

PE16-014
FLAT CHRYSLER
AUTOMOBILES
3-15-2017
ATTACHMENT
ENCLOSURE 4
CAIR Backup
23241150

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Mar 25 14:57:05 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center in regards to your 2013 1500.

I am sorry to learn of the concerns raised regarding your transmission and appreciate the time taken to share your concerns with us.

After further review of this matter, the characteristic you describe is a function of your vehicle's design and there is nothing that can be done to ?fix? the condition. It is not a defect in materials, workmanship, manufacturing or factory preparation and is, therefore, not covered under the new-vehicle limited warranty.

Unfortunately this information is the extent we are able to supply. If you disagree or wish to seek a secondary opinion, utilizing a different Dealership for further diagnosis may be of benefit.

A dealership locator can be found on the brand web site in the "Find a Dealer" field of the Ram - <http://www.ramtrucks.com> home page.

Thanks again for your email, Dennis.

Sincerely,

Jeff

Customer Service Representative
Ram Customer Assistance Center

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

REFERENCE NUMBER: 23241150

EMAIL CASE NUMBER: 2810192

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8064030V378 [REDACTED]

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

Transmission will not go into park because of snow buildup

Comments:

It has snowed hard enough here in Virginia this year to leave snow on the

roads. Three times now since buying my 2013 Ram 1500 with Pentastar engine

in December 2012 I have been unable to put the transmission into park and

remove the key. The dealer says they cannot help me. It sounds ridiculous

to say that "When it snows I can't drive my full size Ram 1500 that should

be fully capable in all weather conditions". As I understand it when driving in snow or slush snow is thrown at the transmission, this results

in snow packing around the shift linkage. The result is very clear, you can't put your truck in park and remove the key. If you don't have the equipment or ability to crawl under your truck and melt the snow then the only other choice is to sit there with the engine running until the snow melts. Unfortunately if you drive through mud, well mud does not melt.

VIN: DS [REDACTED]
Mileage: 3004
Servicing Dealer: CrossRoads Chrysler/Dodge Virginia
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: Petersburg
State: VA
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 25 11:40:35 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Transmission will not go into park because of snow buildup

Comments:

It has snowed hard enough here in Virginia this year to leave snow on the roads. Three times now since buying my 2013 Ram 1500 with Pentastar engine in December 2012 I have been unable to put the transmission into park and remove the key. The dealer says they cannot help me. It sounds ridiculous to say that "When it snows I can't drive my full size Ram 1500 that should be fully capable in all weather conditions". As I understand it when driving in snow or slush snow is thrown at the transmission, this results in snow packing around the shift linkage. The result is very clear, you can't put your truck in park and remove the key. If you don't have the equipment or ability to crawl under your truck and melt the snow then the only other choice is to sit there with the engine running until the snow melts. Unfortunately if you drive through mud, well mud does not melt.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

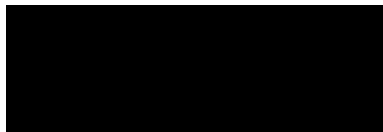
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 23836735

YEAR	2013	BRAND	RAM 1500 SLT 4X4	VEHICLE IDENTIFICATION NUMBER	1C6RR7LT9DS709541	MO/DY-HR	07-24 13	ODOMETER	2273	IN-SERVICE	08/09/2013
NAME OF OWNER		ADDRESS/LOCATION		CITY		STATE		COUNTRY			
				HIGHLAND VILLAGE				USA			
ZIP	COLOR		MODEL	HOME PHONE		BUSINESS PHONE					
	Bright Silver Metallic Clear Coat		DS6								
SELLING DEALER NAME		BUSINESS CENTER		DLR. CODE	CITY		STATE		COUNTRY		
GLEN DALE MOTOR COMPANY		35		68794	GLEN DALE		WV		USA		
INSPECTOR - NAME FIRST, LAST, MIDDLE				INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.					
THOMAS JONES L				EAA		817-417-7787					
DAMAGE ESTIMATE						REPAIR ESTIMATE					
☒ MINOR ☐ MODERATE ☐ TOTAL LOSS						\$ 1000.00					

INTERVIEW

INTERVIEW WITH:

☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE:

09/09/2013

DATE OF INCIDENT:

08/18/2013

TIME OF INCIDENT

08:00 ☐ AM ☒ PM

INSPECTION DATE:

09/06/2013

1. DRIVER'S
DESCRIPTION OF
EVENT:

Owner states that the vehicle was on a steep incline in park with the engine running it started rolling and hit a tree damaging the tailgate. Owner states that it happened again while he and his wife was at the boat ramp the vehicle started to roll down the ramp, he stopped it. Owner states that it also happened while driving and he came to a stop and was starting to go but the vehicle would not move and the light was flashing both on the dash and the shift indicator. Owner states that each time the the indicator would say that the vehicle was park. Owner states that he contacted the selling dealer and was told to take it to nearest dealer. Owner states that he did and they were not able to duplicate it. Owner states that he does not feel safe with the vehicle. Owner states there were no injuries.

Insurance

Company Name: **Safco**

Personal Injury:

Were there

Personal

Injuries?

Any Indicator/

Warning Lights

on Prior?

☐ Yes ☒ No☒ Yes ☐ No

If Yes, complete section "B"

If Yes, What light: **shift indicator light was blinking****IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**

Help Key

PART A- GENERAL**REQUIRED PHOTOGRAPHS:**☒ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**PERSPECTIVE FROM EVERY
CORNER OF VEHICLE DOWN
BOTH ORIGINAL LATERAL
SIGHT LINES(8 TOTAL)- ANY RECENT VEHICLE
SERVICE**INFORMATION:**☐ POLICE/AGENCY REPORT #:☐ ALL REPORTS/PHOTOS BY
OTHERS

- ADDRESS OF INSPECTION

Address **Huffines DJC**

1

Address **1024 S. Stemmons FW**- EVIDENCE OF TAMPERING OR PRIOR
DISASSEMBLY☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

☐ YES ☐ NO

☒ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

2

City **Lewisville**

State **TX**

Zip **75067**

Phone **972-434-2288**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: The vehicle inspection shows damage to the tailgate. The tailgate was bent on the right side top. Owner states there were no injuries.

☒ WINDSHIELD

☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR

☐ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH

☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS

☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE

Next

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

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

AECM INFORMATION

- SOFTWARE VERSION:

13.12.00

- SERIAL NUMBER :

- PART NUMBER :

6808588AF

- DOES AIRBAG WARNING LIGHT CYCLE ON?

☒ YES ☐ NO ☐ N/A

- ARE WARNING LABELS PRESENT (PHOTO)

☒ YES ☐ NO ☐ N/A

- RECORD LABEL PART NUMBER

☒ **COMPLETE PART D**

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
No DTC's detected		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
No DTC's detected		

- WAS AIRBAG DEPLOYED?

DRIVER ☐ YES ☒ NO

IF NO, EXPLAIN

UnknownPASSENGER ☐ YES ☒ NO

IF NO, EXPLAIN

UnknownSIDE AIRBAG ☐ YES ☒ NO ☐ N/A

IF 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):

N/A

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

D. 3014, P. 2014

- 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

D. 90 deg, P. 90 deg

- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

D. 0", P. 0"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☐ BROKEN☐ LOOSE☐ MISSING

NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

D. 4", P. 5"

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: N/A ☒ RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION: Park ☒ RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING": Normal	- 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: Normal - 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 Press Brake to shift 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

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

The seatbelt light was on with the belt unbuckled and off with it buckled . The seatbelt mechanism lock and hold with the jerk test. The vehicle was roadtested for 5 miles for the concerns without duplications of complaints. The vehicle was placed on incline and placed in park in and out of park and was not able to duplicate the concerns and complaints. The code showing was The TCM P1915-00 Stored, Transmission inhibited start

[Previous](#)[Form Approved](#)[Returned for corrections](#)

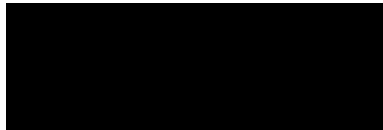
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 23842740

File No : 0

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER	BUILT DATE	ODOMETER	SERVICE DATE
2013	RAM 1500 LARAMIE 4X4	1C6RR7NT1DS671297	04-30 14	1790	07/19/2013
NAME OF OWNER		ADDRESS/LOCATION	CITY	STATE	COUNTRY
			TROUP	TX	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE	
	Deep Cherry Red Crystal Pearl Coat	DS6			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE
ALLEN SAMUELS EAST TEXAS DODGE		63	43300	TYLER	TX
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
THOMAS JONES L		EAA		817-417-7787	
DAMAGE ESTIMATE			REPAIR ESTIMATE		
☐ MINOR ☒ MODERATE ☐ TOTAL LOSS			\$ 18000.00		

INTERVIEW REQUESTED BY COUNSEL: PAG45@chrysler.comINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
09/06/2013	08/19/2013	05:00 ☐ AM ☒ PM	09/05/2013

1. DRIVER'S DESCRIPTION OF EVENT: **Owner states that he pulled over to the side of the road stopped placed the vehicle in park with engine running got out and went to help a motorist with a flat tire. Owner states that he and the driver chatted for about 10 min when he looked and noticed his vehicle moving down to the ditch. Owner states that when got to his vehicle it was still in park. Owner states that the vehicle received scrapes and dents. Owner states that he had to cut a limb to remove his vehicle. Owner states that he has pictures of the area. Owner feels this is a safety issue. Owner has contacted his lawyer and the vehicle was left at the dealer. Owner states there was no injuries.**

Insurance Company Name: **Farmers**

Personal Injury:

Were there Personal ☐ Yes ☒ No

If Yes, complete section "B"

Injuries?

Any Indicator/ Warning Lights ☐ 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**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE SERVICE

☐ YES ☒ NO☐ UNKNOWN**INFORMATION:**☐ POLICE/AGENCY REPORT #:☐ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **Allen Samuels CDJ**

1

Address **3120 SSW Loop 323**

2

City **Tyler**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

State **TX**
Zip **75701**
Phone **903-561-2404**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

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

INFORMATION:

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

The vehicle inspection shows scrapes and dents to the roof, the front bumper , the hood, the grille and the wind flap at the front bumper.The roof was bentand scraped. Owner states there was no injuries.

Next

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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:

0:12.34.00

- SERIAL NUMBER :

- PART NUMBER :

68085881AE

- DOES AIRBAG WARNING LIGHT CYCLE ON?

☒ YES ☐ NO ☐ N/A

- ARE WARNING LABELS PRESENT (PHOTO)

☒ YES ☐ NO ☐ N/A

- RECORD LABEL PART NUMBER

☒ **COMPLETE PART D**

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
No DTC's present		
RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
No DTC's present		

- WAS AIRBAG DEPLOYED?

DRIVER ☐ YES ☒ NO

IF NO, EXPLAIN **Unknown**

PASSENGER ☐ YES ☒ NO

IF NO, EXPLAIN **Unknown**

SIDE AIRBAG ☐ YES ☒ NO ☐ N/A

IF 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):
N/A

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

D.3014, P.0019

- 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

D.90 deg, P.90deg

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

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

D.3", P.3"

- ☐ BROKEN
- ☐ LOOSE
- ☐ MISSING
- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP
- D.0", P.0"**

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:
N/A
- ☒ RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION:
Park
- ☒ RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING":
Normal

- 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:
Normal
- 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
- Press brake to shift**
- 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

[Previous](#)

[Next](#)

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

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

The seatbelt light was on with the belt unbuckled and off with it buckled. The seatbelt mechanism lock and hold with the jerk test. The vehicle was roadtested and checked for the concern and was not able to duplicate it. DTC's TPC C0077-00s, TCM P1915-00 Pending Transmission inhibited remote start.

Previous

Form Approved

Returned for corrections



FARMERS

Send all correspondence to:
Email: claimsdocuments@hpcs.com
National Document Center
PO Box 268992
Oklahoma City, OK 73126-8992
Fax: (877) 217-1389
Toll free: (800) HelpPoint

10/21/2013

Chrysler Llc
Attn: Customer Claims Resolution Group
Po Box 21-8004
Auburn Hills, MI 48321-8004

Our Insured: [REDACTED]
Our Claim #: [REDACTED]
Date of Loss: 08/19/2013
Your Claim #: VIN#1C6RR7NT1DS [REDACTED]
Deductible Amount: \$500.00
Total Amount Owed: \$9,970.51

10-22
RECEIVED

OCT 29

SPECIAL INVESTIGATIONS

Dear Customer Claims Resolution Group,

Our initial investigation has established that the above loss may have been caused by the malfunction of your product.

We are in the process of making payment to our insured for their damages. By virtue of our subrogation rights we shall seek reimbursement from you for the amount of the damages.

Please be aware that no payment that is less than the full amount claimed herein will be considered in any way an acceptance of benefits, a novation or an accord and satisfaction of this claim without an express written release of our claim executed by an individual who identifies himself/herself as a member of our subrogation department. Therefore, our legal rights to enforce collection on the remaining amount of the claim shall not be waived or stopped due to partial payment by you or someone acting on your behalf.

We can discuss this matter with your representative. Please supply the name, phone number and file number of your representative contact.

Sincerely,

Jon Crenshaw
Litigation Claims Representative
Farmers Texas County Mutual Insurance Company
630-907-6943

LEGAL PHOTOS RETAINED IN DOCUMENT RETENTION



Rental Company: Enterprise Rent-A-Car
Invoice: 5102 D404215

Bill To: FAR5129

FARMERS GRP
ATTN:JEFFERY -CRN DOTSON-COD
P.O. BOX 268994
OKLAHOMA CITY, OK 731268994

RENTER INFORMATION:

Renter: [REDACTED]
Address: [REDACTED]
TROUP, TX
Home Phone: [REDACTED]
Office Phone: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:

ENTERPRISE RENT-A-CAR(5102)
3221-A SSW LOOP 323
TYLER, TX 757019204

ADDITIONAL CLAIM INFORMATION:

Claim Number: [REDACTED]
Claim Type: Insured
Vehicle Condition: Non-Driveable
Date Of Loss: 08/19/2013
Insured Name:
Owner's Vehicle: 2012 DODGE
Vendor ID: [REDACTED]
Initial Auth Amount: 105
Initial Daily Dollar Amount: 35
Initial Rate Descriptor: RENTAL REIMBURSEMENT
CRN Initiated: Yes
Company Brand: FI
Line of Business: APD
Unit ID: ZFS-1-74XZSR3
TL Offer Date:
Date Estimate Uploaded: 09182013
BCO: MK

Repair Facility:

HALL BUICK PONTIAC BODYSHOP
TYLER, TX 75712
(903) 266-7851

RENTAL DETAIL:

Rental Period: 09/17/2013 to 10/04/2013 (18 days)

Billed Period: 09/17/2013 to 10/04/2013 (18 days)

Description	Rate	Amount
18 DAYS @	\$30.11	\$541.98
18 TX REIM	\$1.70	\$30.60
1 TX MVT	\$10.00	\$57.26

Total Charges:	\$629.84
Less Amount Received:	\$0.00
Total Amount Due:	\$629.84

VEHICLES RENTED:

Effective Date	Time	Year	Make	Model	VIN	Mileage
09/17/2013	2:30 PM	2013	RAM	B15Q	1C6RR6GT1DS [REDACTED]	1947

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:

ENTERPRISE RENT-A-CAR

P.O. BOX 840086

KANSAS CITY, MO 641840086

Federal ID: 43-0724835

Total Charges:

\$629.84

Less Amount Received:

\$0.00

Total Amount Due.....

\$629.84

Please Include on your Check:

Invoice:5102 D404215

NOTEBOOK:

Date	Time	Notes
10/7/13	8:53 AM	Invoice approved for payment by JENNIFER BERRY-ERAC
10/5/13	5:16 AM	INVOICE RECEIVED. AMOUNT DUE \$629.84
10/4/13	5:07 PM	Ticket 404215 closed on 10/4/13 at 5:04 PM.
10/4/13	9:05 AM	Rental On-track for 10/4/13 confirmed by IVY, BRITT Authorization changed by IVY, BRITT at 9:05 AM. Note to self by IVY, BRITT. Per shop update ECD is today. Customer is aware.
10/4/13	8:43 AM	Updated By: HALL BUICK PONTIAC BODYSHOP From ARMS® Automotive. Detail Work in Progress Estimated Completion Date is 10/4/13. SHOULD BE READY TODAY
10/3/13	1:26 PM	Authorization changed by IVY, BRITT at 1:26 PM. Rental extended by IVY, BRITT at 1:26 PM for 1 day(s). Current authorized date is 10/4/13. Extended 1 days up to \$35.00/day. Repairs within Target Adjustment Days (+1) Day Adjustment : Time to Inspect (non drive) Note to self by IVY, BRITT. PEr shop update ECD is tomorrow. I will add one more non drive time to inspect day to take rental to shop ECD. This will be the 2nd time to inspect day.
10/3/13	10:00 AM	Updated By: HALL BUICK PONTIAC BODYSHOP From ARMS® Automotive. Reassembly Estimated Completion Date is 10/4/13. Authorization requested thru 10/4/13 for 1 day(s). SHOULD BE READY FRI
10/3/13	9:02 AM	Message sent by IVY, BRITT at 9:02 AM. Note to repair facility - Is vehicle on track for completion date of 10/3? If not please supply new completion date and detailed delay reason. Thanks.
10/2/13	1:34 PM	Rental On-track for 10/3/13 confirmed by IVY, BRITT
10/2/13	8:47 AM	Updated By: HALL BUICK PONTIAC BODYSHOP From ARMS® Automotive. Reassembly Estimated Completion Date is 10/3/13. should be ready thursday
9/30/13	10:56 AM	Authorization changed by IVY, BRITT at 10:56 AM. Rental extended by IVY, BRITT at 10:56 AM for 1 day(s). Current authorized date is 10/3/13. Extended 1 days up to \$35.00/day. Repairs within Target Adjustment Days (+1) Day Adjustment : Time to Inspect (non drive) Note to self by IVY, BRITT. Per shop update ECD is 10/3. We haven't used any non drive time to inspect days. I will add one day to take rental to shop ECD.
9/27/13	9:15 AM	Updated By: HALL BUICK PONTIAC BODYSHOP From ARMS® Automotive. Paint Work in Progress Estimated Completion Date is 10/3/13. Authorization requested thru 10/3/13 for 1 day(s). in process
9/19/13	10:14 AM	Authorization changed by IVY, BRITT at 10:14 AM. Rental ext. by IVY, BRITT at 10:14 AM for 13 day(s).

		Current authorized date is 10/2/13. Extended 13 days up to \$35.00/day. Repairs within Target Labor Hours changed from 0.0 to 45.3 Date Estimate Uploaded changed to 09182013
9/19/13	8:58 AM	Updated By: HALL BUICK PONTIAC BODYSHOP From ARMS® Automotive. Body Work in Progress Estimated Completion Date is 10/3/13. Authorization requested thru 10/3/13 for 14 day(s). IN PROCESS
9/18/13	11:06 AM	Message sent by IVY, BRITT at 11:06 AM. Note to repair facility - Please lock estimate when available Authorization changed by IVY, BRITT at 11:06 AM. Note to self by IVY, BRITT. Vehicle is non driveable per shop in CCC. They are having vehicle towed to shop. Vehicle Condition changed from Driveable to Non-Driveable by IVY, BRITT at 11:06 AM. Message sent by IVY, BRITT at 11:06 AM. Repair Facility changed from ALLEN SAMUELS (E TEXAS) DODGE to HALL BUICK PONTIAC BODYSHOP.
9/17/13	5:50 PM	Ticket 404215 opened on 9/17/13 at 2:00 PM.
9/17/13	2:45 PM	Authorization changed by IVY, BRITT at 2:45 PM. File Owner changed from BOWMAN/CODCOE, BROOKE to DOTSON-COD, JEFFERY -CRN Secondary Owner is IVY, BRITT Managed By changed from BOWMAN/CODCOE, BROOKE to IVY, BRITT Rental transferred by IVY, BRITT at 2:45 PM. Message sent by IVY, BRITT at 2:45 PM. BRANCHCust. Vehicle is listed as Driveable-Please advise if customer thinks it is non-driveable. 479-587-1329
9/17/13	2:11 PM	Authorization confirmed by Enterprise at 2:11 PM. Reservation number 978817. Authorization sent at 2:11 PM for 3 days up to \$35.00/day. Authorization sent with \$35.00/day / \$1,050.00/max. Authorized by BOWMAN/CODCOE, BROOKE. File is Managed By BOWMAN/CODCOE, BROOKE Direct Bill Authorization set at 100 % Policy Max Limit: \$ 1050. 523C 101 RENTAL REIMBURSEMENT COVERAGE Authorization Type: Rental Reimbursement

* All times are in CST

Hall Collision Center
3010 S SOUTHWEST LOOP 323, P.O. BOX 4905,
TYLER, TX 75701
Phone: (903) 266-7851
FAX: (903) 266-7866

Workfile ID: 8365ca0d
Federal ID: 200595026

Supplement of Record 1 with Summary

Customer: ATKINSON, JULIE

Job Number: 301696

Written By: Mark Smith, 10/8/2013 3:36:22 PM
Adjuster: DOTSON, JEFF

Insured: [REDACTED]
Type of Loss: COLL1-Collision
Point of Impact: 12 Front

Policy #: 0044680950
Date of Loss: 8/19/2013 5:30:00 PM

Claim #: [REDACTED]
Days to Repair: 12

Owner:
[REDACTED]
TROUP, TX [REDACTED]
[REDACTED] Evening
[REDACTED] Cell

Inspection Location:
ALLEN SAMUELS DODGE
3120 S SOUTHWEST LOOP 323
TYLER, TX 75701
Other
(903) 561-2404 Day

Insurance Company:
FARMERS TEXAS COUNTY MUTUAL INS. CO.
LONGVIEW
LONGVIEW

VEHICLE

Year: 2013	Body Style: 4D SHORT	VIN: 1C6RR7NT1DS [REDACTED]	Mileage In: 1792
Make: DODG	Engine: 8-5.7L-FI	License: CKB-6415	Mileage Out:
Model: RAM 1500 4X4 CREW LARAMIE	Production Date:	State: TX	Vehicle Out: 10/3/2013
Color: Red Int:	Condition:	Job #: 301696	

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals

DECOR

Dual Mirrors

Tinted Glass

Console/Storage
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Climate Control
Backup Camera
Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

SEATS

Leather Seats
Heated Seats
Ventilated Seats
Retractable Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Signal Integrated Mirrors

TRUCK

Power Rear Window
Trailer Hitch
Trailer Package

Supplement of Record 1 with Summary

Customer: ATKINSON, JULIE

Job Number: 301696

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper				2.6	
3	<>	Repl Upper cover primed	68197697AA	1	166.00	Incl.	1.6
4		Repl Bumper chrome w/o air suspension	68160853AB	1	705.00	Incl.	
5		Add for fog lamps				0.4	
6		Repl Lower deflector w/chrome bumper w/o air suspension	68164793AA	1	61.95	Incl.	
7	S01	R&I License bracket				0.2	
8		GRILLE					
9		Repl Grille chrome	68093930AC	1	435.00	Incl.	
10		FRONT LAMPS					
11		Repl LT Headlamp assy w/multi-beam chrome	68093217AC	1	599.00	0.6	
12		Aim headlamps				0.5	
13		R&I RT R&I headlamp assy				0.4	
14		HOOD					
15	*	Rpr Hood w/o power bulg				3.0	3.2
16		Overlap Major Non-Adj. Panel					-0.2
17		FENDER					
18	*	Rpr LT Fender (STL)				1.0	2.6
19		Overlap Major Adj. Panel					-0.4
20		R&I LT Wheel flare paintable				0.5	
21		Refn LT Wheel flare paintable					1.0
22		Overlap Major Non-Adj. Panel					-0.2
23		Refn RT Wheel flare paintable					1.0
24		Overlap Major Non-Adj. Panel					-0.2
25		Repl Nameplate "HEMI 5.7 LITER"	68149700AA	1	13.25	0.2	
26		FRONT DOOR					
27		Repl RT Mirror assy trailer tow package chrome code:GPC	68142672AD	1	574.00	0.3	
28		Repl LT Mirror assy trailer tow package chrome code:GPC	68142673AD	1	607.00	0.3	
29		R&I RT R&I trim panel				0.5	
30		R&I LT R&I trim panel				0.5	
31		Repl RT Applique quad, crew cab	55372278AD	1	39.35	0.2	
32		Repl RT Belt w/strip quad, crew cab	55112376AF	1	53.50	0.3	
33	S01	Repl LT Nameplate "RAM 1500"	68149702AA	1	66.25	0.2	
34	S01	Blnd LT Outer panel quad, crew cab					1.4
		NOTE: LT fender repair to close to fender for blend within panel.					
35	S01	R&I LT Belt w/strip quad, crew cab				0.3	
36	S01	R&I LT Applique quad, crew cab				0.2	
37	*	S01 R&I LT Run w/strip quad, crew cab				0.3	

