

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup

22897057

Thank you for getting back to us and informing us about this situation.

At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

Sorry I could not provide a more favorable reply.

Sincerely,

John

Customer Service Representative  
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:  
REFERENCE NUMBER:  
EMAIL CASE NUMBER: 2774632  
REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7953122V86756L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7953122V86756L0KM&)

Original Message Follows:

-----  
Enterprise rental car. They have it stored at a holding area i think. I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair . Until this occurrence, the only mechanical problem i had noticed duing the several days i had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of bldg. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! yoir car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couldnt get it into psrk. It crashed into a commercial car jack

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance  
{KMM7953075V79926L0KM}

From: customerassistre <customerassistre@chrysler.com>

To: [REDACTED]

CC:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.  
Sorry  
to hear about this accident with the vehicle, we are glad that no one  
was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the  
vehicle?  
Can you recall how things happened?  
Where is the vehicle now?  
When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

Customer Service Representative  
Chrysler Customer Assistance Center

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following information:  
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trk\\_ID=KMM7953075V79926L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7953075V79926L0KM&)

Original Message Follows:

-----  
Recall Information - Chrysler Brand Site  
Brief Description:  
Need recall on 2012 300M LMT - car drove into building almost ran  
over  
me  
while out of car and inside tire repair shop..Four witnesses

Comments:  
This could have killed me and/or others who were in tire repair  
dealer.  
Cell # is [REDACTED] also. VERY DANGEROUS!!! I received your  
customer  
satisfaction survey, but Chrysler had not contacted me so I couldn't  
fill  
out survey

VIN:  
CH [REDACTED]  
Mileage:  
16000  
Servicing Dealer:  
Enterprise Holdings rental  
Title:  
First Name:  
[REDACTED]

Middle Initial:

S

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cullman

State:

AL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 22897057

File No : 0

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER	BUILT DATE	ODOMETER	SERVICE DATE
2012	CHRYSLER 300 TOURING FOUR DOOR SEDAN	2C3CCACG2CH [REDACTED]	05-12 21	18248	05/14/2012
NAME OF OWNER		ADDRESS/LOCATION	CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]	BIRMINGHAM	AL	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE	
[REDACTED]	Black Clear Coat	LXC		205-989-6424	
SELLING DEALER NAME	BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
CHAMPION CJD/EAN HOLDINGS LLC	42	49983	INDIANAPOLIS	IN	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY	INSPECTOR'S PHONE NO.		
Gary Falls W		EAA	615-476-7234		
DAMAGE ESTIMATE			REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS			\$ 1793.58		

**INTERVIEW REQUESTED BY COUNSEL: PAG45@chrysler.com**

INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **01/17/2013**      DATE OF INCIDENT: **12/14/2012**      TIME OF INCIDENT: **12:00**  AM  PM      INSPECTION DATE: **01/24/2013**

1. DRIVER'S DESCRIPTION OF EVENT: **The driver's allegation is that the vehicle jumped out of park. After many calls, emails and texts to the driver I was unable to do a phone interview. The following is from the email on the CAIR Data file: Enterprise rental car. They have it stored at a holding area I think. I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair . Until this occurrence, the only mechanical problem I had noticed during the several days I had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of building. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! Your car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couldn't get it into park. It crashed into a commercial car jack.**

Insurance Company Name:  
 Personal Injury: Were there Personal Injuries?  Yes  No      If Yes, complete section "B"  
 Any Indicator/ Warning Lights on Prior?  Yes  No      If Yes, What light:

**IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**

**PART A- GENERAL**

**REQUIRED PHOTOGRAPHS:**  ALL FOUR SIDE VIEWS      **INFORMATION:**  POLICE/AGENCY REPORT #:      - EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

**IF CRASH DAMAGED:** PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL       ALL REPORTS/PHOTOS BY OTHERS - ADDRESS OF INSPECTION       YES  NO - IF YES, DESCRIBE AND PHOTOGRAPH  
**Front bumper removed by body shop**

