

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jan 12 18:25:43 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

defective vehicle

Comments:

To: Sergio Marchionne
Jeep Corporate Office Headquarters
Chrysler Group
LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766
Corporate Phone
Number: 1-248-576-5741
Customer Service Number: 1-800-992-1997

Re: Jeep

Grand Cherokee Laredo=E2=80=90 VIN# 1C4RJFAG6E [REDACTED]

I have been a loyal Jeep customer for 20 years, having leased several Jeep vehicles over the period.

My objective in leasing has been to enjoy the benefits of worry free driving by leasing new vehicles in mint condition that spare me the agony of mechanical malfunction.

On my current 2014 Jeep Grand Cherokee lease, however, there are 9 recalls, 16 Service bulletins, and 5 investigations=E2=80=A6.in addition there are 587 driver/owner complaints.

One of the problems currently under investigation involve instability of the transmission. I experienced this problem and nearly was seriously injured when the transmission slipped out of PARK and the Jeep moved forward crushing my leg in the door. Fortunately I was able to get out of danger

with a few bruises and there's only a minor dent in the door and some scratches on the bumper. Another problem I'm having, which has been plaguing many other Jeep owners, is where the engine warning light repeatedly engages with no indication of specific information with regard to what the malfunction might be. I've brought the vehicle to Chrysler dealers 4 times and they have been unable to resolve this. Each time the problem recurs and I continue driving with uncertainty and stress with myself and my passengers fearing their lives may be endangered. I'm totally not getting the vehicle safety and confidence I paid for. We need to resolve this. I'm offering a settlement where I am refunded the \$2000 I spent in taxes and down payment, and Fiat/Chrysler takes back this defective vehicle as is and terminates this lease agreement with no further penalties. The FEDS fined Fiat Chrysler a record \$105 million in that settlement. I would prefer to avoid taking legal action or filing complaints with the U.S. DEPARTMENT OF TRANSPORTATION, National Highway Traffic Safety Administration (NHTSA) and The Center for Auto Safety. In 2008 Chrysler was in bankruptcy being subsidized by \$12.5 billion in taxpayer loans. What will Fiat Chrysler do for their loyal customers? Please contact me at [REDACTED] so we can expedite resolution.

Sender Information:

Title: =20

First Name: ████

Middle Initial: =20

Last Name: ██████████

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jan 13 00:30:48 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 of the problems you are experiencing with the transmission and engine and completely understand how frustrating this must be.

In order for us to further assist you, we need to verify if your vehicle has been diagnosed in the last 30 days at a certified Chrysler dealership. If it has been diagnosed, please provide the name of the dealership, and the individual you have been working with.

If you have not had the vehicle diagnosed, please ensure you have a diagnosis completed.

You can find a dealership locator using the "Find a Dealer" button on the top of the Jeep® - <http://www.jeep.com> website.

Our technicians are trained to troubleshoot issues that customers like you are experiencing and provide accurate diagnoses. They also do have specialists that they can refer to if necessary.

Therefore, our dealerships are the best resource for you to utilize in the instance.

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,

Carol

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]

[REDACTED]

[REDACTED]forms/us/reply.jsp?trk_ID=KMM9555901V630[REDACTED]&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

defective vehicle

Comments:

To: Sergio Marchionne Jeep Corporate Office Headquarters Chrysler Group LLC

1000 Chrysler Dr. Auburn Hills, MI USA 48326-2766 Corporate Phone Number:

1-248-576-5741 Customer Service Number: 1-800-992-1997 Re: Jeep Grand

Cherokee Laredo VIN# 1C4RJFAG6EC[REDACTED] I have been a loyal Jeep customer

for 20 years, having leased several Jeep vehicles over the period. My

objective in leasing has been to enjoy the benefits of worry free driving

by leasing new vehicles in mint condition that spare me the agony of mechanical malfunction. On my current 2014 Jeep Grand Cherokee lease, however, there are 9 recalls, 16 Service bulletins, and 5 investigations. In addition there are 587 driver/owner complaints. One of the problems currently under investigation involve instability of the transmission. I experienced this problem and nearly was seriously injured when the transmission slipped out of PARK and the Jeep moved forward crushing my leg in the door. Fortunately I was able to get out of danger with a few bruises and there's only a minor dent in the door and some scratches on the bumper. Another problem I'm having, which has been plaguing many other Jeep owners, is where the engine warning light repeatedly engages with no indication of specific information with regard to what the malfunction might be. I've brought the vehicle to Chrysler dealers 4 times and they have been unable to resolve this. Each time the problem recurs and I continue driving with uncertainty and stress with myself and my passengers fearing their lives may be endangered. I'm totally not getting the vehicle safety and confidence I paid for. We need to resolve this... I'm offering a settlement where I am refunded the \$2000 I spent in taxes and down payment, and Fiat-Chrysler takes back this defective vehicle as is and terminates this lease agreement with no further penalties. The FEDS fined Fiat Chrysler a record \$105 million in that settlement. I would prefer to avoid taking legal action or filing complaints with the U.S. DEPARTMENT OF TRANSPORTATION, National Highway Traffic Safety Administration (NHTSA) and The Center for Auto Safety. In 2008 Chrysler was in bankruptcy being subsidized by \$12.5 billion in taxpayer loans. What will Fiat Chrysler do for their loyal customers? Please contact me at [REDACTED] so we can expedite resolution.

VIN:

EC2 [REDACTED]

Mileage:

7000

Servicing Dealer:

manhattan jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]
Address 1:

[REDACTED]

Address 2:

City:

new rochelle

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jan 13 12:59:26 EST 2016
Subject: Reply to Chrysler Group LLC (KMM9555901V630 [REDACTED])
Reply Comments:

I have previously filed a complaint on the website of Jeep and have offered FCA(Jeep) a settlement whereby I would be refunded the leasing charges I paid and the company would consent to an early termination of the lease on this defective vehicle with no penalties or charges. I would also consider a replacement of this defective vehicle with a 2016 vehicle, free of defect.

The following is a timeline of events occurring since I filed my complaint with FCA (Jeep) and requested early termination of my lease:

9/10/15- Filed customer service complaint on Jeep website

9/22/15-

the company failed to respond. I placed a follow up call to Jeep customer care and was told someone would get back to me within 48 hrs.

10/13/15-

Took Jeep to Manhattan Jeep/Chrysler for inspection at the request of Jeep customer service who instructed me that an inspection would be needed as a matter of procedure in the review of my claim.

10/21/15- Manhattan

Jeep/Chrysler returns vehicle to me =96 reports that they addressed specific

issues connected to 2 recalls - however the detailed documentation of my claim were never forwarded to this authorized service provider and the provider failed to inspect pursuant to the specific details outlined in my claim.

10/22/15- Raven, of Jeep customer service claims they are unable to locate record of my original emailed claim - so I resend it by e-mail for 2nd time.

11/4/15- A person, reported to be a 3rd party accident investigator contracted by FCA(Jeep) accident investigation tells me I need to give him date and bring vehicle again to a dealer so he can inspect. In protest, I inform him that I had turned the vehicle over to Jeep for the week (10/13/15-10/21/15) in October, pursuant to Jeep=92s request, for claim

inspection, and that I am confused as to why I am being inconvenienced again. I also ask if any arrangements had been made for a replacement

vehicle during the period of his requested inspection. He informs me that he =93has nothing to do with that=94 and, in a callous and crude display of indifference, he terminates the conversation.

FCA US LLC has already acknowledged and admitted that they violated various sections of the "Safety Act", and yet, in a cavalier display of arrogance and non-compliance, continue to violate me, a consumer whose tax dollars bailed them out in their 2008 bankruptcy.

FCA US LLC is required to execute certain performance obligations , pursuant to the July 24, 2015 Consent Order, amended December 8, 2015, the objectives of which are to mitigate the risks of harm and promote safety for we, the consumers. FCA, however, persists in violating and disregarding me in a blatant act of non-compliance with the order. I seek assistance in expediting remedial action in this matter as a victim, and the protection of my rights as a consumer, and as an American citizen.

