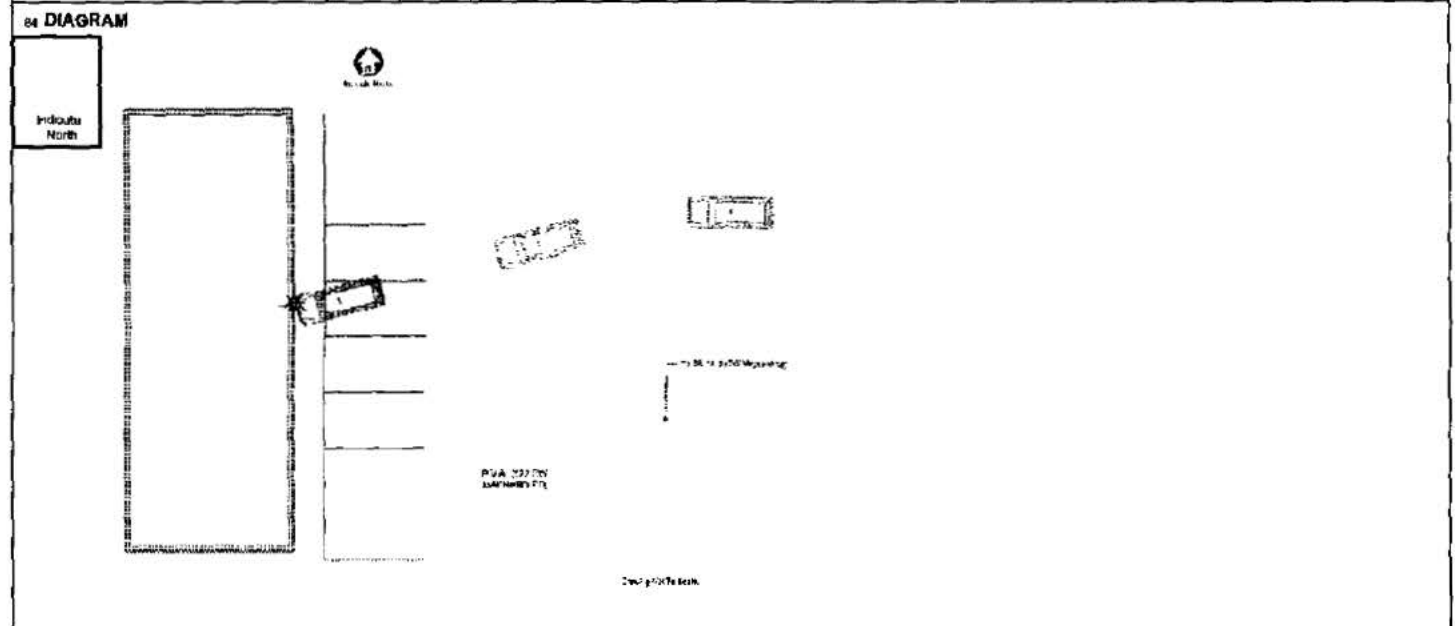
LEGAL PHOTOS
RETAINED IN
DOCUMENT RETENTION

563690522

Form 2 of 2

Accident #: [REDACTED]