SIGHT LINES(8 TOTAL)  
- ANY RECENT VEHICLE SERVICE  
 YES  NO  
 UNKNOWN  
IF YES, ENCLOSE COPIES OF REPAIR ORDERS

Address **Landers McLarty CDJ** for repair estimate  
1  
Address **6533 University Driv**  
2  
City **Huntsville**  
State **AL**  
Zip **35806**  
Phone **256-830-6450**

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**PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE**

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**REQUIRED PHOTOGRAPHS:**

- WINDSHIELD
- ALL AREAS OF DAMAGE MARKINGS ON INTERIOR AND EXTERIOR
- CLOSE UPS OF STAINS, SKIN, HAIR, CLOTH
- EXTERIOR AND INTERIOR DAMAGE INCLUDING UNDERCARRIAGE

**There was no damage to the interior from the incident. The front bumper and grill had been removed by the body shop. The bumper beam had a small dent in the center. There were numerous scratches along the right rocker panel and lower door area. The right fender behind the headlight had slight damage.**

**INFORMATION:**

- DESCRIBE ANY INJURIES TO DRIVER AND/OR OTHER OCCUPANTS
  - SEE SEAT BELT/SEATS SECTION IF APPLICABLE
- 

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**PRIOR APPROVAL IS REQUIRED BY THE COUNSEL LISTED ABOVE BEFORE SHOWING OR PROVIDING THIS REPORT TO ANYONE**

**PART C - AIRBAG(S)****REQUIRED PHOTOGRAPHS**

- STEERING WHEEL
- AIRBAG(S)
- KNEE BLOCKERS
- ALL POSSIBLE LOCATIONS OF CONTACT

**AECM INFORMATION**

- SOFTWARE VERSION:

**3.0.3**

- SERIAL NUMBER :

**WVP-15021**

- PART NUMBER :

- DOES AIRBAG WARNING LIGHT CYCLE ON?

 YES  NO  N/A

- ARE WARNING LABELS PRESENT (PHOTO)

 YES  NO  N/A

- RECORD LABEL PART NUMBER

**05108114AA** **COMPLETE PART D**

- PHOTOGRAPH REQUIRED FOR DRB SCREENS &amp; RECORD FAULTS

- WERE THERE DRB READINGS TAKEN?

 YES  NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
None		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
None		

- WAS AIRBAG DEPLOYED?

DRIVER  YES  NOIF NO, EXPLAIN **Unknown**PASSENGER  YES  NOIF NO, EXPLAIN **Unknown**SIDE AIRBAG  YES  NO  N/AIF NO, EXPLAIN **Unknown**

- WHICH SIDE DEPLOYED?

 LEFT  RIGHT  N/A  BOTH

- TYPE OF SIDE AIRBAG

 SEAT  CURTAIN  N/A

- TYPE OF STEERING WHEEL

 TILT  STANDARD

- ANY DAMAGE TO STEERING WHEEL

 YES  NO

IF YES, EXPLAIN

**DO NOT ERASE DRB READINGS**

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

 YES  NO

IF YES,

 NOTE POSITION OF PASSENGER A/B SWITCH ON  OFF  N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

 YES  NO  N/A

IF YES, EXPLAIN

CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS

- UNDERBODY DAMAGED?

 YES  NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

**PART D - SEATS/SHOULDER BELTS****REQUIRED****PHOTOGRAPHS:**

- OVERALL SEAT BELTS I/B & O/B
- CLOSE UP OF ANY IRREGULARITIES
- LATCHPLATE WEAR
- CLOSE UP D-RING TO SHOW LOADING
- OVERALL OF SEAT
- CLOSE UP OF DAMAGE
- RECORD DTC'S:

**INFORMATION:**

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

**Dr: PP5660654B Pass:****PP6156774B**

- PRETENSION DEPLOYED?

 YES  NO  UNKNOWN

- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING

**-15deg**

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

NOTE RESULTS

- DOES THE BUCKLE LATCH?

 YES  NO

IF NO, EXPLAIN

- DO THEY RELEASE?

 YES  NO

IF NO, EXPLAIN

- DO THEY RETRACT?