Sincerely,

 =96

Jeep lessee

CC: Federal Trade Commission;

The Center for Auto

Safety

U.S. Dept. of Transportation-NHTSA

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Jan 13 13:05:20 EST 2016

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9555901V630 [REDACTED])

DQoNCkkgGAF2ZSBwcmV2aW91c2x5IGZpbGVklGEgY29tcGxhaW50IG9uIHROZQp3ZWJzaXRllG9m

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GVy

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jan 13 22:57:19 EST 2016

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9555901V630 [REDACTED])

Dear [REDACTED]

Thank you for providing the details of the events related to your vehicle. Please accept our apology for the problems you have experienced. We would be happy to review your case further. In order to do so, we would need to see the vehicle in order to understand the issues that are occurring.

Our technicians are trained to troubleshoot issues that customers like you are experiencing and provide an accurate diagnosis. They also do have specialists that they can refer to if necessary. Please contact us using your method of choice, either by phone or by using the link provided below to advise us when the vehicle is at the dealership. We will be more than happy to further review your situation at that time.

Sincerely,

Carol

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

I have previously filed a complaint on the website of Jeep and have offered FCA(Jeep) a settlement whereby I would be refunded the leasing charges I paid and the company would consent to an early termination of the lease on this defective vehicle with no penalties or charges.

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10/21/15- Manhattan Jeep/Chrysler returns vehicle to me ? reports that they addressed specific issues connected to 2 recalls - however the detailed documentation of my claim were never forwarded to this authorized service provider and the provider failed to inspect pursuant to the specific details outlined in my claim.

10/22/15- Raven, of Jeep customer service claims they are unable to locate record of my original emailed claim - so I resend it by e-mail for 2nd time.

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can inspect. In protest, I inform him that I had turned the vehicle over to Jeep for the week (10/13/15-10/21/15) in October, pursuant to Jeep's request, for claim inspection, and that I am confused as to why I am being inconvenienced again. I also ask if any arrangements had been made for a replacement vehicle during the period of his requested inspection. He informs me that he "has nothing to do with that" and, in a callous and crude display of indifference, he terminates the conversation.

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Sincerely,

██████████ ? Jeep lessee

CC: -The Center for Auto Safety
- U.S. Dept. of Transportation-NHTSA
-Federal Trade Commission

> Date: Wed, 13 Jan 2016 02:14:03 -0500

> From: customerassist@chrysler.com

> To: ██████████

> Subject: Re: Chrysler Group LLC Customer Assistance (KMM9555901V630██████████)

>

> Dear ██████████

>

> Thank you for contacting the Jeep Customer Assistance Center. We are
> very sorry to learn of the problems you are experiencing with the
> transmission and engine and completely understand how frustrating this
> must be.

>

> In order for us to further assist you, we need to verify if your vehicle
> has been diagnosed in the last 30 days at a certified Chrysler
> dealership. If it has been diagnosed, please provide the name of the

- > dealership, and the individual you have been working with.
- >
- > If you have not had the vehicle diagnosed, please ensure you have a
- > diagnosis completed.
- >
- > You can find a dealership locator using the "Find a Dealer" button on
- > the top of the Jeep® - <http://www.jeep.com> website.
- >
- > Our technicians are trained to troubleshoot issues that customers like
- > you are experiencing and provide accurate diagnoses. They also do have
- > specialists that they can refer to if necessary. Therefore, our
- > dealerships are the best resource for you to utilize in the instance.
- >
- > 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,

> Carol
> 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=KMM9555901V630\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9555901V630[REDACTED]&)

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:

> defective vehicle

> Comments:

> To: Sergio Marchionne Jeep Corporate Office Headquarters Chrysler Group

> LLC

> 1000 Chrysler Dr. Auburn Hills, MI USA 48326-2766 Corporate Phone

> Number:
> 1-248-576-5741 Customer Service Number: 1-800-992-1997 Re: Jeep Grand
> Cherokee Laredo VIN# 1C4RJFAG6EC2 [REDACTED] I have been a loyal Jeep
> customer
> for 20 years, having leased several Jeep vehicles over the period. My
> objective in leasing has been to enjoy the benefits of worry free
> driving
> by leasing new vehicles in mint condition that spare me the agony of
> mechanical malfunction. On my current 2014 Jeep Grand Cherokee lease,
> however, there are 9 recalls, 16 Service bulletins, and 5
> investigations. In addition there are 587 driver/owner complaints.
> One of
> the problems currently under investigation involve instability of the
> transmission. I experienced this problem and nearly was seriously
> injured
> when the transmission slipped out of PARK and the Jeep moved forward
> crushing my leg in the door. Fortunately I was able to get out of
> danger
> with a few bruises and there's only a minor dent in the door and some
> scratches on the bumper. Another problem I'm having, which has been
> plaguing many other Jeep owners, is where the engine warning light
> repeatedly engages with no indication of specific information with
> regard
> to what the malfunction might be. I've brought the vehicle to
> Chrysler
> dealers 4 times and they have been unable to resolve this. Each time
> the
> problem recurs and I continue driving with uncertainty and stress with
> myself and my passengers fearing their lives may be endangered. I'm
> totally not getting the vehicle safety and confidence I paid for. We
> need
> to resolve this. I'm offering a settlement where I am refunded
> the
> \$2000 I spent in taxes and down payment, and Fiat/Chrysler takes back
> this defective vehicle as is and terminates this lease agreement with
> no
> further penalties. The FEDS fined Fiat Chrysler a record \$105 million
> in
> that settlement. I would prefer to avoid taking legal action or filing
> complaints with the U.S. DEPARTMENT OF TRANSPORTATION, National
> Highway Traffic Safety Administration (NHTSA) and The Center for Auto

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Feb 23 21:09:10 EST 2016

Subject: Reply to Chrysler Group LLC (KMM9555901V630 [REDACTED])

Reply Comments:

as stated the vehicle was in the dealership from October 13 through October 21 in 2015 no one inspect the vehicle with respect to the problems I reported . If FCA requires that I must bring the vehicle to the a dealership now a second time, due to FCA's failure to adequately coordinate the vehicle examination, I respectfully request a replacement SUV as I did previously, as I am paying in excess of \$349 monthly to your company for transportation. Please have someone contact me by phone @ [REDACTED] to properly coordinate this.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Feb 24 00:05:34 EST 2016

Subject: Re: Reply to Chrysler Group LLC (KMM9555901V630 [REDACTED])

Dear [REDACTED]

Thank you for your email. As per your request, a Customer Service Representative we will contact you at the number indicated in your email ([REDACTED] 3) to discuss your case further.

Sincerely,

Carol

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

Comments:

as stated the vehicle was in the dealership from October 13 through October 21 in 2015 no one inspect the vehicle with respect to the problems I reported . If FCA requires that I must bring the vehicle to the a dealership now a second time, due to FCA's failure to adequately coordinate the vehicle examination, I respectfully request a replacement SUV as I did previously, as I am paying in excess of \$349 monthly to your company for transportation. Please have someone contact me by phone @ [REDACTED] to properly coordinate this.

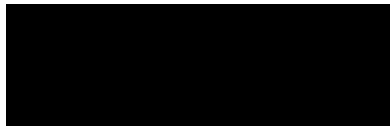
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





February 2, 2016

[REDACTED]
Vonita Springs, FL [REDACTED]

Cair: 28 [REDACTED]

VIN: 1C4RJFCG8EC2 [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Jeep Grand Cherokee.