POINTS OF INITIAL CONTACT (Write in Codes)	Unit 1	Unit 2	Unit 21	VEHICLE INFO.	Veh # 1	Veh # E	ROADWAY INFO.	WORK ZONE RELATED		
60 Authorized Speed Limit							66 Road Features	4	76 Workzone Area	5
61 Estimate of Original Traveling Speed				5			70 Road Obstacles	3	78 Work Activity	
62 Estimate of Speed at Impact				5			71 Road Classification	6	80 Work Area Marked	
63 Tire Impressions Before Impact (ft.)							72 Road Surface Type	3	81 Crash Location	
64 Distance Traveled After Impact (ft.)				0			73 Road Configuration	2	TRAILER INFO.	
65 Emergency Vehicle Use							74 Access Control	1	62 Trailer Type	00 .F.
66 Post-Crash Fire (if "Yes" check block)				<input type="checkbox"/>	<input type="checkbox"/>		75 Number of Lanes	0	1st Trailer No. Axles	
67 School Bus - Contact Vehicle				<input type="checkbox"/>	<input type="checkbox"/>		76 Traffic Control Type	0	Width (inches)	
68 School Bus - Noncontact Vehicle				<input type="checkbox"/>	<input type="checkbox"/>		77 Traffic Control Oper		Length (feet)	
69 Most Harmful Event for This Unit	64			COMMERCIAL VEHICLE: Hazardous Materials Involvement Haz Mat Placard <input type="checkbox"/> Yes <input type="checkbox"/> No From Placard indicate: Hazardous Cargo <input type="checkbox"/> Yes <input type="checkbox"/> No 4-digit placard number or name from diamond or box 1-digit number from bottom of diamond Released (does not include fuel from fuel tank) Carrying Haz Mat <input type="checkbox"/> Yes <input type="checkbox"/> No				2nd Trailer No. Axles		
67 Distance/Direction to Object Struck	8						Width (inches)			
68 Vehicle Underlides/Overtakes	3						Length (feet)			
69 Vehicle Drivels	7							83 Unit	Overwidth Permit #	



Unit 1 was: Traveling Parked Facing N S E W on P.V.A. (122 SW MAYNARD RD) Unit F. was: Traveling Parked Facing N S E W on _____

66 NARRATIVE (Include pertinent and unusual aspects, which are not listed elsewhere on the form)

The driver of vehicle one got out of the vehicle. The unoccupied vehicle then began coasting down a grade and struck the curb, a short retaining wall, and the building at 124-A SW Maynard Rd causing minor damage to the building.

68 Type/Owner: **BUILDING WALL** Owner Address: _____ Phone: _____

ADDITIONAL PROPERTY DAMAGE: State Property? Estimated Damage: **\$250.00**

Owner: **GRU PROPERTIES** A CARY NC

WITNESSES:

Name: _____ Address: _____ Phone No. (_____) _____

Name: _____ Address: _____ Phone No. (_____) _____

TRAFFIC VIOLATION(S): _____

Name: _____ Charge(s): _____ (Citation # optional)

Name: _____ Charge(s): _____

Officer Name: **PO MORGAN, J. C.** Officer Number: **5988** Department: **0920300** Date of Report: **01/08/2016**

State Farm Insurance Companies
Supplements must be approved by State Farm®
Itemized supplement requests and any supporting documentation should be
e-mailed to Suppteam8@StateFarm.com or faxed to 800-489-9915.
A Supplement Request form may be found on b2b.statefarm.com

*** ESTIMATE ***

01/12/2016 08:42 AM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: RALEIGH, NC 2 [REDACTED]
Home/Day: (\$ [REDACTED])
Work/Day: (\$ [REDACTED])
Cell: (\$ [REDACTED])

Control Information

Claim #: [REDACTED]
Loss Date/Time: 01/08/2016 07:00 AM
Deductible: \$250.00
Ins. Company: State Farm
Insured: M [REDACTED]
Address: [REDACTED]
City State Zip: [REDACTED]
Claim Rep: Prop A1 T1 CS Team
Address: [REDACTED]
Insured Policy #: [REDACTED]
Loss Type: Collision
Home/Day: [REDACTED]
Work/Day: [REDACTED]
Cell: [REDACTED]
Work/Day: (844)292-8615x101

Inspection

Inspection Date: 01/12/2016 08:41 AM
Inspection Location: RESIDENCE [REDACTED]
Address: [REDACTED]
City State Zip: Raleigh, NC [REDACTED]
Primary Impact: Right Front Corner
Driveable: No
Inspection Type: Field
Contact: [REDACTED]
Home/Day: [REDACTED]
Secondary Impact:
Rental Assisted:
Assigned Date/Time:
First Contact Date/Time:
Appraiser Name: BILL (IZG9)
Received Date/Time: 01/11/2016 03:54 PM
Appointment Date/Time: 01/12/2016 01:39 PM
Appraiser License #:

