

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





February 17, 2016

[REDACTED]

Farmingdale, NY [REDACTED]

Re:

File #: [REDACTED]

VIN: 1C4RJFBG0FC [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,

*Mr. Kon*

Mr. Kon  
Special Investigations  
586-274-8162

TK/sk

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-02-02 16:24:32.557301**

**Files Not Recieved: 0**

This is a Brand New Grand Cherokee LTD, 2015. While I love the look and feel of this truck, the gear shifter almost killed me and most certainly caused damaged as per the 2 photos I have attached. I had my foot on the break and put the truck into park and proceeded to exit the truck. It started to roll into reverse while on a hill. I jumped back into the vehicle to avoid hitting the people walking behind the truck and hitting the truck directly behind me. Imagine crushing the people behind me? I jumped back into the truck with lightning speed and crushed my right knee into the dash board and steering column. The pain in my knee is tremendous. I have had nightmare's about what the potential outcome could have been. I feel these new electronic shifters are not designed too well. You should never be allowed to open the drivers side door if the car is not in park. Something has to be done to save other potential accidents. I am a 5x Jeep owner and have never experienced something like this. Pure faulty in both design and function.





W001





Jeep

SRS  
AIRBAG

SET+  
CANC RES

OK

SCREEN OFF  
A/C  
AUTO  
PUSH TO OPEN  
PUSH TO LOCK

PUSH TO  
RELEASE



SRS  
AIRBAG







As part of our service...  
we protect your carpeting while  
attending to your car.