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,

J. Susalla

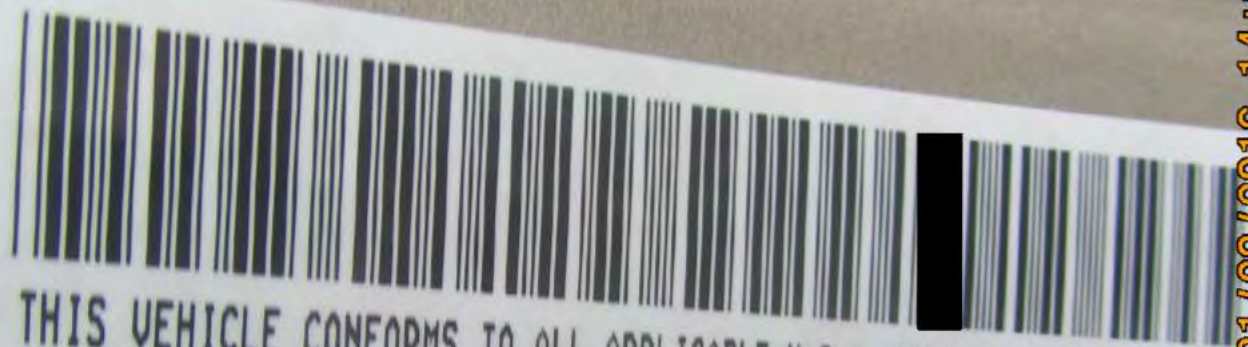
J. Susalla
Special Investigations
586-274-8171

JSS/sk

Phone 800.992.1997

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

00 LB
TIRES
SI) COLD
TIRES
SI) COLD



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

VIN: 1C4RJFCG8EC[REDACTED] TYPE: MPV MDH: 081915 030AA
VEHICLE MADE IN U.S.A. PAINT: PFS TRIM: GLUL

01/28/2016 14:35



TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL **5** FRONT **2** REAR **3**

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
476 KG OR 1050 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	265/50R20	265/50R20	P245/65R18XL
WLD TIRE INFLATION PRESSURE	250 kPa / 36 PSI	250 kPa / 36 PSI	270 kPa / 39 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



EC266341

01/28/2016 14:35



50324 mi

01/28/2016 14:35



01/28/2016 14:36



01/28/2016 14:36



01/28/2016 14:36



01/28/2016 14:37



01/28/2016 14:37



01/28/2016 14:37



01/28/2016 14:37



01/28/2016 14:37



01/28/2016 14:37



01/28/2016 14:38



01/28/2016 14:38



01/28/2016 14:38



01/28/2016 14:39



01/28/2016 14:39



PUSH TO
RELEASE

WeatherTech

01/28/2016 14:39



01/28/2016 14:39



01/28/2016 14:39



BRAKE +



Press Brake
and
Push Button
to Start

01/28/2016 14:40



S

72°F



P

P
R
D
S

01/28/2016 14:40



01/28/2016 14:45

P R N D/S

01/28/2016 14:45

P

R

N

D/S

01/28/2016 14:45



P

R

N

D/S

01/28/2016 14:45



S

Navigation icons: a mountain range, an upward arrow, a fuel pump icon, and a downward arrow. A 'trip' button is also visible.



72°F

P
R
N
D
S

01/28/2016 14:45



Press Brake
and
Push Button
to Shift
into Gear

72°F

P
R
N
D
S



01/28/2016 14:46



72°F



P
R
N
D
S



01/28/2016 14:46



V6

01/28/2016 14:49



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

Active Stored Pending

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

There are no DTCs present

- ECU Name
- ECU Part Number
- ECU Type
- ECU Location
- ECU Address
- ECU ID
- ECU Version
- ECU Manufacturer
- ECU Model
- ECU Year
- ECU Make
- ECU Model
- ECU Year
- ECU Make
- ECU Model
- ECU Year
- ECU Make

01/28/2016 15:07



Overview

Name:
Transmission Control Module

Flash Part Number:
68225560AB

Bus Type:
CAN C

Hardware Version:
10.3.1F

Software Version:
#1: 12.51.00 #0: 12.51.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN

01/28/2016 15:07

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

01/28/2016 15:07

on to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and

Name	Value	Unit
Master cylinder pressure	757	psi
Wheel RPM Front Left	0.0	rpm
Wheel RPM Front Right	0.0	rpm
Wheel RPM Rear Left	0.0	rpm
Wheel RPM Rear Right	0.0	rpm
Transfer Case Status	Auto	
Oil Temperature	183	°F
Current Gear	Current Gear "P"	
Trans A/C Converter Clutch Slipping	False	
PRND Status	Lever in position "P"	
Paddle Shift	Switches Not Active	
Transmission AC Converter Clutch Slip Request	No	
Trans in Limp Home Mode	False	
Transmission Output Shaft Speed	0.00	rpm

and press "Show Graph". Click on column heading to sort table

Name	Value	Unit
Master cylinder pressure	973	psi
Wheel RPM Front Left	0.0	rpm
Wheel RPM Front Right	0.0	rpm
Wheel RPM Rear Left	0.0	rpm
Wheel RPM Rear Right	0.0	rpm
Transfer Case Status	Auto	rpm
Oil Temperature	185	°F
Current Gear	Current Gear "R"	
Trans A/C Converter Clutch Slipping	False	
PRND Status	Lever in Position "R"	
Paddle Shift	Switches Not Active	
Transmission AC Converter Clutch Slip Request	No	
Trans In Limp Home Mode	False	
Transmission Output Shaft Speed	0.00	rpm

to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag

Name	Value	Unit
Converter cylinder pressure	978	psi
Wheel RPM Front Left	0.0	rpm
Wheel RPM Front Right	0.0	rpm
Wheel RPM Rear Left	0.0	rpm
Wheel RPM Rear Right	0.0	rpm
Transfer Case Status	Auto	
Oil Temperature	185	°F
Current Gear	Current gear "N"	
Trans A/C Converter Clutch Slipping	False	
PRND Status	Lever in Position "N"	
Paddle Shift	Switches Not Active	
Transmission AC Converter Clutch Slip Request	No	
Trans in Limp Home Mode	False	
Transmission Output Shaft Speed	0.00	rpm

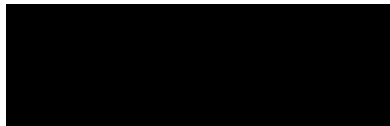
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





February 9, 2016

[REDACTED]
Lolo, MT [REDACTED]

CAIR: [REDACTED]
VIN: 1C4RJFBG5EC4 [REDACTED]

Dear Ms. B [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Jeep Grand Cherokee.

Ms. [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,

Tony Morris

Tony Morris
Special Investigations
586-274-8164

TM/sk



Vehicle View

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

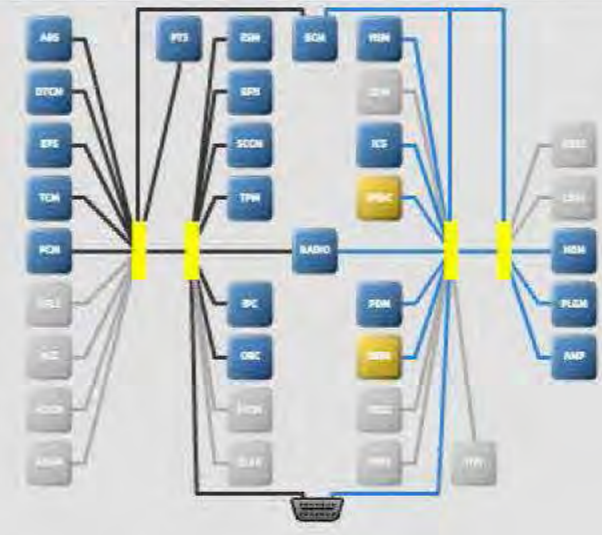


2014 WK 3.6L
VIN: 1C4RJFBG5EC

Battery: 12.05 volts

Legend

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



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
HVAC	U0184-00	stored	Lost Communication With Radio-
DDM	B1D4A-2A	stored	Memory Switch Input-Stuck



ORC 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**

Click on the buttons to view the desired information. Click on column heading to sort table.

- Overview**
- Configuration

Name	Value
Chrysler ECU Identification: ECU Part Number	68222877AA
Current VIN	1C4RJFBG5E0 [REDACTED]
Diagnostic Variant	40
Diagnostic Version	6
Model Year	2014
Vehicle Line	WK
Body Style	Station Wagon
Country Code	USA
Software Supplier for Logical Block 0	Bosch
Software Supplier for Logical Block 1	Bosch
Hardware Version Year	12
Hardware Version Week	43
Hardware Version Patch Level	0
ECU Serial Number	T52MD017405362
Original VIN	1C4RJFBG5E0 [REDACTED]
Hardware Supplier	Bosch



Overview

Name:
Occupant Restraint

Flash Part Number:
68222877AA

Bus Type:
CAN C

Hardware Version:
12.43.0

Software Version:
#2: 00.00.00 ,#1: 13.15.00 ,#0: 13.11

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN

ORC 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**

Click on the buttons to view the desired information. Click on column heading to sort table.