Vehicle

2015 Jeep Grand Cherokee Overland 4 DR Wagon
6 cyl Gas Flex Fuel 3.6
8-Speed Automatic

Lic. Plate: [REDACTED]
Lic Expire:
Prod Date:
Veh Insp#: GRAY
Condition:
Lic State: NC
VIN: 1C4RJFCG5F [REDACTED]
Mileage: 0
Mileage Type: Non Readable
Code: J7333D

Ext. Color: BRIGHT WHITE
Ext. Refinish: Two-Stage
Ext. Paint Code: PW7,GW7

Int. Color:
Int. Refinish: Two-Stage
Int. Trim Code:

Options

1st Row LCD Monitor(s)	2nd Row Head Airbags	4-Wheel Drive
AM/FM Stereo	Air Conditioning	Aluminum/Alloy Wheels
Anti-Lock Brakes	Auto Adjust Suspension	Auto Dimming Ext Mirrors
Auto Headlamp Control	Auto Load Leveling	Auto-Leveling Headlamps
Automatic Dimming Mirror	Automatic High Beam	Auxiliary Audio Input
Bucket Seats	Camper/Towing Package	Cargo/Trunk Net
Center Console	Cruise Control	Daytime Running Lights
Driver Information Sys	Driver Knee Airbag	Driver Seat Memory
Dual Airbags	Dual Power Seats	Dual Pwr Lumbar Supports
Dual Zone Auto A/C	Elect. Stability Control	Electronic Transfer Case
Emergency S.O.S. System	Ext Mirror Turn Signals	Fender Flares
Flip-Up Liftgate Window	Floor Mats	Fog Lights
Full Size Spare Tire	Garage Door Opener	Head Airbags
Heated Fmt & Rear Seats	Heated Power Mirrors	Heated Rear Window Wiper
Heated Steering Wheel	High Definition Radio	High Intensity Headlamps
Intermittent Wipers	Keyless Access System	Keyless Entry System
Keyless Ignition System	LED Brakelights	Leather Seats
Leather Shift Knob	Leather/Wood Steer Wheel	Lighted Entry System
MP3 Decoder	Mirror(s) Memory	Navigation System
Overhead Console	Panorama Sunroof	Perimeter Alarm System
Power Brakes	Power Door Locks	Power Liftgate
Power Steering	Power Windows	Privacy Glass
Pwr Accessory Outlet(s)	Pwr Folding Ext Mirrors	Pwr Tilt/Tele. Str Wheel
Rain-Sensing W/S Wipers	Rear Spoiler	Rear Step Bumper
Rear View Camera	Rear Window Defroster	Rear Window Wiper/Washer
Remote Starter	Reverse Sensing System	Roof Rails
Side Airbags	SiriusXM Satellite Radio	Split Folding Rear Seat
Strg Wheel Radio Control	Tachometer	Theft Deterrent System
Tire Pressure Monitor	Tonneau/Cargo Cover	Touch Screen Display
Tow Hooks	Traction Control System	Trailer Hitch
Trip Computer	Trunk/Cargo Organizer	Vehicle Tracking Service
Ventilated Front Seat(s)	Wireless Audio Streaming	Wireless Phone Connect
Wood Interior Trim		

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
Stripes And Mouldings									
1	RI	277		Mldg,Wheel Opening RT	R & I Assembly			INC	SM
Front Bumper									
2	E	8	46	Cvr,Front Bumper Up	1WL27TZZAC	\$300.00		1.3	SM
3	L	8	13	Cvr,Front Bumper Up	Refinish			4.0	RF
					2.8 Surface				
					0.6 Two-stage setup				
					0.6 Two-stage				
4	E	283	46	Cvr,Front Bumper Lwr	68143076AD	\$134.00		0.9	SM
5	L	283		Cvr,Front Bumper Lwr	Refinish			2.2	RF
					1.8 Surface				
					0.4 Two-stage				
6	E	5		Reinf,Front Bumper	68227140AA	\$209.00		2.3	SM
7	E	1129	46	Mldg,Frt Bmpr Cvr Lwr	68143105AC	\$310.00		INC	SM