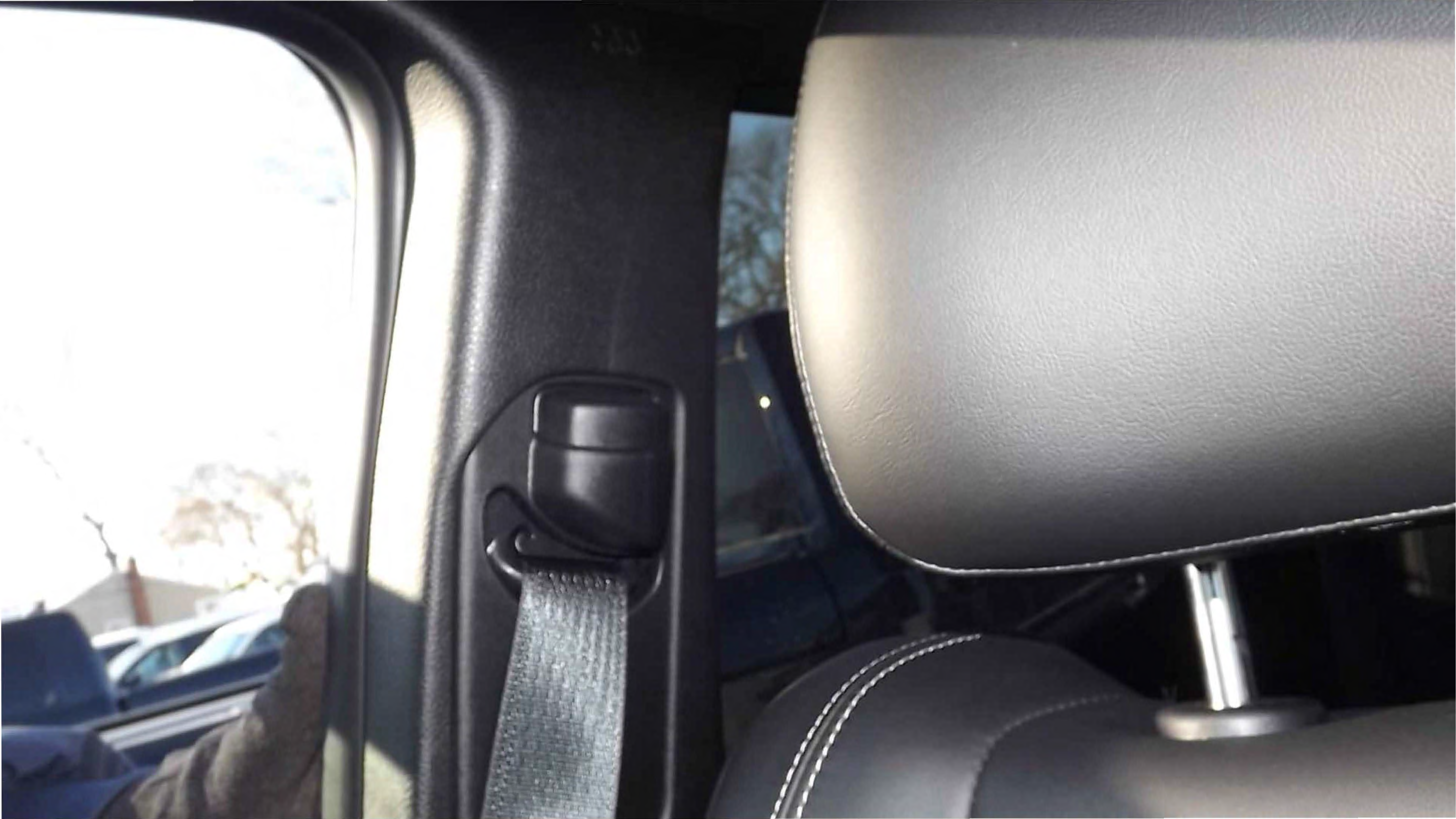
























TEASE











MERRICK  
CERTIFIED PRE-OWNED

CERTIFIED PRE-OWNED