- Overview**
- Configuration

Name	Value
Hardware version week	43
Hardware Version Patch Level	0
ECU Serial Number	T52MD017405362
Original VIN	1C4RJFBG5EC [REDACTED]
Hardware Supplier	Bosch
Sw Version Year for Logical Block 0	13
Sw Version Week for Logical Block 0	11
Sw Version Patch Level for Logical Block 0	0
Sw Version Year for Logical Block 1	13
Sw Version Week for Logical Block 1	15
Sw Version Patch Level for Logical Block 1	0
Sw Version Year for Logical Block 2	0
Sw Version Week for Logical Block 2	0
Sw Version Patch Level for Logical Block 2	0
ECU File Name	ORC-ORC_PN-40
ECU Database Id	8379



Overview

#2: 00.00.00 #1: 13.15.00 #0: 13.11

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN [REDACTED]
1C4RJFBG5EC44 [REDACTED]

Current VIN [REDACTED]
1C4RJFBG5EC44 [REDACTED]

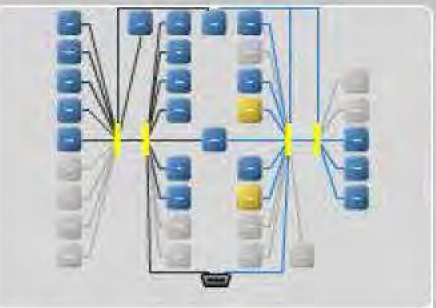
Variant & Version:
40 - 6

Country Code
N/A

DTC Count:
0

PCM 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**

Click on the buttons to view the desired information. Click on column heading to sort table.

- Overview**
- Configuration

Name	Value
VIN Current	1C4RJFBG5EC4 [REDACTED]
Serial Number	T00EM0324YZN9H
VIN - Original	1C4RJFBG5EC [REDACTED]
Model Year	2014
Vehicle Line	WK
Body Style	Station Wagon
Country Code	USA
Supplier ID	Motorola
Variant ID	25
Diagnostic Version	C6
Hardware Version (Major/Minor)	1247
Software Version (Major/Middle/Minor)	090403
ECU Part Number	68172003AL
ECU File Name	PCM-PCM-25
ECU Database Id	8888

Overview

Name:
Powertrain Control Module

Flash Part Number:
68172003AL

Bus Type:
CAN C

Hardware Version:
1247

Software Version:
09.04.03

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

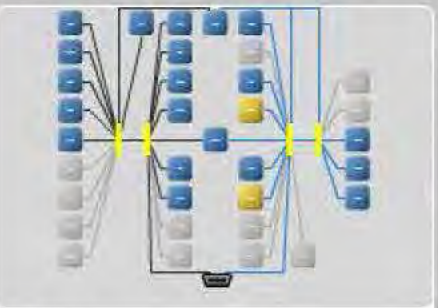
Hardware Number:
N/A

Original VIN
1C4RJFBG5EC [REDACTED]



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**

Click on the buttons to view the desired information. Click on column heading to sort table.

- Overview**
- Configuration

Name	Value
Hardware Part Number	04800733AI
Active Diagnostic Variant	40
Active Diagnostic Version	11
ECU Part Number	68225560AF
VIN Original	1C4RJFBG5EC44 [REDACTED]
VIN Current	1C4RJFBG5EC44 [REDACTED]
HW - year	10
HW - week	3
HW - patch level	1F
ECU File Name	TCM-TCM-40
ECU Database Id	7765

Overview

Name:
Transmission Control Module

Flash Part Number:
68225560AF

Bus Type:
CAN C

Hardware Version:
10.3.1F

Software Version:
#1: 14.47.00 ,#0: 14.47.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC44 [REDACTED]

A A





ESM View

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



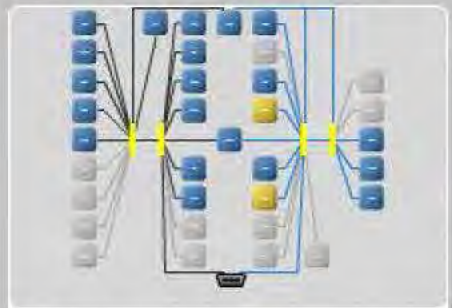
- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details**

Click on the buttons to view the desired information. Click on column heading to sort table.

- Overview**
- Configuration

Name	Value
ECU Serial Number	TU1010400800
HW - year	11
HW - week	23
HW - patch level	00
ECU Part Number	68166105AE
Hardware Part Number	68166105AA
Model Year	2014
Vehicle Line	WK
Body Style	Station Wagon
Country Code	USA
SW - year	13
SW - week	8
SW - patch level	0
ECU File Name	ESM-ESM_PN-42
ECU Database Id	7205

A A



Overview

Name:
Electronic Shifter

Flash Part Number:
68166105AE

Bus Type:
CAN C

Hardware Version:
11.23.00

Software Version:
#1: 13.08.00 ,#0: 13.08.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5E [REDACTED]

Login Off-line

Disconnect

Warnings: 0 Errors: 0



ESM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Vehicle Battery Voltage	14.6	Volts	Sensors
<input type="checkbox"/>	Park LED	4.0392156863	Volts	Sensors
<input type="checkbox"/>	Reverse LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Autostick LED	0.4509803922	Volts	Sensors
<input type="checkbox"/>	Position 0 (Idle) / INIT Position after start	Not Set		Sensors
<input type="checkbox"/>	Position 6 (Mid Position) POS ZERO	Set		Sensors
<input type="checkbox"/>	POS ONE Foreward 3	Not Set		Sensors
<input type="checkbox"/>	POS TWO Foreward 2	Not Set		Sensors
<input type="checkbox"/>	POS THREE Foreward 1	Not Set		Sensors
<input type="checkbox"/>	POS FOUR Backward 1	Not Set		Sensors
<input type="checkbox"/>	POS FIVE Backward 2	Not Set		Sensors
<input type="checkbox"/>	POS SIX Backward 3	Not Set		Sensors
<input type="checkbox"/>	Relase Button one	Not Set		Sensors
<input type="checkbox"/>	Release Button 2	Not Set		Sensors



Overview

Name:
Electronic Shifter

Flash Part Number:
68166105AE

Bus Type:
CAN C

Hardware Version:
11.23.00

Software Version:
#1: 13.08.00 #0: 13.08.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC



ESM View

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

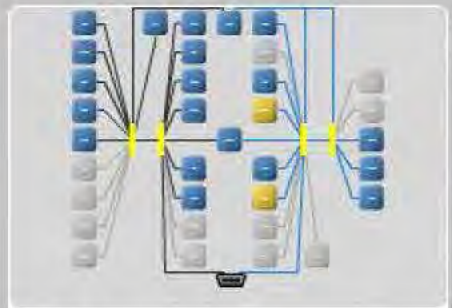


- Flash
- Data**
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Vehicle Battery Voltage	14.6	Volts	Sensors
<input type="checkbox"/>	Park LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Reverse LED	4.0784313725	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Autostick LED	0.4509803922	Volts	Sensors
<input type="checkbox"/>	Position 0 (Idle) / INIT Position after start	Not Set		Sensors
<input type="checkbox"/>	Position 6 (Mid Position) POS ZERO	Set		Sensors
<input type="checkbox"/>	POS ONE Foreward 3	Not Set		Sensors
<input type="checkbox"/>	POS TWO Foreward 2	Not Set		Sensors
<input type="checkbox"/>	POS THREE Foreward 1	Not Set		Sensors
<input type="checkbox"/>	POS FOUR Backward 1	Not Set		Sensors
<input type="checkbox"/>	POS FIVE Backward 2	Not Set		Sensors
<input type="checkbox"/>	POS SIX Backward 3	Not Set		Sensors
<input type="checkbox"/>	Relase Button one	Not Set		Sensors
<input type="checkbox"/>	Release Button 2	Not Set		Sensors



Overview

Name:
Electronic Shifter

Flash Part Number:
68166105AE

Bus Type:
CAN C

Hardware Version:
11.23.00

Software Version:
#1: 13.08.00 #0: 13.08.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5E [REDACTED]

