

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



**CHRYSLER**

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January 20, 2016

[REDACTED]  
West Mifflin, PA [REDACTED]

Re: CAIR: 2 [REDACTED]  
VIN: 1C4RJFCG2EC [REDACTED]  
Vehicle: 2014 Jeep Grand Cherokee

Dear Ms. [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,

*Lisa Martinez*

Lisa Martinez  
Special Investigations  
586-274-8169

LMM/sk

Phone 800 992 1997

Chrysler Group LLC | CIM 484 64 64 | P.O. Box 21-8004 | Auburn Hills, MI USA | 483 2



MFD BY CHRYSLER GROUP LLC  
DATE OF MFR (BUILT): 12-13  
GAWR FRONT: 1452 KG 3200 LB WITH 2949 KG 6500 LB  
                  20X8.0 RIMS AT 265/50R20 TIRES  
GAWR REAR: 1679 KG 3700 LB WITH 250 KPA ( 36 PSI) COLD  
                  20X8.0 RIMS AT 265/50R20 TIRES



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY  
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.  
VIN: 1C4RJFCG2EC [REDACTED] TYPE: MPV TRIM: GLX9  
VEHICLE MADE IN U.S.A. PRINT: PXR NDH: 121723 03000



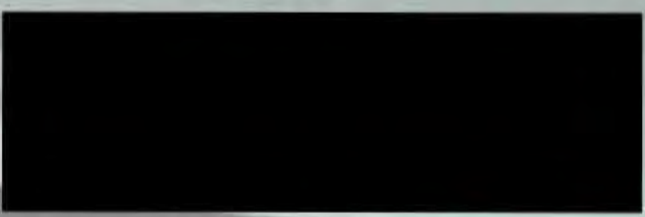
[Redacted]

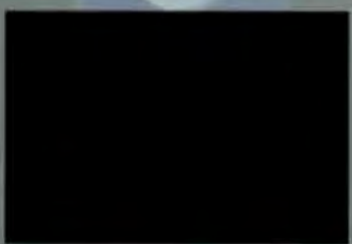
[Redacted]

[Redacted]

TC4RJFCG2E0 [REDACTED]

1C4RJFCG2EC





SERVICE CHECK-IN

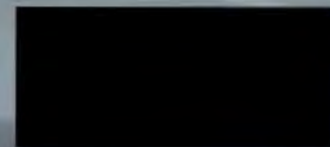
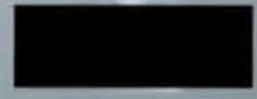