# Vehicle View









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

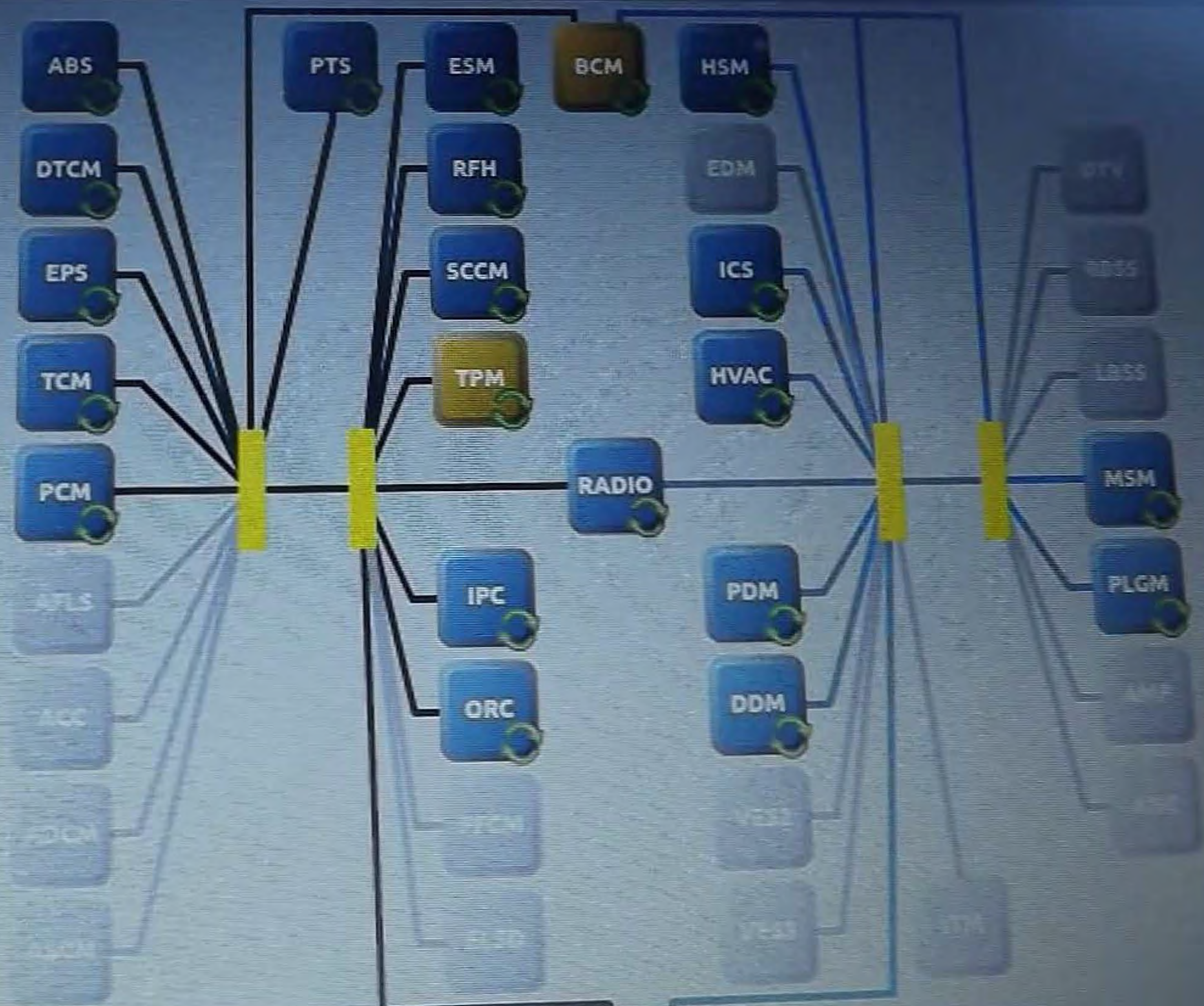
2015 WK 3.6L

VIN: 1C4RJFBG0FC [REDACTED]