Supplement of Record 1 with Summary

Customer: ATKINSON, JULIE

Job Number: 301696

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

38		S01	R&I	RT Regulator module regular cab w/power windows				0.6	
39		S01	R&I	LT Handle, outside w/body color, w/o chrome, w/keyless black				0.3	
40	REAR DOOR								
41			Repl	RT Applique	55372276AD	1	39.20	0.2	
42			Repl	RT Belt w'strip	55112378AF	1	46.00	0.3	
43		S01	Repl	RT Belt w'strip	55372138AF	1	51.60	0.3	
	NOTE: Scratched								
44	CAB								
45			Repl	Roof panel w/o sunroof (STL)	55372208AA	1	387.00	16.5	3.6
46				Overlap Major Non-Adj. Panel					-0.2
47				Add for o/head cnsl				0.5	
48				Clear Coat					2.5
49			Repl	RT Roof molding	55372460AB	1	49.35	Incl.	
50			Repl	LT Roof molding	55372461AB	1	49.35	Incl.	
51	#	S01	Repl	Running board end cap		1	49.95	0.5	
	NOTE: Unable to get exact match for running boards. Warehouse sold shop end cap off of damaged pair.								
52	BACK GLASS								
53		S01	Repl	Back glass Dodge w/power	68157026AD	1	770.00	Incl.	
	NOTE: NAGS not available. Broke during removal.								
54	REAR LAMPS								
55			R&I	High mount lamp				0.3	
56	ELECTRICAL								
57			R&I	Satellite ant w/connected vehicle				0.8	
58	#		Refn	Base Coat Reduction - Full Clear Coat					-0.2
59	WINDSHIELD								
60	**	S01	Subl	A/M Windshield w/rain sensor plus kit		1	400.44	T	
	NOTE: Broke during removal.								
61	*	S01	Subl	Windshield w/rain sensor Labor		1		X	
62			R&I	RT Washer nozzle				0.2	
63			R&I	LT Washer nozzle				0.2	
64	#		Subl	4 Wheel Alignment		1	69.95	X	
	NOTE: Vehicle went off road and hit tree.								
65	#			Corrosion Protection - ****		1	10.00	X	
66	#			Panel Bonding Kit		1	46.00		
	NOTE: Required for roof panel replacement.								
67	#			Seam Sealer / Caulk		1	16.00		
	NOTE: Sausage bag for roof panel.								
68	#			D&R Battery		1		0.2	
69	#			Mask for Overspray - Interior Compartment		1	10.00	X	
70	#			Cover Car		1	10.00	X	
71	#			Hazardous Waste		1	5.00	X	

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

72	REAR BUMPER							
73	S01	Repl	Bumper assy chrome w/dual exhaust	55112601AD	1	594.00	1.0	
SUBTOTALS						5,924.14	34.4	15.5

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				5,819.19
Body Labor	34.4 hrs	@	\$ 48.00 /hr	1,651.20
Paint Labor	15.5 hrs	@	\$ 48.00 /hr	744.00
Paint Supplies				500.00
Miscellaneous				104.95
Subtotal				8,819.34
Sales Tax	\$ 6,319.19	@	8.2500 %	521.33
Grand Total				9,340.67
Deductible				500.00
CUSTOMER PAY				500.00
INSURANCE PAY				8,840.67

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-F1 Red

SUPPLEMENT SUMMARY

Line		Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Deleted Items								
42		Repl	Running board MOPAR, accessory kit chrome	82211701AD	1	-656.00	-0.7	
56	#		Urethane Kit		2	-40.00		
NOTE: Windsheild & back glass R&I.								
Added Items								
7		S01	R&I License bracket				0.2	
33		S01	Repl LT Nameplate "RAM 1500"	68149702AA	1	66.25	0.2	
34		S01	Blnd LT Outer panel quad, crew cab					1.4
NOTE: LT fender repair to close to fender for blend within panel.								
35		S01	R&I LT Belt w'strip quad, crew cab				0.3	
36		S01	R&I LT Applique quad, crew cab				0.2	
37	*	S01	R&I LT Run w'strip quad, crew cab				0.3	
38		S01	R&I RT Regulator module regular cab w/power windows				0.6	
39		S01	R&I LT Handle, outside w/body color, w/o chrome, w/keyless black				0.3	
43		S01	Repl RT Belt w'strip	55372138AF	1	51.60	0.3	
NOTE: Scratched								
51	#	S01	Repl Running board end cap		1	49.95	0.5	
NOTE: Unable to get exact match for running boards. Warehouse sold shop end cap off of damaged pair.								
52	BACK GLASS							
53		S01	Repl Back glass Dodge w/power	68157026AD	1	770.00	Incl.	
NOTE: NAGS not available. Broke during removal.								
60	**	S01	Subl A/M Windshield w/rain sensor plus kit		1	400.44	T	
NOTE: Broke during removal.								
61	*	S01	Subl Windshield w/rain sensor Labor		1		X	
72	REAR BUMPER							
73		S01	Repl Bumper assy chrome w/dual exhaust	55112601AD	1	594.00	1.0	
SUBTOTALS						1,236.24	3.2	1.4

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

TOTALS SUMMARY

Category	Basis			Rate	Cost \$
Parts					1,236.24
Body Labor	3.2 hrs	@		\$ 48.00 /hr	153.60
Paint Labor	1.4 hrs	@		\$ 48.00 /hr	67.20
Paint Supplies	1.4 hrs	@		\$ 34.00 /hr	47.60
Additional Supplement Materials/Supplies					-27.00
Subtotal					1,477.64
Sales Tax	\$ 1,256.84	@		8.2500 %	103.69
Total Supplement Amount					1,581.33
NET COST OF SUPPLEMENT					1,581.33

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	7,759.34	Mark Smith
Supplement 501	1,581.33	Mark Smith
Job Total:	\$ 9,340.67	
CUSTOMER PAY:	\$ 500.00	
INSURANCE PAY:	\$ 8,840.67	

THIS IS JUST AN ESTIMATE OF REPAIR COST. ADDITIONAL CHARGES MAY BE NECESSARY AFTER WORK HAS BEGUN AND HIDDEN DAMAGE IS FOUND.

PROMISED DELIVERY DATE MAY CHANGE BECAUSE OF AVAILABILITY OF PARTS OR WAIT TIME FOR ANY INSURANCE REINSPECTION. CUSTOMER WILL BE NOTIFIED OF ANY DELAYS AS SOON AS POSSIBLE.

Signed _____

Date _____

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

QUALITY REPLACEMENT PARTS WARRANTY

OUR REPAIR ESTIMATE MAY SPECIFY THE USE OF QUALITY REPLACEMENT PARTS. QUALITY REPLACEMENT PARTS ARE PARTS NOT MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER. WE WILL STAND BEHIND THE QUALITY REPLACEMENT PARTS THAT ARE SPECIFIED ON THIS ESTIMATE AND USED IN THE REPAIR OF YOUR VEHICLE, FOR AS LONG AS YOU OWN/LEASE THE VEHICLE. WE WARRANT THESE PARTS ARE OF LIKE KIND, QUALITY, SAFETY, FIT AND PERFORMANCE TO PARTS MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER.

THIS WARRANTY EXCLUSIVELY COVERS LOSS OR DAMAGE THAT IS RELATED TO DEFECTS IN THE QUALITY REPLACEMENT PART. THIS WARRANTY DOES NOT COVER DAMAGE OR PART FAILURE DUE TO IMPROPER INSTALLATION, MISUSE, NEGLIGENCE, ABUSE, IMPROPER MAINTENANCE, ABNORMAL OPERATION, OR NORMAL WEAR & TEAR.

SHOULD A SUPPLIER OF A PART SPECIFIED IN OUR REPAIR ESTIMATE, OR THE REPAIR FACILITY THAT PERFORMS THE REPAIR ON YOUR VEHICLE, BE UNABLE TO RESOLVE A LEGITIMATE COMPLAINT ABOUT THE QUALITY REPLACEMENT PART USED IN THE REPAIR, WE WILL MAKE EVERY EFFORT TO SEE THAT THE PROBLEM IS CORRECTED.

THIS WARRANTY AND ANY REPRESENTATIONS MADE HEREIN ARE NON-TRANSFERABLE AND EXTEND ONLY TO THE PARTY OWNING/LEASING THE VEHICLE AT THE TIME OF THE REPAIR.

FOR ASSISTANCE, PLEASE CONTACT THE NEAREST HELPPPOINT CLAIM SERVICES OFFICE.

DISCLAIMER:

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT INSURANCE CLAIM FOR THE PAYMENT OF A LOSS MAY BE GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE LABOR AND TAX RATES USED WERE DETERMINED BY THE VEHICLE INSPECTION LOCATION UNLESS THE REPAIR FACILITY WAS KNOWN AT THE TIME OF THE INSPECTION OR ANOTHER LOCATION WAS SPECIFIED BEFORE THE ESTIMATE WAS PREPARED

Estimate calculated using a preset user threshold amount for the paint and material cost.

Glass replacement is available by calling Safelite at 1-800-800-2727.

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TM13, CCC Data Date 10/1/2013, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: 301696

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

ALTERNATE PARTS USAGE

Year: 2013 Body Style: 4D SHORT VIN: 1C6RR7NT1DS [REDACTED] Mileage In: 1792
Make: DODG Engine: 8-5.7L-FI License: CKB-6415 Mileage Out:
Model: RAM 1500 4X4 CREW Production Date: State: TX Vehicle Out: 10/3/2013
LARAMIE
Color: Red Int: Condition: Job #: 301696

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Automatically List	2	1
Optional OEM	Automatically List	0	0
Reconditioned	Automatically List	0	0
Recycled	N/A	0	0

Hall Collision Center

3010 S SOUTHWEST LOOP 323, P.O. BOX 4905,
TYLER, TX 75701
Phone: (903) 266-7851
FAX: (903) 266-7866

Workfile ID: 8365ca0d
Federal ID: 200595026

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Written By: Mark Smith, 9/18/2013 2:35:17 PM
Adjuster: DOTSON, JEFF

Insured: [REDACTED]
Type of Loss: COLL1-Collision
Point of Impact: 12 Front

Policy #: [REDACTED]
Date of Loss: 8/19/2013 5:30:00 PM

Claim #: [REDACTED]
Days to Repair: 12

Owner:

[REDACTED]
TROUP, TX
[REDACTED] Evening
[REDACTED] Other

Inspection Location:

ALLEN SAMUELS DODGE
3120 S SOUTHWEST LOOP 323
TYLER, TX 75701
Other
(903) 561-2404 Day

Insurance Company:

FARMERS TEXAS COUNTY MUTUAL INS. CO.
LONGVIEW
LONGVIEW

VEHICLE

Year: 2013	Body Style: 4D SHORT	VIN: 1C6RR7NT1DS [REDACTED]	Mileage In: 1792
Make: DODG	Engine: 8-5.7L-FI	License: CKB-6415	Mileage Out:
Model: RAM 1500 4X4 CREW LARAMIE	Production Date:	State: TX	Vehicle Out: 10/3/2013
Color: Red Int:	Condition:	Job #: 301696	

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals

DECOR

Dual Mirrors

Tinted Glass

Console/Storage
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Climate Control
Backup Camera
Home Link

RADIO

AM Radio

FM Radio
Stereo
Search/Seek
Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

SEATS

Leather Seats
Heated Seats
Ventilated Seats
Retractable Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Signal Integrated Mirrors

TRUCK

Power Rear Window
Trailer Hitch
Trailer Package

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper				2.6	
3	<>	Repl Upper cover primed	68197697AA	1	166.00	Incl.	1.6
4		Repl Bumper chrome w/o air suspension	68160853AB	1	705.00	Incl.	
5		Add for fog lamps				0.4	
6		Repl Lower deflector w/chrome bumper w/o air suspension	68164793AA	1	61.95	Incl.	
7		GRILLE					
8		Repl Grille chrome	68093930AC	1	435.00	Incl.	
9		FRONT LAMPS					
10		Repl LT Headlamp assy w/multi-beam chrome	68093217AC	1	599.00	0.6	
11		Aim headlamps				0.5	
12		R&I RT R&I headlamp assy				0.4	
13		HOOD					
14	*	Rpr Hood w/o power bulg				3.0	3.2
15		Overlap Major Non-Adj. Panel					-0.2
16		FENDER					
17	*	Rpr LT Fender (STL)				1.0	2.6
18		Overlap Major Adj. Panel					-0.4
19		R&I LT Wheel flare paintable				0.5	
20		Refn LT Wheel flare paintable					1.0
21		Overlap Major Non-Adj. Panel					-0.2
22		Refn RT Wheel flare paintable					1.0
23		Overlap Major Non-Adj. Panel					-0.2
24		Repl Nameplate "HEMI 5.7 LITER"	68149700AA	1	13.25	0.2	
25		FRONT DOOR					
26		Repl RT Mirror assy trailer tow package chrome code:GPC	68142672AD	1	574.00	0.3	
27		Repl LT Mirror assy trailer tow package chrome code:GPC	68142673AD	1	607.00	0.3	
28		R&I RT R&I trim panel				0.5	
29		R&I LT R&I trim panel				0.5	
30		Repl RT Applique quad, crew cab	55372278AD	1	39.35	0.2	
31		Repl RT Belt w'strip quad, crew cab	55112378AF	1	53.50	0.3	
32		REAR DOOR					
33		Repl RT Applique	55372276AD	1	39.20	0.2	
34		Repl RT Belt w'strip	55112378AF	1	46.00	0.3	
35		CAB					
36		Repl Roof panel w/o sunroof (STL)	55372208AA	1	387.00	16.5	3.6
37		Overlap Major Non-Adj. Panel					-0.2
38		Add for o/head cnsl				0.5	

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

39		Clear Coat					2.5
40	Repl	RT Roof molding	55372460AB	1	49.35	Incl.	
41	Repl	LT Roof molding	55372461AB	1	49.35	Incl.	
42	Repl	Running board MOPAR, accessory kit chrome	82211701AD	1	656.00	0.7	
43	REAR LAMPS						
44	R&I	High mount lamp					0.3
45	ELECTRICAL						
46	R&I	Satellite ant w/connected vehicle					0.8
47	#	Refn Base Coat Reduction - Full Clear Coat					-0.2
48	WINDSHIELD						
49	R&I	RT Washer nozzle					0.2
50	R&I	LT Washer nozzle					0.2
51	#	Subl 4 Wheel Alignment		1	69.95	X	
		NOTE: Vehicle went off road and hit tree.					
52	#	Corrosion Protection - ****		1	10.00	X	
53	#	Panel Bonding Kit		1	46.00		
		NOTE: Required for roof panel replacement.					
54	#	Seam Sealer / Caulk		1	16.00		
		NOTE: Sausage bag for roof panel.					
55	#	D&R Battery		1			0.2
56	#	Urethane Kit		2	40.00		
		NOTE: Windsheild & back glass R&I.					
57	#	Mask for Overspray - Interior Compartment		1	10.00	X	
58	#	Cover Car		1	10.00	X	
59	#	Hazardous Waste		1	5.00	X	
SUBTOTALS					4,687.90	31.2	14.1

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				4,582.95
Body Labor	31.2 hrs	@	\$ 48.00 /hr	1,497.60
Paint Labor	14.1 hrs	@	\$ 48.00 /hr	676.80
Paint Supplies	14.1 hrs	@	\$ 34.00 /hr	479.40
Miscellaneous				104.95
Subtotal				7,341.70
Sales Tax	\$ 5,062.35	@	8.2500 %	417.64
Grand Total				7,759.34
Deductible				500.00
CUSTOMER PAY				500.00
INSURANCE PAY				7,259.34

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

THIS IS JUST AN ESTIMATE OF REPAIR COST. ADDITIONAL CHARGES MAY BE NECESSARY AFTER WORK HAS BEGUN AND HIDDEN DAMAGE IS FOUND.

PROMISED DELIVERY DATE MAY CHANGE BECAUSE OF AVAILABILITY OF PARTS OR WAIT TIME FOR ANY INSURANCE REINSPECTION. CUSTOMER WILL BE NOTIFIED OF ANY DELAYS AS SOON AS POSSIBLE.

Signed _____

Date _____

QUALITY REPLACEMENT PARTS WARRANTY

OUR REPAIR ESTIMATE MAY SPECIFY THE USE OF QUALITY REPLACEMENT PARTS. QUALITY REPLACEMENT PARTS ARE PARTS NOT MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER. WE WILL STAND BEHIND THE QUALITY REPLACEMENT PARTS THAT ARE SPECIFIED ON THIS ESTIMATE AND USED IN THE REPAIR OF YOUR VEHICLE, FOR AS LONG AS YOU OWN/LEASE THE VEHICLE. WE WARRANT THESE PARTS ARE OF LIKE KIND, QUALITY, SAFETY, FIT AND PERFORMANCE TO PARTS MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER.

THIS WARRANTY EXCLUSIVELY COVERS LOSS OR DAMAGE THAT IS RELATED TO DEFECTS IN THE QUALITY REPLACEMENT PART. THIS WARRANTY DOES NOT COVER DAMAGE OR PART FAILURE DUE TO IMPROPER INSTALLATION, MISUSE, NEGLECT, ABUSE, IMPROPER MAINTENANCE, ABNORMAL OPERATION, OR NORMAL WEAR & TEAR.

SHOULD A SUPPLIER OF A PART SPECIFIED IN OUR REPAIR ESTIMATE, OR THE REPAIR FACILITY THAT PERFORMS THE REPAIR ON YOUR VEHICLE, BE UNABLE TO RESOLVE A LEGITIMATE COMPLAINT ABOUT THE QUALITY REPLACEMENT PART USED IN THE REPAIR, WE WILL MAKE EVERY EFFORT TO SEE THAT THE PROBLEM IS CORRECTED.

THIS WARRANTY AND ANY REPRESENTATIONS MADE HEREIN ARE NON-TRANSFERABLE AND EXTEND ONLY TO THE PARTY OWNING/LEASING THE VEHICLE AT THE TIME OF THE REPAIR.

FOR ASSISTANCE, PLEASE CONTACT THE NEAREST HELPPPOINT CLAIM SERVICES OFFICE.

DISCLAIMER:

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT INSURANCE CLAIM FOR THE PAYMENT OF A LOSS MAY BE GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE LABOR AND TAX RATES USED WERE DETERMINED BY THE VEHICLE INSPECTION LOCATION UNLESS THE REPAIR FACILITY WAS KNOWN AT THE TIME OF THE INSPECTION OR ANOTHER LOCATION WAS SPECIFIED BEFORE THE ESTIMATE WAS PREPARED

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TM13, CCC Data Date 9/16/2013, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

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Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2013 DODG RAM 1500 4X4 CREW LARAMIE 4D SHORT 8-5.7L-FI Red

ALTERNATE PARTS USAGE

Year: 2013 Body Style: 4D SHORT VIN: 1C6RR7NT1DS [REDACTED] Mileage In: 1792
Make: DODG Engine: 8-5.7L-FI License: CKB-6415 Mileage Out:
Model: RAM 1500 4X4 CREW Production Date: State: TX Vehicle Out: 10/3/2013
LARAMIE
Color: Red Int: Condition: Job #: 301696

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Automatically List	0	0
Optional OEM	Automatically List	0	0
Reconditioned	Automatically List	0	0
Recycled	N/A	0	0



FARMERS

Send all correspondence to:
Email: claimsdocuments@hpcs.com
P.O. Box 268994
Oklahoma City, OK 73126-8994
Fax: (877) 217-1389

October 22, 2013

Payment Log

Account Number: [REDACTED]

Date of Loss: 08/19/2013

Insured's Name [REDACTED]

Claim Number: [REDACTED]

Unit Type	Claim Unit	Date Issued	Payee	Check Number	Payment Amount
MD	[REDACTED]	10/09/2013	HALL BUICK PONTIAC GMC BODY SHOP	[REDACTED]	\$8,840.67
Rental	[REDACTED]	10/11/2013	ENTERPRISE TREASURY	[REDACTED]	\$629.84
Payment Total:					\$9,470.51
Collections Total :					\$0.00
Collision Deductible :					\$500.00
Grand Total :					\$9,970.51



FARMERS

October 22, 2013

National Document Center
P.O. Box 268994
Oklahoma City, OK 73126-8994

000107



CHRYSLER LLC
PO BOX 21-8004
AUBURN HILLS MI 48321-8004



elpPoint
m Services
FARMERS

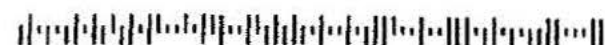
PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
FARMERS INS. GROUP
91708

From:

FIRST CLASS MAIL

To:

11/10/22/13 LA CA 900 15 1



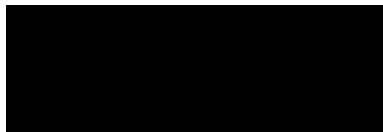
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Sep 04 23:50:30 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Faulty vehicle problems resulting in a accident=20

Comments:

[REDACTED]
[REDACTED]
Washington, IA [REDACTED]
September 4, 2013

Dodge
Customer Assistance Center

To Whom It May Concern:

I am writing to
tell you of an incident that I had involving my 2013 Dodge Ram truck (VIN:
1C6RR7LG5DS [REDACTED]) on Sunday, September 1st, at approximately 2:30pm.
I moved my truck away from my garage about 5 to 6 feet so I could
remove my gas grill from the garage. I left my truck running and in park.
I went into my garage, cleared off my grill, moved items out of the way for
the grill to exit the garage, and then took it down my sidewalk to my
patio. When I had the grill about 30 feet from the garage my family and I
heard a clicking sound from my truck. This was approximately 2-3 minutes
after exiting my vehicle. We looked back to my truck to see it driving
backwards. It went out of my driveway and into my neighbor=92s driveway
where it collided with their vehicle. It proceeded to drive forward back
towards my driveway. It was at this time I was able to get back to my
vehicle and enter it. I stepped on the brake and saw that the gearshift
was in drive position and was flashing. I turned it to park and shut my
vehicle off. For the time being it was parked in the middle of the road
while I could assess what had happened. After a few minutes I got back
into my vehicle to get it out of the road and into my driveway. When I
went to start my vehicle it would not start, but took 4 or 5 turns before

it would start. =20

Luckily, no one was injured in this incident.

However, it has resulted in two damaged vehicles. My neighbor=92s Chevrole=
t

Trailblazer is estimated at \$1,000 damage and my truck is estimated at \$1,200. I would appreciate and sincerely hope that Dodge will personally look into this issue, as I believe this to be due to faulty equipment from my truck. I had this truck factory made to my specifications and am the only owner. I received my truck on June 15th, 2013, and I have only put 2,100 miles on it. Due to this incident, I will no longer leave my truck running without being behind the wheel (starting vehicle to cool off, dropping off a movie, running in convenient store, etc.) as I worry that this might happen again.

I contacted the local police to document this incident. I am also in contact with Progressive for damages/repairs to both vehicles. I am giving you the contact information of the adults that were at my house and outside with me at the time of the incident. You may contact them for their accounts of this incident should you desire it.

=95=09 [REDACTED] (wife) [REDACTED]

=95=09 [REDACTED] (mother-in-law)

[REDACTED]

=95=09 [REDACTED]

o=09 [REDACTED]

[REDACTED]

I have not yet had anyone look into my vehicle=92s faults as there is not a Dodge dealership close by and this happened over Labor Day weekend. I would like to get my truck looked at as soon as possible to see what caused this problem. Please let me know if I should take it to the closest Dodge dealership or if you want to make special arrangements.=20

On a different note, I have experienced other times with my vehicle not functioning properly. =20

=95=09My temperature gauge:

It will go weeks without working and then it will work for a few days.

This on-and-off pattern has continued for about two months now.

=95=09Starting my vehicle: Numerous (20+ times) times I have inserted my k=
ey

and the ignition doesn't start. My computerized dashboard and radio will start but I have no sound/start up from the engine.

9509Dashboard/Electronic

blackout: While driving my dashboard and radio went out and never came back on. I pulled over and turned off my vehicle. I waited about 20 seconds before I restarted it. At this time everything worked properly. This has only happened on the one occurrence.

As there isn't a Dodge dealership close by I was planning on having the first two issues fixed/looked into at my oil change at 3,000 miles. However, due to the gearshift incident and the electronic blackout I feel it is important to have my vehicle looked at as soon as possible.

I would appreciate a response from you within 48 hours.

Sincerely,

[REDACTED]

H & B

Installation

[REDACTED]

[REDACTED]

Sender Information:

Title: Mr.

First Name: RYAN

Middle Initial: H

Last Name: BRUTY

From: customerassist@chrysler.com
To: brutyryan@yahoo.com
Date: Sun Sep 08 12:40:52 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Ramrysler Customer Assistance Center.
Our records show that you have contacted us by telephone and we are addressing your concern.
We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-866-RAM-INFO (726-4636).

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative
Ram Customer Assistance Center

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

REFERENCE NUMBER: 23905119

EMAIL CASE NUMBER: 2870219

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8260691V584\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8260691V584[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Faulty vehicle problems resulting in a accident

Comments:

[REDACTED] Washington, IA [REDACTED] September 4, 2013 Dodge Customer Assistance Center To Whom It May Concern: I am writing to tell you of an incident that I had involving my 2013 Dodge Ram truck (VIN: 1C6RR7LG5DS[REDACTED]) on Sunday, September 1st, at approximately 2:30pm. I moved my truck away from my garage about 5 to 6 feet so I could remove my gas grill from the garage. I left my truck running and in park. I went into my garage, cleared off my grill, moved items out of the way for the grill to exit the garage, and then took it down my sidewalk to my patio. When I had the grill about 30 feet from the garage my family and I heard a clicking sound from my truck. This was approximately 2-3 minutes after exiting my vehicle. We looked back to my truck to see it driving backwards. It went out of my driveway and into my neighbors driveway where it collided with their vehicle. It proceeded to drive forward back towards my driveway. It was at this time I was able to get back to my

vehicle and enter it. I stepped on the brake and saw that the gearshift was in drive position and was flashing. I turned it to park and shut my vehicle off. For the time being it was parked in the middle of the road while I could assess what had happened. After a few minutes I got back into my vehicle to get it out of the road and into my driveway. When I went to start my vehicle it would not start, but took 4 or 5 turns before it would start. Luckily, no one was injured in this incident.