Login OFF-line

Disconnect

Warnings: 0 Errors: 0



ESM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Park LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Reverse LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Autostick LED	0.4509803922	Volts	Sensors
<input type="checkbox"/>	Position 0 (Idle) / INIT Position after start	Not Set		Sensors
<input type="checkbox"/>	Position 6 (Mid Position) POS ZERO	Set		Sensors
<input type="checkbox"/>	POS ONE Foreward 3	Not Set		Sensors
<input type="checkbox"/>	POS TWO Foreward 2	Not Set		Sensors
<input type="checkbox"/>	POS THREE Foreward 1	Not Set		Sensors
<input type="checkbox"/>	POS FOUR Backward 1	Not Set		Sensors
<input type="checkbox"/>	POS FIVE Backward 2	Not Set		Sensors
<input type="checkbox"/>	POS SIX Backward 3	Not Set		Sensors
<input type="checkbox"/>	Relase Button one	Not Set		Sensors
<input type="checkbox"/>	Release Button 2	Not Set		Sensors
<input type="checkbox"/>	Neutral LED	4.0392156863	Volts	Sensors



Overview

Name:
Electronic Shifter

Flash Part Number:
68166105AE

Bus Type:
CAN C

Hardware Version:
11.23.00

Software Version:
#1: 13.08.00 #0: 13.08.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC



ESM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Park LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Reverse LED	0.0000000000	Volts	Sensors
<input type="checkbox"/>	Drive LED	4.0392156863	Volts	Sensors
<input type="checkbox"/>	Autostick LED	0.4509803922	Volts	Sensors
<input type="checkbox"/>	Position 0 (Idle) / INIT Position after start	Not Set		Sensors
<input type="checkbox"/>	Position 6 (Mid Position) POS ZERO	Set		Sensors
<input type="checkbox"/>	POS ONE Forward 3	Not Set		Sensors
<input type="checkbox"/>	POS TWO Forward 2	Not Set		Sensors
<input type="checkbox"/>	POS THREE Forward 1	Not Set		Sensors
<input type="checkbox"/>	POS FOUR Backward 1	Not Set		Sensors
<input type="checkbox"/>	POS FIVE Backward 2	Not Set		Sensors
<input type="checkbox"/>	POS SIX Backward 3	Not Set		Sensors
<input type="checkbox"/>	Relase Button one	Not Set		Sensors
<input type="checkbox"/>	Release Button 2	Not Set		Sensors
<input type="checkbox"/>	Neutral LED	0.0000000000	Volts	Sensors



Overview

Name:
Electronic Shifter

Flash Part Number:
68166105AE

Bus Type:
CAN C

Hardware Version:
11.23.00

Software Version:
#1: 13.08.00 #0: 13.08.00

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC

Login Off-line

Disconnect

Warnings: 0 Errors: 0



BCM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Humidity Sensor Glass Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Air Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Dewpoint Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Relative Humidity	---	%RH	LIN Data
<input type="checkbox"/>	Humidity Sensor Response Error	---		LIN Data
<input type="checkbox"/>	Humidity Sensor Internal Fault	---		LIN Data
<input type="checkbox"/>	Ignition Switch Status	RUN Position		Bussed Inputs
<input type="checkbox"/>	Engine RPM	672	rpm	Bussed Inputs
<input checked="" type="checkbox"/>	PRND Status	Park		Bussed Inputs
<input type="checkbox"/>	Vehicle Speed	0.00	MPH	Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Driver Side	No		Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Passenger Side	No		Bussed Inputs
<input type="checkbox"/>	Driver Unlock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Driver Lock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Passenger Unlock Switch Pressed	No		Bussed Inputs



Overview

Name:
Body Controller

Flash Part Number:
68193738AD

Bus Type:
CAN C

Hardware Version:
10.20.0

Software Version:
#0: 14.17.48

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC

Login Off-line

Disconnect

Warnings: 0 Errors: 0



BCM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Humidity Sensor Glass Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Air Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Dewpoint Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Relative Humidity	---	%RH	LIN Data
<input type="checkbox"/>	Humidity Sensor Response Error	---		LIN Data
<input type="checkbox"/>	Humidity Sensor Internal Fault	---		LIN Data
<input type="checkbox"/>	Ignition Switch Status	RUN Position		Bussed Inputs
<input type="checkbox"/>	Engine RPM	591	rpm	Bussed Inputs
<input checked="" type="checkbox"/>	PRND Status	Reverse		Bussed Inputs
<input type="checkbox"/>	Vehicle Speed	0.00	MPH	Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Driver Side	No		Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Passenger Side	No		Bussed Inputs
<input type="checkbox"/>	Driver Unlock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Driver Lock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Passenger Unlock Switch Pressed	No		Bussed Inputs



Overview

Name:
Body Controller

Flash Part Number:
68193738AD

Bus Type:
CAN C

Hardware Version:
10.20.0

Software Version:
#0: 14.17.48

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC

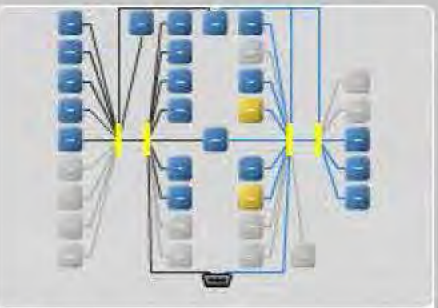
Login Off-line

Disconnect

Warnings: 0 Errors: 0

BCM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Humidity Sensor Glass Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Air Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Dewpoint Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Relative Humidity	---	%RH	LIN Data
<input type="checkbox"/>	Humidity Sensor Response Error	---		LIN Data
<input type="checkbox"/>	Humidity Sensor Internal Fault	---		LIN Data
<input type="checkbox"/>	Ignition Switch Status	RUN Position		Bussed Inputs
<input type="checkbox"/>	Engine RPM	690	rpm	Bussed Inputs
<input checked="" type="checkbox"/>	PRND Status	Neutral		Bussed Inputs
<input type="checkbox"/>	Vehicle Speed	0.00	MPH	Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Driver Side	No		Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Passenger Side	No		Bussed Inputs
<input type="checkbox"/>	Driver Unlock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Driver Lock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Passenger Unlock Switch Pressed	No		Bussed Inputs

Overview

Name:
Body Controller

Flash Part Number:
68193738AD

Bus Type:
CAN C

Hardware Version:
10.20.0

Software Version:
#0: 14.17.48

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5E0

Login Off-line

Disconnect

Warnings: 0 Errors: 0

BCM 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Humidity Sensor Glass Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Air Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Dewpoint Temperature	---	°F	LIN Data
<input type="checkbox"/>	Humidity Sensor Relative Humidity	---	%RH	LIN Data
<input type="checkbox"/>	Humidity Sensor Response Error	---		LIN Data
<input type="checkbox"/>	Humidity Sensor Internal Fault	---		LIN Data
<input type="checkbox"/>	Ignition Switch Status	RUN Position		Bussed Inputs
<input type="checkbox"/>	Engine RPM	600	rpm	Bussed Inputs
<input checked="" type="checkbox"/>	PRND Status	Drive		Bussed Inputs
<input type="checkbox"/>	Vehicle Speed	0.00	MPH	Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Driver Side	No		Bussed Inputs
<input type="checkbox"/>	Tilt in Reverse- Passenger Side	No		Bussed Inputs
<input type="checkbox"/>	Driver Unlock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Driver Lock Switch Pressed	No		Bussed Inputs
<input type="checkbox"/>	Passenger Unlock Switch Pressed	No		Bussed Inputs



Overview

Name:
Body Controller

Flash Part Number:
68193738AD

Bus Type:
CAN C

Hardware Version:
10.20.0

Software Version:
#: 14.17.48

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBG5EC

Login Off-line

Disconnect

Warnings: 0 Errors: 0



ABS View

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



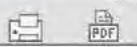
- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Wheel Speed Left Front	0.000	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Right Front	0.000	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Left Rear	0.000	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Right Rear	0.000	MPH	Sensors
<input checked="" type="checkbox"/>	Brake Pedal Status	Pressed		Sensors
<input type="checkbox"/>	Status ESP-OFF	No		Sensors
<input type="checkbox"/>	Initialization Complete	Passed		Sensors
<input type="checkbox"/>	Rolls Complete	Passed		Sensors
<input type="checkbox"/>	Sensor Calibration Complete	Passed		Sensors
<input type="checkbox"/>	Supply Voltage Valves	14.7	V	Sensors
<input type="checkbox"/>	Valve Relay Voltage	14.6	V	Sensors
<input type="checkbox"/>	Supply voltage Pump	14.6	V	Sensors
<input type="checkbox"/>	Vacuum Sensor	-522	m BAR	Sensors
<input type="checkbox"/>	Ignition Counter	3267		Sensors
<input type="checkbox"/>	Longitudinal Acceleration	-0.14	m/s^2	Sensors