Battery:  14.542 volts

### Legend

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



- 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

View Freeze Frame View Error Data

		ECU	Code	Status	Description
		TPM	C0077-00	stored	Low Tire Pressure-
		BCM	B2303-13	stored	Wiper Park Switch Input-Circuit Open
A	A				

Login Off-line

McAfee Multi Access - To...

4T1BF1FK...



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

Name	Value
Active Diagnostic Variant	40
Active Diagnostic Version	13
Hardware Part Number	68251817AB
ECU Part Number	68241279AF
HW - year	10
HW - week	3
HW - patch level	1F
VIN Original	1C4RJFBG0FC [REDACTED]
VIN Current	1C4RJFBG0FC [REDACTED]
ECU File Name	TCM-TCM-40
ECU Database Id	8221

P  
R  
N  
D/S

FOR FILM

MPG

14.5  
Average

N  
D  
S  
R  
P





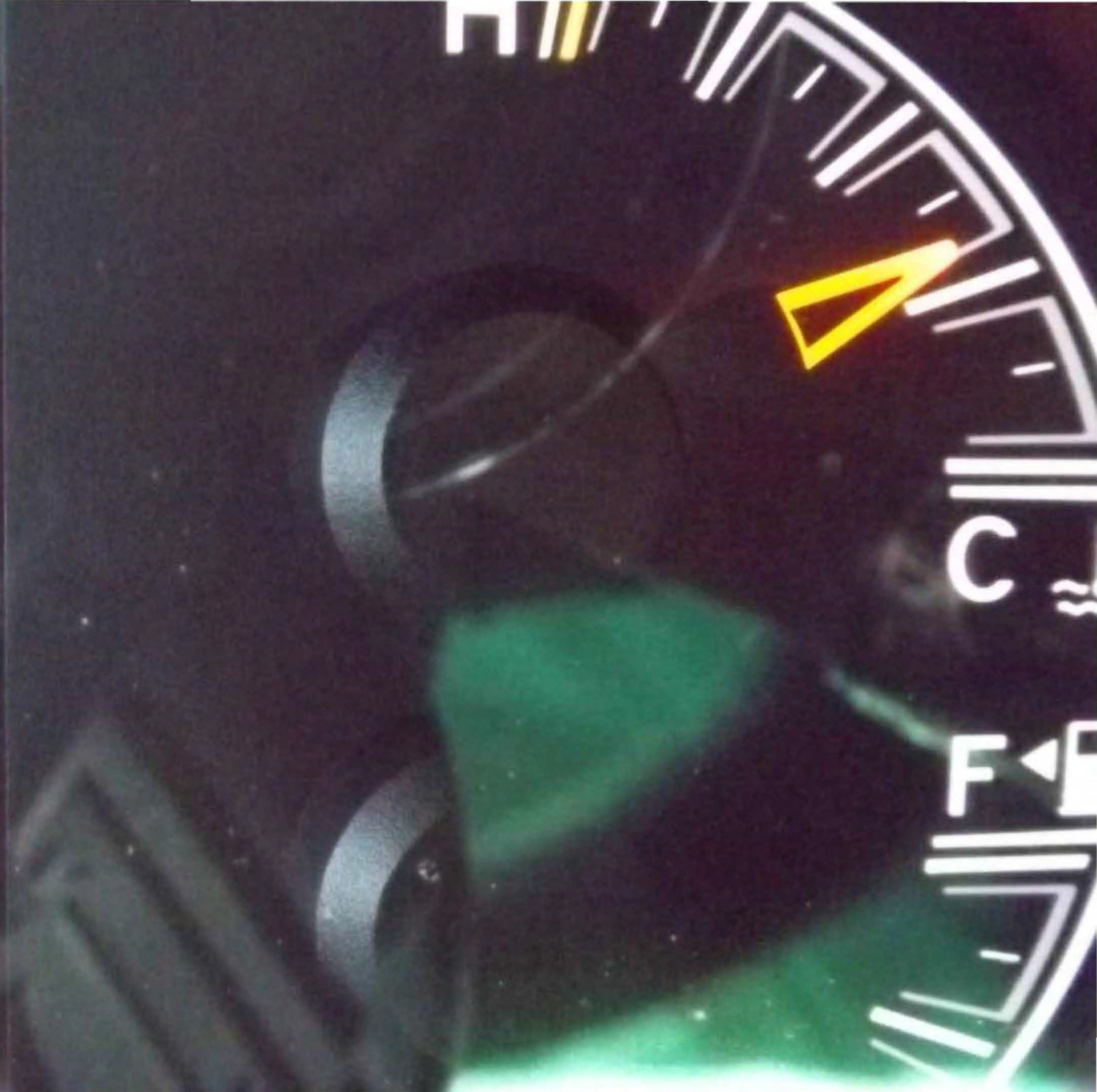
P

R

N

D/S

S  
D  
N  
R  
P



A close-up photograph of a hand resting on a car's gear shifter. The shifter is a black, teardrop-shaped knob with a silver-colored metal trim around its edge. The gear positions are labeled in white, bold, sans-serif capital letters: 'P' at the top, 'R' below it, 'N' below that, and 'D/S' at the bottom. The hand is positioned on the left side of the shifter, with fingers slightly curled. The background is a dark blue, textured surface, likely the car's interior panel. The lighting is bright, creating highlights on the metallic trim and the hand.