Jeep

COLLISION CENTER



Jeep



GRAND CHEROKEE



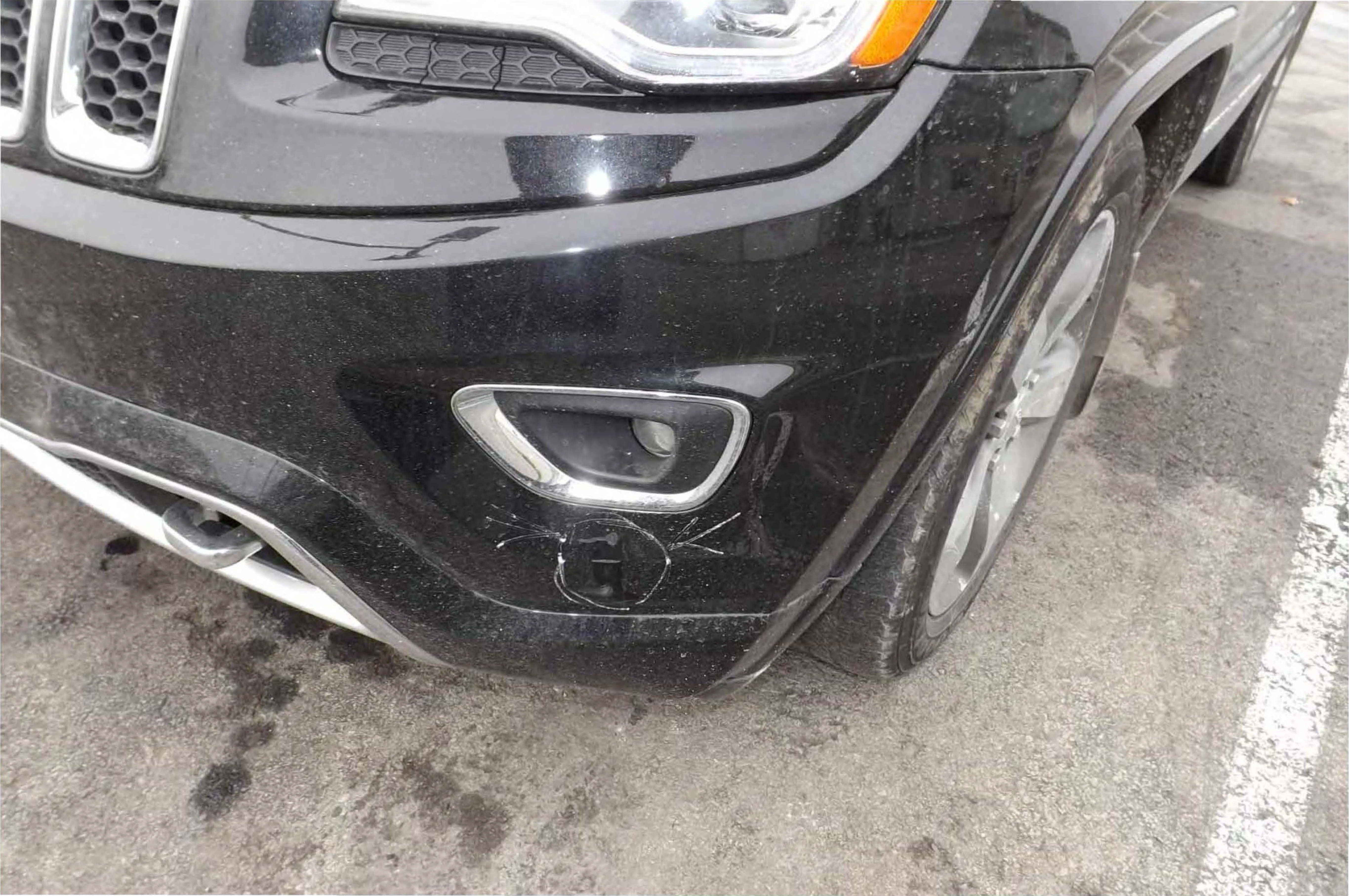
[REDACTED]