A A



Overview

Name: Anti Lock Brakes

Flash Part Number: 68227200AD

Bus Type: CAN C

Hardware Version: 13.41.00

Software Version: #0: 13.28.01

Spare Part Number: N/A

ISO Code:

Software Number: N/A

Hardware Number: N/A

Original VIN: 1C4RJFBG5E0

Login Off-line

Disconnect

Warnings: 0 Errors: 0



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

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Wheel Speed Left Front	0.000	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Right Front	0.000	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Left Rear	0.000	MPH	Sensors
<input type="checkbox"/>	Wheel Speed Right Rear	0.000	MPH	Sensors
<input checked="" type="checkbox"/>	Brake Pedal Status	Released		Sensors
<input type="checkbox"/>	Status ESP-OFF	No		Sensors
<input type="checkbox"/>	Initialization Complete	Passed		Sensors
<input type="checkbox"/>	Rolls Complete	Passed		Sensors
<input type="checkbox"/>	Sensor Calibration Complete	Passed		Sensors
<input type="checkbox"/>	Supply Voltage Valves	14.6	V	Sensors
<input type="checkbox"/>	Valve Relay Voltage	14.6	V	Sensors
<input type="checkbox"/>	Supply voltage Pump	14.6	V	Sensors
<input type="checkbox"/>	Vacuum Sensor	-574	m BAR	Sensors
<input type="checkbox"/>	Ignition Counter	3267		Sensors
<input type="checkbox"/>	Longitudinal Acceleration	-0.14	m/s^2	Sensors



Overview

Name: Anti Lock Brakes

Flash Part Number: 68227200AD

Bus Type: CAN C

Hardware Version: 13.41.00

Software Version: #0: 13.28.01

Spare Part Number: N/A

ISO Code:

Software Number: N/A

Hardware Number: N/A

Original VIN: 1C4RJFBG5EC [REDACTED]