However, it has resulted in two damaged vehicles. My neighbors Chevrolet Trailblazer is estimated at \$1,000 damage and my truck is estimated at \$1,200. I would appreciate and sincerely hope that Dodge will personally look into this issue, as I believe this to be due to faulty equipment from my truck. I had this truck factory made to my specifications and am the only owner. I received my truck on June 15th, 2013, and I have only put 2,100 miles on it. Due to this incident, I will no longer leave my truck running without being behind the wheel (starting vehicle to cool off, dropping off a movie, running in convenient store, etc.) as I worry that this might happen again. I contacted the local police to document this incident. I am also in contact with Progressive for damages/repairs to both vehicles. I am giving you the contact information of the adults that were at my house and outside with me at the time of the incident. You may contact them for their accounts of this incident should you desire it.

[REDACTED]

[REDACTED]

[REDACTED] house I have not yet had anyone look into my vehicle's faults as there is not a Dodge dealership close by and this happened over Labor Day weekend. I would like to get my truck looked at as soon as possible to see what caused this problem. Please let me know if I should take it to the closest Dodge dealership or if you want to make special arrangements. On a different note, I have experienced other times with my vehicle not functioning properly. My temperature gauge: It will go weeks without working and then it will work for a few days. This on-and-off pattern has continued for about two months now.

Starting my vehicle: Numerous (20+ times) times I have inserted my key and the ignition doesn't start. My computerized dashboard and radio will start but I have no sound/start up from the engine. Dashboard/Electronic blackout: While driving my dashboard and radio went out and never came back on. I pulled over and turned off my vehicle. I waited about 20 seconds before I restarted it. At this time everything worked properly. This has only happened on the one occurrence. As there isn't a Dodge dealership close by I was planning on having the first two issues fixed/looked into at my oil change at 3,000 miles. However, due to the

gearshift incident and the electronic blackout I feel it is important to have my vehicle looked at as soon as possible. I would appreciate a response from you within 48 hours. Sincerely, [REDACTED]
Installation [REDACTED]

VIN:

DS [REDACTED]

Mileage:

2100

Servicing Dealer:

NONE

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

WASHINGTON

State:

IA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

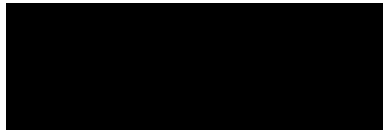
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 23914422

File No : 0

YEAR	2013	BRAND	RAM 1500 SLT 4X4	VEHICLE IDENTIFICATION NUMBER	1C6RR7LG5DS701617	BUILT DATE	06-03 17	ODOMETER	2227	SERVICE DATE	06/10/2013
NAME OF OWNER		ADDRESS/LOCATION		CITY		STATE		COUNTRY			
E				WASHINGTON		IA		USA			
ZIP	COLOR		MODEL	HOME PHONE		BUSINESS PHONE					
	Black Clear Coat		DS6								
SELLING DEALER NAME		BUSINESS CENTER		DLR. CODE	CITY	STATE		COUNTRY			
HUBERT'S MOTOR COMPANY		74		66990	URBANA	MO		USA			
INSPECTOR - NAME FIRST, LAST, MIDDLE				INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.					
Chuck Baumann				EAA		815-252-9820					
DAMAGE ESTIMATE						REPAIR ESTIMATE					
☒ MINOR ☐ MODERATE ☐ TOTAL LOSS						\$ 1200.00					

INTERVIEW REQUESTED BY COUNSEL: PAG45@chrysler.com

INTERVIEW WITH:

☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

Bruty Ryan

INTERVIEW DATE:

DATE OF INCIDENT:

TIME OF INCIDENT

INSPECTION DATE:

09/13/2013

09/01/2013

02:30 ☐ AM ☒ PM

09/13/2013

1. DRIVER'S
DESCRIPTION OF
EVENT:

Vehicle parked for several hours on driveway of residence. Driver entered, started and backed vehicle 5-6 feet on level surface- stopped-put in park and exited with engine running. Entered garage to remove something - and exited to see vehicle going backward-down driveway, across street and impact neighbors vehicle that was parked in driveway. Driver rushed to vehicle as it now was moving forward towards street. Entering vehicle driver saw shift selector flashing " D" and immediately put foot on brake and moved selector to park position. Vehicle was then driven to owners driveway. Approximate mileage at incident was 2100 miles. Vehicle driven on limited basis since incident. Distance from location of vehicle in owners driveway to neighbors incident scene---60' per vehicle owner.

Insurance

Company Name: **Progressive**

Personal Injury:

Were there

☐ Yes ☒ No

If Yes, complete section "B"

Personal

Injuries?

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**IF CRASH DAMAGED:**PERSPECTIVE FROM EVERY
CORNER OF VEHICLE DOWN
BOTH ORIGINAL LATERAL
SIGHT LINES(8 TOTAL)- ANY RECENT VEHICLE
SERVICE☐ YES ☒ NO**INFORMATION:**☒ POLICE/AGENCY REPORT #:

None

☐ ALL REPORTS/PHOTOS BY
OTHERS

- ADDRESS OF INSPECTION

Address **Shottenkirk Motors**

1

Address **2301 E. Washington**

2

- EVIDENCE OF TAMPERING OR PRIOR
DISASSEMBLY☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

 UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

City **MT. Pleasant**
State **IA**
Zip **52641**
Phone **319-385-2261**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: Rear bumper on left side is impacted. No interior damages No injuries.

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

INFORMATION:

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

Next

CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG

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

PART - C AIRBAG(S) NOT APPLICABLE**PART - D SEATS/SHOULDER BELTS NOT APPLICABLE****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 shown
- ☒ RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION:
Driven since incident. Shown in park now.
- ☒ RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING":
Dash mounted turn knob selector. No gating 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:
All shifts positive.
- 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
- Brake applied-selector rotated from P**
- 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

[Previous](#)

[Next](#)

CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG

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

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

Weather was stated as sunny/clear. Owners concerns: 1: Vehicle requires numerous key turns to get starter to turn engine at times. Radio and dash illuminate during the attempts to start engine. Numerous attempts were made during inspection to duplicate owners concern. Concern could not be duplicated. 2: Temperature gauge inoperative at times-no temperature shown. Temperature gauge operated within normal ranges during inspection. 3: Transmission jumps out of park with engine running and vehicle stopped. Vehicle scan for DTCs showed; TCM P1915-00 Transmission inhibited remote start- pending, EPS U0423-00 Implausible data received from cluster- stored, EPS C2128-00 ECU reset/recovery occurred - stored, ESM U0002-88 Can C bus off performance-bus off --stored, radio B280b-00 unknown --stored. Function tests of transmission selector showed: selector can not be moved from P without brake being applied. moving selector to R and releasing brake pedal causes vehicle to immediately move rearward. Moving selector to N causes vehicle to remain stopped on level surface. Moving selector to D causes vehicle to immediately move forward. Turning key to off from R-N-D causes transmission to default to park with parking pawl engaged to keep vehicle from moving. To move key to lock position after turning engine off in R_N_D requires key to be turned to start and then to lock. Park selector position with engine running to duplicate owners concern was completed numerous times. Transmission selector remained in P with parking pawl holding vehicle from movement. Owner stated that driveway after a flat surface that vehicle was stated to be parked on --transfers to a angle downward towards roadway and neighbors driveway. Owner states that vehicle is now always turned off prior to exiting. No TSBs were showed for this vehicle per dealership search.

Previous

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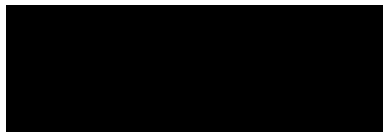
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 23919128

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2013	RAM 1500 LARAMIE 4X4	1C6RR7VT5DS		06-28 02	100	07/30/2013
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
		751 DOA LN		BRIGHTON	MI	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	Bright White Clear Coat	DS6				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
DICK SCOTT CHRYSLER DODGE JEEP RAM		42	42835	PLYMOUTH	MI	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Ernie Frazier		EAA		734-516-6562		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
☐ MINOR ☐ MODERATE ☒ TOTAL LOSS				\$.00		

INTERVIEW
 INTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
09/16/2013	09/06/2013	05:30 ☐ AM ☒ PM	09/18/2013

 1. DRIVER'S DESCRIPTION OF EVENT: **Transmission/Transaxle Inquiry / Gear Selector / Linkage-Jumps Out of Gear / Park: Driver stated, when taking boat out the vehicle was in park, the vehicle came out of park and rolled into the water submerging truck and boat.**

 Insurance Company Name: **Grange**

Personal Injury:

Were there ☐ Yes ☒ No

If Yes, complete section "B"

Injuries?

Any Indicator/Warning Lights ☐ Yes ☒ No

If Yes, What light:

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

Help Key

PART A- GENERAL**REQUIRED PHOTOGRAPHS:**☒ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE SERVICE

☐ YES ☒ NO☐ UNKNOWN**INFORMATION:**☒ POLICE/AGENCY REPORT #:**None**☐ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **Dick Scott C-D-J-Ram**

1

Address **1025 S. Mill St.**

2

City **Plymouth**State **MI**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

Zip **48170**
Phone **734-451-3535**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: No damage found on exterior. Interior of vehicle show signs of the vehicle being under water. No injuries reported.

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

INFORMATION:

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

Next

PART - C AIRBAG(S) NOT APPLICABLE**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):
No labels found on webbings
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
L/F P/34076951 M/2014 R/F P/34085051 M/2014
- 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
Zero gap between head gaps
EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
Did not measure

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
☐ BROKEN
☐ LOOSE
☐ MISSING
NOTE AND RECORD APPROX. SEAT TRACK OVERLAP
Did not measure

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:
P68195622AD
- ☒ RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION:
Parked
- ☒ RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING":
No power to vehicle

- DOES THE PARKING BRAKE WORK?
☐ YES ☒ NO
IF NO, EXPLAIN
Unable to apply
- IS SHIFT INDICATOR PROPERLY ALIGNED AT ALL GATES?
☐ YES ☒ NO
IF NO, EXPLAIN
No Power
- SHIFT TYPE
☐ COLUMN ☒ CENTER CONSOLE
- ☒ IF SAFE AND PERMITTED TO DRIVE: DRIVE VEHICLE AND RECORD FEEL OF GEAR DURING EACH SHIFT:
No power to vehicle
- DOES PARKING PAWL ENGAGE?
☐ YES ☒ NO
IF NO, EXPLAIN
No power to vehicle
- ☐ 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

No power to vehicle

IS VEHICLE EQUIPPED WITH BTSI

☐ YES ☒ NO

IF YES, EXPLAIN

No power to vehicle

IF EQUIPPED WITH BTSI CAN YOU SHIFT OUT OF "P" WITHOUT DEPRESSING SERVICE BRAKE

☐ YES ☒ NO

IF YES, EXPLAIN

No power to vehicle

DOES KEY ROTATE TO "LOCK" WITH SHIFT LEVER IN ANY POSITION OTHER THAN PARK.

☐ YES ☒ NO

IF YES, EXPLAIN

No power to vehicle

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

No power to vehicle

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

Seat belts checked using the jerk method. They locked and released in the normal manner. Vehicle equipped with an 8 speed transmission. Battery charger connected in order to obtain power, no good. Dip stick removed, dripping water. Per owner the vehicle was completely submerged under water.

[Previous](#)[Form Approved](#)[Returned for corrections](#)



September 23, 2013

[REDACTED]
Brighton, MI [REDACTED]

CAIR: [REDACTED]

Dear Mr. [REDACTED]

This is in regard to the inspection that was performed on your 2013 Ram 1500.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs 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,

M. Gentry
Special Investigations
(586) 274-8160

MG/ss

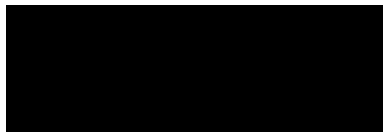
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 24233404

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2013	RAM 1500 SLT 4X4	1C6RR7LT1DS701157		06-03 05	9940	08/19/2013
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				HENDERSON	TX	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	Prairie Pearl Coat	DS6				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
RANDALL DODGE CHRYSLER JEEP		63	44409	HENDERSON	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
William Hartley S		EAA		817-992-8163		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
☒ MINOR ☐ MODERATE ☐ TOTAL LOSS				\$.00		

INTERVIEWINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE Miller Chad

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
11/25/2013	10/15/2013	01:00 ☒ AM ☐ PM	11/26/2013

1. DRIVER'S DESCRIPTION OF EVENT: [REDACTED] stated he normally sits in the truck with it running for several hours every night at an oil well site. He stated he gets out every hour or so and takes readings off the gauges on the well, and then gets back in the truck and sits for another hour or so. He stated the night of the incident, he had been on the job for about 6 hours with the truck running in Park the whole time. He stated about 1:00AM, he got out to take the hourly readings. He stated he had been out of the truck for about 15 minutes when he noticed the headlights seemed to be getting bigger and brighter. He stated the truck was rolling toward him, and he tried to stop it but could not. He stated he couldn't get into the driver's seat to step on the brake in time before it hit a steel I-beam on the well site. He stated the bumper was dented below the license plate. He stated the truck was in Drive and still running when he got to it. He stated he was parked on a berm that was level forward and rearward, but sloped off to the side with a very slight downgrade to the front of the truck. He stated the parking brake was not set at the time. He stated he doesn't think it should have rolled while it was in Park.

Insurance Company Name: None Involved

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)

Help Key

PART A- GENERAL**REQUIRED PHOTOGRAPHS:**☐ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:****INFORMATION:**☒ POLICE/AGENCY REPORT #:

None Written

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

PERSPECTIVE FROM EVERY
CORNER OF VEHICLE DOWN
BOTH ORIGINAL LATERAL
SIGHT LINES(8 TOTAL)
- ANY RECENT VEHICLE
SERVICE

☒ YES ☐ NO

☐ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

☐ ALL REPORTS/PHOTOS BY
OTHERS

- ADDRESS OF INSPECTION

Address

1

Address

2

City **Henderson**

State **TX**

Zip **75652**

Phone

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

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

INFORMATION:

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

The front bumper is dented in the lower center below the license plate, the license plate is dented, and there is a small crease in the right side of the face of the front bumper. Injuries: [REDACTED] stated he was not in the truck at the time, and was not injured.

Next

PART - C AIRBAG(S) NOT APPLICABLE

PART - D SEATS/SHOULDER BELTS NOT APPLICABLE

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

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

66 digital photos were taken. All photos were uploaded to the Covisint website. The photo log was FAXed to Chrysler. There is no repair estimate, as he has not turned in an insurance claim. There is no police accident report, as they were not called. The transmission is actually an 8-speed. The shift type is actually an electronic knob on the dash. The dealer history ROs were FAXed to Chrysler. RO #73879 shows there were no DTCs in the vehicle when the dealer tested it on 11/22/13 for rolling from Park. DTC P1915-00 apparently was set during the inspection, but there is no remote start button in the key, so apparently the vehicle is not equipped with remote start. The vehicle is equipped with aftermarket wheels and tires. The tire size is LT295/70R17. The service brakes hold the vehicle stationary to about 1800 RPM in Drive and the parking brake holds to about 1600 RPM. Both front seat belts extend, retract, buckle, and unbuckle normally, and lock with light, rapid tugs on the webbing. The CAIR states that the vehicle hit a building. It did not, it hit a steel I-beam that protects oil well equipment at a well site. The site was not inspected because access would be limited by the muddy roads the day of the inspection, and it is a restricted site that access would not have been granted to anyway.

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**Chrysler Special
Investigations
New Project #
CHRY-2012**

SPX
Field Services, Service Solutions, LLC
5800 Enterprise Drive
Warren, MI 48092

Owner: [REDACTED]

CAIR#: [REDACTED]

Assigned To: Bill Hartley

FROM: EAAFC

Region: STW

Date Sent: 11/22/13

DUE DATE: 12/02/13

**PLEASE ACKNOWLEDGE PROMPTLY BY EMAILING YOUR RESPONSE TO:
EAAFC@SERVICESOLUTIONS.SPX.COM**

***Receipt of CAIR and Accepting case for investigation?** ☒ Yes ☐ No

Date: 11/21/13

***Closure Date:** 11/26/13

(Always send case closure date to EAA FC box upon completion of case – Thanks!)

Chrysler Special Investigations New Fax No.: 586-497-2112

- Please email all case acceptances, closures, delay notices and updates to:
eaafc@service-solutions.com
- Please upload photos and report to the Special Investigations website at:
<https://www.eSupplierConnect.com>
- Email Closure to eaafc@service-solutions.com upon uploading your report and photos to Covisint.

For technical assistance, please call one of the following Chrysler Special Investigations contacts:

☒ Maggie Gentry's New Phone# 586-274-8160

☐ Jay Susalla's New Phone# 586-274-8171

Comments: FAX includes 2 pages photo log, 5 pages dealer ROs, and this cover sheet.

Case #: [REDACTED] Name: Miller Date: 11/04/13
VIN: 1C6RR7LT1DS [REDACTED] Miles: 9,940 MDH: [REDACTED]
Inspector: William Hartley, I.C. EAA (817) 992-8163

No.Description

The following is a list of photographs taken while investigating the above referenced case:

- 24233404- 1 VIN
- 24233404- 2 Build Data Label
- 24233404- 3 Tire data label
- 24233404- 4 Instrument cluster showing odometer reading
- 24233404- 5 Front view
- 24233404- 6 Left front view
- 24233404- 7 Left side view
- 24233404- 8 Left rear view
- 24233404- 9 Rear view
- 24233404- 10 Right rear view
- 24233404- 11 Right front view
- 24233404- 12 Windshield from the front
- 24233404- 13 Closer view of the damage to the lower center of the front bumper
- 24233404- 14 Lower view of the damage to the lower center of the front bumper
- 24233404- 15 Gouge in the right front of the front bumper
- 24233404- 16 Closer view of the aftermarket tire and wheel
- 24233404- 17 Close-up of the tire sidewall
- 24233404- 18 Overview of the engine compartment from the front
- 24233404- 19 Overview of the engine compartment from the left side
- 24233404- 20 Overview of the engine compartment from the right side
- 24233404- 21 Brake master cylinder, lines, and reservoir
- 24233404- 22 Steering shaft and cables under the brake booster
- 24233404- 23 Interior and dash from the left side
- 24233404- 24 Front seats from the left side
- 24233404- 25 Left front door inside trim panel
- 24233404- 26 Driver's knee blocker and pedals
- 24233404- 27 Headliner, sun visors, and overhead console
- 24233404- 28 Face of the steering wheel and center of the dash
- 24233404- 29 Interior and dash from the right side
- 24233404- 30 Front seats from the right side
- 24233404- 31 Right side of the dash
- 24233404- 32 Right front door inside trim panel
- 24233404- 33 Center console from the right side
- 24233404- 34 Gear selector knob in the Park position
- 24233404- 35 Instrument cluster showing indicator in Park position
- 24233404- 36 Gear selector knob in the Reverse position
- 24233404- 37 Instrument cluster showing indicator in Reverse position
- 24233404- 38 Gear selector knob in the Neutral position
- 24233404- 39 Instrument cluster showing indicator in Neutral position
- 24233404- 40 Gear selector knob in the Drive position
- 24233404- 41 Instrument cluster showing indicator in Drive position
- 24233404- 42 Tachometer showing RPM during parking brake stall test
- 24233404- 43 Tachometer showing RPM during service brakes stall test
- 24233404- 44 WiTech Pod connected to the vehicle
- 24233404- 45 WiTech screen showing overview of DTCs and modules

Case #: [REDACTED] Name: Miller Date: 11/04/13
VIN: 1C6RR7LT1DS [REDACTED] Miles: 9,940 MDH: 060305
Inspector: William Hartley, I.C. EAA (817) 992-8163

<u>No.</u>	<u>Description</u>
24233404- 46	WiTech screen 1 of 2 showing environmental data for DTC P1915-00 stored in the TCM
24233404- 47	WiTech screen 2 of 2 showing environmental data for DTC P1915-00 stored in the TCM
24233404- 48	WiTech screen 1 of 2 showing environmental data for DTC U0140-00 stored in the ICS
24233404- 49	WiTech screen 2 of 2 showing environmental data for DTC U0140-00 stored in the ICS
24233404- 50	WiTech screen showing TCM information
24233404- 51	WiTech screen showing TCM data with the gear selector in Park
24233404- 52	WiTech screen showing TCM data with the gear selector in Reverse
24233404- 53	WiTech screen showing TCM data with the gear selector in Neutral
24233404- 54	WiTech screen showing TCM data with the gear selector in Drive
24233404- 55	Front undercarriage from the front
24233404- 56	Center of the undercarriage from the front
24233404- 57	Transmission from below
24233404- 58	Rear center undercarriage from the front
24233404- 59	Rear axle from the front
24233404- 60	Transmission shift linkage from below
24233404- 61	Transmission shift linkage from below
24233404- 62	Right side of the transmission
24233404- 63	Closer view of the transmission number label
24233404- 64	Left side of the transmission
24233404- 65	Number label on the component on the left side of the transmission
24233404- 66	Transfer case
	END

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work performed on this form to be done using only the parts and labor specified herein. I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transportation. I hereby grant you and/or your employees permission to operate the vehicle during the repair work on this vehicle for the purpose of testing and/or inspection. An express mechanic's lien is hereby asserted against the vehicle to secure the amount of repairs thereto. Payable in Rusk County, Texas.

SIGNED

Notice Pursuant to § 70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to a lien in accordance with § 70.003, Texas Business and Commerce Code. I understand that the payment for repair on this vehicle is stopped, dishonored because of insufficient funds, or because the driver or maker of the stop has no account or the account on which is drawn has been closed.

Signature of the Person Responsible or Agent for Person Responsible

CUSTOMER NO. 16594	ADVISOR MATT	TAG NO. 16182	INVOICE DATE 11/22/13	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,528	COLOR PRAIRIE PEA
HENDERSON, TX	YEAR / MAKE / MODEL 13/DODGE TRUCK/RAM 1500/CREW 140.5WB	DELIVERY DATE 08/19/13	DELIVERY MILES 23	
	VEHICLE ID. NO. 1C6RR7LT1DS	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/22/13	
RESIDENCE PHONE 903-392-3004	BUSINESS PHONE 972-889-0566	COMMENTS		
MO: 9528				

LABOR & PARTS

CUSTOMER REQUEST A LUBE-OIL & FILTER CHANGE
 PERFORMED LUBE OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK339HEMI	OIL CHANGE	29.95	29.95
JOB # 1	1	4892339-AA	FILTER EN 9057006	****	****
JOB # 1	7	4761872-AD	OIL 5W20 1081090	****	****
JOB # 1 TOTAL PARTS					29.95
JOB # 1 TOTAL LABOR & PARTS					39.95

CUSTOMER STATES PASSENGER TAIL LAMP OUT MESSAGE CAME ON DASH
 REPAIR
 08-50-88-01
 B1687-15 STOP LAMP CIRCUIT OPEN REPLACE 3RD STOP LAMP BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	L000921E	BULB NONE 8044001		WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

CUSTOMER REQUEST 27 POINT INSPECTION
 PERFORMED 27 POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

Added Operation (MATT @ 11/22/2013 07:31)
 C/S TRUCK WAS IN PARK THE OTHER DAY ON LOCATION AND STARTED
 ROLLING TOWARDS CUSTOMER THAT WAS IN FRONT OF VEHICLE C/A
 TEST FOR CODES NONE FOUND CHECK STAR CASES NO PREVIOUS CASES
 REPORTED COULD NOT DUPLICATE AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SSPS	ENVIRONMENTAL COMPLIANCE		1.00
TOTAL - MISC				1.00

TECHNICIAN CERTIFICATION			
396	GREGORY	3261	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Payable in Rusk County, Texas

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 100 Kilgore Dr.
 Henderson, Tx. 75652
 Toll Free (888) 655-9513

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereon, for as long as it is done in good faith with the necessary material and agree that you are not responsible for loss or damage to vehicle or other loss in which is caused by theft or any other cause beyond your control or for any delay caused by unavailability of parts or delay in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repair therefor. Payable in Rusk County, Texas.

SIGNED _____

Notion Payment to § 70.091, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair ordered. I understand that this vehicle is subject to repossession in accordance with § 9.503, Texas Uniform Commercial Code. I do not intend to pay for repair of this vehicle, including, but not limited to, the cost of any title or license, or because the driver of this vehicle has no account or the license on which is driven has been revoked.

or _____

Signature of the Person Responsible or Agent for Person Responsible

CUSTOMER NO. 16594	ADVISOR MATT	TAG NO. 16182	INVOICE DATE 11/22/13	INVOICE NO. CHCS73879
[REDACTED] HENDERSON, TX	LABOR RATE	LICENSE NO.	COLOR 9,528 PRAIRIE PEA	STOCK NO. DS701157
	YEAR / MAKE / MODEL 13/DODGE TRUCK/RAM 1500/CREW 140.5WB	MILEAGE 9,528	DELIVERY DATE 08/19/13	DELIVERY MILES 23
	VEHICLE I.D. NO. 1C6RR71T1DS	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 11/22/13	

MO: 9528

TOTALS

TOTAL LABOR....	10.00
TOTAL PARTS....	29.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	40.95

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Payable in Rusk County, Texas

THANK YOU FOR YOUR BUSINESS
 VEHICLE RELEASED TO:

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Toll Free (888) 655-9513

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereunder and forth to and along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents therein which may occur while in repair shop or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees freedom to use the vehicle herein for any and all purposes in the shop or for any other purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Available in Rusk County, Texas.

SIGNED _____

Notion Pursuant to § 29A.01, Texas Property Code

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair contract, and I understand that this vehicle is subject to repossession in accordance with § 29A.05, Texas Business and Commerce Code, if a written order for payment for repair on this vehicle is stopped, dishonored because of insufficient funds, or because the check or note on this vehicle is not paid on the account or the account on which a debt has been charged.