Jeep

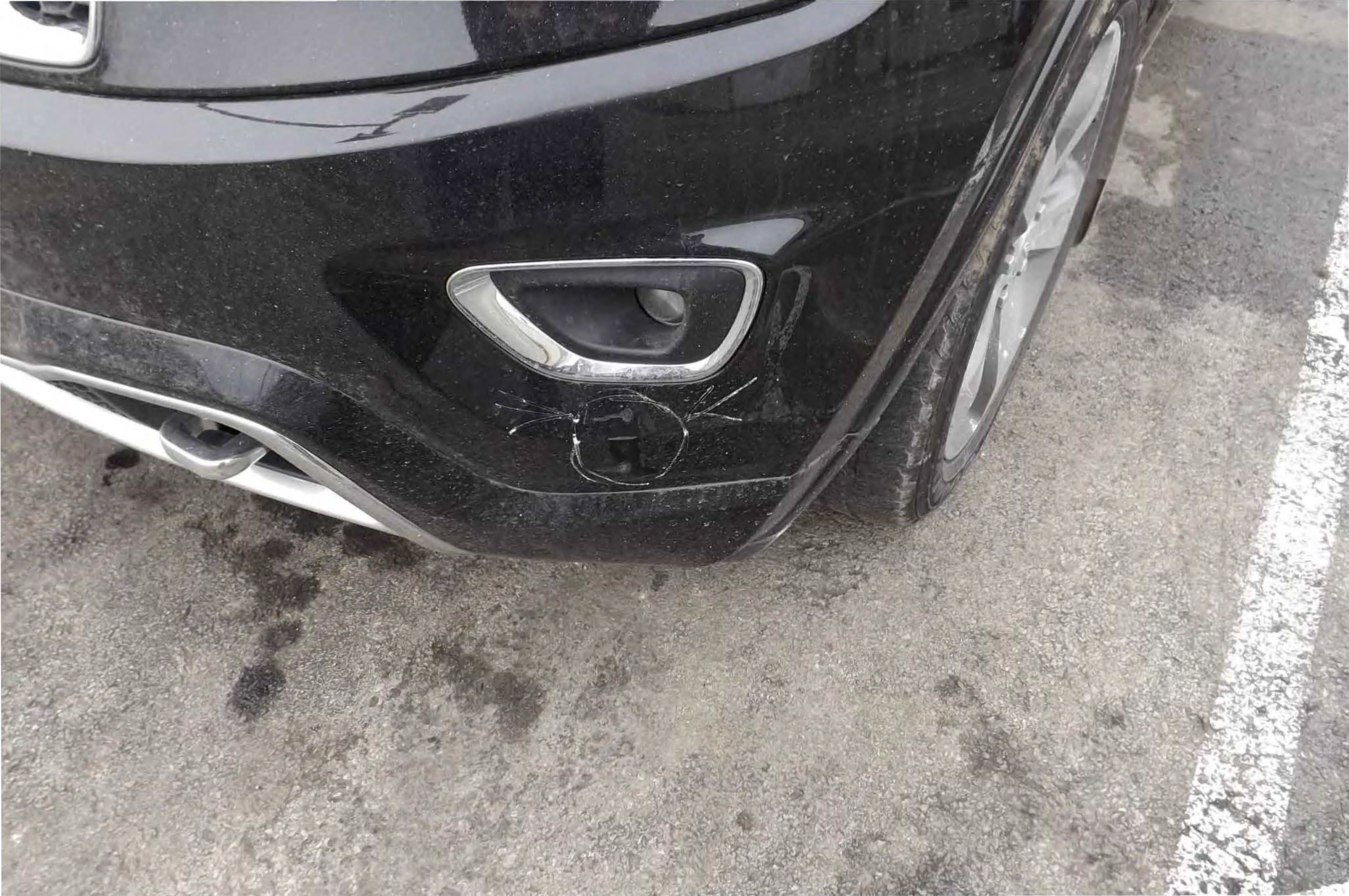
SERVICE PICK-UP

CALLER CENTER

OFFICE













Jeep

4x4

[REDACTED]  
HILLVIEW

Jeep

4x4

Used Cars





NO PARKING  
5MPH

Jeep

4x4

Aspen



17.8 MPG Average  
Fuel gauge showing approximately 1/4 tank.



Range 272 mi  
Gear indicator showing 'R' (Reverse).