8	E	36	Filler,Front Bumper RT	5RK90LS1AA	\$96.75	INC	SM
9	E	12	01 Absorber,Front Bumper	68223471AA	\$48.50	0.1	SM

Front End Panel And Lamps

10	E	465	Grille,Outer	5RM46TZZAA	\$564.00	0.3	SM
11	L	465	Grille,Outer	Refinish		1.4	RF
				1.2 Surface			
				0.2 Two-stage			
12	E	42	Headlamp Assy,Xenon RT	68111000AC	\$1,140.00	0.3	SM
13	N	973	Headlamps Aim	ADDITIONAL OPERATION		0.4	SM
14	E	56	46 Lamp Assembly,Fog RT	5182021AB	\$74.70	INC	SM

Radiator Support

15	E	1147	Brkt,Front Bumper Mtg RT	68223470AA	\$43.35	0.5	SM
16	E	79	Crsmbr,Rad Panel Upr RT	68223547AB	\$237.00	2.9	SM

Front Body And Windshield

17	I	83	Panel,Hood Aluminum >> BUFF	Repair		0.5*	SM
18	I	104	Fender,Front RT	Repair		1.2*	SM
19	L	104	Fender,Front RT	Refinish		3.4	RF
				2.6 Surface			
				0.5 Two-stage			
				0.3 Feather, Prime & Block			
			>> Refinish with in panel				

Manual Entries

20	SB	M03	Flex Additive	Sublet Repair	\$8.00*		RF
21	L	M14	Corrosion Protection	Refinish		0.2*	RF
22	SB	M17	Cover Car Exterior	Sublet Repair	\$5.00*		RF
23	SB	M60	Hazardous Waste Removal	Sublet Repair	\$5.00*		SM
23 Items							

MC Message

01	CALL DEALER FOR EXACT PART # / PRICE
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
46	PRINTABLE ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts		\$3,157.30
Paint & Materials	10.9 Hours @ \$30.00	\$327.00
Parts & Material Total		\$3,484.30
Tax On Parts Only	@ 6.750%	\$213.12

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$44.00	8.6	2.1	10.7	\$470.80
Mech/Elec (ME)	\$44.00				
Frame (FR)	\$50.00				
Refinish (RF)	\$44.00	11.2		11.2	\$492.80

Labor Total	21.9 Hours	\$963.60
Sublet Repairs		\$18.00
Gross Total		\$4,679.02
Less: Deductible		\$250.00-
Net Total		\$4,429.02

Register online to check the status of your claim and stay connected with State Farm®. To register, go to statefarm.com and select Check the Status of a Claim. If you are already registered, thank you!

Alternate Parts Y/04/00/00/04/04 CUM 04/00/00/04/04 Zip Code: 28203 NC-Charlotte/Hickory/Winston/High P
Recycled Parts Y/7/0 Zip Code: 27576 INV DATE: 01/12/2016

Audatex Estimating 7.0.712 ES 01/12/2016 09:17 AM REL 7.0.712 DT 12/01/2015
Copyright (C) 2016 Audatex North America, Inc.

**0.3 HOURS OF REPAIR TIME WERE ALLOCATED TO FEATHER, PRIME & BLOCK AS INDICATED BY THE ESTIMATE PREPARER'S LABOR ITEMIZATION. FEATHER, PRIME & BLOCK LABOR IS REFLECTED UNDER THE REFINISH OPERATION FOR THE APPLICABLE DAMAGE ENTRY.
2.3 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.**

Op Codes

* = User-Entered Value	E = New Part	NG = Replace NAGS
EC = ** NON-OEM PART	OE = Replace PXN OE Srpts	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = ** NON-OEM PART	EU = RECYCLED PART
TE = Partial Replace Price	PM = REMAN/REBUILT PART	UM = REMAN/REBUILT PART
L = Refinish	PC = RECOND PART	UC = RECOND PART
TT = Two-Tone	SB = Sublet Repair	N = ADDITIONAL OPERATION
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
RP = RP-RELATED PRIOR		



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.