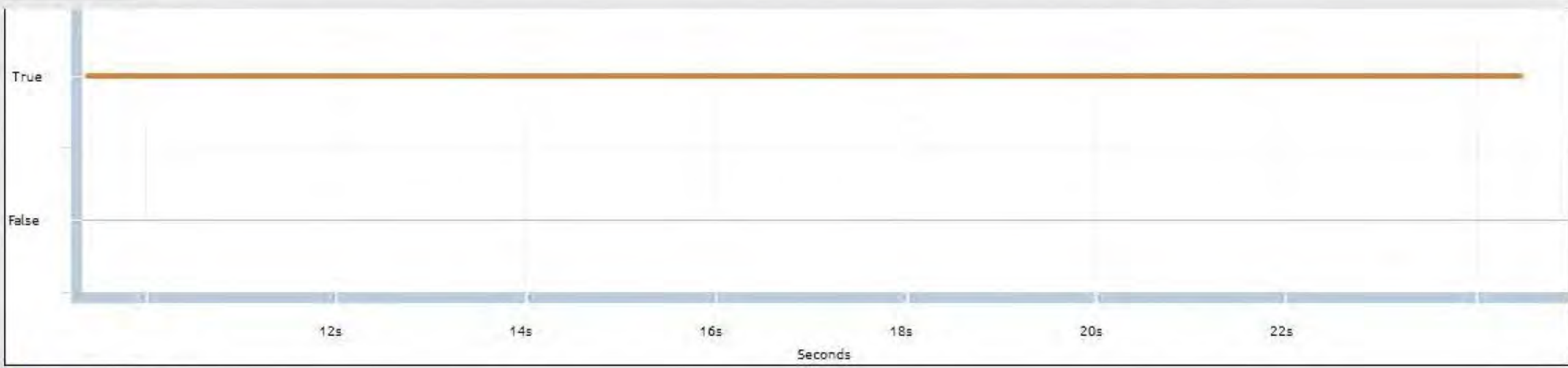
Login OFF-line

Disconnect

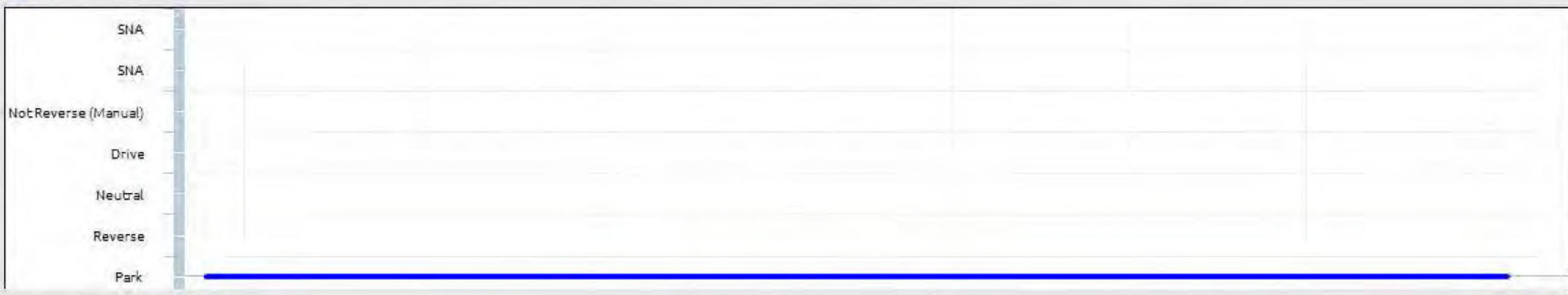
Warnings: 0 Errors: 0

Graph Display ✕

Merge Graphs



PRND Status from Trans



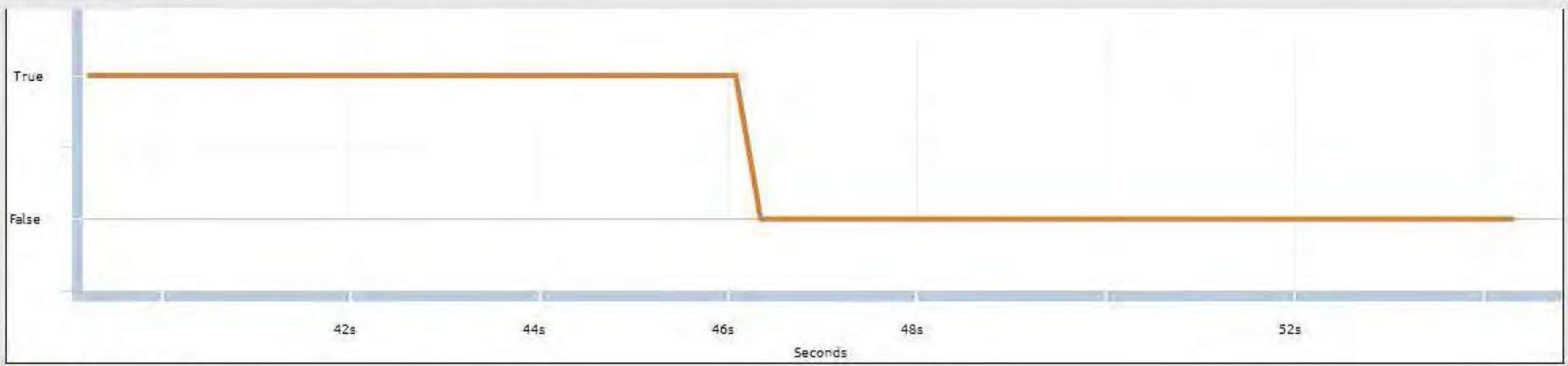
Data Range
○

⏮
⏪
⏩
⏭
Zoom-in
Zoom-out
X
Exit

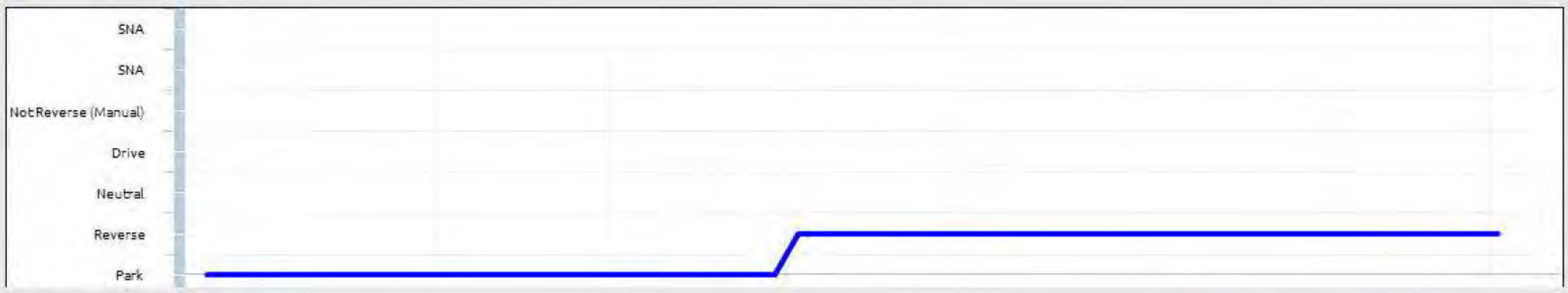
Zoom-in
Zoom-out
Auto-fit
Y

Graph Display

Merge Graphs



PRND Status from Trans

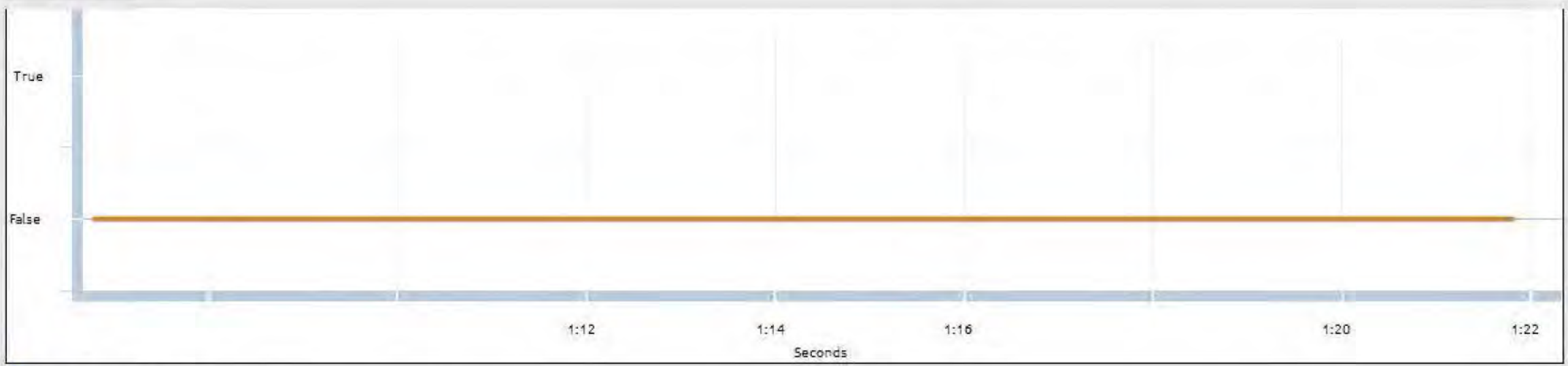


Data Range [Slider]

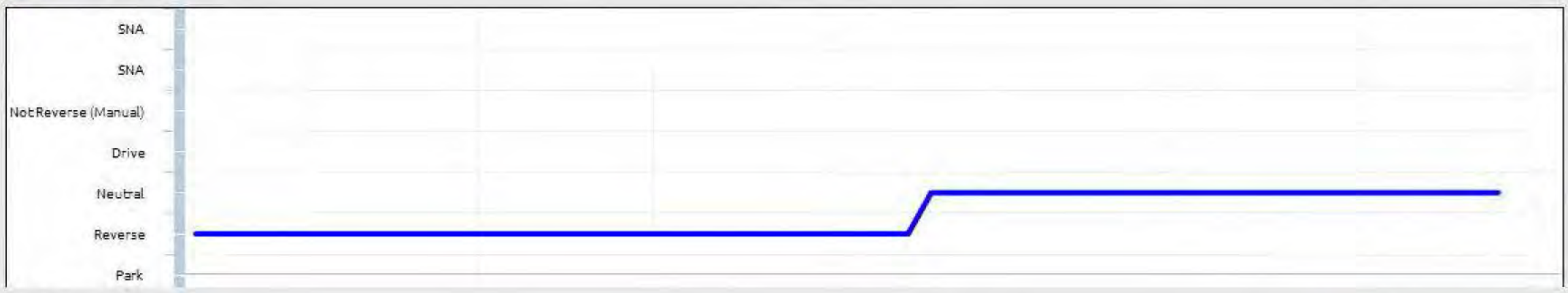
[Pause]
 [Zoom In]
 [Zoom Out]

Graph Display

Merge Graphs



PRND Status from Trans



Data Range [Slider]

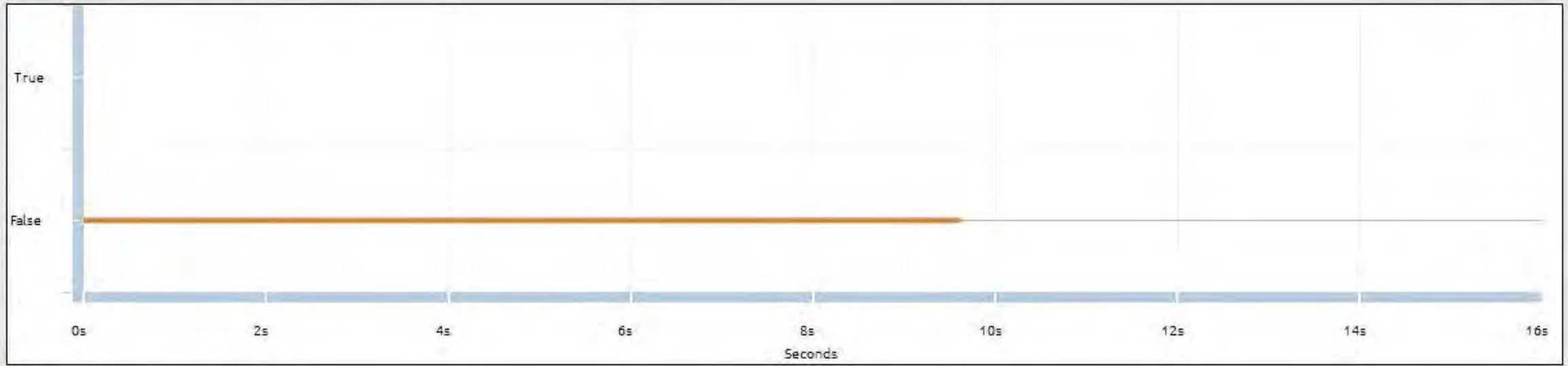
Control buttons: Stop (||), Zoom-in, Zoom-out, X, Exit

Vertical control panel: Zoom-in, Zoom-out, Auto-fit, Y-axis label

Graph Display

Merge Graphs

Park



PRND Status from Trans



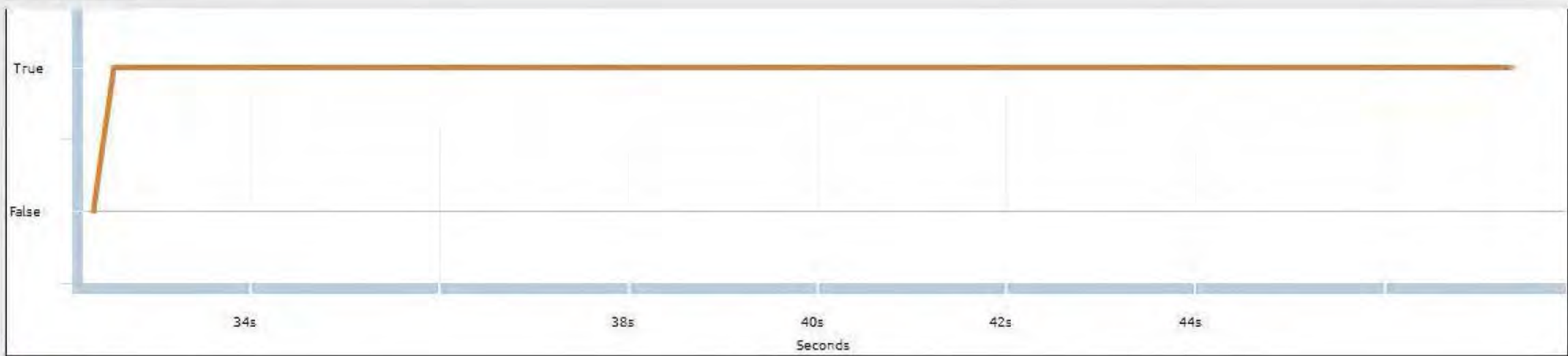
Data Range

Control panel containing a play/pause button, zoom in and zoom out buttons, and an 'Exit' button.