18174 mi





18166 mi





17.6 MPG  
Average

Range  
372 mi





17.6 MPG Average



ENTRY - EXIT

Range 374 mi

MPH  
KMH

18166 mi

N



RPM  
x1000



17.5 MPG  
Average



ENTRY  
EXIT

Range  
374 mi

R



MPH  
KMH

START

PWR





17.5 MPG  
Average

Range  
377 mi

Sport Mode  
ON

18166 mi

RPM  
x1000

START  
STOP  
C/P

ENGINE

PWR

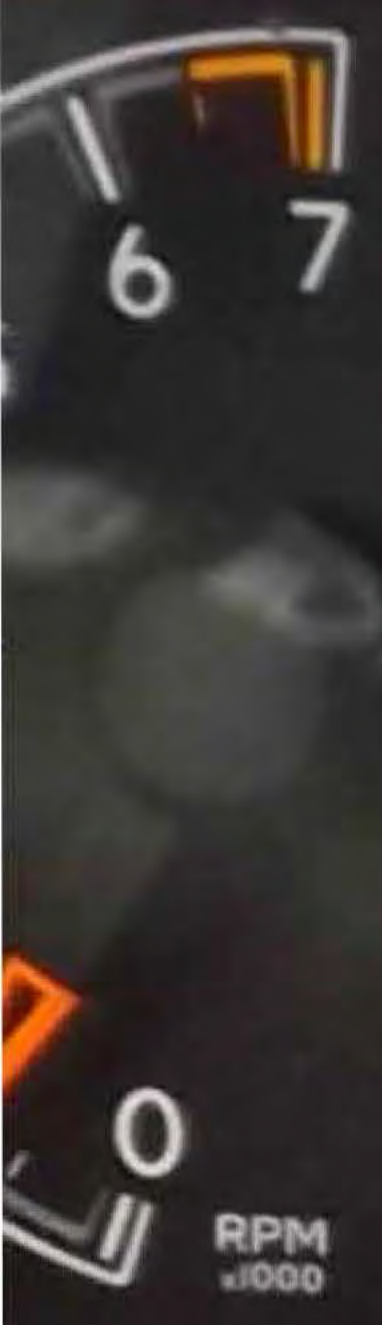


17.5 MPG  
Average

Range  
377 mi



S  
D



START  
STOP  
ENGINE