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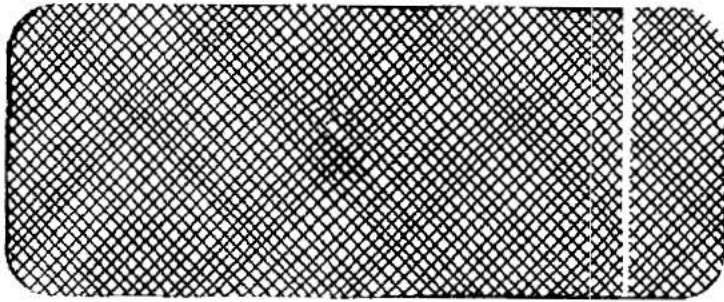
Estimate Summary Page

BILL (IZG9)

Gross Total	\$4,679.02
Less: Deductible	\$250.00-
Net Total	\$4,429.02

Audatex Estimating 7.0.712 ES 01/12/2016 09:17 AM REL 7.0.712 DT 12/01/2015
Copyright (C) 2016 Audatex North America, Inc.

Phoenix, AZ



FIRST-CLASS MAIL




 U.S. POSTAGE
 PINEY BOWES
 ZIP 22909 \$004.87⁰
 02 1W
 0001387196FEB 07 2016

166-967 a.1-24 09-28-2015





February 9, 2016

[REDACTED]
Raleigh, NC [REDACTED]

Cair: [REDACTED]
VIN: 1C4RJFCG5FC[REDACTED]

Dear Mrs. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Jeep Grand Cherokee.

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

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

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

Sincerely,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk













Jeep

4x4





Jeep

4x4

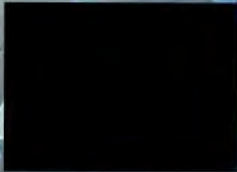








10/10/10
10/10/10
10/10/10
10/10/10
10/10/10



88-0104
1/10/11



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

VIN: 1C4RJFCG5FC [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PAINT: PW7 TRIM

to Start

3910 mi





78103







CRAFTSMAN
MAGNETIC BASE AND BACK
PROTRACTOR

93844





TD406






CRAFTSMAN
MAGNETIC BASE AND BACK
PROTRACTOR











P
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MAINT

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BRAKE

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F





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D S R N D P

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F
V

BRAKE

**Vehicle
Not in
Park**

DWNRP

H





S D N R P

BRAKE

**Vehicle
Not in
Park**

A close-up photograph of a car's gear shifter. The shifter is a vertical, cylindrical knob with a polished, reflective metal top section. The gear positions are labeled with white, illuminated characters: 'P' at the top, 'R' below it, 'N' below that, and 'D/S' at the bottom. The background is dark and out of focus, showing parts of the car's interior.