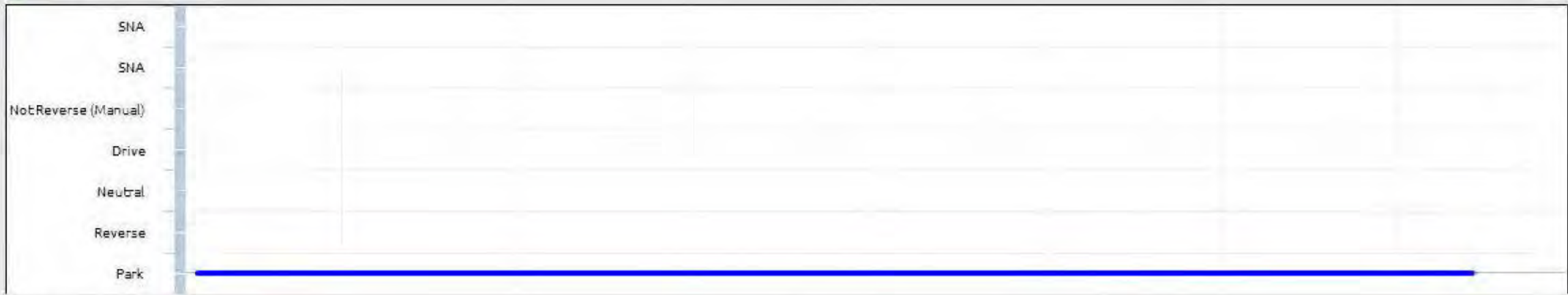
Vertical control panel on the right side containing zoom in, zoom out, auto-fit buttons, and a large 'Y' character.

Graph Display

Merge Graphs



PRND Status from Trans



Data Range [Slider]

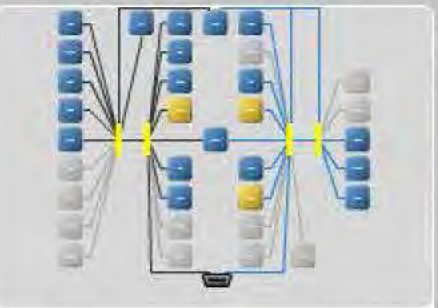
Control panel containing: a play/pause button, two minus buttons for zooming out, 'Zoom-in' and 'Zoom-out' buttons, a large 'X' button, and an 'Exit' button.

Vertical control panel containing: 'Zoom-in', 'Zoom-out', 'Auto-fit', and a large 'Y' button.



PTS 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 graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

Show Graph

Graph	Name	Value	Unit	Type
<input type="checkbox"/>	Rear PTS not available	False		Bussed Outputs
<input type="checkbox"/>	Front PTS not available	False		Bussed Outputs
<input type="checkbox"/>	Rear PTS sensor Service Request	False		Bussed Outputs
<input type="checkbox"/>	Front PTS sensor Service Request	False		Bussed Outputs
<input type="checkbox"/>	Day Light Brightness Mode (Funeral Mode)	True		Bussed Inputs
<input type="checkbox"/>	Averaged Ambient Temperature	30.20	°F	Bussed Inputs
<input type="checkbox"/>	Configurable Feature Status Rq	Default		Bussed Inputs
<input type="checkbox"/>	Panel/Display Intensity	0.0	%	Bussed Inputs
<input type="checkbox"/>	Configurable Feature	Default		Bussed Inputs
<input type="checkbox"/>	Vehicle Config 1	Programmed		Bussed Inputs
<input type="checkbox"/>	Trailer Detected	None		Bussed Inputs
<input checked="" type="checkbox"/>	PRND Status from Trans	Park		Bussed Inputs
<input type="checkbox"/>	Vehicle Speed	0.00	MPH	Bussed Inputs
<input type="checkbox"/>	Ignition Switch Status	RUN Position		Bussed Inputs
<input type="checkbox"/>	System Voltage	14.5	Volts	Bussed Inputs

Overview

Name: Parktronics

Flash Part Number: 68204477AC

Bus Type: CAN C

Hardware Version: 08.51.01

Software Version: #0: 13.05.00

Spare Part Number: N/A

ISO Code:

Software Number: N/A

Hardware Number: N/A

Original VIN 1C4RJFBG5EC4

Login **OFF-line**

Disconnect

Warnings: 0 Errors: 0







70069





0

MPH ▸

31498 mi

NW

P
R
N
D
S



0

MPH

NW



ParkSense
Ready

31498 mi

S
D
N
R
P



P
R
N
D/S



P
R
N
D/S

0

MPH

NW

Press Brake
and
Shift Button
to Shift
to Gear

1498 mi

P
R
N
D
S



0

MPH

31498 mi

NW

P
R
N
D
S



P
R
N
D/S



NW

H

P
R
N
D
S

MPH

BRAKE

C

F

E

mi

P
R
N
D/S

0

MPH

31498 mi

NW

R

P
R
N
D
S

H

BRAKE

C

F

E



0

MPH

31498 mi

NW

R

P
R
N
D





P
R
N
D/S



NW

B

P
R
N
S
D

H

E

BRAKE

C

F

MPH

mi

P
R
N
D/S











Jeep

























L.F.



R.F.



R. R.

A close-up photograph of a car's brake assembly. The central focus is a dark, circular brake rotor with a lighter-colored hub. The hub has five lug studs, each with a white plastic cap. A small, white, arrow-shaped label with the handwritten text "L.R." is attached to the rotor. The brake caliper is visible on the left side. The background shows a blurred workshop floor.

L.R.



FIELD SERVICES
L.F.



10050





























SRS
AIRBAG



SRS
AIR BAG







WARNING
Do not use the sun visor to hold up any objects. This could damage the visor or the interior of the vehicle.
Do not use the sun visor to hold up any objects. This could damage the visor or the interior of the vehicle.
Do not use the sun visor to hold up any objects. This could damage the visor or the interior of the vehicle.

DO NOT SMOKING
Do not smoke while driving. Smoking while driving is dangerous and illegal in many states. Do not use the sun visor to hold up any objects. This could damage the visor or the interior of the vehicle.

















警告：此液不可與普通清潔液混用，否則會導致剎車系統失效，造成嚴重後果。請按說明書操作。

DOT 4 300ML 9.0mm VZ






















R.F.





10



WELLS FARGO



FIELD SERVICES

R. R.





























ELC SERVICES
L.R.









































0454A40721100

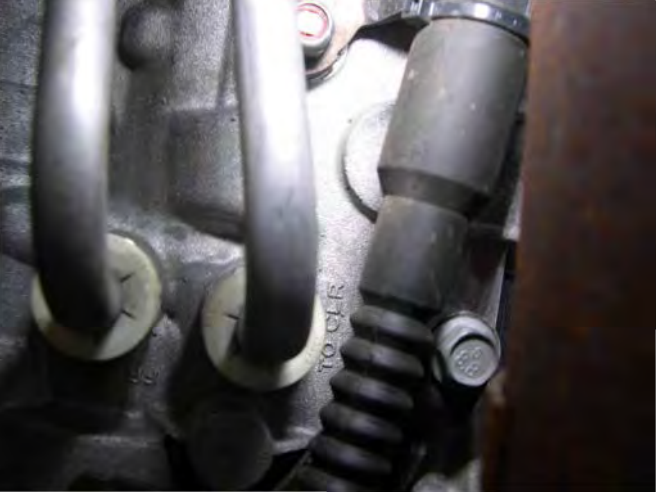


0454A 0310AA









TO CIP

888











 Mazda Logo







Jeep

3.6L

LIMITED























**PUSH TO
RELEASE**