I:

Signature of the Person Responsible or Agent for Person Responsible

CUSTOMER NO. 16594	ADVISOR MATT	TAG NO. 16182	INVOICE DATE 08/27/13	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,209	COLOR PRAIRIE PEA
HENDERSON, TX	YEAR / MAKE / MODEL 13/DODGE TRUCK/RAM 1500/CREW 140.5WB	VEHICLE I.D. NO. 1C6RR7LT1DS	DELIVERY DATE 08/19/13	DELIVERY TIME 23
RESIDENCE PHONE 903-392-3004	BUSINESS PHONE 972-889-0566	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 08/27/13	
MO: 2209				

LABOR & PARTS

CUSTOMER REQUEST A LUBE-OIL & FILTER CHANGE
PERFORMED LUBE OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK899HEMI	OIL CHANGE	28.95	28.95
JOB # 1	1	4884899-AB	FILTER EN 9057006	****	****
JOB # 1	7	4761872-AD	OIL 5W20 1081090	****	****
JOB # 1 TOTAL PARTS					28.95
JOB # 1 TOTAL LABOR & PARTS					38.95

CUSTOMER REQUEST 27 POINT INSPECTION
PERFORMED 27 POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

PERFORM SERVICE ACTION 13-056 RAPID RESPONSE TRANSMITTAL
18-60-02-A9
PERFORMED UPDATE AS PER SERVICE ACTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSPS	ENVIRONMENTAL COMPLIANCE		1.00
TOTAL - MISC				1.00

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100 Kilgore Dr.
Henderson, Tx. 75652
Toll Free (888) 655-9513

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express, irrevocable, non-assignable, non-transferable power of attorney is hereby granted to you to sign for the amount of repair thereof. Payable in Rusk County, Texas.

GEMCO

Notice Pursuant to § 70.001, Texas Property Code

I, the undersigned, being the owner of the vehicle, who is obligated to pay for the repair of the motor vehicle subject to the repair contract, I understand that this vehicle is subject to repossession in accordance with § 70.003, Texas Business and Commerce Code, if a notice is sent for payment for repair on this vehicle is stopped, dishonored, because of insufficient funds, or because the driver or owner of the vehicle has no account or the account on which is drawn has been closed.

Signed and sealed the Person Responsible for Agent for Person Responsible

CUSTOMER NO. 16594	ADVISOR MATT	TAG NO. 16182	INVOICE DATE 08/27/13	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR 2,209 PRAIRIE PEA	STOCK NO. [REDACTED]
HENDERSON, TX	YEAR / MAKE / MODEL 13/DODGE TRUCK/RAM 1500/CREW 140 5WB	DELIVERY DATE 08/19/13	DELIVERY MILES 23	
	VEHICLE ID NO. 1C6RR7LT1DS	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. DATE 08/27/13		
RESIDENCE PHONE 903-392-3004	BUSINESS PHONE 972-889-0566	COMMENTS		

MO: 2209

TOTALS-----		STATEMENT OF DISCLAIMER	
TOTAL LABOR.... 10.00 TOTAL PARTS.... 28.95 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 1.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 2.39 TOTAL INVOICE \$ 42.34		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Payable in Rusk County, Texas	

THANK YOU FOR YOUR BUSINESS
VEHICLE RELEASED TO:

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

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100 Kilgore Dr.
Henderson, Tx. 75652
Toll Free (888) 655-9513

TERMS: STRICTLY CASH - UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work described on this invoice to be performed along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or to items left in vehicle in event of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment. My fee applies to transportation. I hereby grant you and/or your employees permission to operate the vehicle before repaired on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repairs therein. Payable in Rusk County, Texas.

SIGNED

Notion Payment to 573601, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the express contract, I am not, and that his vehicle is subject to repossession in accordance with § 5503, Texas Business and Commerce Code, if a written order for payment or repair on this vehicle is stopped, dishonored, or because of insolvency, funds, or because the creditor or holder of the order or the account on which is drawn has been closed.

Signature of the Person Responsible or Agent for Person Responsible

CUSTOMER NO. 16594	ADVISOR MATT	TAG NO. 16182	INVOICE DATE 09/30/13	INVOICE NO. 1640
	LABOR RATE	LICENSE NO.	MILEAGE 4,649	COLOR PAIRIE PEA
	YEAR/MAKE/MODEL 13/DODGE TRUCK/RAM 1500/CREW 140.5WB		DELIVERY DATE 08/19/13	STOCK NO. 23
	VEHICLE I.D. NO. 1C6RR7LT1D5701157		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.C. DATE 09/24/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4649	

LABOR & PARTS

CUSTOMER STATES UCONNECT DROPPING PHONE CALLS DURING MIDDLE OF CUSTOMER TALKING OTHER PARTY STOPS BEING ABLE TO HEAR HIM CUST HAS TO TRANSFER CALL BACK TO HIS PHONE THEN BACK TO UCONNECT SYSTEM THEN CAN HEAR HIM AGAIN
08-60-02-70, 08-60-02-51, 08-60-02-52
PERFORMED DIAG. TEST AND REPLACED RADIO WITH EXCHANGE UNIT

JOB # 1 TOTAL LABOR & PARTS 0.00

CUSTOMER STATES ERROR MESSAGE SAYS SEE DEALER ON DISPLAY IN 911 SYSTEM
SEE CONDITION # 1

JOB # 2 TOTAL LABOR & PARTS 0.00

CUSTOMER REQUEST 27 POINT INSPECTION
PERFORMED 27 POINT INSPECTION

JOB # 3 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION

15977

ROBERT

15977

TOTALS

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS
VEHICLE RELEASED TO:

CUSTOMER SIGNATURE

DUPLICATE INVOICE

STATEMENT OF DISCLAIMER

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CustomerOne



December 2, 2013

[REDACTED]
Henderson, TX [REDACTED]

CAIR: [REDACTED]

Dear Mr. Miller:

This is in regard to the inspection that was performed on your 2013 Ram 1500.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. All systems were found to be operating properly, and as designed.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs 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,

M. Gentry
Special Investigations
586-274-8160

MG/ss

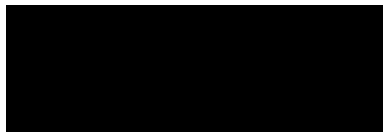
PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 24 16:49:37 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Serious safety issue

Comments:

I purchased this vehicle at the beginning of this month. Wednesday 22 January 2013 when I got home, I pulled into my driveway like I always do. I stopped at the end of the driveway as usual, and I put the vehicle in park to check my mail. As I was checking my mail, the vehicle started backing up on its own. Luckily, I had left the driver's door opened. I reached into the vehicle and put it back into park. It did not stop. The gear shifter just flashed like it was telling me there was an error. I put my hand on the brake and tried to switch it into park, but it still didn't work. I had to put the emergency brake on, get into the vehicle, turn it off, and turn it back on for it to successfully be in park. My vehicle was completely out of my driveway, sideways in the road, almost in the woods across the street from my house. Had my door not been opened, it would have been in the woods. This was one day of few that my children were not in the vehicle with me, thankfully. I know I put the vehicle in park because the doors do not unlock unless the vehicle is in park. Furthermore, there is an audible alarm if the vehicle door is opened and the vehicle is in any gear besides park (in no particular order). Also, there was acceleration behind the reversal of the vehicle. The vehicle reversed UP hill and then on a flat surface. This is not possible without acceleration. On 23 January 2014, the dealership hooked the vehicle up to computers and could not find any errors. On 24 January 2014, I turned the vehicle off and opened the door to get out of the vehicle. It immediately turned itself back on.

I don't know what is going on, but I am scared.

Thank you.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Jan 25 00:37:12 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Assistance Center.

We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day at the phone number provided with your email message. If you wish to be contacted at an alternate number please advise.

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

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 24493121

EMAIL CASE NUMBER: 2924405

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8434408V282\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8434408V282[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Serious safety issue

Comments:

I purchased this vehicle at the beginning of this month. Wednesday 22 January 2013 when I got home, I pulled into my driveway like I always do. I stopped at the end of the driveway as usual, and I put the vehicle in park to check my mail. As I was checking my mail, the vehicle started backing up on its own. Luckily, I had left the driver's door opened. I reached into the vehicle and put it back into park. It did not stop. The gear shifter just flashed like it was telling me there was an error. I put my hand on the brake and tried to switch it into park, but it still didn't work. I had to put the emergency brake on, get into the vehicle, turn it off, and turn it back on for it to successfully be in park. My vehicle was completely out of my driveway, sideways in the road, almost in the woods

across the street from my house. Had my door not been opened, it would have been in the woods. This was one day of few that my children were not in the vehicle with me, thankfully. I know i put the vehicle in park because the doors do not unlock unless the vehicle is in park. Furthermore, there is an audible alarm if the vehicle door is opened and the vehicle is in any gear besides park (in no particular order). Also, there was acceleration behind the reversal of the vehicle. The vehicle reversed UP hill and then on a flat surface. This is not possible without acceleration. On 23 January 2014, the dealership hooked the vehicle up to computers and could not find any errors. On 24 January 2014, I turned the vehicle off and opened the door to get out of the vehicle. It immediately turned itself back on. I dont know what is going on, but I am scared. Thank you.

VIN:

EO [REDACTED]

Mileage:

1100

Servicing Dealer:

Humboldt Chrysler Dodge Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Finger

State:

TN

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

24838072



April 14, 2014

[REDACTED]
Luther, MI [REDACTED]

Re: [REDACTED]
VIN: 1C6RR7KT8ES [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Ram 1500.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. All systems were found to be operating properly, and as designed. In addition, your vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to this incident.

As stated in your owner's manual, DaimlerChrysler Motors Corporation recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs 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. S. Susalla
Special Investigations
(586) 274-8171

Phone 800.992.1407

Chrysler Group LLC | CIMS 484-04 04 | P.O. Box 218004 | Auburn Hills MI USA | 48307



April 15, 2014

[REDACTED]
Luther, MI [REDACTED]

Re: [REDACTED]
VIN: 1C6RR7KT8ES [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Ram 1500.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. All systems were found to be operating properly, and as designed. In addition, your vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to this incident.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs 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. S. Susalla
Special Investigations
(586) 274-8171

Phone 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 | P.O. Box 31-8004 | Auburn Hills, MI USA 48321

PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

24991982



PO BOX 360200
STRONGSVILLE, OH 44136
Tel: 216-265-9440 • Fax: 216-265-9441

May 8th, 2014

Chrysler Group, LLC
Attn: Special Investigations Unit, 24991982
PO Box 21-8004
Auburn Hills, MI 48321

5-8
RECEIVED
MAY 1 2014
SPECIAL INVESTIGATIONS

RE: Vehicle: 2014 Dodge Ram
VIN: 1C6RR7GT4ES
Date of Loss: 4/22/2014
Our File No.: [REDACTED]

To Special Investigations Unit:

Please be advised this office handles claims for Enterprise RAC Company of Cincinnati, LLC, d/b/a Enterprise Rent-A-Car.

The driver of the above listed vehicle(Charles Kays) alleged an accident occurred as a result of a mechanical defect involving this vehicle. Due to the allegation, this vehicle has been isolated and will remain on hold to allow for an inspection.

It is our intention to have the vehicle inspected. Please contact me upon receipt of this letter by May 22nd, 2014 to inform me if you would like to have a Dodge representative attend the inspection or if you wish to arrange for your own independent inspection.

Enterprise reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held. Please contact me at 216-265-1475 to discuss this matter further.

Sincerely,

Mario Cuturic
Liability Administrator
ELCO Administrative Services Company

Via Certified Mail No.:



PO BOX 360200
STRONGSVILLE, OH 44136

DEFINITELY MAIL™



UNITED STATES POSTAGE
PITNEY BOWES
02 1P
\$ 003.78⁰
0001690061 MAY 08 2014
MAILED FROM ZIP CODE 44136

Chrysler Group, LLC
Attn: Special Investigations Unit, 24991982
PO Box 21-8004
Auburn Hills, MI 48321

48321800404





PO BOX 360200
STRONGSVILLE, OH 44136
Tel: 216-265-8440 • Fax: 216-265-8441

May 8th, 2014

Chrysler Group, LLC
Attn: Special Investigations Unit, 24991982
PO Box 21-8004
Auburn Hills, MI 48321

5-8
RECEIVED

MAY 1 2014

SPECIAL INVESTIGATIONS

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VIN: 1C6RR7GT4ES
Date of Loss: 4/22/2014
Our File No.: [REDACTED]

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Sincerely,

Mario Cuturic
Liability Administrator
ELCO Administrative Services Company

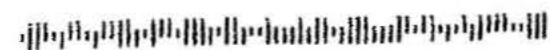


PO BOX 360200
STRONGSVILLE, OH 44136



Chrysler Group, LLC
Attn: Special Investigations Unit, 24991982
PO Box 21-8004
Auburn Hills, MI 48321

48321800404





PO BOX 360200
STRONGSVILLE, OH 44136
Tel: 216-265-9440 • Fax: 216-265-9441

May 19th, 2014

Chrysler Group
Attn: Special Investigations, Care 24991982
PO Box 21-8004
Auburn Hills, MI 48321

5-19
RECEIVED
MAY 23
SPECIAL INVESTIGATIONS

RE: Date of Loss: 4/22/2014
Vehicle: 2014 Dodge Ram 1500
VIN: 1C6RR7GT4ES [REDACTED]
Our File No.: [REDACTED]

To whom it may concern

Please be advised this office handles claims for ENTERPRISE LEASING COMPANY OF INDIANAPOLIS, LLC (hereinafter "Enterprise").

Due to your allegation that the above vehicle has a mechanical defect, this vehicle has been isolated and will remain on hold until **June 2nd, 2014** to allow for an inspection.

It is our intention to have the vehicle inspected on **June 2nd, 2014, 10 am EST at Collision Cure Westfield, 17549 Gunther Blvd., Westfield, IN 46074**. Please contact me upon receipt of this letter to inform me if you would like to attend the inspection or if you wish to arrange for your own independent inspection. After the **June 2nd, 2014** inspection date, **we will release the vehicle to Enterprise** so they may repair, rent or sell the vehicle as they see fit.

If you maintain your allegation and an inspection reveals no defect or malfunction exists, Enterprise may hold you liable for **inspection costs, loss of use and storage fees** which continue to increase each day the vehicle is held.

Please contact me at 216-265-1475 if you have any questions regarding this inspection.

Sincerely,


Mariot Cuturic
Liability Administrator
ELCO Administrative Services Company

Via Certified Mail No.:

7012 1640 0001 4917 9875



ADMINISTRATIVE SERVICES

PO BOX 380200

STRONGSVILLE, OH 44136

Tel: 216-265-9440 • Fax: 216-265-9441

CC: Don Wade (dwade9@aol.com); Inspector representative for Dodge



PO BOX 360200
STRONGSVILLE, OH 44136
Tel: 216-265-8440 • Fax: 216-265-8441

May 19th, 2014

Chrysler Group
Attn: Special Investigations, Care 24991982
PO Box 21-8004
Auburn Hills, MI 48321

5-19
RECEIVED
MAY 23
SPECIAL INVESTIGATIONS

RE: Date of Loss: 4/22/2014
Vehicle: 2014 Dodge Ram 1500
VIN: 1C6RR7GT4ES1 [REDACTED]
Our File No.: [REDACTED]

To whom it may concern

Please be advised this office handles claims for ENTERPRISE LEASING COMPANY OF INDIANAPOLIS, LLC (hereinafter "Enterprise").

Due to your allegation that the above vehicle has a mechanical defect, this vehicle has been isolated and will remain on hold until **June 2nd, 2014** to allow for an inspection.

It is our intention to have the vehicle inspected on **June 2nd, 2014, 10 am EST at Collision Cure Westfield, 17549 Gunther Blvd., Westfield, IN 46074**. Please contact me upon receipt of this letter to inform me if you would like to attend the inspection or if you wish to arrange for your own independent inspection. After the **June 2nd, 2014 inspection date, we will release the vehicle to Enterprise** so they may repair, rent or sell the vehicle as they see fit.

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Please contact me at 216-265-1475 if you have any questions regarding this inspection.

Sincerely,


Mario Cutaric
Liability Administrator
ELCO Administrative Services Company

CC: Don Wade (dwade9@aol.com); Inspector representative for Dodge

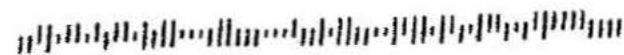


PO BOX 380200
STRONGSVILLE, OH 44136



Chrysler Group
Attn: Special Investigations, Care 24991982
PO Box 21-8004
Auburn Hills, MI 48321

48321\$8004 B198





PO BOX 360200
STRONGSVILLE, OH 44136

CERTIFIED MAIL

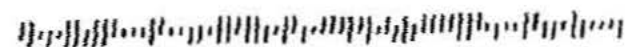


7012 1640 0001 4917 9875



Chrysler Group
Attn: Special Investigations, Care 24991982
PO Box 21-8004
Auburn Hills, MI 48321

4832138004 8198



PE16-014

FLAT CHRYSLER
AUTOMOBILES

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25189807

25189807

Jay Susalla

From: Crouse, David L <David.L.Crouse@ehi.com>
Sent: Thursday, June 19, 2014 12:31 PM
To: Jay Susalla
Subject: New Allegation Report. ELCO File 5265197 - 2014 Dodge Durango - VIN 1C4RDHDG0EC374387

Jay,

As you know, this office handles liability claims for Enterprise Leasing Company of Georgia, LLC *doing business as* National Car Rental.

I have a new allegation to report involving a 2014 Dodge Durango.
The allegation is the transmission.

Renter – John Naylor
Date of Loss – 06/13/2014
Approximate time of Loss – 9:00 AM
Location of loss – Starbucks Parking Lot, 228 Robert C Daniel Jr Pkwy, Augusta Exchange, Augusta, GA 30909

Loss as Reported by the Renter: He had pulled into Starbucks and backed into a parking space about 10 spaces to the right. He was backed into the parking space. He initially turned off the vehicle, but due to the heat, decided to restart the vehicle so it did not get hot while he was inside Starbucks. While inside, a lady came in and asked who was driving a Durango, because it was just in an accident. The Durango had moved forward and to the left, continuing down a hill where it struck 2 other vehicles that were parked and unoccupied. When he opened the door, the light above the "P" was illuminated, denoting that the vehicle was still in park. He did not set the emergency brake. There were no injuries, just property damage to the three vehicles.

Vehicle information: When returned the vehicle had 12636 miles on the odometer. When initially rented by Mr. Naylor on 06/06/13 it had approximately 11987 miles.

The vehicle had preventative maintenance twice: the first was on 03/03/14 at 6179 miles and the second was on 06/05/14 at 11987 miles. Both times the preventative maintenance was completed at the National Car Rental Service Station at the Hartsfield Jackson International Airport in Atlanta, GA. As the maintenance was completed internally, the invoices are electronic. I am attempting to get copies of the invoices.

The vehicle is currently at:

Thomson Motor Centre
2158 Washington Rd
Thomson, GA 30824
706-592-0062 X6
Contact: Jimmy Clark

The Renter is not retaining an expert of his own at this time.

Please let me know what other information you need at this time.



David L Crouse

Liability Administrator
ELCO 7A12

404-240-1772 direct

404-975-0560 fax

david.l.crouse@ehi.com

PO BOX 19339
Atlanta, GA 31126

enterprise.com

CONFIDENTIALITY NOTICE: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed and may contain confidential and privileged information protected by law. If you received this e-mail in error, any review, use, dissemination, distribution, or copying of the e-mail is strictly prohibited. Please notify the sender immediately by return e-mail and delete all copies from your system.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25314365

THE SWAIN LAW FIRM, APC

ATTORNEY & COUNSELOR AT LAW

19528 VENTURA BOULEVARD, NUMBER TWO TWENTY

TARZANA, CA 91356

OFFICE 818 433 4049 FACSIMILE 888 735 6491 EMAIL CHARLES@SWAINLAWFIRM.ORG

16th day of July 2014

25314365

Via Facsimile to:

586 497 2112

Chrysler Group, LLC

CIMS-423 0404

Post Office Box 21 8004

Auburn Hills, MI 48321-8004

RE: Our Client:
Vehicle:
VIN:
Case Number:

Enceka Bryant
2014 Dodge Ram
1C6RR6KT1ES2

Dear [REDACTED]

The purpose of this missive is to advise you that this office has been retained with respect to the above-mentioned matter to represent Enceka Bryant. Accordingly, all future communication regarding the same should be directed only to this office and not to our client. I have left a message for you regarding this claim and acknowledge and thank you for your professional courtesy in your message left for me addressing this claim. Furthermore, please be advised that the above referenced client has executed a lien on all pecuniary benefits paid on this claim in favor of The Swain Law Firm, APC, therefore, please include The Swain Law Firm, APC as a payee on any settlement draft or check submitted regarding this claim and forward to the same.

[REDACTED] recently purchased a 2014 Dodge Ram 1500 from the Alhambra Chrysler Dodge Jeep Ram Dodge dealership in Alhambra, CA. She has experienced a litany of defects, malfunctions and mechanical issues that have occurred through no fault of hers and in breach of your express and or implied warranty of merchantability. These aforementioned issues have caused our client to sustain medical injuries. Recently, the vehicle rolled over her ankles after she put the transmission in park and exited the vehicle. It is the understanding of this office that there is also a recall on this particular type of Chrysler Jeep Dodge vehicle. Our research has confirmed that this vehicle's VIN identifies it as the type of vehicle that was manufactured at the same time as other like vehicles subject to the recall.

We shall forward copies of items of special damages in this matter to your office upon our receipt and your request. In order to expedite this claim, we request that you immediately contact our office and send us the following:

- A full description of all coverage, including information evincing self-insurance, including the specific amounts of the same. If you refuse to disclose this information, including the policy limits, within ten days of the date of this letter

OFFICE 818 433 4049 FACSIMILE 888 735 6491 EMAIL CHARLES@SWAINLAWFIRM.ORG

THE SWAIN LAW FIRM, APC

ATTORNEY & COUNSELOR AT LAW

19528 VENTURA BOULEVARD, NUMBER TWO TWENTY

TARZANA, CA 91356

OFFICE: 818 433 4049 FACSIMILE: 888 735 6491 EMAIL: CHARLES@SWAINLAWFIRM.ORG

then please be advised that your insureds' policy coverage will be deemed opened and unlimited pursuant to, among other things, *Boicourt v. Amex Assurance Co.* (2000) 78 Cal.App.4th 1390.

- A full explanation of any reservation of rights and limitations on said coverage, including all facts and reasons for same.
- If you contend there is any liability problem whatsoever, please state all facts and reasons upon which you base your contention.
- The full identity of all other persons or parties whom you contend are or may be responsible for this incident and/or our clients' injuries and damages, and all facts you rely upon.
- Color copies of all photographs and other depictions of any injuries and property damaged, repair estimates and bills for the same, all police reports, and all statements from our client(s) and any and all witnesses. Please preserve all evidence until after this entire claim is fully concluded.
- Any reports, studies, recall notices and any other evidence of any manufacturing, design or defect of any kind of this vehicle model and year.

If you are unable to respond in full within ten (10) days, please respond to the best of your ability; explain all reasons for any delay and state when we may expect your full response. If we do not hear from you within ten (10) days, we shall conclude there is no problem with coverage or liability.

Please preserve all evidence relating to this entire claim, including all property damaged, all defective and/or malfunctioning products, and all photographs, bills, estimates, statements and all other relevant documents and items, until at least 100 days after this entire claim is fully resolved.

Thank you very much for your anticipated cooperation and prompt response. If you have any questions regarding this matter, please do not hesitate to contact this office at 818 433 4049; you may also reach me via mobile phone at 310 484 4793.

VERY TRULY YOURS,

THE SWAIN LAW FIRM

Charles Swain

CHARLES SWAIN

FAX

Date: 07/16/2014**Pages including cover sheet:** 3

To:	+15864972112
Phone	
Fax Number	+15864972112

From:	Charles Swain
	The Swain Law Firm APC
	19528 Ventura Boulevard
	Tarzana
	CA 91356
Phone	+1 (818) 433-4049
Fax Number	(888) 735-6491

NOTE:

Case Number: [REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25343073

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jul 20 08:14:37 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Rotary shifter

Comments:

I would like to open a complaint about the rotary shifter on 2014 Dodge Ram 1500. Yesterday, after parking my truck and putting into park, I exited the vehicle and noticed the truck moving backwards. I immediately jumped back into truck and put on the brakes to stop vehicle. Unfortunately, the truck hit my boat trailer hitch and caused approx. \$500 damage on rear bumper. I believe the rotary shifter must have bounced from park to reverse or failed in some other way. I know the truck was in park. I have read many complaints about rotary shifter on internet blogs and on NHTSA website. I'm afraid it's just a matter of time before someone is killed by a truck that shifts into reverse without warning. I do expect Dodge to reimburse me for damage to my rear bumper. Thank you for your anticipated support in this matter. Regards, Mike Daley

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 28 01:47:34 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

We are sorry to hear of the incident you have gone through. We would recommend you have the vehicle diagnosed at your dealer to make sure the vehicle is functioning as intended. If you have the vehicle diagnosed, you will be able to find out why the vehicle went out of park and then you can resolve the concern.

Here is some information taken out of your warranty booklet that we will send to you for your records;

1.1 Incidental and Consequential Damages Not Covered

Your warranties don't cover any incidental or consequential damages connected with your vehicle's failure, either while under warranty or afterward.