 YES  NO

IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

 YES  NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

 NORMAL

HEAD RESTRAINT):  
**Full down**

- BROKEN
- LOOSE
- MISSING
- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP
- **21.5in from brake pedal to front of seat**

**PART E - TRANSMISSION**

**REQUIRED PHOTOGRAPHS:**

- ENTIRE TRANSMISSION WITH PICTURES AND CLOSE-UP OF LEAKS, IF ANY
- SHIFT LEVER AND CABLE AT TRANSMISSION-GEAR SHIFT LEVER
- SHIFT INDICATOR WITH LEVER IN EACH GATED GEAR POSITION.
- SHOW INDICATOR ALIGNMENT
- PHOTO SHIFT LINKAGE ADJUSTMENT CONNECTOR

**INFORMATION:**

- TEST SHIFT INTERLOCK OPERATION
- TEST KEY INTERLOCK FUNCTION
- TEST NEUTRAL START INTERLOCK
- CLUTCH AND LINKAGE INSPECTION
- FLUID LEVEL AND CONDITION

**INFORMATION:**

- TRANSMISSION TYPE?
  - MANUAL  AUTOMATIC
- HOW MANY SPEEDS?
  - 3  4  5  6
- TRANSMISSION IDENTIFICATION NUMBER:
  - Not found**
- RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION:
  - Park
- RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING":
  - Solid feel**

- DOES THE PARKING BRAKE WORK?
  - YES  NO
  - IF NO, EXPLAIN
- IS SHIFT INDICATOR PROPERLY ALIGNED AT ALL GATES?
  - YES  NO
  - IF NO, EXPLAIN
- SHIFT TYPE
  - COLUMN  CENTER CONSOLE
- IF SAFE AND PERMITTED TO DRIVE: DRIVE VEHICLE AND RECORD FEEL OF GEAR DURING EACH SHIFT:
  - Solid shifts**
- DOES PARKING PAWL ENGAGE?
  - YES  NO
  - IF NO, EXPLAIN
- IF LOCKUP IS ALLEGED - CHECK ROTATION OF TRANSMISSION IN ALL GEARS
  - DOES THE VEHICLE START IN PARK AND NEUTRAL
    - YES  NO
  - DOES THE VEHICLE START IN OTHER POSITIONS
    - YES  NO
    - IF YES, EXPLAIN
  - IS VEHICLE EQUIPPED WITH BTSI
    - YES  NO
    - IF YES, EXPLAIN
    - Only starts with foot on brake**
    - IF EQUIPPED WITH BTSI CAN YOU SHIFT OUT OF "P" WITHOUT DEPRESSING SERVICE BRAKE
      - YES  NO
      - IF YES, EXPLAIN
  - DOES KEY ROTATE TO "LOCK" WITH SHIFT LEVER IN ANY POSITION OTHER THAN PARK.
    - YES  NO
    - IF YES, EXPLAIN
  - CAN KEY BE REMOVED FROM IGNITION IN ANY POSITION OTHER THAN PARK
    - YES  NO
    - IF YES, IS KEY OEM OR AFTERMARKET
      - OEM  AFTERMARKET  N/A
    - WITH KEY OUT CAN SHIFT LEVER BE MOVED FROM "PARK"?
      - YES  NO
      - IF YES, EXPLAIN
      - Keyless remote can be removed from vehicle with vehicle running and shifter can be moved.**

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**PART F - UNINTENDED ACCELERATION****REQUIRED****PHOTOGRAPHS:**

AT FIRST ARRIVAL  
WHAT WAS POSITION  
OF CC POWER  
SWITCH

ON  OFF

N/A

AT FIRST ARRIVAL  
RECORD WHETHER  
BATTERY IS  
CONNECTED OR  
CHARGED

CONNECTED/  
CHARGED

DISCONNECTED

CONNECTED/  
DEAD

ACCELERATOR PEDAL

THROTTLE

RETURN SPRING

FLOOR MATS

BRAKE PEDAL -

COMBINATION  
ACCELERATOR/BRAKE

PCM

PCM CONNECTOR'S

SPEED CONTROL

SERVO - (CABLE)

SPEED CONTROL

SERVO -

(ELECTRICAL  
CONNECTORS)