P
R
N
D/S

0

MPH

SE

Already in
Desired Gear

P
R
N
D
S

9910 mi

**Press Brake
and
Push Button
to Shift
into Gear**

2010 mi

**Vehicle
Not in
Park**

3910 mi

D
S

SE

ParkSense
Service



ParkSense
Ready

3910 mi

P
R
N
D
S

0
**Parking
Brake
Engaged**

3910 mi

0

MPH

Vehicle
Not in
Park



4WD
LOW

SAND

AUTO

SNOW



UP



DOWN

DOWN



PARK

N

4WD
LOW



SAND

AUTO

SNOW

N▶





AUTO

MUD

UP



ROCK

DOWN

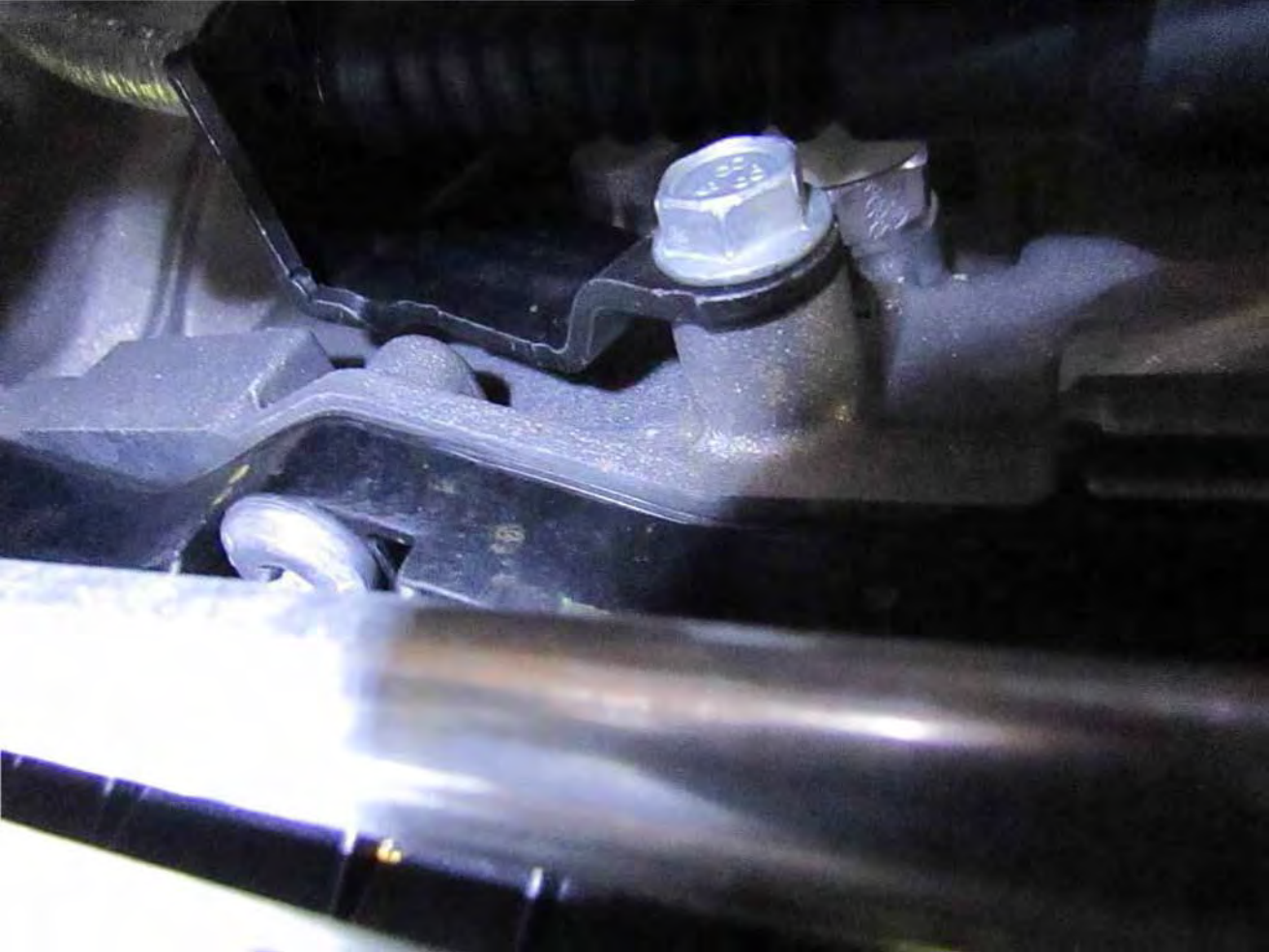


PARK

N







G#FC110811*

2165A17881106

2165A17881106

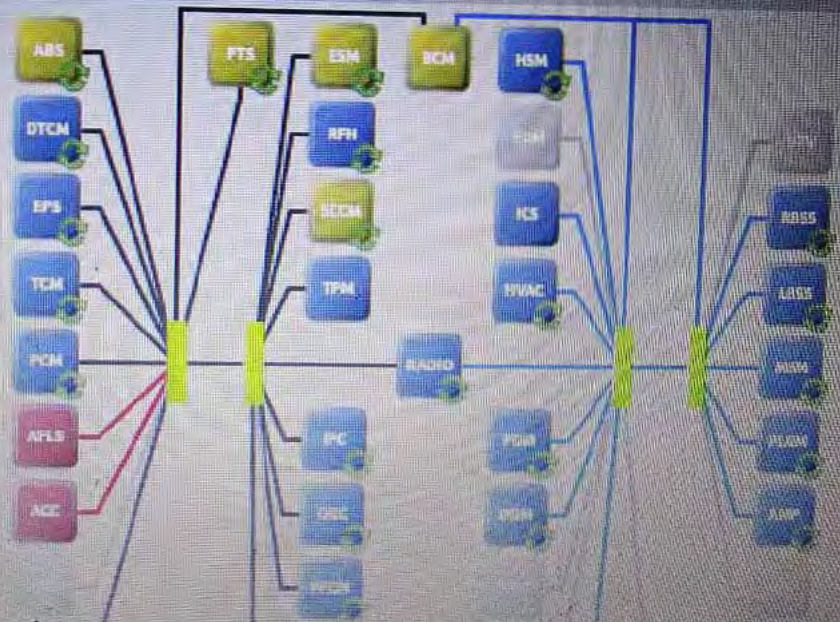












views ECU operations and information for the selected ECU.

Data

DTCs

Actuators

System Tests

Misc Functions

ECU Details

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

Active | Stored | Pending

View Freeze Frame

	ECU	Code	Status	Description
	ABS	U0104-00	active	Lost Communication With Cruise Control Module-

Flash

Data

DTCs

Actuators

System Tests

Misc Functions

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

All | Active | Stored | Pending

View Freeze Frame

ECU	Code	Status	Description
PTS	B1293-11	active	PTS Sensor 6-Circuit Short to Ground
PTS	B1292-11	active	PTS Sensor 5-Circuit Short to Ground
PTS	B1290-11	active	PTS Sensor 3-Circuit Short to Ground
PTS	B128F-11	active	PTS Sensor 2-Circuit Short to Ground
PTS	B128E-11	active	PTS Sensor 1-Circuit Short to Ground
PTS	B1291-11	active	PTS Sensor 4-Circuit Short to Ground
PTS	B1292-12	stored	PTS Sensor 5-Circuit Short to Battery

ECU operations and information for the selected ECU.

Data | **DTCs** | **Actuators** | **System Tests** | **Misc Functions** | **ECU Details**

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

Active | Stored | Pending

View Freeze Frame

View Event Data

ECU	Code	Status	Description
BCM	B16FB-15	active	Front Right Fog Lamp Control-Circuit Short to Battery or Open
BCM	B16F7-15	active	Front Left Fog Lamp Control-Circuit Short to Battery or Open
BCM	B177B-11	stored	Right Front Lamp Diagnostic Line-Circuit Short to Ground

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various ECU operations and information for the selected ECU.

Search
Service Information

- 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

View Freeze Frame View Event Data

ECU	Code	Status	Description
SCCM	B23A1-2A	stored	Flash to Pass/Optical Horn Switch-Stuck

ESM View

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

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ...