**P**  
**R**  
**N**  
**D/S**

mi

S D N R F

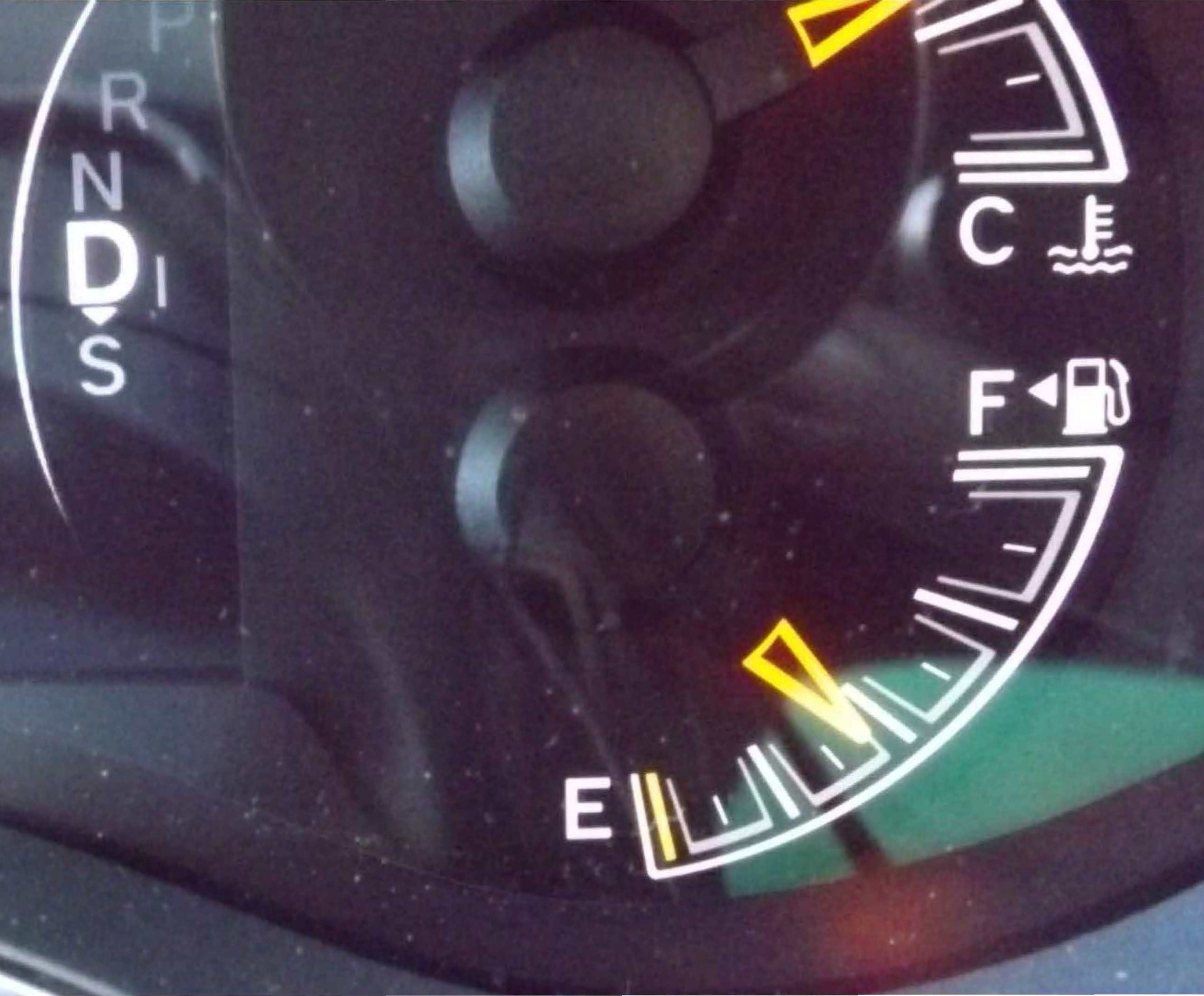
E

F

C



P  
R  
N  
D/S



P  
R  
N  
D/S



DISINTEGRATE

1450

ELECTRIC

A close-up photograph of a person's hand resting on a car's gear shifter. The shifter is black with a silver-colored metal trim around the top and sides. The gear positions are labeled in white capital letters: 'P' at the top, 'R' below it, 'N' below that, and 'D/S' at the bottom. The hand is positioned as if about to shift gears. The background is a blue, textured surface, likely the car's interior.

P  
R  
N  
D/S

<input type="checkbox"/>	Park Solenoid Current	0.0	mA	Sensors
<input type="checkbox"/>	Transmission Turbine Speed	640.00	rpm	Sensors
<input type="checkbox"/>	Vehicle Speed Calculated By Output Shaft Speed	0.00	MPH	Sensors
<input type="checkbox"/>	Park Sensor Input 1	Active		Sensors
<input type="checkbox"/>	Park Sensor Input 2	Not Active		Sensors
<input type="checkbox"/>	State of Kickdown Switch	No Kick down		Sensors
<input type="checkbox"/>	Clutch A - Filling Pressure	0	PSI	Sensors
<input type="checkbox"/>	Clutch A - Filling Counter	18	Counts	Sensors
<input type="checkbox"/>	Clutch A - Filling Time	-6	ms	Sensors
<input type="checkbox"/>	Clutch A - Fast Filling Counter	11	Counts	Sensors
<input type="checkbox"/>	Clutch A - Fast Filling Pressure	-1	PSI	Sensors
<input type="checkbox"/>	Clutch B - Filling Pressure	17	Counts	Sensors
<input type="checkbox"/>	Clutch B - Filling Counter	-14	ms	Sensors
<input type="checkbox"/>	Clutch B - Filling Time	9	Counts	Sensors
<input type="checkbox"/>	Clutch B - Fast Filling Counter	-2	PSI	Sensors
<input type="checkbox"/>	Clutch C - Filling Pressure			

A A



Flash

Data

DTCs

Actuators

System Tests

Misc Functions

ECU Details

Double-click row selection to launch system test. Click on column heading to sort table.

Name

NO RESULTS TO DISPLAY

Click on column heading to sort table.

Name	Value
Active Diagnostic Variant	40
Active Diagnostic Version	13
Hardware Part Number	68251817AB
ECU Part Number	68241279AF
HW - year	10
HW - week	3
HW - patch level	1F
VIN Original	1C4RJFBG0FC [REDACTED]
VIN Current	1C4RJFBG0FC [REDACTED]
ECU File Name	TCM-TCM-40
ECU Database Id	8221

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**

1C4RJFBC0F0 [REDACTED]

**Current VIN**

1C4RJFBC0F0 [REDACTED]