Examples of such damages include:

- ? lost time;
- ? inconvenience;
- ? the loss of the use of your vehicle;
- ? the cost of rental vehicles, gasoline, telephone, travel, or lodging;
- ? the loss of personal or commercial property; and
- ? the loss of revenue.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Victoria

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 25343073

EMAIL CASE NUMBER: 3007579

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Rotary shifter

Comments:

I would like to open a complaint about the rotary shifter on 2014 Dodge Ram 1500. Yesterday, after parking my truck and putting into park, I exited the vehicle and noticed the truck moving backwards. I immediately jumped back into truck and put on the brakes to stop vehicle. Unfortunately, the truck hit my boat trailer hitch and caused approx. \$500 damage on rear bumper. I believe the rotary shifter must have bounced from park to reverse or failed in some other way. I know the truck was in park. I have read many complaints about rotary shifter on internet blogs and on NHTSA website. I'm afraid it's just a matter of time before someone is killed by a truck that shifts into reverse without warning. I do expect Dodge to reimburse me for damage to my rear bumper. Thank you for your anticipated support in this matter. Regards, Mike Daley

VIN:

ES [REDACTED]

Mileage:

3205

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Summerville

State:

SC

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Mon Jul 28 05:13:35 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8708176V26 [REDACTED])

What is the process for mediation? Or, do I just file a claim in small claims court?

You have known issues with rotary shifter and need to stand behind your product!

Regards,

Mike

Sent from my iPhone

> On Jul 28, 2014, at 1:48 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear Michael,

>

> Thank you for contacting the RAM Customer Assistance Center.

>

> We are sorry to hear of the incident you have gone through. We would

> recommend you have the vehicle diagnosed at your dealer to make sure the

> vehicle is functioning as intended. If you have the vehicle diagnosed,

> you will be able to find out why the vehicle went out of park and then

> you can resolve the concern.

>

> Here is some information taken out of your warranty booklet that we will

> send to you for your records;

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> Your warranties don't cover any incidental or consequential damages

> connected with your vehicle's failure, either while under warranty or

> afterward.

>

> Examples of such damages include:

>

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> ? inconvenience;

> ? the loss of the use of your vehicle;

> ? the cost of rental vehicles, gasoline, telephone, travel, or lodging;

> ? the loss of personal or commercial property; and

> ? the loss of revenue.

>

> 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 1-866-RAM-INFO (1-866-726-4636).

>

> Sincerely,

>

> Victoria

>

> Customer Service Representative

> RAM Customer Assistance Center

>

> For any future communications related to this email, please refer to the

> following information:

> REFERENCE NUMBER: 25343073

> EMAIL CASE NUMBER: 3007579

> REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264[REDACTED]&)

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Dodge Brand Site

> Brief Description:

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> Comments:

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> bumper. I believe the rotary shifter must have bounced from park to

> reverse or failed in some other way. I know the truck was in park. I

> have read many complaints about rotary shifter on internet blogs and on

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> killed by a truck that shifts into reverse without warning. I do expect
> Dodge to reimburse me for damage to my rear bumper. Thank you for your
> anticipated support in this matter. Regards, Mike Daley

>

>

>

> VIN:

> ES [REDACTED]

> Mileage:

> 3205

> Servicing Dealer:

>

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Summerville

> State:

> SC

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Work Phone:

> [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 28 22:07:17 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8708176V264 [REDACTED])

Dear [REDACTED]

There is nothing we can do to assist you without a diagnosis on the vehicle. If a dealer tells you there is a problem with the vehicle slipping out of park, we encourage you to allow them to correct the concern as your vehicle is still under its manufacturer's warranty.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Victoria

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 3007579

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8710443V996 \[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8710443V996 [REDACTED]) &

Original Message Follows:

What is the process for mediation? Or, do I just file a claim in small claims court?

You have known issues with rotary shifter and need to stand behind your product!

Regards,

Mike

Sent from my iPhone

> On Jul 28, 2014, at 1:48 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear Michael,

>

> Thank you for contacting the RAM Customer Assistance Center.

>

> We are sorry to hear of the incident you have gone through. We would

> recommend you have the vehicle diagnosed at your dealer to make sure the

> vehicle is functioning as intended. If you have the vehicle diagnosed,

> you will be able to find out why the vehicle went out of park and then

> you can resolve the concern.

>

> Here is some information taken out of your warranty booklet that we will

> send to you for your records;

>
> 1.1 Incidental and Consequential Damages Not Covered
>
> Your warranties don't cover any incidental or consequential damages
> connected with your vehicle's failure, either while under warranty or
> afterward.
>
> Examples of such damages include:
>
> ? lost time;
> ? inconvenience;
> ? the loss of the use of your vehicle;
> ? the cost of rental vehicles, gasoline, telephone, travel, or lodging;
> ? the loss of personal or commercial property; and
> ? the loss of revenue.
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>
> Victoria
>
> Customer Service Representative
> RAM Customer Assistance Center
>

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

> REFERENCE NUMBER: 25343073

> EMAIL CASE NUMBER: 3007579

> REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264[REDACTED]&)

>
>
>

> Original Message Follows:

> -----

> US Customer Service - Dodge Brand Site

> Brief Description:

> Rotary shifter

> Comments:

> I would like to open a complaint about the rotary shifter on 2014 Dodge

> Ram

> 1500. Yesterday, after parking my truck and putting into park, I exited

> the vehicle and noticed the truck moving backwards. I immediately

> jumped

> back into truck and put on the brakes to stop vehicle. Unfortunately,

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> truck hit my boat trailer hitch and caused approx. \$500 damage on rear

> bumper. I believe the rotary shifter must have bounced from park to

> reverse or failed in some other way. I know the truck was in park. I

> have read many complaints about rotary shifter on internet blogs and on

> NHTSA website. I'm afraid it's just a matter of time before someone is

> killed by a truck that shifts into reverse without warning. I do expect

> Dodge to reimburse me for damage to my rear bumper. Thank you for your

> anticipated support in this matter. Regards, Mike Daley

>

>

>

> VIN:

> ES [REDACTED]

> Mileage:

> 3205

> Servicing Dealer:

>

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Summerville

> State:

> SC

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Work Phone:

> [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jul 28 22:39:59 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8710443V996 [REDACTED])
I need to know you arbitration policy.

Thank you,

Mike

Sent from my iPhone

> On Jul 28, 2014, at 10:07 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> There is nothing we can do to assist you without a diagnosis on the
> vehicle. If a dealer tells you there is a problem with the vehicle
> slipping out of park, we encourage you to allow them to correct the
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>> vehicle is functioning as intended. If you have the vehicle diagnosed,

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>> send to you for your records;

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>> 1.1 Incidental and Consequential Damages Not Covered

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>> Your warranties don't cover any incidental or consequential damages
>> connected with your vehicle's failure, either while under warranty or
>> afterward.

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>> Examples of such damages include:

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>> ? lost time;
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[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8708176V264[REDACTED]&)
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>> VIN:
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>> Servicing Dealer:
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>> Title:
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>> First Name:
>> [REDACTED]
>> Middle Initial:
>>
>> Last Name:
>> [REDACTED]
>> Address 1:
>> [REDACTED]
>> Address 2:
>>
>> City:
>> Summerville
>> State:
>> SC
>> Zip:

>> [REDACTED]

>> Email:

>> [REDACTED]

>> Work Phone:

>> [REDACTED]

>

From: customerassist@[REDACTED]

[REDACTED]daleyduds@yahoo.com

Date: Mon Jul 28 23:10:42 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8710443V996 [REDACTED])

Dear [REDACTED]

Regretfully, we are not able assist you until the vehicle has been diagnosed.

Although your email does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Victoria

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 3007579

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8710546V3\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8710546V3[REDACTED]&)

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>>

>>

>>

>> VIN:

>> ES [REDACTED]

>> Mileage:

>> 3205

>> Servicing Dealer:

>>

>> Title:

>>

>> First Name:

>> [REDACTED]

>> Middle Initial:

>>

>> Last Name:

>> [REDACTED]

>> Address 1:

>> [REDACTED]

>> Address 2:

>>

>> City:

>> Summerville

>> State:

>> SC

>> Zip:

>> [REDACTED]

>> Email:

>> [REDACTED]

>> Work Phone:

>> [REDACTED]

>

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25720759

2572 0759

Jay Susalla

From: George Bomanski
Sent: Tuesday, September 30, 2014 4:13 PM
To: Jay Susalla
Subject: FW: Perkasio PD Dodge Durango
Attachments: DSCF0007.JPG; DSCF0002.JPG; DSCF0003.JPG; DSCF0004.JPG; DSCF0005.JPG; DSCF0006.JPG

Jay,

The officer claims he had the rotary shifter in park when he left the vehicle running. When he came back it was fifty feet away and damaged. It's drivable but won't be put back in service until repaired. It has about 500 miles on it now. Can you have it inspected? Let me know. Thanks.

From: Russ [<mailto:detcloss@comcast.net>]
Sent: Tuesday, September 30, 2014 4:02 PM
To: George Bomanski
Subject: RE: Perkasio PD Dodge Durango

George,

Attached are the vehicle photos.
Picture #5 shows minor scuff marks to the vehicle from backing into another vehicle, prior to the incident we are concerned about.
Vehicle is presently right next to my police station at the address below.
Correct cell number for me is also below.
Thanks

-Russ

*Det Sgt Russ Closs Jr
Perkasie Borough PD
311 S 9th St
Perkasie, PA 18944
215-257-6876
215-778-8837 cell*

From: George Bomanski [<mailto:gmb5@chrysler.com>]
Sent: Tuesday, September 30, 2014 2:57 PM
To: 'detcloss@comcast.net'
Cc: Chris Meyer
Subject: FW: Perkasio PD Dodge Durango

Russ,

As discussed, please provide me with photos and the physical location of this vehicle. Thanks.

George Bomanski
National Police & Government Manager
Mopar Fleet Service & Parts Operations

Chrysler Group LLC
407-257-1532
248-512-3023 Fax

From: Chris Meyer
Sent: Tuesday, September 30, 2014 1:13 PM
To: George Bomanski; David Callery; Keith Wilson
Subject: Fw: Perkasio PD Dodge Durango

George

Can you take a look at the emails below and advise of your thoughts?

Chris

From: Russ [mailto:detcloss@comcast.net]
Sent: Tuesday, September 30, 2014 01:24 PM
To: Chris Meyer
Cc: chief@perkasiepd.org <chief@perkasiepd.org>
Subject: RE: Perkasio PD Dodge Durango

1C4RDJFG8EC [REDACTED]

We would also like to know if any of the car computer systems would have info stored that would may assist. Airbags did not deploy.
Thanks

*Det Sgt Russ Closs Jr
Perkasie Borough PD
311 S 9th St
Perkasie, PA 18944
215-257-6876*

From: Chris Meyer [mailto:CM92@chrysler.com]
Sent: Tuesday, September 30, 2014 12:40 PM
To: 'detcloss@comcast.net'
Cc: 'chief@perkasiepd.org'
Subject: Re: Perkasio PD Dodge Durango

I have not heard of this, but let me check with our fleet service people. Could you provide me with the vin# so they can research?

From: Russ [mailto:detcloss@comcast.net]
Sent: Tuesday, September 30, 2014 12:48 PM
To: Chris Meyer
Cc: 'Chief Steven Hillias' <chief@perkasiepd.org>
Subject: Perkasio PD Dodge Durango

Chris

I was given your contact info from Lt Kratz of Towamencin Twp Police.

We have just placed into service two 2014 Dodge Durango police vehicles.

Vehicles have the rotary knob on the console for transmission gear selection.

Last night, one of our Officers responded to a call and placed the vehicle in park, locked the doors, engine still running. He returned to the vehicle and found that it had moved about 50' into a pole causing significant damage.

He checked the vehicle and it was still in park.

We have tried to recreate the incident with our other vehicle. Area of the incident is basically flat, with a very slight incline towards the pole.

The vehicle drifting in neutral does not seem to cause the speed needed for the damage.

We do not think the vehicle was left in drive as it moves forward quickly once your foot is removed from the brake.

Are you aware of any issues related to this problem? We want to rule out /in that the vehicle went into gear by itself.

Thank you for your help

-Russ

Det Sgt Russ Closs Jr
Perkasie Borough PD
311 S 9th St
Perkasie, PA 18944
215-257-6876
215-778-88637 cell
rcloss@perkasiepd.org



October 1, 2014

Det. Sgt. Russ Closs Jr.
Perkasie Borough PD
311 S 9th St
Perkasie, PA 18944

Re: Our File No.:
V.I.N.:

1C4RDJFG8EC
2014 Dodge Durango

Dear Det. Sgt. Closs:

This letter is to confirm that Perkasie Borough Police Dept. is the owner/lessee of a 2014 Dodge Durango, VIN 1C4RDJFG8EC that was involved in an accident. This letter further confirms that as the designated representative of Perkasie Borough Police Dept., you have given Chrysler Group LLC permission to perform an inspection of the vehicle.

As part of the inspection, the vehicle will be documented by photographs and measurements. The vehicle is equipped with an Occupant Restraint Control module (ORC). As explained in the Owner's Manual, in addition to other functions, the ORC records information about the airbag system and other data during an airbag deployment event. As part of our investigation, we will image the ORC data using a Bosch Crash Data Retrieval Tool. Using the Bosch Crash Data Retrieval Tool will not erase or alter any data contained in the ORC.

Please sign the space provided below to confirm that you consent to the inspection of this vehicle as described above.

J. S. Samille
Special Investigations
(586) 274-8171

JSS/ss

Agreed:

Signature

Date

25720759

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1C4RDJFG8EC [REDACTED]
User	Daniel T. Riley
Case Number	25720759
EDR Data Imaging Date	10/09/2014
Crash Date	09/29/2014
Filename	1C4RDJFG8EC [REDACTED].ACM.CDRX
Saved on	Thursday, October 9 2014 at 16:06:27
Collected with CDR version	Crash Data Retrieval Tool 12.0
Reported with CDR version	Crash Data Retrieval Tool 12.0
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

AIRBAG CONTROL MODULE (ACM) DATA LIMITATIONS:

GENERAL INFORMATION:

CAUTION: During Bench top imaging, make sure the ACM is not moved, tilted or turned over while connected to and powered by the CDR Interface Module. Also, after a CDR imaging process, wait 2 minutes after power is removed from the ACM before attempting to move the module. Not following these general ACM guidelines for bench top imaging could cause new events to be recorded in the ACM.

The ACM current fault status will be altered if the ACM is powered-up without having all of the other vehicle inputs connected (e.g., bench top imaging). This situation will occur when the CDR tool is connected directly to the ACM. This will not affect the stored fault data information in any of the Event Records. Always make a note in the CDR case comments section when an ACM bench top imaging process is being performed.

The recorded Event will contain Pre-Crash data.

- T0 (where '0' is subscript) (-0.1 sec.) is defined as either:
 - The last sample point in the vehicle data buffer when the ACM commanded a deployment
 - The algorithm wakeup.
 - Please note that the algorithm wakeup may be different for front, side, and roll-over events and their associated parameters.
 - If multiple deployment decisions (frontal, side, and/or rollover) are made before the first deployment event ends, the deployments are part of the same recorded event and T0 is defined as the T0 from the first deployment decision.
- The VIN is captured by the ACM and then recorded as the Original VIN after 10 consecutive ignition cycles of capturing the same number. Once it has been recorded, this number cannot be changed.
- As the VIN may be used to determine the configuration of the restraint system, it is imperative that the correct VIN be entered into the CDR software during the imaging process.
- For Fiat vehicles, the "Read VIN from Vehicle" feature in the CDR Tool will not work. The VIN will have to be manually entered.

CDR FILE INFORMATION:

Event(s) Recovered definitions:

- None - There are no stored events in the Airbag Control Module (ACM)
- Not Retrievable - Event Data may be stored in the ACM but is not retrievable by the CDR tool.
- Most Recent Event - Data of the most recent event is displayed in the report
- 1st Prior Event - Two events are stored in the ACM, Data displayed is of the first prior event.
- 2nd Prior Event - Three events are stored in the ACM, Data displayed is of the second prior event.
- For 2013 and 2014 MY Dodge Journey and Fiat Freemont:
 - Event Record 1 - Data from an event is stored in the ACM (not necessarily in chronological order)
 - Event Record 2 - Data from another event is stored in the ACM (not necessarily in chronological order)

- For TRW modules:
 - If there is a side impact, two EDR events may be stored for the one side impact event. The second event may be recorded due to the Lateral Delta V exceeding 5 mph (8 km/h) within a 150 ms interval after the side deployment occurred.
- For some Fiat vehicles:
 - Two EDR events may be stored for one impact event. The second EDR event may be recorded due to the deployment of the frontal airbag, 3rd stage passenger.

CDR RECORD INFORMATION:

- The following table provides an explanation of the sign notation for data elements that may be included in this CDR report.

Data Element Name	Positive Sign Notation Indicates
Delta-V, Longitudinal	Forward
Maximum Delta-V, Longitudinal	Forward
Delta-V, Lateral	Left to Right
Maximum Delta-V, Lateral	Left to Right
Angular Rate	Left to Right Rotation
Steering Input	Turning to the Left
Yaw Rate	Turning to the Left

- Depending on when power to the ACM is lost, during an event, all or part of the event data record may not be recorded. Two scenarios may be recorded under this condition:
 - "None" may be displayed in the "Event(s) Recovered" section of the report indicating no pre-crash vehicle data.
 - An event may be displayed in the "Event(s) Recovered" section of the report and "Interrupted" will be displayed for Vehicle Event Recorder Status.
- For the 2014 MY Jeep Grand Cherokee and Dodge Durango, if recording of angular rate data is interrupted, the entire EDR record will display "Interrupted" even though the rest of the data may be complete.
- The minimum delta V required to store an event is a delta V of 5 mph (8 km/h) within a 150 ms interval.
- For non-NAFTA ACMs that control pedestrian protection devices, a non-deployment event will be stored when the pedestrian protection devices are activated.
- The Airbag Control Module Configuration indicates the inputs and outputs that the ACM for a particular vehicle monitors and/or controls.
- System Status at Event Section of the report:
 - "Time, Operation System Time-" - This is a lifetime timer for the ACM. It indicates the total amount of time the ACM has been powered up.
 - "Time, Airbag Warning Lamp On" - This is a cumulative time. It indicates the total amount of time that the ACM has requested the Airbag Warning Lamp be turned on.
 - This time does not include the warning lamp bulb check time, which occurs at every ignition cycle
 - For 2013 MY Minivans, this time is only cumulative of the past 10 ignition cycles.
 - "Time from Event 1 to 2 (sec)" - This indicates the time from t0 of the first event to t0 of the second event. If the value is greater than 5 seconds, ">5" will be displayed.
 - For TRW control modules, this value will be 0 when only one event has been recorded.
 - "Operation via Energy Reserve Only" - "Yes" indicates that the ACM had lost power and was only operating on energy reserve at the time of the event.
 - "Occupant Size Classification, Right Front Passenger" - "Child" status may be used to indicate anything weighing less than a 5th percentile female
- Active Head Restraint (AHR) - This refers to the active head restraint systems that are electronically controlled by the ACM. AHRs may activate but not store an EDR Record if the delta V does not exceed the minimum delta V threshold. Activation of only the AHRs, if stored, will be a non-deployment event.
- For applicable vehicles, a "Yes" for a particular item in the Deployment Command Data section of the report indicates that the ACM commanded the deployment /activation of the associated device.
- Pre-Crash data from the various electronic control modules in the vehicle is transmitted to the Airbag Control Module via the vehicle's communication network.
- The accuracy of the recorded Speed, Vehicle Indicated will be affected if the vehicle had the tire size or the final drive axle ratio changed from the factory build specifications.
- Speed, Vehicle Indicated is reported as an average of the drive wheels.
- The MIL (Malfunction Indicator Lamp) Status for the various recorded systems indicates the requested state of the applicable malfunction indicator lamp at the time that the data was captured. Note: Some fault codes could be stored due to component/system damage from the accident.
- For correct polarity of Maximum Delta-V Longitudinal or Maximum Delta-V Lateral, reference the graph and the table of Delta-V values.
- Ignition Cycle Counter - For RAMs and Dodge Vipers, there are 2 internal ignition counters in the ACM. It is possible for the ignition cycles at download to be less than the ignition cycles at event due to the 2 different counters.
- Lateral Delta V will not be displayed for the 2013 MY Jeep Compass and Patriot.

NOTE: The appropriate diagnostic tool should be used to read any stored Diagnostic Trouble Codes (DTC's) in the various electronic modules (ACM, PCM, ABS, TCM, etc., where applicable) for use in interpretation of some vehicle specific recorded data.

VEHICLE DATA DEFINITIONS:

Vehicle Event Recorder Status definitions:

- For additional definitions, please refer to the CDR Help File Glossary
- **ABS Activity** - "Yes" indicates an active ABS event.
- **ABS MIL** - This indicates the ABS fault indicator lamp status. It will only be "On" when there is a fault in the ABS system. The Electronic brake module DTC's should be read and recorded for final system interpretation.
- **ACC Status** - "Off" indicates that all cruise control functionality is disabled; "NCC_On" indicates that the Normal Cruise Control system is turned on; "NCC_Set" indicates the Normal Cruise Control is actively controlling vehicle speed; "ACC_On" indicates that Adaptive Cruise Control is turned on; "ACC_Set" indicates that the Adaptive Cruise Control system is actively controlling vehicle speed.
- **ACC Speed Set** - This indicates the desired speed in mph that was input by the driver.
- **Accelerator Pedal, % Full** - This indicates the actual position of the accelerator pedal.
- **Accelerator Pedal (Derived), % Full** - This indicates the calculated value of the accelerator pedal for battery electric vehicle.
- **Accelerator Pedal/Engine Throttle, % Full** - This indicates the actual position of the Engine Throttle blade.
- **Engine Throttle, % Full** - This indicates the actual position of the Engine Throttle blade.
- **ASR/TC** - Traction Control System
- **Axle Torque** - E-Motor Torque multiplied by the gear ratio for an electric motor
- **Brake Lamp On** - This indicates that the brake lamp is illuminated due to the application of the brake pedal, ESC intervention, or the hazards being on.
- **Cruise Control System/Status** - "On" indicates that the Cruise Control system is turned on.
- **Cruise Control Active** - "Yes" indicates the Cruise Control system is actively controlling vehicle speed. "No" indicates the system is NOT controlling vehicle speed.
- **Cruise Control Lamp Status** - "On" indicates that the Cruise Control system is turned on.
- **Cruise Control Engaged Status** - "Engaged" indicates the Cruise Control system is actively controlling vehicle speed. "Not Engaged" indicates the system is NOT controlling vehicle speed.
- **E-Motor Torque** - Calculated torque from the output shaft of the electric motor
- **Engine Torque Applied** - If "No", then no engine torque output was applied (as in Park/Neutral for Automatic transmissions or clutch depressed on manual or during an ESP/Traction Control event). If "Yes", then engine torque output was applied.
- **ESC/ESP MIL** - This indicates the ESC/ESP fault indication lamp status. It will only be "On" when there is a fault or thermal mode shutdown in the ESC/ESP system. The ESC/ESP module DTC's should be read and recorded for final system interpretation.
- **ESC/ESP Lamp** - This is the status of the ESC/ESP symbol - "car with squiggly lines" indicator lamp. "On" indicates ESC/ESP has been turned off by the driver or had reduced performance and is not an indication of a fault in the system.
- **Stability Control** - This is the status of the ESC symbol - "car with squiggly lines" indicator lamp. "On" indicates that the ESC system is functional. "Off" indicates that the ESC system was turned off either by the driver or due to a fault or thermal mode shutdown. "Engaged" indicates an active ESC/TCS event.
- **ETC Lamp** - Lamp "ON" indicates there is an active Electronic Throttle DTC.
- **ETC Lamp Flashing** - If "Yes", then the ETC is in the limp-in mode.
- **Panic Brake Assist Active** - "Yes" indicates that all four of the brake circuits are undergoing ABS control.
- **PCM MIL** - This indicates the PCM fault indicator lamp status. It will only be "On" when there is a fault in the PCM. The Powertrain Control Module DTC's should be read and recorded for final system interpretation.
- **Time from event 1 to 2**
 - If only one event is stored, either a value of 0 or >5 may be displayed for this data element.
 - If multiple events exist in the EDR, the time from event 1 to event 2 is defined as:
 - The time from the prior recorded event (even if it has been overwritten) to the current recorded event for Bosch and TRW modules.
 - The time from the prior existing recorded event (as long as it is still displayed in the CDR report) to the current recorded event for Continental modules. If the prior event in a multi-event condition is overwritten by a subsequent event, the multi-event status will no longer be displayed for Continental modules.
- **Tire 1 (2) Location (if equip.)** - This indicates the location of the tire pressure sensor data. Default is used to indicate that the location of the tire pressure sensor is unknown or there is no tire pressure sensor in the wheel. Vehicles with Base Tire Pressure Monitoring systems will display SNA for both Tire Locations as these vehicles do not send actual pressure values across the communication bus.
- **Tire 1 (2) Pressure Status (if equip.)** - This indicates the actual pressure status of the Tire Location defined in the previous column. Possible values are LOW, NORMAL, HIGH, or SNA for this parameter. Vehicles with Base Tire Pressure Monitoring systems may display NORMAL even though these vehicles do not send actual pressure values across the communication bus.
- **Tire 1 (2) Pressure (psi) (if equip.)** - This indicates the actual tire pressure value of the Tire Location defined. Vehicles with Base Tire Pressure Monitoring systems will display N/A for this parameter as these vehicles do not send actual pressure values across the communication bus.
- **(if equip.)** - If a parameter name is followed by the words (if equip.), then the parameter is only valid for vehicles equipped with the associated parameter/vehicle system.