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

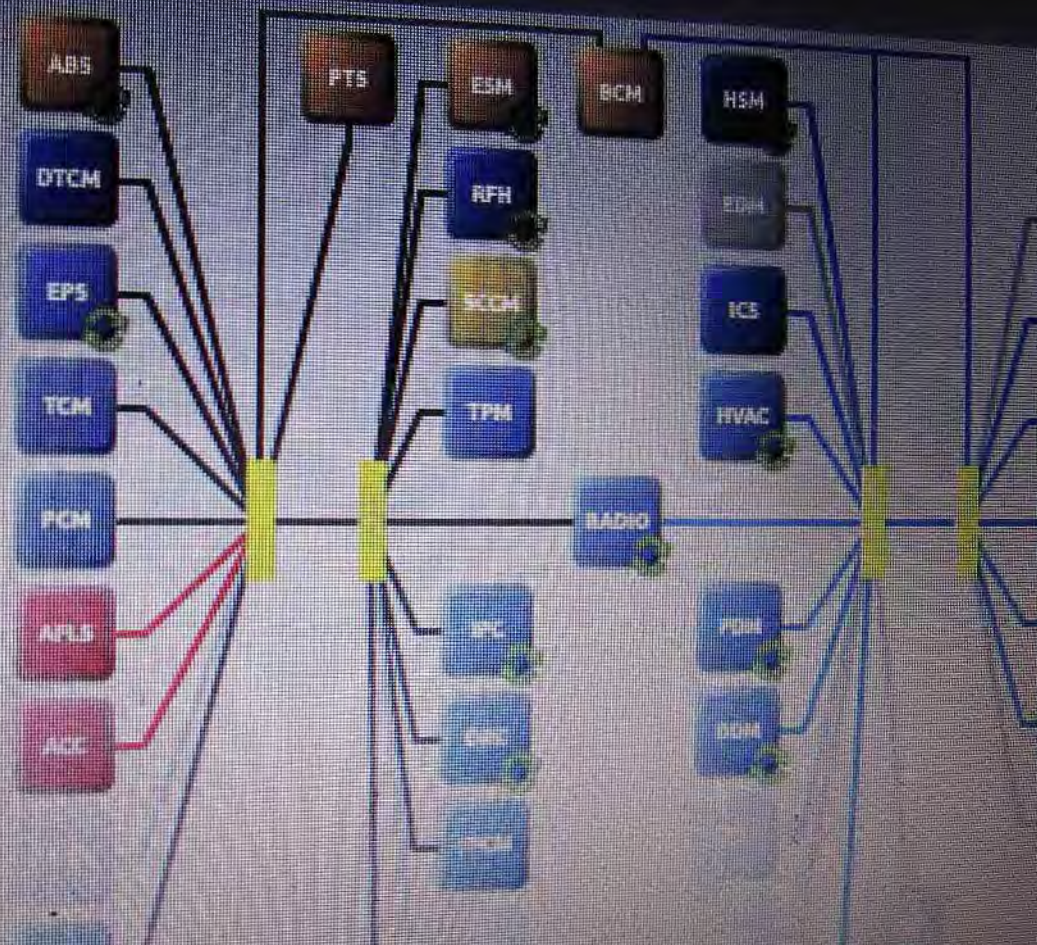
View Freeze Frame

View E

All | Active | Stored | Pending

	ECU	Code	Status	Description
	ESM	P1C86-14	stored	PRNDL Display-Circuit Short to Ground or Open

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TCM View

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

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

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

View Freeze Frame View Event Data Clear Storage

All Active Stored Pending

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

There are no DTCs present

Control Module
Identifier:

Location:
Date: 14.49.00
Number:

Number:
Number:

Overview

Name:

Transmission Control Module

Flash Part Number:

68241279AF

Bus Type:

CAN C

Hardware Version:

10.3.1F

Software Version:

#1: 14.49.00 ,#0: 14.49.00

Spare Part Number:

N/A

ISO Code:

Software Number:

N/A

Hardware Number:

N/A

Original VIN

1C4RJFCG5FC [REDACTED]

Login

Off-line



View environmental data. Click on column heading to sort table.

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Code	Status	Description
B16FB-15	active	Front Right Fog Lamp Control-Circuit Short to Battery or Open
B16F7-15	active	Front Left Fog Lamp Control-Circuit Short to Battery or Open
B177B-11	stored	Right Front Lamp Diagnostic Line-Circuit Short to Ground

 View ECU