PC  
Toyot  
Data

W

ft

W

CHA  
COR

X

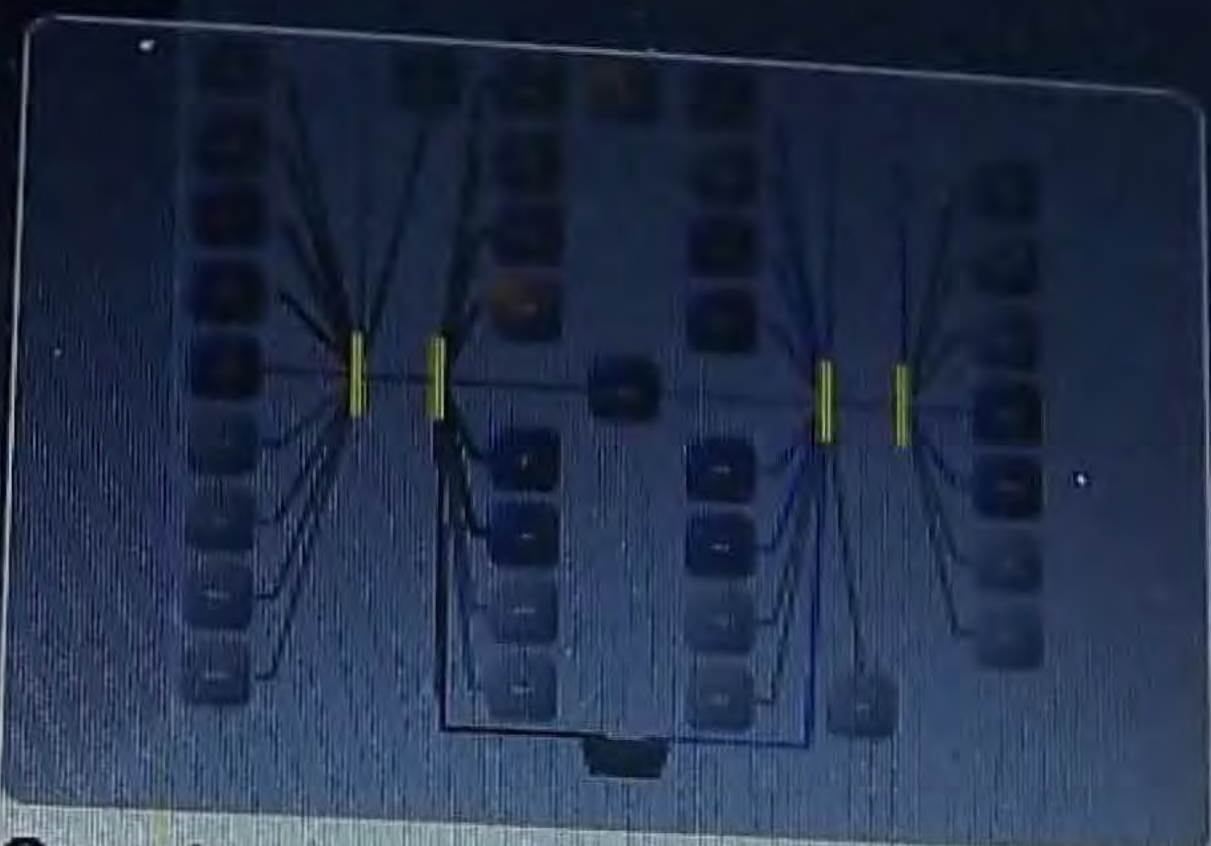
Inspe



Login

Off-line

A



Overview

Powertrain Control Module

**Flash Part Number:**

68229960AE

**Bus Type:**

CAN C

**Hardware Version:**

1247

**Software Version:**

50.03.00

**Spare Part Number:**

N/A

**ISO Code:**

**Software Number:**

N/A

**Hardware Number:**

N/A

**Original VIN**

1C4RJFBG0FC1099999

**Current VIN**

1C4RJFBG0FC1099999

**Variant & Version:**

26 - C7

**Country Code**

USA

**DTC Count:**

0

Double-click row selection to

- | Name                      |
|---------------------------|
| Reset Enhanced Automate   |
| Intake Phaser 1 Cleaning  |
| Check PCM VIN             |
| Reset Memory              |
| Exhaust Phaser 2 Cleaning |
| Learn ETC                 |
| Check PCM Odometer        |
| Midtronics Warranty Co    |
| Cam Crank Relearn         |
| Intake Phaser 2 Cleaning  |
| Exhaust Phaser 1 Cleani   |
| Enable Emissions Rolls    |
| Enable Emissions Rolls    |

A A

## Overview

**Drive Train Control Module**

**Flash Part Number:**

05150732AE

**Bus Type:**

CAN C

**Hardware Version:**

09.17.00

**Software Version:**

#0: 13.24.00

**Spare Part Number:**

N/A

**ISO Code:**

**Software Number:**

N/A

**Hardware Number:**

N/A

**Original VIN**

1C4RJFBG0FC [REDACTED]

**Current VIN**

1C4RJFBG0FC [REDACTED]

**Variant & Version:**

42 - 0

**Country Code**

N/A

en 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 launch system test. Click on column heading to sort table.

Name

NO RESULTS TO DISPLAY