03002_Chrysler_r013

System Status at Retrieval

Original VIN	1C4RDJFG8EC
Ignition Cycle, Download	145
ACM Part Number	
ECU Serial Number	
ACM Supplier	Bosch
ECU Supply Voltage at Time of Retrieval	14.6

System Configuration at Retrieval

Configured for Driver Frontal Airbag	Yes
Configured for Driver Knee Airbag	Yes
Configured for Driver Buckle Pretensioner	No
Configured for Driver Retractor Pretensioner	Yes
Configured for Driver Seat Seatbelt Switch	Yes
Configured for Driver Seat Track Position Switch	Yes
Configured for Left Side Curtain Airbag	Yes
Configured for Left Side Seat Airbag	Yes
Configured for Passenger Frontal Airbag	Yes
Configured for Passenger Buckle Pretensioner	No
Configured for Passenger Retractor Pretensioner	Yes
Configured for Passenger Seat Seatbelt Switch	Yes
Configured for Passenger Seat Track Position Switch	No
Configured for Right Side Curtain Airbag	Yes
Configured for Right Side Seat Airbag	Yes
Configured for Pedestrian Protection Hood Actuators	No

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

62 F1 00 00 40 06 03

62 F1 32 35 36 30 35 34 30 37 36 41 43

62 F1 8C 54 35 32 4D 44 31 30 32 34 30 30 33 37 35

62 F1 54 00 03

62 F1 90 31 43 34 52 44 4A 46 47 38 45 43 35 32 32 36 32 38

62 F1 A0 31 43 34 52 44 4A 46 47 38 45 43 35 32 32 36 32 38

62 A0 02 01 03 03 00 03 00 04 01 00 00 00 06 00

62 A0 04 05 00 02 08 00 00 00 00

62 A0 05 0F 0F 03 00 40 FF 00 FB 1F 00 03 06 00

[illegible][illegible]

62 02 B6 00 00

[illegible][illegible]

71 01 03 35 00 00 00 00 00 00 00 00

[illegible]



```
71 01 03 01 01 0B FF 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
```

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]



```
71 01 03 01 02 1A FF 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
```

[illegible]

[illegible]

[illegible]



59 02 99

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

CHRYSLER

October 15, 2014

Perkasie Borough Police Department
Sgt. Russ Closs
311 South 9th
Perkasie, PA 18944

Cair: [REDACTED]
VIN: 1C4RDJFG8EC [REDACTED]

Dear Sgt. Closs:

This is in regard to the inspection that was performed on the 2014 Dodge Durango referenced above.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. All systems were found to be operating properly, and as designed. In addition, the vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to 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.S. Susalla
Special Investigations
586-274-8171

JSS/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25881997

Document Recieved from Customer

Cair Number: 25881997

Date Received: 2014-10-31 13:51:00.383014

Files Not Recieved: 0

ENTERPRISE LEASING COMPANY, 6500 OKEECHOBEE BLVD, WEST PALM BEACH, FL 334112701 (561) 242-1116

RENTAL AGREEMENT
121984

REF#
8J42FW

RENTER
BUFFA, ROBERT J

DATE & TIME OUT
09/23/2014 03:17 PM
DATE & TIME IN
10/24/2014 08:08 AM

BILLING CYCLE
24-HOUR

VEH #1 2013 CHRY 200 1TOU
VIN# 1C3CCBBB8DN734350
LIC# GHJ5494
MILES DRIVEN 3131

BILL TO ACCOUNT
ARRIGO DODGE, INC DEALERSHIP
ATTN: STEADMAN, EVERARD
6500 OKEECHOBEE BLVD.
W. PALM BEACH, FL 33411

CLAIM INFO
173577/459985
TYPE CAR: DURANGO
SHOP: ARRIGO DODGE, INC
DEALERSHIP
PHONE: (561) 683-1511
ATTN: STEADMAN, EVERARD

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	09/23 - 10/24	31	DAY	\$34.22	\$1,060.82
REFUELING CHARGE	09/23 - 10/24				\$0.00
Subtotal:					\$1,060.82

Taxes & Surcharges					
VLF REC - VEHICLE LICENSE FEE	09/23 - 10/24	31	DAY	\$0.78	\$24.18
Total Charges:					\$1,085.00

Bill-To / Deposits

ARRIGO DODGE, INC DEALERSHIP

TIME & DISTANCE	09/23 - 10/24	31	DAY		
REFUELING CHARGE	09/23 - 10/24				
VLF REC - VEHICLE LICENSE FEE	09/23 - 10/24	31	DAY		
Subtotal:					(\$1,085.00)

Total Amount Due

\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE

CREDIT CARD NUMBER

*Arrigo Pargas
& 840*

*Bal chg to cst
for reimbursement
9/1*

24 days

10/17/24

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25893429



November 13, 2014

[REDACTED]
Wappapello, MO [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7TT0ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2014 Dodge Ram 1500.

[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. S. 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

Safeco Insurance
A Liberty Mutual Company

Safeco Insurance Company of Illinois
Fenton
1400 S Highway
Fenton, MO 63026

25893429
Mailing Address:
PO Box 515097
Los Angeles, CA 90051
Phone: (800) 332-3226
(636) 326-8651
Fax: (888) 268-8840

December 9, 2014

12/10

Chrysler Claims Case [REDACTED]
Po Box 21-8004
Auburn Hills, MI 48321
Attn: Claims

RECEIVED

DEC 16 2014

Special Investigations

SUBROGATION NOTICE

Our Insured Name: [REDACTED]
Our Claim Number: [REDACTED]
Loss Date: October 22, 2014
VIN #: 1C6RR71T0ES [REDACTED]
Your Claim Number: [REDACTED]

Dear Gentlemen:

We have completed our investigation of the above loss. Our investigation indicates that that a product defect related to a recall on the transmission of this truck caused damages to our insured's property. Under our insured's policy, we have become legally subrogated to the right of our insured to recover from your policyholder. As such, we are seeking reimbursement from you for the damages we paid out on behalf of our insured.

Enclosed please find the documentation that will support the claim.

Collision: \$9,765.39
Rental: \$105.00
Deductible: \$450.00

Property Damage TOTAL: \$10,320.39

**Please issue your check payable to Safeco Insurance Company of Illinois, Attn: Subrogation
Cashier, PO Box 461, St. Louis, MO 63166.**

Please direct all future subrogation correspondence to **me** at the mailing address noted above. If you have any questions **I** can be reached at **(800) 332-3226 extension 628651**.

Sincerely,
Karen Burton
Fenton
Safeco Insurance Company of Illinois
(800) 332-3226
(636) 326-8651 Fax: (888) 268-8840
karen.burton@safeco.com

FIRST CLASS



U.S. POSTAGE
PITNEY BOWES
ZIP 45014 \$ 000.48⁰
02 1W
0001366689DEC 10 2014

4832138004 B199





Safeco Insurance
Ms. Karen Burton
P.O. Box 515097
Los Angeles, CA 90051

Your Claim: 352621575039
Your Insured: [REDACTED]
Date of Loss: 10-22-2014
Cair: [REDACTED]
Vin: 1C6RR7TT0ES

This will acknowledge your letter dated December 9th, 2014, regarding your insured referenced above.

Naturally, we were sorry to learn of this incident, especially in view of the inconvenience and expense. We appreciate the opportunity to look into this matter.

Chrysler has previously investigated this incident at the request of your insured. We were unable to determine a manufacturing responsibility in this loss. We provided for an independent inspector to examine the vehicle. We did not find any malfunction with the vehicle, and were unable to duplicate your insured's claim. In addition, there are no factory recall campaigns on this vehicle.

In view of this, we find your claim without merit, and must respectfully decline your subrogation request.

Thank you for the opportunity to review this matter with you.

Sincerely,

J.S. Susalla
Special Investigations
586-274-8171

JSS/sk

Phone 800.992.1997

25893429

Safeco Insurance
A Liberty Mutual Company

Safeco Insurance Company of Illinois
Fenton
1400 S Highway
Fenton, MO 63026

Mailing Address:
PO Box 515097
Los Angeles, CA 90051
Phone: (800) 332-3226
(636) 326-8651
Fax: (888) 268-8840

January 7, 2015

1/7

Chrysler Claims Case [REDACTED]
Po Box 21-8004
Auburn Hills, MI 48321
Attn: Claims

SUBROGATION NOTICE

Our Insured Name: [REDACTED]
Our Claim Number: [REDACTED]
Loss Date: October 22, 2014
Your Insured: Chrysler /engineering Co
Your Claim Number: [REDACTED]

RECEIVED
JAN 16 2015
Special Investigations

Dear Gentlemen:

We have completed our investigation of the above loss. Our investigation indicates that that a product defect related to a recall on the transmission of this truck caused damages to our insured's property. Under our insured's policy, we have become legally subrogated to the right of our insured to recover from your policyholder. As such, we are seeking reimbursement from you for the damages we paid out on behalf of our insured.

Enclosed please find the documentation that will support the claim.

Collision: \$10,828.61
Rental: \$280.00
Out-of-pocket: \$23.65
Deductible: \$450.00

Property Damage TOTAL: \$11,582.26

Please issue your check payable to Safeco Insurance Company of Illinois, Attn: Subrogation Cashier, PO Box 461, St. Louis, MO 63166.

LEGAL PHOTOS
RETAINED IN
DOCUMENT RETENTION

Page 2
Jimmie Pierce
January 7, 2015

Please direct all future subrogation correspondence to **me** at the mailing address noted above. If you have any questions **I** can be reached at **(800) 332-3226 extension 628651**.

Sincerely,
Karen Burton
Fenton
Safeco Insurance Company of Illinois
(800) 332-3226
(636) 326-8651 Fax: (888) 268-8840
karen.burton@safeco.com



Rental Company: Enterprise Rent-A-Car
Invoice: 0121 D816316
Alternate Invoice Number: 8QTB0J

Bill To: SAF77NR

YOUR RENTAL CLAIMS HANDLER
ATTN:JULIE SKOK RMD
P.O. BOX 515097
LOS ANGELES, CA 900515097

RENTER INFORMATION:

Renter: PIERCE,JIMMIE
Address: 4914 E COUNTY RD 188
BLYTHEVILLE, AR 72315
Home Phone: (870) 549-0123
Office Phone:

RENTAL DETAIL:

Rental Period: 10/23/2014 to 10/25/2014 (3 days)

Billed Period: 10/23/2014 to 10/25/2014 (3 days)

Description	Rate	Amount
3 DAYS @	\$35.00	\$105.00
3 VLF REC	\$1.40	\$4.20

Total Charges: \$109.20
Less Amount Received: \$4.20
Total Amount Due: \$105.00

RENTAL INFORMATION:**Rental Branch Location:**

ENTERPRISE RENT-A-CAR(0121)
1115 THREE RIVERS BLVD
POPLAR BLUFF, MO 639013071

ADDITIONAL CLAIM INFORMATION:

Claim Number: [REDACTED]
Claim Type: Insured
Vehicle Condition: Driveable
Date Of Loss: 10/22/2014
Insured Name: [REDACTED]
Owner's Vehicle: 2014 DODGE RAM 1
Repair Shop ID:
Coverage: Collision (COLL)
Policy Number: [REDACTED]
Involved Cust ID: [REDACTED]
Letter Sent:
Date Assigned to TL:
Labor Hours Per Day: 0.00
Policy Limit Reached Date:
Appointment Date: 01011900
Marketing Company: Safeco
Loss State: MO
Total amount as of date above: 0.00
C/I #: 1
Inspection channel: Guaranteed Repair Network
Follow Up Reason:
Follow Up Date:
Date Escalated:
PACIFIC Time Escalated:
Labor Hours Per Day:

Repair Facility:

LARRY HILLIS DODGE/CHRYSLER/JEE
POPLAR BLUFF, MO 63901
(573) 785-5769

VEHICLES RENTED:

Effective Date	Time	Year	Make	Model	VIN	Mileage
----------------	------	------	------	-------	-----	---------

Rental Company: Enterprise Rent-A-Car
Invoice: 0121 D817107
Alternate Invoice Number: 944Q12

Bill To: SAF77NR
 YOUR RENTAL CLAIMS HANDLER
 ATTN: VACINDA BISHOP RMD
 P.O. BOX 515097
 LOS ANGELES, CA 900515097

RENTER INFORMATION:

Renter: [REDACTED]
 Address: [REDACTED]
 BLYTHEVILLE, AR [REDACTED]
 Home Phone: [REDACTED]
 Office Phone: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:
 ENTERPRISE RENT-A-CAR(0121)
 1115 THREE RIVERS BLVD
 POPLAR BLUFF, MO 639013071

ADDITIONAL CLAIM INFORMATION:

Claim Number: [REDACTED]
 Claim Type: Insured
 Vehicle Condition: Non-Driveable
 Date Of Loss: 10/22/2014
 Insured Name: [REDACTED]
 Owner's Vehicle: 2014 RAM
 Repair Shop ID:
 Coverage: Collision (COLL)
 Policy Number: [REDACTED]
 Involved Cust ID: 0390000001
 Letter Sent:
 Date Assigned to TL:
 Labor Hours Per Day: 0.00
 Policy Limit Reached Date:
 Appointment Date: 10312014
 Marketing Company: Safeco
 Loss State: MO
 Total amount as of date above: 0.00
 C/I #: 1
 Inspection channel: Field
 Follow Up Reason:
 Follow Up Date:
 Date Escalated: 12222014
 PACIFIC Time Escalated: 8:00 AM
 Labor Hours Per Day:

Repair Facility:

LARRY HILLIS BODY SHOP
 POPLAR BLUFF, MO 63901
 (573) 785-5769

RENTAL DETAIL:

Rental Period: 12/19/2014 to 12/23/2014 (5 days)
Billed Period: 12/19/2014 to 12/23/2014 (5 days)

Description	Rate	Amount
5 DAYS @	\$37.49	\$187.45
5 VLF REC	\$1.40	\$7.00

Total Charges:	\$194.45
Less Amount Received:	\$19.45
Total Amount Due:	\$175.00

VEHICLES RENTED:

Effective Date	Time	Year	Make	Model	VIN	Mileage
----------------	------	------	------	-------	-----	---------

SAFECO INSURANCE COMPANY OF ILLINOIS

.PLSA

Kathy Hickman --

KATHLEEN.HICKMAN@SAFECO.COM

MAIL: P.O. BOX 515097

LOS ANGELES, CA 90051

Phone: (870) 930-5687

Claim #:

Workfile ID:

e360f7b4

Supplement of Record 1 Summary

Written By: KATHY HICKMAN, License Number: Appraiser, 1/6/2015 5:09:32 PM

Adjuster: DENISE BUTLER

Insured: JIMMIE PIERCE Owner Policy #: [REDACTED] Claim #: [REDACTED]
Type of Loss: Collision Date of Loss: 10/22/2014 08:00 AM Days to Repair: 12
Point of Impact: 11 Left Front Deductible: 500.00

Owner (Insured):

[REDACTED]
[REDACTED]
BLYTHEVILLE, AR [REDACTED]
[REDACTED] Other

Inspection Location:

LARRY HILLIS DODGE
3211 N WESTWOOD
POPLAR BLUFF, MO 63901
Repair Facility
(573) 686-5555 Business

Appraiser Information:

kathleen.hickman@safeco.com
(870) 930-5687

Repair Facility:

LARRY HILLIS DODGE
3211 N WESTWOOD
POPLAR BLUFF, MO 63901
(573) 686-5555 Business

VEHICLE

Year: 2014 Color: white Int: License: [REDACTED] Production Date: 01/2014
Make: DODG Body Style: 4D LONG State: MO Odometer: 5098
Model: RAM 1500 4X4 Engine: 8-5.7L-FI VIN: 1C6RR7TT0ES2 [REDACTED] Condition:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows

Power Locks
Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors
Privacy Glass
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Keyless Entry
Message Center
Steering Wheel Touch Controls

RADIO

AM Radio
FM Radio
Stereo
Search/Seek
Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

SEATS

Cloth Seats
Reclining/Lounge Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

TRUCK

Rear Step Bumper
Power Rear Window
Trailer Hitch
Running Boards/Side Steps
Grill Guards

Supplement of Record 1 Summary

2014 DODG RAM 1500 4X4 CREW BIG HORN 4D LONG 8-5.7L-FI white

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper				2.6	
3	Repl	Bumper chrome w/o air suspension	68160853AB	1	717.00	Incl.	
4		Add for fog lamps				0.4	
5	Repl	LT Bumper bracket	68232485AA	1	54.50	Incl.	
6	R&I	Upper cover primed	68197697AA			Incl.	
7	* Rpr	Upper cover primed	68197697AA			<u>1.5</u>	1.6
8		Add for Clear Coat					0.6
9	Repl	Lower deflector w/chrome bumper w/o air suspension	68164793AA	1	96.60	Incl.	
10		GRILLE					
11	#	BIG TEX BRUSH GUARD		1	699.99 T	1.0	
12	* S01 Repl	Grille chrome	68093930AC	1	<u>477.00</u>	0.8	
13	# S01	GRILLE INSERT		1	168.00	<u>Incl.</u>	
14		FRONT LAMPS					
15	** S01 Repl	Non OEM RT Headlamp assy w/o multi-beam	68096438AD	1	<u>162.00</u>	Incl.	
16	** Repl	Non OEM LT Headlamp assy w/o multi-beam	CH2502242	1	162.00	Incl.	
17		Aim headlamps				0.5	
18		RADIATOR SUPPORT					
19	** Repl	Opt OEM Radiator support w/o diesel	68197334AA	1	406.84	3.6	
20		HOOD					
21	* Rpr	Hood w/o power bulg	68160234AC			<u>1.0</u>	3.2
22	#	Blnd BASECOAT					-1.5
23	#	R&I BUG SHIELD				0.5	
24		FENDER					
25	* Rpr	RT Fender	68054338AF			<u>1.0</u>	2.6
26		Overlap Major Adj. Panel					-0.4
27	#	Blnd BASECOAT					-1.0
28	** Repl	Non OEM CAPA LT Fender	CH1240269PP	1	130.00	1.8	2.6
29		Overlap Major Adj. Panel					-0.4
30		Add for Edging					0.5
31	** Repl	Non OEM LT Wheel flare paintable	1TD27TZAD	1	<u>400.00</u>	0.5	1.0
		NOTE: \$400 FOR BUSHWACKER SET OF 4					
32		Overlap Major Non-Adj. Panel					-0.2
33	Repl	Nameplate "HEMI 5.7 LITER"	68149700AB	1	13.50	0.2	
34	Repl	Nameplate "HEMI 5.7 LITER"	68149700AB	1	13.50	0.2	
35		WHEELS					
36	Repl	LT/Front Wheel, alloy 20" code:	1UB18GSAAA	1	534.00 m	0.3	

Supplement of Record 1 Summary

2014 DODG RAM 1500 4X4 CREW BIG HORN 4D LONG 8-5.7L-FI white

		WRF							
37	#	Subl	4 wheel Alignment		1	89.95			
38	FRONT SUSPENSION								
39		Repl	LT Knuckle	68044703AC	1	315.00	m	1.6	
40	WINDSHIELD								
41		R&I	RT Washer nozzle	4805742AB				0.2	
42		R&I	LT Washer nozzle	4805742AB				0.2	
43	CAB								
44		Repl	Running board MOPAR, accessory kit chrome	82211701AD	1	656.00		0.7	
45	*	Rpr	<u>LT Uniside panel (STL)/HINGE PILLAR</u>	68144985AA			s	<u>3.5</u>	<u>1.4</u>
46			Overlap Major Adj. Panel						-0.4
47	FRONT DOOR								
48		Repl	LT Door shell quad, crew cab	68144729AD	1	610.00		4.7	3.8
49			Overlap Major Adj. Panel						-0.4
50		Repl	LT Front w'strip	55372709AB	1	31.45		Incl.	
51		Repl	LT Belt w'strip quad, crew cab	55112377AG	1	54.35		Incl.	
52		Repl	LT Applique quad, crew cab	55372279AE	1	40.00		Incl.	
53		Repl	LT Molding quad, crew cab	68140237AA	1	124.00		0.3	
54		Repl	LT Nameplate "RAM 1500"	68149702AA	1	66.25		0.2	
55		Repl	LT Mirror assy w/power, w/o body color code: GT6	68147863AG	1	245.00		Incl.	
56	**	Subl	<u>Non OEM LT Door glass quad, crew cab</u>	DD11592GTN	1	<u>167.31</u>	T		
57	*	Subl	<u>LT Door glass quad, crew cab Labor</u>		1	<u>80.00</u>	T		
58	#	R&I	STAMPEDE CHROME RAIN GUARD					0.5	
59	#	Rpr	DETAIL INTERIOR GLASS					1.0	
60		S01 Repl	LT Upper hinge	68058515AA	1	52.70		0.3	0.3
61		S01 Repl	LT Lower hinge	68058519AA	1	60.85		0.3	0.3
62	REAR DOOR								
63	*	Rpr	<u>LT Door shell UNDER FRONT TAPE</u>	4589873AB				<u>1.0</u>	<u>1.0</u>
64			Overlap Major Adj. Panel						-0.4
65		R&I	LT Belt w'strip	55372139AG				0.3	
66	#	R&I	RAIN GUARD					0.5	
67		Repl	LT Applique	55372277AE	1	8.35		0.2	
68		S01 R&I	LT R&I trim panel	1EB43DX9AE				0.5	
69	*	S01 R&I	<u>LT Handle, outside</u>	55112385AD				0.3	
70	*	S01 R&I	LT Molding	68140239AA				<u>0.3</u>	
71	PICK UP BOX								
72	*	Repl	RT Wheel flare paintable	1TD44TZAB	1	<u>Incl.</u>		0.5	1.2
73			Overlap Major Non-Adj. Panel						-0.2
74			Clear Coat						2.5

Supplement of Record 1 Summary

2014 DODG RAM 1500 4X4 CREW BIG HORN 4D LONG 8-5.7L-FI white

75	#		Stripe Tape		1	5.00	0.2
76	#	Rpr	set-up and measure-rack				2.0
77	#	Rpr	Frame Pull-				1.5 F
78	#	S01	TRANSMISSION PAN DROP, NEW FLUID PER DEALER INVOICE		1	393.91 X	
79	REAR SUSPENSION						
80		S01 Repl	RT Stabilizer link	68041718AC	1	44.50 m	0.3
			NOTE: A/M NOT AVAIL				
81	#	S01	FASTENERS		1	5.94	
82	OTHER CHARGES						
83	#		Towing		1	300.00	
84	#		E.P.C.		1	3.50	
SUBTOTALS						7,388.99	37.0
							17.7

NOTES

Estimate Notes:
APPEARANCE ALLOWANCE ON LF DOOR TRIM PANEL SCUFF

Prior Damage Notes:
NONE

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					5,911.59
Body Labor	35.5 hrs	@		\$ 52.00 /hr	1,846.00
Paint Labor	17.7 hrs	@		\$ 52.00 /hr	920.40
Frame Labor	1.5 hrs	@		\$ 52.00 /hr	78.00
Paint Supplies					400.00
Miscellaneous					1,173.90
Other Charges					303.50
Subtotal					10,633.39
Sales Tax	\$ 7,395.08	@		8.7250 %	645.22
Total Cost of Repairs					11,278.61
Deductible					500.00
Appearance Allowance					-50.00
Total Adjustments					450.00
Net Cost of Repairs					10,828.61

P.O. Box 461
Saint Louis Mo. 63166-0461

Chapler
Glam 25893429
PO Box 21-8004
Auburn Hills MI
48321

PRESOR
FIRST CI



48321
LMFZNM



PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

25986204



December 1, 2014

[REDACTED]
Rochester Hills, MI [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your vehicle by a representative of Engineering Analysis Associates.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. In addition, your vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to this incident.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs 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
Special Investigations
586-274-8162

TK/sk

Phone 800.992.1997

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



December 1, 2014

[REDACTED]
Rochester Hills, MI [REDACTED]

Cair #: [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your vehicle by a representative of Engineering Analysis Associates.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. In addition, your vehicle was tested with an electronic scanning tool, and no stored or active fault codes were found relating to this incident.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the driver exits the vehicle. It is our understanding that these conditions were not met. Therefore, we must respectfully decline participation with any costs 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
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26144316



January 14, 2015

[REDACTED]
Weslaco, TX [REDACTED]

Cair: [REDACTED]

Vin: 1C6RR7PT5ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2014 Dodge Ram.

[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. S. Susalla
Special Investigations
586-274-8171

JSS/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26351721

CHRYSLER

February 9, 2015

[REDACTED]
Avella, PA [REDACTED]

File #: [REDACTED]

VIN: 1C6RR7GT6DS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2013 Dodge Ram.

[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
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26514840

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Feb 25 22:53:54 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall

Comments:

I recently acquired my Ram Big Horn truck a few days ago. I noticed that when the truck is in park and on my slopped driveway it rolls forward. I googled the problem and found a recall, but my vin was not listed. What can I do?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Feb 26 00:19:14 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

Congratulations on the recent purchase of your 2014 Ram 1500!

We have received your recent email requesting incomplete recall information on your 2014 Ram 1500 and are pleased to honor your request.

Please be advised that your vehicle VIN (1C6RR7GT4ES[REDACTED]) does not currently require service for any recall campaigns.

Recalls are very VIN specific and rely on a number of factors for a vehicle to fall within a certain recall campaign. These factors can include but are not limited to the make and model of the vehicle, the build date, as well as where the vehicle and faulty parts were manufactured.

If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.