THROTTLE CABLES

CRUISE CONTROL

VACUUM RESERVOIR

CRUISE CONTROL

VACUUM HOSES

**COMPLETE PART G**

**INFORMATION:**

DESCRIBE ANY ACCELERATOR PEDAL  
INTERFERENCE WITH THE  
FLOORMAT/CARPETING

**No interference**

READ AND RECORD ENGINE AND  
CRUISE CONTROL DTC'S  
**No DTC**

DISCONNECT CABLE AT THROTTLE BODY  
LEVER

- OPERATE:  THROTTLE BODY  CABLE
- ANY RESTRICTED MOTION?:  YES  NO  
IF YES, EXPLAIN

IF SAFE AND PERMITTED TO DRIVE  
ATTEMPT TO DUPLICATE AND CHECK  
SERVICE BRAKES AT VARIOUS SPEEDS:

- DO SERVICE BRAKES OPERATE NORMALLY?  
 YES  NO  
IF NOT, EXPLAIN

**PART G - BRAKES****REQUIRED****PHOTOGRAPHS:**

ITEMS IN  
INFORMATION  
SECTION

BRAKE PADS/SHOES

BRAKE  
ROTORS/DRUMS

BRAKE CALIPERS

MASTER CYLINDER  
CONNECTIONS

VACUUM BOOSTER

HYDRAULIC LINKS

ABS MODULE  
CONNECTORS

ABS SERVO

BRAKE PEDAL

**INFORMATION:**

CHECK AND RECORD BRAKE FLUID LEVEL:

**Full level**

OBSERVE AND RECORD IF VACUUM  
BOOSTER HOSE IS CONNECTED

YES  NO

CHECK AND RECORD BRAKE FLUID LEAKS

YES  NO

IF YES, EXPLAIN

CHECK LININGS AND RECORD CONDITION

IF YES, EXPLAIN **All pads 7.71mm**

CHECK BRAKE PEDAL DOES IT SET FIRM?

YES  NO

IF NO, EXPLAIN

CHECK OPERATION OF PARKING BRAKE:

**Holds to 1000rpm**

WITH ENGINE OFF:

APPLY BRAKE FULLY 3 TO 4 TIMES  
WITH LIGHT FORCE HELD TO PEDAL,  
START THE ENGINE

- NOTE REACTION OF PEDAL AND RECORD  
**Drops 3 to 4 inches**

NO ABS SYSTEM AVAILABLE

ABS SYSTEM DRB TEST READOUTS

**None**

NOT "RWAL" EQUIPPED

IF "RWAL" EQUIPPED, RECORD FLASH  
CODES:

- BRAKE PEDAL CONNECTORS
- PARKING BRAKES
- PARK BRAKE CABLES
- INFORMATION**
- RACE ENGINE WITH VEHICLE IN DRIVE AND BRAKES APPLIED
- CHECK OPERATION OF ABS SYSTEM: **even stoping on gravel and pavement**
- ADDITIONAL OBSERVATIONS

**PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE**

**PART - I AXLE/DIFFERENTIAL NOT APPLICABLE**

**PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

The representative from Enterprise Rental was present at the inspection. The vehicle was equipped with keyless remote. With the vehicle running and in drive (Parking brake set), I removed the key fob from, and away from the vehicle. The vehicle continued to run. I was able to lock and unlock the doors as well. With me in the driver's seat and the vehicle running, the Enterprise representative took the key away from the vehicle and locked the doors. I was able to move the shifter from park into drive and move the vehicle. This vehicle was equipped with an 8 speed transmission and there is no place on the form for 8 speed to be checked.