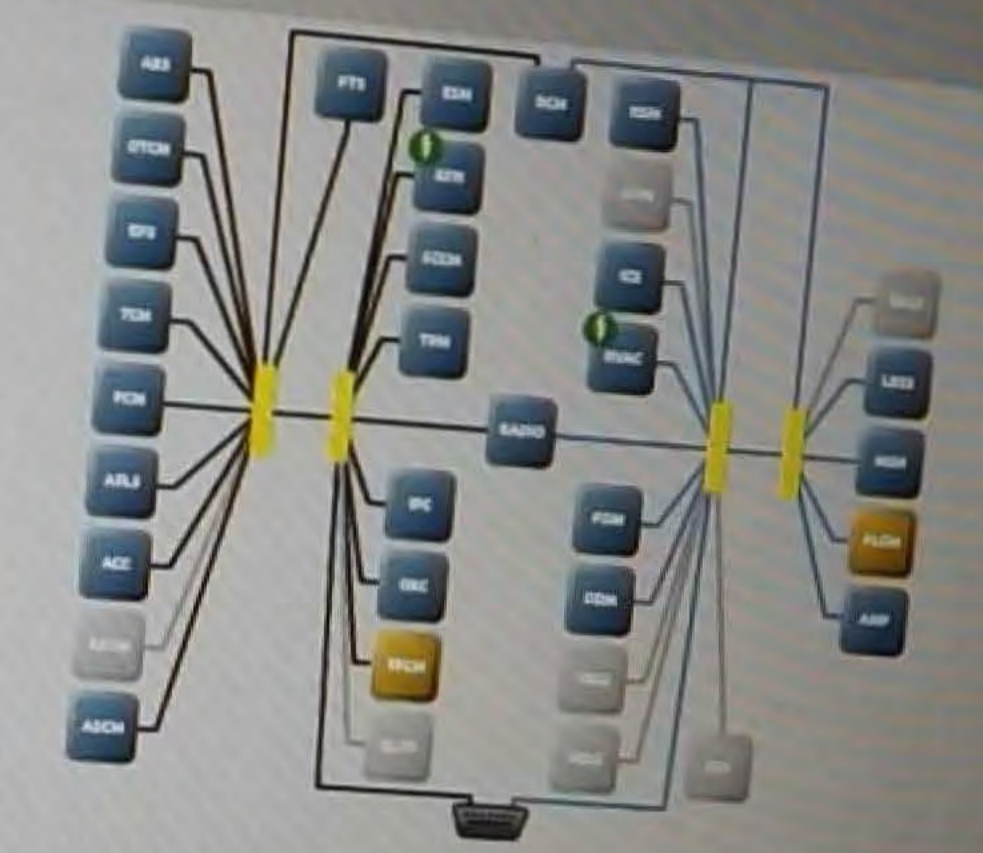
M

# Vehicle View

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

2014 WK 3.6L  
VIN: 1C4RJFCG2EC[REDACTED]  
Battery: 12.199 volts

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



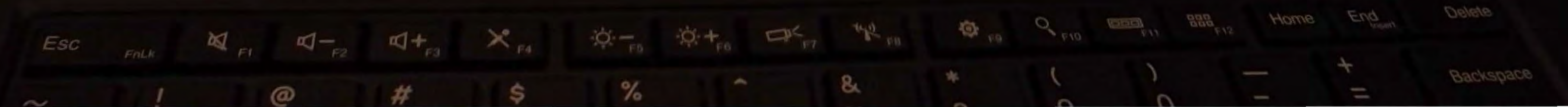
All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

All Active Stored Pending

ECU	Code	Status	Description
PLGM	B1963-00	stored	Power Liftgate Strut Performance-
FFCM	C14A5-00	stored	Sensor Blinded-