Please keep us informed of any change of you address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: <http://www.Ramtrucks.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

We appreciate the time you took to write to us and we hope this was of assistance to you.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Shae-Lyn

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 26514840

EMAIL CASE NUMBER: 3112516

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9036915V279\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9036915V279[REDACTED]&)

Original Message Follows:

Recall Information - Ram Brand Site

Brief Description:

Recall

Comments:

I recently acquired my Ram Big Horn truck a few days ago. I noticed that when the truck is in park and on my slopped driveway it rolls forward. I googled the problem and found a recall, but my vin was not listed. What can I do?

VIN:

ES [REDACTED]

Mileage:

25000

Servicing Dealer:

Hutch Chrysler

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

West Van Lear

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26553200

Document Recieved from Customer

Cair Number: 26553200

Date Received: 2015-03-06 18:35:08.185690

Files Not Recieved: 0

Hi Barb,

Here is the receipt for my rental [REDACTED] case # [REDACTED]. Feel free to contact me for any reason.

Many Thanks,

[REDACTED]

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH, 4489 CAMPBELLS RUN
ROAD, PITTSBURGH, PA 152051311 (412) 494-5400

RENTAL AGREEMENT
327598

REF#
9MKDPZ

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT
03/04/2015 01:30 PM
DATE & TIME IN
03/05/2015 01:58 PM

BILLING CYCLE
24-HOUR

VEH #1 2014 CHEV CAPT LT2
VIN# 3GNAL3EK3ES
LIC#
MILES DRIVEN 52

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/04 - 03/05	1	DAY	\$41.00	\$41.00
REFUELING CHARGE	03/04 - 03/05				\$0.00
Subtotal:					\$41.00
DISCOUNT - CUSTOMER SATISFACTION - RATE	03/04 - 03/05			5%	(\$2.05)
Taxes & Surcharges					
ALLEGHENY COUNTY RENTAL VEHICLE TAX	03/04 - 03/05	1	DAY	\$2.00	\$2.00
ALLEGHENY COUNTY SALES TAX	03/04 - 03/05			1%	\$0.39
PENNSYLVANIA STATE SALES TAX	03/04 - 03/05			6%	\$2.34
PUBLIC TRANSPORTATION ASSISTANCE	03/04 - 03/05	1	DAY	\$2.00	\$2.00
VEHICLE RENTAL TAX	03/04 - 03/05			2%	\$0.78
Total Charges:					\$46.46

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID
\$46.46

TYPE
Mastercard

CREDIT CARD NUMBER
xxxxxxxxxxxx0688 PENDING

3/5/2015

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26659865

CHRYSLER

April 7, 2015

[REDACTED]
Eastman, GA [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7PM6ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2014 Dodge Ram 1500.

[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. S. Susalla
Special Investigations
586-274-8171

JSS/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26778639

26778639

2015 DS 5.7L | VIN: 1C6RR7NT4F9
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

ECU	Code	Status	Description
PTS	B1291-25	stored	PTS Sensor 4-Signal Shape / Waveform Failure
PTS	B1292-25	stored	PTS Sensor 5-Signal Shape / Waveform Failure
PTS	B1290-25	stored	PTS Sensor 3-Signal Shape / Waveform Failure
PTS	B128F-25	stored	PTS Sensor 2-Signal Shape / Waveform Failure



ECU	Code	Status	Description
DDM	U113D-00	stored	Lost Communication With Master Power Window Switch-
DDM	B1F05-13	stored	Electrochromatic Mirror Control Circuit-Circuit Open
DDM	B1F06-14	stored	Mirror Control Sensor Position Circuit-Circuit Short to Ground or Open
PDM	B1F06-14	stored	Mirror Control Sensor Position Circuit-Circuit Short to Ground or Open
PTS	B1291-25	stored	PTS Sensor 4-Signal Shape / Waveform Failure
PTS	B1292-25	stored	PTS Sensor 5-Signal Shape / Waveform Failure
PTS	B1290-25	stored	PTS Sensor 3-Signal Shape / Waveform Failure
PTS	B128F-25	stored	PTS Sensor 2-Signal Shape / Waveform Failure



ECU	Code	Status	Description
DDM	U113D-00	stored	Lost Communication With Master Power Window Switch-
DDM	B1F05-13	stored	Electrochromatic Mirror Control Circuit-Circuit Open
DDM	B1F06-14	stored	Mirror Control Sensor Position Circuit-Circuit Short to Ground or Open
PDM	B1F06-14	stored	Mirror Control Sensor Position Circuit-Circuit Short to Ground or Open
PTS	B1291-25	stored	PTS Sensor 4-Signal Shape / Waveform Failure
PTS	B1292-25	stored	PTS Sensor 5-Signal Shape / Waveform Failure
PTS	B1290-25	stored	PTS Sensor 3-Signal Shape / Waveform Failure
PTS	B128F-25	stored	PTS Sensor 2-Signal Shape / Waveform Failure

2015 DS 5.7L | VIN: 1C6RR7NT4FS [REDACTED]
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

Actuator Name

PTS Switch Simulation

2015 DS 5.7L | VIN: 1C6RR7NT4FS
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

Name	Value
ECU Part Number	68141530AG
VIN Current	1C6RR7NT4FS515404
ECU Software Mode	Running in Application
Active Diagnostic Variant	41
Active Diagnostic Version	05
Active Diagnostic Session	Default
VIN Original	1C6RR7NT4FS515404
ECU File Name	PTS-PTS_PN-41
ECU Database Id	6819

2015 DS 5.7L | VIN: 1C6RR7NT4FS [REDACTED]
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

Name:
System Wiring Test



Name	Value	Unit	Type
Ignition Voltage	14.6		Sensors
Sensor Supply Voltage	8.4		Sensors
Rolling Counter VL	57838	inch	Sensors
PTS Enabled	True		Sensors
Rolling Counter VR	57559	inch	Sensors
Park	True		Sensors
System Voltage OK	Yes		Sensors
Parade Mode	True		Sensors
Failsafe	False		Sensors
Ignition Voltage State OK	Yes		Sensors
Standby Mode	False		Sensors
Automatic Transmission	True		Sensors
Sensor 5/6 Cross Echo	100	inch	Sensors
Sensor 4/5 Cross Echo	100	inch	Sensors
Sensor 3/4 Cross Echo	100	inch	Sensors
Sensor 2/3 Cross Echo	100	inch	Sensors

26778639

2015 DS 5.7L | VIN: 1C6RR7NT4FS
Device Serial Number: WSP-08205
Device Software Version: 1.8.3



Friday, April 17, 2015
Page 1

ECU	Code	Status	Description
PTS	B1291-25	stored	PTS Sensor 4-Signal Shape / Waveform Failure
PTS	B1292-25	stored	PTS Sensor 5-Signal Shape / Waveform Failure
PTS	B1290-25	stored	PTS Sensor 3-Signal Shape / Waveform Failure
PTS	B128F-25	stored	PTS Sensor 2-Signal Shape / Waveform Failure



ECU	Code	Status	Description
DDM	U113D-00	stored	Lost Communication With Master Power Window Switch-
DDM	B1F05-13	stored	Electrochromatic Mirror Control Circuit-Circuit Open
DDM	B1F06-14	stored	Mirror Control Sensor Position Circuit-Circuit Short to Ground or Open
PDM	B1F06-14	stored	Mirror Control Sensor Position Circuit-Circuit Short to Ground or Open
PTS	B1291-25	stored	PTS Sensor 4-Signal Shape / Waveform Failure
PTS	B1292-25	stored	PTS Sensor 5-Signal Shape / Waveform Failure
PTS	B1290-25	stored	PTS Sensor 3-Signal Shape / Waveform Failure
PTS	B128F-25	stored	PTS Sensor 2-Signal Shape / Waveform Failure

2015 DS 5.7L | VIN: 1C6RR7NT4FS
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

ECU	Code	Status	Description
DDM	U113D-00	stored	Lost Communication With Master Power Window Switch-
DDM	B1F05-13	stored	Electrochromatic Mirror Control Circuit-Circuit Open
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PTS	B1292-25	stored	PTS Sensor 5-Signal Shape / Waveform Failure
PTS	B1290-25	stored	PTS Sensor 3-Signal Shape / Waveform Failure
PTS	B128F-25	stored	PTS Sensor 2-Signal Shape / Waveform Failure

2015 DS 5.7L | VIN: 1C6RR7NT4FS [REDACTED]
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

Actuator Name
PTS Switch Simulation

2015 DS 5.7L | VIN: 1C6RR7NT4FS
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

Name	Value
ECU Part Number	68141530AG
VIN Current	1C6RR7NT4FS515404
ECU Software Mode	Running in Application
Active Diagnostic Variant	41
Active Diagnostic Version	05
Active Diagnostic Session	Default
VIN Original	1C6RR7NT4FS515404
ECU File Name	PTS-PTS_PN-41
ECU Database Id	6818

2015 DS 5.7L | VIN: 1C6RR7NT4FS [REDACTED]
Device Serial Number: WSP-08205
Device Software Version: 1.6.3



Friday, April 17, 2015
Page 1

Name
System Wiring Test



Name	Value	Unit	Type
Ignition Voltage	14.6		Sensors
Sensor Supply Voltage	8.4		Sensors
Rolling Counter VL	57838	inch	Sensors
PTS Enabled	True		Sensors
Rolling Counter VR	57559	inch	Sensors
Park	True		Sensors
System Voltage OK	Yes		Sensors
Parade Mode	True		Sensors
Failsafe	False		Sensors
Ignition Voltage State OK	Yes		Sensors
Standby Mode	False		Sensors
Automatic Transmission	True		Sensors
Sensor 5/6 Cross Echo	100	inch	Sensors
Sensor 4/5 Cross Echo	100	inch	Sensors
Sensor 3/4 Cross Echo	100	inch	Sensors
Sensor 2/3 Cross Echo	100	inch	Sensors



September 11, 2015

Camden, IN

Re: [REDACTED]
VIN: 1C6RR7NT4F9

Dear

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 DODGE RAM 1500.

██████████ 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,

Ил. Коси

Mr. Kon
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26781418

 CHRYSLER

April 27, 2015

Enterprise Rental
Mr. Jason Holt
719 West Pike Street
Lawrenceville, GA 30046

RE: Cair: [REDACTED]
 VIN: 1C6RR6GG2FS [REDACTED]
 Vehicle: 2015 Dodge Ram 1500

Dear Mr. Holt:

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your Dodge Ram 1500.

Mr. Holt, 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
Special Investigations
586-274-8169

LMM/sk

Phone 800.992.1997

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26884982

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Apr 28 09:12:31 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

2015 Durango- Would not turn off

Comments:

I had an issue on 4/25/2015 where the car would not shift into gear. It turned on OK, I was able to shift into gear but the gear would blink on the dash. The orange indicator turned on. I shifted to park then gear, still would not move. It would not recognize that it was in park, so I was unable to turn the car off. Dealer asked me to disconnect battery, this did not work. After 45 minutes I was asked to pull the fuse to the fuel pump and the car turned off. Dealer checked out the car on 4/27/2015 and diagnostics came back clean. The error logs were cleared when the battery was disconnected. Car has been OK since, but this should be looked into at a higher level as no customer of a new car should have a car that does not turn off easily. Car was in a garage although the door was open it was getting stuffy in there, unknown what the risks could have been if I was still unable to turn the car off.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Tue Apr 28 15:38:21 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Glenn,

Thank you for contacting the Dodge Customer Assistance Center.

I apologize for the issue you experienced with your vehicle and appreciate the time you took to bring this matter to our attention.

I have opened a case and documented your email regarding the issue your vehicle not shutting off. I have left a voicemail for the SA that diagnosed your vehicle to ask if he can provide any further information to this issue so Chrysler can be made aware of this concern.

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 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Christine

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 26884982

EMAIL CASE NUMBER: 3140236

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9128955V499\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9128955V499[REDACTED]&)

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

2015 Durango- Would not turn off

Comments:

I had an issue on 4/25/2015 where the car would not shift into gear. It turned on OK, I was able to shift into gear but the gear would blink on the dash. The orange indicator turned on. I shifted to park then gear, still would not move. It would not recognize that it was in park, so I was unable to turn the car off. Dealer asked me to disconnect battery, this did not work. After 45 minutes I was asked to pull the fuse to the fuel pump and the car turned off. Dealer checked out the car on 4/27/2015 and diagnostics came back clean. The error logs were cleared when the battery was disconnected. Car has been OK since, but this should be looked into at a higher level as no customer of a new car should have a car that does not turn off easily. Car was in a garage although the door was open it was getting stuffy in there, unknown what the risks could have been if I was

still unable to turn the car off.

VIN:

FO [REDACTED]

Mileage:

1500

Servicing Dealer:

Westbury

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Glendale

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

26908519

Chrysler Customer Assistance Center
Attention: Typist/Transcriber
Image Document Request

Customer Name:

EVERSOLE / CHAMPION

Requestor: PROFS ID:

TB757np

CAIR Number:

26908519

B. C. Number:

42

District Number/Letter:

M

FAX To: 586-497-2112

21908519

CHAMPION

CHCS200102

CHCS200102

4800 W. 80th Street
INDIANAPOLIS, INDIANA 46258
(317) 872-8200

CELL: 304-203-6877

COMPLAINT NO: 64269	ADVISOR: JOHN LUTANE	AGE: 511	SEX: 357W	DATE: 04/20/15	CHCS200102
	LAST NAME: [REDACTED]	LENDER NO: [REDACTED]	RELATION: 2,769	NAME: GRANETE CRY	529107
CANDEN, IN	15/DODGE TRUCK/RAH	500/CREW 140.5WB	01/31/15	25	
	1 C 6 R R 7 M T 4 S		100		
			04/03/15		
304-203-6877	304-203-6877				NO: 2769
LABOR & PARTS	DISCLAIMER OF WARRANTIES				
J# 1 30042	The seller, Champion Chrysler Jeep Dodge, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Champion Chrysler Jeep Dodge neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.				
AUTO TRANSMISSION		TECH(S): 572		INTERNAL	
C/S OK FOR WHEN SHIFTER IS IN PARK THE TRUCK JERKS MOVING IT HAS THROTTLED HIS WIFE IN BETWEEN PARK AND TRUCK AND THE SHIFTER SHOWN IN PARK AND WAS OFF AND DOOR WAS OPEN OK AND ADVISE HE ALSO PUT TRUCK IN NEUTRAL AND IT STARTING MOVING IN REVER SE COULD NOT DUPLICATE CONCERN AT THIS TIME HAD TECH REP DRIVE AND PULL DATA FROM THE VEHICLE NO PROBLEMS AT THIS TIME		JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 78012	RAPID RESPONSE		TECH(S): 572		WARRANTY
CUSTOMER REQUESTS RTT TO BE PERFORMED		0.20			
15-027					
open rrt					
23-02-01-95 Inspect and Lock Active Grille Shutter					
Housing Retainer					
(0 - Introduction)					
6 - Electrical					
and Body					
Systems					
8.2 Hrs.					
JOB # 2 TOTAL LABOR & PARTS				0.00	
J# 3 0004283	LOW MILEAGE INSPECT		TECH(S): 572		INTERNAL
SAFETY WALK AROUND					
PERFORMED SAFETY WALK AROUND					
JOB # 3 TOTAL LABOR & PARTS				0.00	
SUBLET	PO#	VEH#	IMP#	INV#	DATE
JOB # 1	50814				
TOTAL SUBLET				0.00	
COMMENTS					
WALTER					
4:37 4/29/15 LH WITH STATUS					
10:10 4/29/15 TALKED TO TO DOING FOR PICK UP					

PAGE 1 OF 2

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 03:04pm

Copyright © 1999 The Chrysler and Jeep Group, Inc. All Rights Reserved.

INDIANAPOLIS, IN 46258
(317) 872-8200

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN
4/3/15 2:33 PM	2014	JEEP	CHER	1C4PJC87EWA

Rental Invoice

Please Return This Portion with Rentance

Make Payment To:
ENTERPRISE RENT-A-CAR (888)
7111 W WASHINGTON STINDIANAPOLIS, IN 46241-2811
Federal ID: 35-1418634Total Charges: \$595.00
Less Amount Received: \$0.00
Total Amount Due: \$595.00Please include on your check:
Invoice: D017109-0801

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27000754



June 30, 2015

[REDACTED]
Cross Junction, VA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJAG3EC [REDACTED]
Vehicle: 2014 Dodge Durango

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27028516



July 24, 2015

DFWDH Partners LP
Mr. Neil Noble
1839 Airport Freeway
Bedford, TX 76021-5734

RE: CAIR: [REDACTED]
VIN: 1C6RR6TT8DS [REDACTED]
Vehicle: 2013 Dodge Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2013 Dodge Ram 1500.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27071864



June 12, 2015

Camden, IN

RE: CAIR:
VIN: 1C6RR7NT4FS
Vehicle: 2015 Dodge Ram 1500

Dear

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Ram 1500 .

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27076989



June 19, 2015

[REDACTED]
Conroe, TX [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4SDHCT3E0 [REDACTED]
Vehicle: 2014 Dodge Durango

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27099066



July 22, 2015

[REDACTED]
Worthington, PA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 3C6RR7LT3FC [REDACTED]
Vehicle: 2015 Dodge Ram 1500

Dear [REDACTED]

This will further acknowledge contact to FCA (Fiat Chrysler Automobiles), regarding your 2015 Dodge Ram 1500.

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 report and it indicates the vehicle was repaired prior to inspection so we could not perform a proper investigation. That being the case, 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

Phone 800.992.1997

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27130505



June 16, 2015

[REDACTED]

Toledo, OH [REDACTED]

Re: [REDACTED]

VIN: 1C6RR7KT0ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Ram 1500.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27198768



July 10, 2015

[REDACTED]
Platte City, MO [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDHAG5EC [REDACTED]
Vehicle: 2014 Dodge Durango

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27304642



August 19, 2015

[REDACTED]
Painesville, OH [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7LT5FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2015 Ram 1550.

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

LM/ss

Phone 800.922.1997

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27371900

CHRYSLER

July 30, 2015

[REDACTED]
Farmersville, OH [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7LMXES [REDACTED]
Vehicle: 2014 Dodge Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Ram 1500.

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27454590



August 19, 2015

[REDACTED]
West Hamlin, WV [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7KT4FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2015 Ram 1500.

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

LM/ss

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27485800



August 11, 2015

[REDACTED]
Hollywood, FL [REDACTED]

Cair: [REDACTED]
VIN: 3C6RR6KT6FG [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Ram 1500.

[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.S. Susalla
Special Investigations
586-274-8171

JSS/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27544453



September 1, 2015

[REDACTED]
Fairlawn, OH [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7MT3FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2015 Ram 1500.

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

LM/ss

Phone 300.992.1997

Chrysler Group LLC | CIMS 024 04 04 | P.O. Box 21-8004 | Auburn Hills, MI USA | 48321

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27591478



September 1, 2015

[REDACTED]
East Stroudsburg, PA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7KG0ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2014 Ram 1500.

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

LM/ss

PE16-014

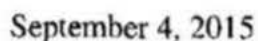
FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27599882



Mr. Michael Randazzo, PMP
Principal Fleet Engineer
National Grid
175 East Old Country Rd.
Hicksville, NY 11801

RE: CAIR: [REDACTED]
VIN: 1C6RR7FG3ES [REDACTED]
Vehicle: 2014 Dodge Ram 1500

Dear

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Ram 1500.

██████████ 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27648996



September 1, 2015

[REDACTED]
Sanford, FL [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7LG2FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2015 Ram 1500.

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

LM/ss

PE16-014

FCA

3-15-2017

ATTACHMENT

ENCLOSURE 4

CAIR Backup

27758004

CAIR 27758004-Stevison **Action Items**Topology **All DTCs** All Flashes Recalls RRTs

▼ Status: All DTCs

 View Freeze Frame View Event Data Clear All DTCs

ECU ▼	Code	Description	Status		
RFH	B22A9-00	ECU Internal Performance-	Active		
TCM	P1915-00	Transmission Inhibited Remote Start-	Stored		
TPM	C0077-00	Low Tire Pressure-	Active		

List updates as DTCs are set or cleared.

CAIR 27758004-Stevison

TCM - P1915-00 - Transmission Inhibited Remote Start-

Environmental Data

 Snapshot Data

Name ▼	Value	Unit
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	6	
Ignition Cycle Counter	31	
Most Recent Odometer Value	46203	miles
Occurrence flag	Error	
Original Odometer Value	45995	miles
Pending DTC	False	
Test Failed	False	
Test Failed Since Last Clear	True	
Test Failed This Operation Cycle	False	
Test Not Completed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	

CHRYSLER

September 24, 2015

[REDACTED]
Beatrice, NE [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7KG3DS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2013 Dodge Ram 1500.

[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.

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

Sincerely,

J. Susalla

J.S. Susalla
Special Investigations
586-274-8171

JSS/sk

Phone 800 992 1997

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27776630



September 29, 2015

[REDACTED]
Sterling Heights, MI [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJAG0FC [REDACTED]
Vehicle: 2015 Dodge Durango

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Durango.

[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.

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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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27872075



October 14, 2015

[REDACTED]
Salem, MA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7LM7FS [REDACTED]
Vehicle: 2015 Dodge Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Ram 1500.

[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.

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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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

27889174



October 6, 2015

[REDACTED]
Suwanee, GA [REDACTED]

Cair: [REDACTED]
VIN: 1C4RDJEG2FC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Durango.

[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.S. Susalla
Special Investigations
586-274-8171

JSS/sk

Phone 800.992.1997

PE16-014

FCA

3-15-2017

ATTACHMENT

ENCLOSURE 4

CAIR Backup

27924311

CHRYSLER

October 8, 2015

[REDACTED]
Cassville, WI [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7LT5DS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2013 Dodge Ram 1500.

[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.S. Susalla
Special Investigations
586-274-8171

msk

Phone 800 942.1997

Chrysler Financial Services 484-04 04 | P.O. Box 21 8004 | Auburn Hills, MI USA | 48321

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28065078



Allstate.
You're in good hands.

National Subro Processing
PO BOX 660636
DALLAS TX 75266

28065078



CHRYSLER LLC SPECIAL INVESTIGATING
PO BOX 218004
AUBURN HILLS MI 483218004

RECEIVED

11/12

NOV 25 2015

Special Investigations

November 12, 2015

INSURED: [REDACTED]
DATE OF LOSS: August 21, 2015
CLAIM NUMBER: [REDACTED]
LOCATION OF LOSS: crown st., new haven, CT
AMOUNT OF DAMAGES: \$3,881.30

PHONE NUMBER: 800-374-4246
FAX NUMBER: 866-447-4293
OFFICE HOURS:

Re: Results of Our Loss Investigation

Dear CHRYSLER LLC SPECIAL INVESTIGATING,

We are writing to let you know that after investigating our insured's loss (which is listed above), we concluded that you are legally responsible for the damages. We have settled the claim with our insured, and we will now seek reimbursement from you for this claim and for our insured's deductible, if applicable.

Please make all checks payable to Allstate Fire and Casualty Insurance Company and send your payment to:

*Allstate Payment Processing Center
P.O. Box 650271
Dallas, TX 75265-0271*

Please feel free to call me if you want to discuss any aspect of this case including this letter. Be sure to refer to the claim number listed below when you call. Thank you.

Sincerely,

Your Claim Team

Your Claim Team
800-374-4246
Allstate Fire and Casualty Insurance Company

SUBC001

0381501949 ART



LEGAL PHOTOS
RETAINED IN
DOCUMENT RETENTION

Report Date: 11/12/2015

Payment Ledger

Policy Holder:		Total Amount Paid	\$3,681.30
Participant:		Medical Deductible:	\$0.00
Date of Loss:	08/21/2015	Co-payment Amount	\$0.00
Claim Number:			

Payment/Credit Date	Payee/Payor	Check#	Amount
09/15/2015	ZOEI'S AUTO BODY	12537	\$ 3,681.30



1000
1015 BALD HILL RD
WARREN, RI 02886
T 800-822-3015 FAX 1-401-922-8177
WWW.EALDENTAL.COM

410X 15 AUTO BODY (34743)
9 HALL AVE
MERRIDEN, CT 06451

NAME: IRINWATZ, NO. 1 DATE: 10/1/78

9/4/2015 40225

5010 R. D. RAY, JR. 5 0 1 57

852	CHARGE	FOURRENTS
		FINANCIAL

201217545 KIDNEY TYPK

FOR THE OFFICE OF THE DIRECTOR OF INVESTIGATION OF FBI
NATIONAL FLIGHT CASE 1-100-477 JUL 12 AM
LA 88-111 1-100-477-1000

DATE	ISSUE NUMBER / DESCRIPTION	SIN	LINE	AMOUNT
------	----------------------------	-----	------	--------

② 4811.0275 PANEL CARB 251101 481 DO 117.38 117.4

NET TOTAL	15	15
TAX		0
PAY THIS AMOUNT		15

NOTE: DEL YNE 9/24/75
CRD BY JOHN
SOLD BY LES
LS NOV 1986



BALD HILL CHRYSLER - DODGE
 1035 BALD HILL RD
 HARRICK, IL 62434
 1-800-422-2015 FAX 1-401-822-9117
 WWW.BALDHILL.COM

400982015

00071-1

ACCT: RENT RENTY (14741)
 14 BALD HILL
 HARRICK IL 62434

DATE: 8/11/2015 INVOICE NO: 400982015

8/11/2015 10758 0758

NO. OF DAYS PAY TYPE: 30

SI CHARGE MONTHLY
 815.00 1010
 COUNCIL Side 21
 2.40 PERCENT

775072071 MOORE TYPE: 4

FOR THE MONTH OF SEPTEMBER 2015
 PAYMENT: 10758.00
 BALANCE: 10758.00

ITEMS: 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30.