Previous

Form Approved

Returned for corrections



01/24/2013



01/24/2013



01/24/2013

73

01/24/2013

replay



01/24/2013



01/24/2013



01/24/2013



01/24/2013



01/24/2013

300



01/24/2013



7010

01/24/2013



7010

01/24/2013

2C3CCACG2CH [REDACTED]

01/24/2013

6,500 Miles  
Chrysler, Dodge, Jeep, Sat  
5,000 Miles  
Mazda, Toyota, Volkswag  
4,000 Miles  
Other \_\_\_\_\_ Miles  
Form 3102 4/0

MFD BY CHRYSLER GROUP LLC

DATE OF MFR(BUILT): MAY 12

GWR: 02314 KG  
05100 LB

GAWR: 01275 KG  
FRONT: 02810 LB

GAWR: 01275 KG  
REAR: 02810 LB



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

VIN: 2C3CCACG2CH [REDACTED]  
MDH: 051221 664AA  
VEHICLE MADE IN CANADA

PAINT: PX8

TYPE: PASSENGER CAR  
TRIM: TLX9

4658843

01/24/2013

--

18248mi

37°

Ignition or  
Accessory

ON

01/24/2013



  
**BRAKE**

01/24/2013



01/24/2013

Press Brake  
and  
Push Button  
to Start

START  
STOP



P  
R  
N  
D  
L

01/24/2013



01/24/2013



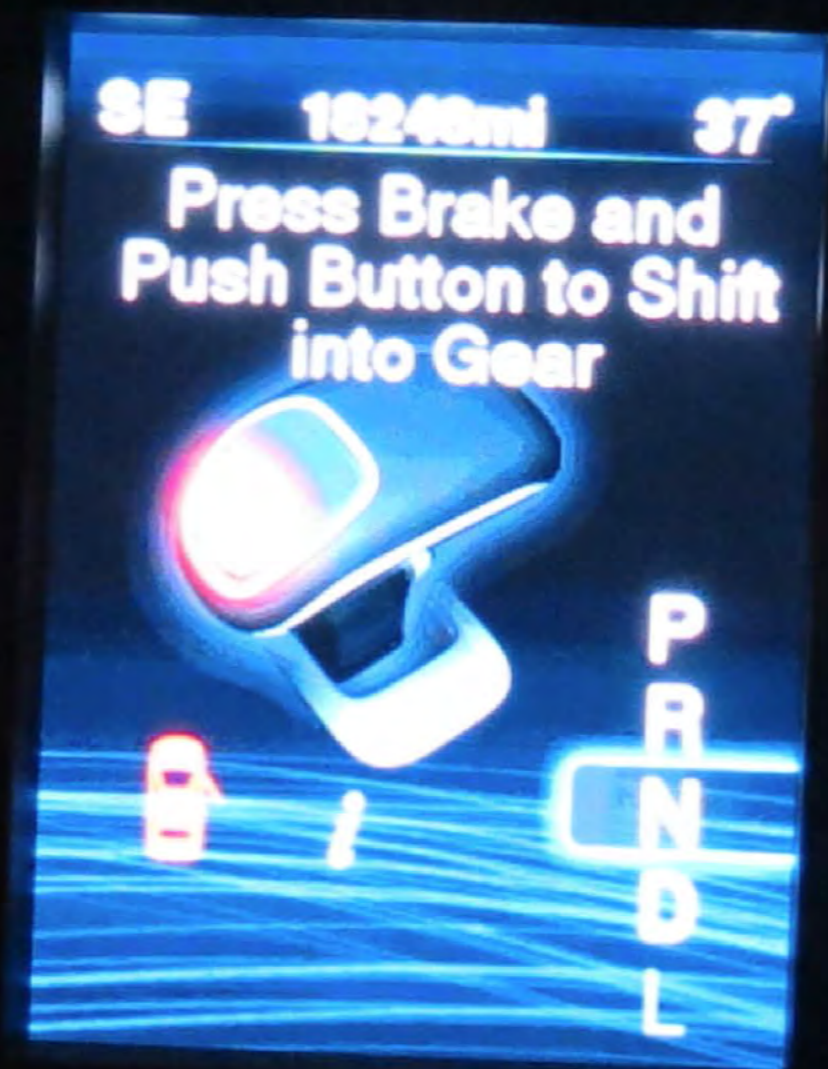
**BRAKE**



01/24/2013



01/24/2013



**BRAKE**



01/24/2013



01/24/2013



SE 18240mi 37  
▲  
Audio OFF  
Fuel Economy  
▶ Vehicle Speed  
Trip Info  
▼  
P R N D L  
/



01/24/2013