View Freeze Frame View Event Data Clear Stored DTCs





# Vehicle View

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

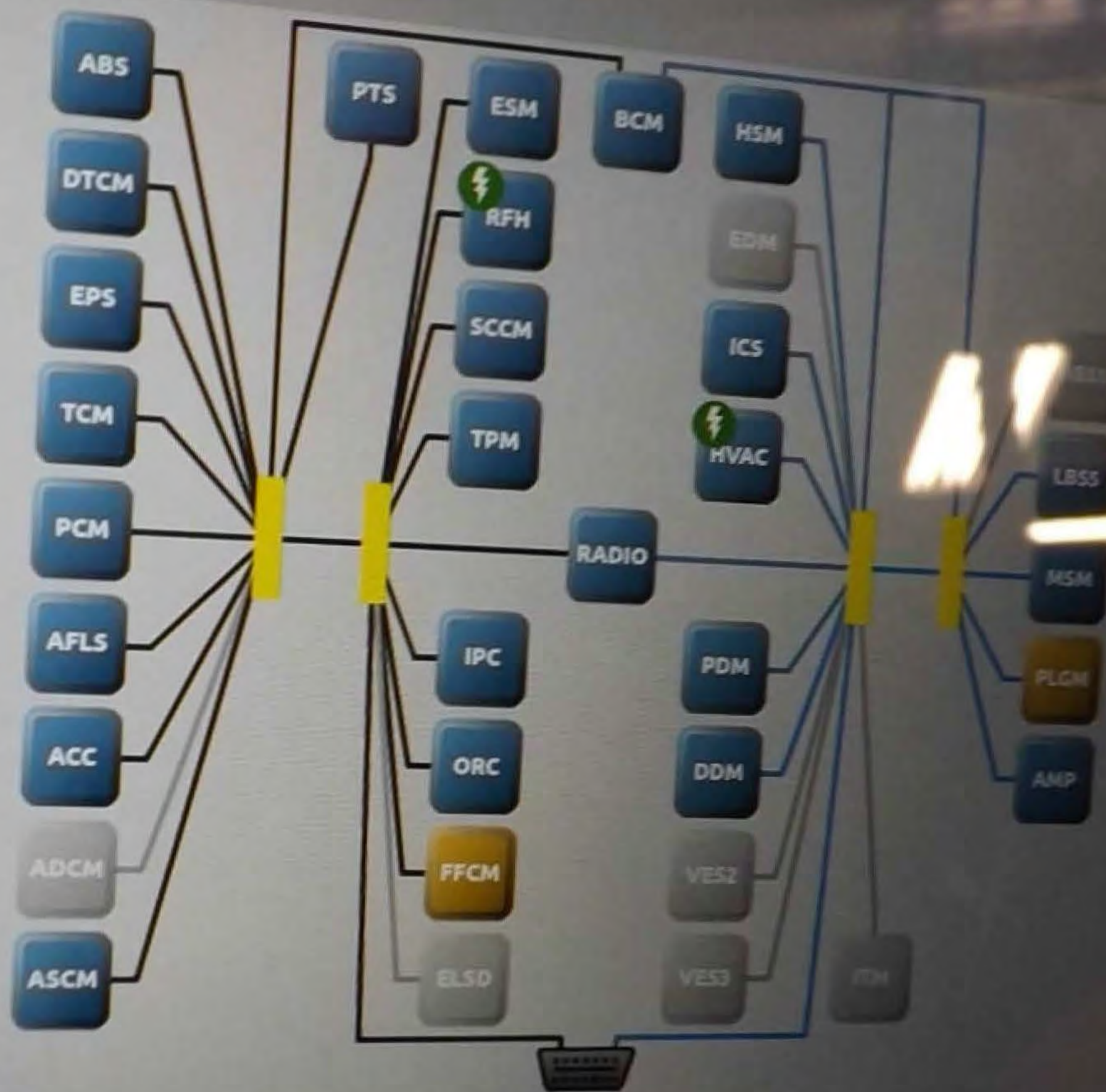
2014 WK 3.6L

VIN: 1C4RJFCG2EC [REDACTED]

Battery: 12.199 volts

### Legend

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

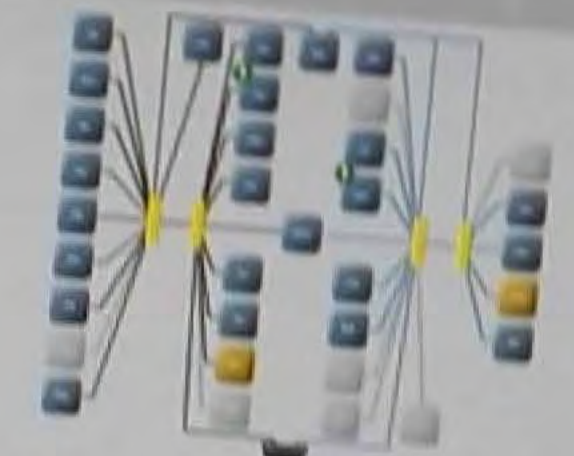


# Vehicle View

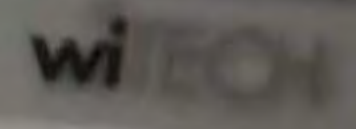
Roll over an ECU to see full name. Click on an ECU for complete details.

2014 WK 3.6L  
VIN: 1C4RJFCG2EC [REDACTED]  
Battery: 12.175 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



Search Service Information



- 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
PLGN	B1963	stored	Power Liftgate Strut Performance
FFCM	C14A5	stored	Sensor Blinded

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

Environmental Data for FFCM | C14A5-00 Sensor Blinded-

Name	Value	Units
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	
DTC Extended Data Record Number - All	01	
Occurrence flag	Error	
Original Odometer Value	18074	miles
Most Recent Odometer Value	18074	miles
Frequency Counter	1	
Ignition Cycle Counter	25	

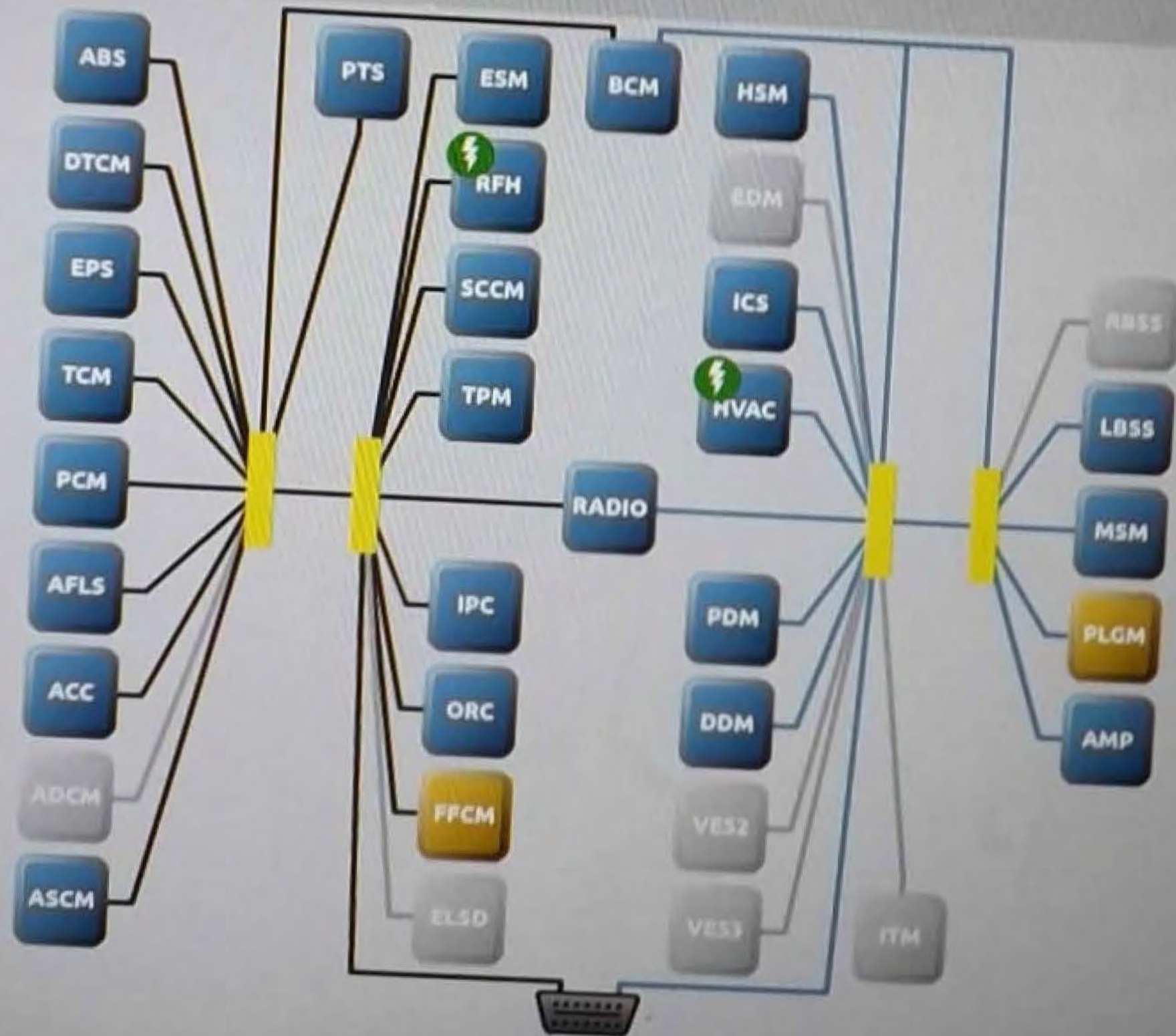
# Vehicle View

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

Search Service Information

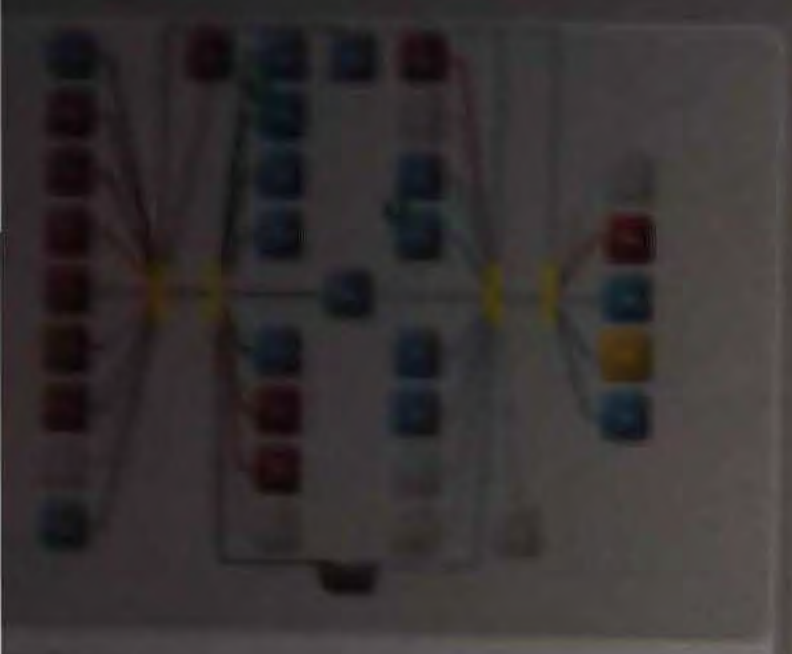
2014 WK 3.6L  
VIN: 1C4RJFCG2E0 [REDACTED]  
Battery: 12.152 volts

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



# 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	1C4RJFCG2E0 [REDACTED]
VIN Current	1C4RJFCG2E0 [REDACTED]
HW - year	10
HW - week	3
HW - patch level	1F
ECU File Name	TCM-TCM-40
ECU Database Id	7765

Transmission Control Module  
 Part Number:  
 Type:  
 Software Version:  
 Hardware Version:  
 Part Number:  
 Code:  
 Software Number:  
 Software Number:  
 Original VIN  
 Show original VIN



# ORC View

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



### 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**

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

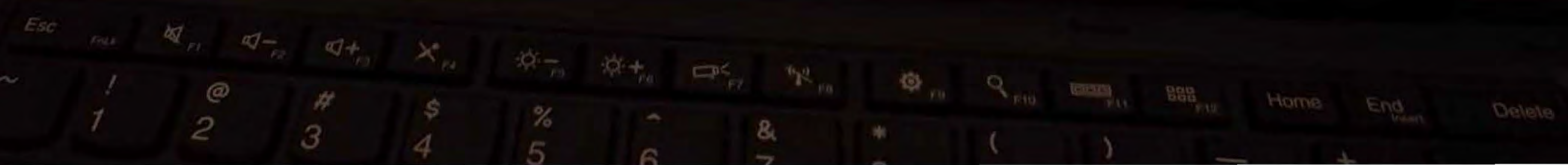
Current ECU Flash Number: 68222877AA

Battery: 12.152 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

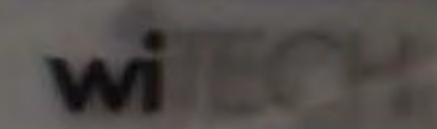
New Part Number	Description
NO RESULTS TO DISPLAY	

Note: Please review all available service documentation (SB's, RRT's, Recall's) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly!



# TCM View

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



- Flash
- Data
- OTCs
- 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	1C4RJFCG2E [REDACTED]
VIN Current	1C4RJFCG2E [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:

Bus Type:  
CAN C

Hardware Version:  
N/A

Software Version:  
N/A

Spare Part Number:  
N/A

ISO Code:

Software Number:  
N/A

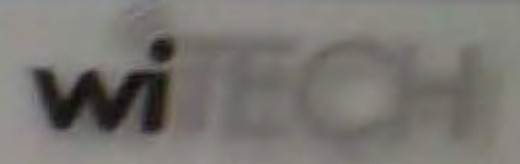
Hardware Number:  
N/A

Original VIN  
Unknown original VIN



### 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.

All Active Stored Pending

ECU	Code	Status	Description
There are no DTCs present			

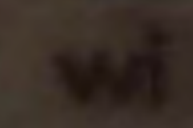
- View Freeze Frame
- View Event Data
- Clear Stored DTCs

- Overview
- Name: Transmission Control Module
  - Part Part Number: 16C22A000
  - Bus Type: CAN-C
  - Hardware Version: 16.1.37
  - Software Version: 21.14.07.00\_22.14.07.00
  - Space Part Number: 16A
  - ECU Code: 16A
  - Software Number: 16A
  - Hardware Number: 16A
  - Original ID: 16A000000



# 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

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

All Active Stored Pending

View Error Codes View Error Data Clear Stored DTCs

ECU	Code	Status	Description
There are no DTCs present			

### Overview

Name:  
Occupant Restraint

Flash Part Number:  
6822287TAA

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