283772071	CLIP	2008-110203	1.00	1.00	1.00
25.72071	CLIP	2008-170203	1.00	1.00	1.00
SUB TOTAL			2.00	2.00	2.00
TAX			0.00	0.00	0.00
PAY THIS AMOUNT			2.00	2.00	2.00
DEL. PAY 8/11/2015			2.00	2.00	2.00
RD. 21.000 8226-1030			2.00	2.00	2.00
BOLD BY 11/11/15			2.00	2.00	2.00



BALD HILL CHRYSLER - DODGE
 1035 BALD HILL RD
 WARWICK, RI 02886
 1-800-822-3015 FAX 1-401-822-8177
 WWW.BALDHILL.COM

10/25/2013

DEVICE: 24

2011.5 HORN BODY 1347451
 15 HALL AVE
 WARWICK, RI 02886

DATE: 10/25/2013 INVOICE NO. 40490

9/ 9/2013 40490

ACCOUNT: 104755 P.O. NO.

USE: CHARGE FORHERBETTE

VIN: 1F35G6K33G

2 WHOLESALE

2012376462 HCOMP TYPE: 4

FOR A LATEST LISTING OF INFORMATION ON DODGE
 VISIT OUR WEBSITE: WWW.DODGE.COM

PART NUMBER/DESCRIPTION: 1 55190545AA NONE KEY X-GR 1.70 1.19 1.19

GST TOTAL 1.70

TAX 1.19

PAY THIS AMOUNT 1.19

NOTE: DEL WHEN IN COMPLETE
 ORD BY JOHN
 SOLD BY LEE
 15 JAN 2013



ZOEL'S BODY & AUTO CENTER

Workfile ID:

7537a450

19 HALL AVE, MERIDEN, CT 06451

Phone: (203) 237-6464

FAX: (203) 634-4541

Supplement of Record 2 with Summary**Customer:****Job Number:**

Written By: Mark Anderegg, 0935823, 9/11/2015 4:17:51 PM

Insured: [REDACTED]
Type of Loss: Collision
Point of Impact: 10 Left Front Pillar (Left Side)

Policy #: ALLSTATE
Date of Loss: 8/21/2015 12:00 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner:**Inspection Location:****Insurance Company:**

[REDACTED]
WALLINGFORD, CT [REDACTED]
[REDACTED] Day

ZOEL'S BODY & AUTO CENTER
19 HALL AVE
MERIDEN, CT 06451
Repair Facility
(203) 237-6464 Business

-
Ct Specialty Auto MCO
55 Capital Blvd. 3rd Floor
Rocky Hill, CT 06067
(800) 726-2235 Business

VEHICLE

Year: 2015	Body Style: 4D P/U	VIN: 1C6RR7FT3FS [REDACTED]	Mileage In: 7395
Make: RAM	Engine: 8-5.7L-FI	License: 302D4B	Mileage Out:
Model: 1500 4X4 QUAD EXPRESS	Production Date: 11/2014	State: CT	Vehicle Out:
Color: black Int:	Condition:	Job #:	

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors

Heated Mirrors

DECOR

Dual Mirrors

Privacy Glass

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Message Center

RADIO

AM Radio
FM Radio
Stereo

Search/Seek

Auxiliary Audio Connection

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags

SEATS

Reclining/Lounge Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

TRUCK

Rear Step Bumper
Bedliner (Spray On)
Trailer Hitch



Supplement of Record 2 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2015 RAM 1500 4X4 QUAD EXPRESS 4D P/U 8-5.7L-FI black

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FENDER					
2	Repl	LT Fender (STL)	68054339AG	1	307.00	1.8	2.6
		Note: LABOR: Time is after bumper cover is removed.					
3		Add for Clear Coat					1.0
4		Add for Edging					0.5
5		Add for Clear Coat					0.1
6		FRONT DOOR					
7	Repl	LT Door shell quad, crew cab	68144729AD	1	637.00	4.7	3.8
8		Overlap Major Adj. Panel					-0.4
9		Add for Clear Coat					0.7
10	Repl	LT Front w/strip	55372709AB	1	32.75	Incl.	
11	Repl	LT Surround w/strip quad, crew cab	55112357AF	1	101.00	Incl.	
12	R&I	LT Lower seal regular cab				0.2	
13	Repl	LT Handle, outside w/o body color w/o keyless entry	55112383AD	1	77.25	Incl.	
14	Repl	LT Latch w/power w/o keyless entry, quad & crew cab	4589417AH	1	112.00	Incl.	
15	Repl	LT Upper hinge	68058515AA	1	54.85	0.3	0.3
16		Add for Clear Coat					0.1
17	Repl	LT Upper hinge bolt	6507742AA	2	4.90		
18	Repl	LT Lower hinge	68058519AB	1	62.10	0.3	0.3
19		Add for Clear Coat					0.1
20	Repl	LT Lower hinge bolt	6507742AA	2	4.90		
21	Repl	LT Belt w/strip quad, crew cab	55112377AH	1	54.35	Incl.	
22	#	S01 R&I Vent shade				0.3	
23	S02	Repl LT Regulator module quad, crew cab	68171827AB	1	454.00	Incl.	
24	S01	Repl LT Control rod outside handle quad, crew cab	55372983AA	1	1.70	0.1	
25	S01	Repl LT Control rod lock cylinder regular cab	55372979AA	1	1.50	0.1	
26	S02	Repl LT Door glass clip	55372961AB	2	4.00		
27	S02	Repl LT Control rod lock cylinder quad, crew cab	55397565AA	1	1.70	0.1	
28	S02	Repl LT Latch cover quad & crew cab	5165719AA	1	30.00		
29		CAB					
30	*	Rpr LT Unside panel (STL)				s 2.0	2.0
31		Overlap Major Adj. Panel					-0.4
32		Add for Clear Coat					0.3
33	#	Corrosion Protection		1	10.00		
34	#	Car Cover		1	5.00		
35	#	Hazardous Waste Removal		1	3.00		
36	#	Crash wrap pre repair		1	8.00	0.2	



Supplement of Record 2 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2015 RAM 1500 4X4 QUAD EXPRESS 4D P/U 8-5.7L-FI black

37	#		collision access	1	1.0	
			Note: cut door open to access componates			
38	*	S01	Rpr LT Uniside panel (STL)	s	1.0	1.5
39		S01	Overlap Major Adj. Panel			-0.4
40		S01	Add for Clear Coat			0.2
41			FRONT BUMPER			
42		S01	R&I R&I bumper assy		1.5	
43			FRONT LAMPS			
44		S01	R&I LT R&I headlamp assy		0.4	
45			RADIATOR SUPPORT			
46		S01	R&I Sight shield w/o diesel		0.3	
47			REAR DOOR			
48		S01	R&I LT R&I door assy		1.0	
SUBTOTALS				1,967.00	15.3	12.3

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,967.00
Parts Discount	\$ 1,941.00	-5.0 %	-97.05
Body Labor	15.3 hrs @	\$ 52.00 /hr	795.60
Paint Labor	12.3 hrs @	\$ 52.00 /hr	639.60
Paint Supplies	12.3 hrs @	\$ 28.00 /hr	344.40
Subtotal			3,649.55
Sales Tax	\$ 3,649.55 @	6.3500 %	231.75
Grand Total			3,881.30
Deductible			200.00
CUSTOMER PAY			200.00
INSURANCE PAY			3,681.30



Supplement of Record 2 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2015 RAM 1500 4X4 QUAD EXPRESS 4D P/U 8-5.7L-FI black

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Deleted Items							
23	S01	Repl LT Regulator module regular cab w/power windows	68171819AB	1	-337.00	Incl.	
Added Items							
23	S02	Repl LT Regulator module quad, crew cab	68171827AB	1	454.00	Incl.	
26	S02	Repl LT Door glass clip	55372961AB	2	4.00		
27	S02	Repl LT Control rod lock cylinder quad, crew cab	55397565AA	1	1.70	0.1	
28	S02	Repl LT Latch cover quad & crew cab	5165719AA	1	30.00		
SUBTOTALS					152.70	0.1	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			152.70
Parts Discount	\$ 152.70	-5.0 %	-7.64
Additional Supplement Adjustments			0.01
Body Labor	0.1 hrs @	\$ 52.00 /hr	5.20
Subtotal			150.27
Sales Tax	\$ 150.27 @	6.3500 %	9.54
Additional Supplement Taxes			0.01
Total Supplement Amount			159.82
NET COST OF SUPPLEMENT			159.82

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	3,131.52	Mark Anderegg
Supplement S01	589.96	Mark Anderegg
Supplement S02	159.82	Mark Anderegg

Job Total:	\$ 3,881.30
CUSTOMER PAY:	\$ 200.00
INSURANCE PAY:	\$ 3,681.30

THIS ESTIMATE IS FOR VISUAL DAMAGE AT TIME OF INSPECTION.
WE ARE NOT RESPONSIBLE PART PRICE INCREASES FROM MANUFACTURERS.

***** NOTICE *****

THIS REPAIR ESTIMATE IS BASED IN PART ON THE USE OF REPLACEMENT PARTS WHICH ARE NOT MADE BY THE



Customer: [REDACTED]

Job Number:

Vehicle: 2015 RAM 1500 4X4 QUAD EXPRESS 4D P/U 8-5.7L-FI black

ORIGINAL MANUFACTURER OF THE DAMAGED PARTS IN YOUR MOTOR VEHICLE

NOTICE: YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL BE REPAIRED.

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR3TM13, CCC Data Date 9/9/2015, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2016 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.



Customer: [REDACTED]

Job Number:

Vehicle: 2015 RAM 1500 4X4 QUAD EXPRESS 4D P/U 8-5.7L-FI black

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

IMPORTANT INFORMATION ABOUT THE NAMED INSURANCE COMPANY'S CHOICE OF PARTS POLICY.

THIS ESTIMATE MAY LIST PARTS FOR USE IN THE REPAIR OF YOUR VEHICLE THAT ARE MANUFACTURED BY A COMPANY OTHER THAN THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. THESE PARTS ARE COMMONLY REFERRED TO AS AFTERMARKET PARTS OR COMPETITIVE PARTS, AND MAY INCLUDE COSMETIC OUTER BODY CRASH PARTS SUCH AS HOODS, FENDERS, BUMPER COVERS, ETC. THE INSURANCE COMPANY GUARANTEES THE FIT AND CORROSION RESISTANCE OF ANY AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT ARE LISTED ON THIS ESTIMATE AND ACTUALLY USED IN THE REPAIR OF YOUR VEHICLE FOR AS LONG AS YOU OWN IT. IF A PROBLEM DEVELOPS WITH THE FIT OR CORROSION RESISTANCE OF THESE PARTS, THEY WILL BE REPAIRED OR REPLACED AT THE INSURANCE COMPANY'S EXPENSE. THIS GUARANTEE IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART. HOWEVER, IF YOU CHOOSE NOT TO USE ONE OR MORE OF THE AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT MAY BE LISTED ON THIS ESTIMATE IN THE REPAIR OF YOUR VEHICLE, THE INSURANCE COMPANY WILL SPECIFY THE USE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, EITHER NEW OR RECYCLED AT THE INSURANCE COMPANY'S OPTION, AT NO ADDITIONAL COST TO YOU. THE INSURANCE COMPANY DOES NOT SEPARATELY GUARANTEE THE PERFORMANCE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, AND MAKES NO REPRESENTATION ABOUT THE AVAILABILITY OF ANY MANUFACTURER'S GUARANTEE.



PRESORTED
FIRST CLASS




FIRST CLASS PERMIT NO. 1000
US POSTAGE
\$01.34
NOV 16 2015
ZIP 75201
002630
21 3002543

CHRYSLER

December 1, 2015

Allstate
PO Box 660636
Dallas, TX 75266

Client: [REDACTED]
Our File #: [REDACTED]
Your File #: 0381501949 ART
VIN: 1C6RR7FT3FS [REDACTED]
DOL: August 21, 2015

Dear Claim Team:

Thank you for giving us the opportunity to review Mr. Herbette's concerns with this 2015 RAM 1500.

Naturally, we were very sorry to learn of the problems the customer experienced, especially due to the inconvenience and expense involved. Since Fiat Chrysler Automobiles was unable to inspect this vehicle in its damaged state; we respectfully decline to assume responsibility for a manufacturing defect.

Although we are unable to provide a more favorable reply, we do appreciate the opportunity to review this with you.

Sincerely,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28247414

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 19 09:03:55 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Cannot Shift Into Park

Comments:

Yesterday, I backed my RAM 1500 out of the garage and attempted to park it in the driveway. I moved the vehicle about 10 feet and when I rotated the shift knob to Park, the notification section said "set park brake SERVICE TRANSMISSION" and the park indicator flashed continuously. I have read about a number of RAM 1500 that have issues with either very low trans fluid from the factory or a problem in the transmissions manufacturing that would not allow the park detent to seat properly. My vehicle was manufactured in March 2014, could it be one of these vehicles? I am waiting to get an appointment at the Dealer. Complete VIN 1C6RR7JT1ES [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Nov 19 12:30:28 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

I am sorry to hear of the concerns you have experienced thus far with your vehicle. I do not see the specific concern you are speaking too.

However our records indicate that the following recall campaigns have not been performed by an authorized dealer:

R23 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE SAFETY 08/21/2015
INCOMPLETE

R36 STEERING WHEEL WIRING SAFETY 09/04/2015 INCOMPLETE

R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE

R47 SIDE AIR BAG INFLATABLE CURTAIN SAFETY 08/22/2015 INCOMPLETE

We suggest that you contact your local Chrysler, Dodge, Jeep® and Ram dealer, or Fiat Studio, to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the FCA Group Recall Assistance Center at 1-800-853-1403.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Heather

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 28247414

EMAIL CASE NUMBER: 3242203

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9445174V54\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9445174V54[REDACTED]&)

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Cannot Shift Into Park

Comments:

Yesterday, I backed my RAM 1500 out of the garage and attempted to park it

in the driveway. I moved the vehicle about 10 feet and when I rotated the shift knob to Park, the notification section said "set park brake SERVICE TRANSMISSION" and the park indicator flashed continuously. I have read about a number of RAM 1500 that have issues with either very low trans fluid from the factory or a problem in the transmissions manufacturing that would not allow the park detent to seat properly. My vehicle was manufactured in March 2014, could it be one of these vehicles? I am waiting to get an appointment at the Dealer. Complete VIN 1C6RR7JT1ES [REDACTED]

VIN:

ES [REDACTED]

Mileage:

13400

Servicing Dealer:

Fred Beans

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Fountainville

State:

PA

Zip:

18 [REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28271892

CHRYSLER

December 10, 2015

[REDACTED]
Greer, SC [REDACTED]

Re: CAIR: [REDACTED]
VIN: 1C4RDHAG1FC [REDACTED]
Vehicle: 2015 Dodge Durango

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28324763



December 29, 2015

[REDACTED]
Macon, GA [REDACTED]

Cair: [REDACTED]
VIN: 1C6RR6KT5FS [REDACTED]
[REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Ram 1500.

[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.S. Susalla
Special Investigations
586-274-8171

JSS/sk

Phone 800.992.1997

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28354004



December 30, 2015

Town of Dover
New Jersey Police Department
Lt. Coppinger
37 North Sussex Street
Dover, NJ 07081

RE: CAIR: [REDACTED]
VIN: 1C4SDJFT7EC [REDACTED]
Vehicle: 2014 Dodge Durango

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

Lt. Coppinger, 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 | CIMS 484 04-04 | P.O. Box 71-8904 | Auburn Hills MI USA | 48321

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28387726



January 19, 2016

[REDACTED]
Corona, CA [REDACTED]

Re: CAIR: [REDACTED]
VIN: 3C6JR6AG3EG [REDACTED]
Vehicle: 2014 Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Ram 1500.

[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 | 3000 Dodge Drive | P.O. Box 218004 | Auburn Hills, MI USA | 48321

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28449160



January 5, 2016

[REDACTED]
Louisburg, NC [REDACTED]

Cair: [REDACTED]

VIN: 1C4RDHAG2EC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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.

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

Sincerely,

J. Susalla

J.S. Susalla
Special Investigations
586-274-8162

JSS/sk

Phone 800.992.1997

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28461927



January 7, 2016

Ada, OK

RE: CAIR: [REDACTED]
VIN: 3C6JR7AG1FG [REDACTED]
Vehicle: 2015 Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Ram 1500.

[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.

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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

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PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28525751

CHRYSLER

January 21, 2016

[REDACTED]
Glendive, MT [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7FT1FS [REDACTED]
Vehicle: 2015 Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Ram 1500.

[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.

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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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28554023



February 4, 2016

[REDACTED]
Williamstown, WV [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7UTXES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Ram 1500.

[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.

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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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28575329



February 8, 2016

[REDACTED]
Hampton, NJ 08827-2

Re:

File #: [REDACTED]
VIN: 1C4RDJDG9FC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 DODGE DURANGO.

[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

Phone 800.992.1997

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1C4RDJDG9FC
User	Dennis Rickard
Case Number	28575329
EDR Data Imaging Date	02/29/2016
Crash Date	01/15/2016
Filename	28575329-1C4RDJDG9FC110268_ACM.CDRX
Saved on	Monday, February 29 2016 at 10:28:29
Collected with CDR version	Crash Data Retrieval Tool 16.4
Reported with CDR version	Crash Data Retrieval Tool 16.4
EDR Device Type	Airbag Control Module
Event(s) recovered	None

IMAGE TO:
28575329
PLS.

Comments

No comments entered.

Data Limitations

AIRBAG CONTROL MODULE (ACM) DATA LIMITATIONS:

GENERAL INFORMATION:

CAUTION: During direct-to-module imaging where the Airbag Control Module (ACM) is disconnected and removed from a vehicle, make sure the ACM is not moved, tilted or turned over while connected to and powered by the CDR Interface Module (with appropriate adaptors in place, where required). Also, after a CDR imaging process, wait 2 minutes after power is removed from the ACM before attempting to move the module. Not following these general ACM guidelines for direct-to-module imaging may cause new events to be recorded in the ACM.

- For additional definitions, please refer to the CDR Help File Glossary.
- As the VIN may be used to determine the configuration of the restraint system, it is imperative that the correct VIN be entered into the CDR Tool during the imaging process.
- For Fiat vehicles, the "Read VIN from Vehicle" feature in the CDR Tool will not work. The VIN will have to be manually entered.
- Lateral Delta V will not be displayed for the 2013 MY Jeep Compass and Patriot.
- Ignition Cycle, download/crash - For RAMs and Dodge Vipers, there are 2 internal ignition counters in the ACM. It is possible for the ignition cycles at download to be less than the ignition cycles at event due to the 2 different counters.
- The following table provides an explanation of the sign notation for data elements that may be included in this CDR report. All directional references to sign notation are from the perspective of the driver when seated in the vehicle facing the direction of forward vehicle travel.

Data Element Name	Positive Sign Notation Indicates
Delta-V, Longitudinal	Forward
Maximum Delta-V, Longitudinal	Forward
Delta-V, Lateral	Left to Right
Maximum Delta-V, Lateral	Left to Right
Angular Rate	Clockwise rotation around the longitudinal axis
Steering Input	Steering wheel turned counter clockwise
Yaw Rate	Counter clockwise rotation

CDR FILE INFORMATION:

- The minimum delta V required to store an event is a delta V of 5 mph (8 km/h) within a 150 ms interval.
- For non-NAFTA ACMs that control pedestrian protection devices, a non-deployment event will be stored when the pedestrian protection devices are activated
- For the 2014-2015 MY Jeep Grand Cherokee and Dodge Durango, a non-deployment event will be stored with activation of the Active Head Restraints

Event(s) Recovered definitions:

- None - There are no stored events in the ACM

- Not Retrievable - Event Data may be stored in the ACM but is not retrievable by the CDR Tool.
- Most Recent Event - Data of the most recent event is displayed in the report
- 1st Prior Event - Two events are stored in the ACM, Data displayed is of the first prior event.
- 2nd Prior Event - Three events are stored in the ACM, Data displayed is of the second prior event.
- For 2013 and 2014 MY Dodge Journey and Fiat Freemont:
 - Event Record 1 - Data from an event is stored in the ACM (not necessarily in chronological order)
 - Event Record 2 - Data from another event is stored in the ACM (not necessarily in chronological order)
- For TRW modules:
 - If there is a side impact, two EDR events may be stored for the one side impact event. The second event may be recorded due to the Lateral Delta V exceeding 5 mph (8 km/h) within a 150 ms interval after the side deployment occurred.
- For some Fiat vehicles:
 - Two EDR events may be stored for one impact event. The second event may be recorded due to the deployment of the frontal airbag, 3rd stage passenger.
- During an event, if power to the ACM is lost, all or part of the event data record may not be recorded. An indication may be observed in the recorded data under this condition:
 - "None" may be displayed in the "Event(s) Recovered" section of the report indicating no pre-crash vehicle data.
 - An event may be displayed in the "Event(s) Recovered" section of the report and "Interrupted" will be displayed for Pre-Crash Recorder Status.

SYSTEM STATUS AT RETRIEVAL:

- Original VIN - The VIN is captured by the ACM and then recorded as the Original VIN after 10 consecutive ignition cycles of capturing the same number. Once it has been recorded, this number cannot be changed.

SYSTEM CONFIGURATION AT RETRIEVAL/EVENT:

- The System Configuration data tables indicate the components that the ACM for a particular vehicle monitors and/or controls.
- Active Head Restraint (AHR) - This refers to some active head restraint systems that are electronically controlled by the ACM. AHRs may activate but not store an EDR Record if the delta V does not exceed the minimum delta V threshold. Activation of only the AHRs, if stored, will be a non-deployment event.

SYSTEM STATUS AT EVENT:

- Clipping Flag Status, XX - "Set" indicates that the sensor XX reached the maximum value.
- Clipping Flag Timestamp, XX - Time at which the sensor XX reached the maximum value. This data element will only be displayed if the Clipping Flag Status, XX is "Set".
- Number, Total Events - Cumulative number of events that the ACM has recorded, including those non-deployment events that have been overwritten by a subsequent event.
- Occupant Size Classification, Outboard Front Passenger - "Child" status may be used to indicate anything weighing less than a 5th percentile female adult crash dummy; "Not Child" indicates anything weighing the same as or more than a 5th percentile female adult crash dummy.
- Odometer at Event - Vehicle odometer at the time of the event
- Operation via Energy Reserve Only - "Yes" indicates that the ACM had lost power at or before T0 and was only operating on energy reserve at T0.
- System Voltage at Event, ACM - Voltage at the ACM as measured by the ACM.
- System Voltage at Event, Bussed - Voltage of the vehicle system, communicated on the communication bus to other electronic modules in the vehicle.
- Temperature, Outside - Ambient Air Temperature.
- Time, Airbag Warning Lamp On - This is a cumulative time. It indicates the total amount of time that the ACM has requested the Airbag Warning Lamp be turned on.
 - This time does not include the warning lamp bulb check time, which occurs at every ignition cycle
 - For 2013 MY Minivans, this time is only cumulative for the past 10 ignition cycles.
- Time from event 1 to 2 -
 - If only one event is stored, either a value of 0 or >5 may be displayed for this data element.
 - If multiple events exist in the EDR, the time from event 1 to event 2 is defined as:
 - For Bosch and TRW modules, the time from the prior recorded event (even if it has been overwritten) to the current recorded event.
 - For Continental modules, the time from the prior existing recorded event (as long as it is still displayed in the CDR report) to the current recorded event. If the prior event in a multi-event condition is overwritten by a subsequent event, the multi-event status will no longer be displayed.
- Time, Operation System Time - This is a cumulative lifetime timer for the ACM. It indicates the total amount of time the ACM has been powered up.
- VIN at Event, Last 8 Digits - Last 8 digits of the VIN of the vehicle at the time the ACM records the event.

DEPLOYMENT COMMAND DATA:

- A "Yes" for a particular item in the Deployment Command Data section of the report indicates that the ACM commanded the deployment /activation of the associated device.

- A value of "255" for the Frontal Airbag Deployment, Time to First Stage/Second Stage/3rd Squib Deployment, Driver/Passenger indicates that the deployment time for that particular squib occurred at 255 milliseconds or greater from t0.

DTCs PRESENT AT START OF EVENT:

- If any DTCs (diagnostic trouble codes) are present in the ACM at the start of the event, these will be listed in this section. A dealership service manual can be used to decode the DTCs.

PRE-CRASH DATA:

- The recorded Event may contain Pre-Crash data. Pre-Crash data from the various electronic control modules in the vehicle is transmitted to the Airbag Control Module via the vehicle's communication bus.
- (if equip.) - If a parameter name is followed by the words (if equip.), then the parameter is only valid for vehicles equipped with the associated parameter/vehicle system.
- The MIL (Malfunction Indicator Lamp) Status for the various recorded systems indicates the requested state of the applicable malfunction indicator lamp at the time that the data was captured. Note: Some fault codes could be stored due to component/system damage from the accident. The appropriate diagnostic tool should be used to read any stored Diagnostic Trouble Codes (DTC's) in the various electronic modules (ACM, PCM, ABS, TCM, etc., where applicable) for use in interpretation of some vehicle specific recorded data.
- ABS Activity - "Yes" indicates an active ABS event in which the ABS is actively controlling the brakes.
- ABS MIL - This indicates the ABS fault indicator lamp status. It will only be "On" when there is a fault in the ABS system. The Electronic brake module DTC's should be read and recorded for final system interpretation.
- Accelerator Pedal, % Full - This indicates the actual position of the accelerator pedal.
- Accelerator Pedal (Derived), % Full - This indicates the calculated value of the accelerator pedal for battery electric vehicles only.
- Accelerator Pedal/Engine Throttle, % Full - This indicates the actual position of the accelerator pedal unless the cruise control is engaged. If the cruise control is engaged, this indicates the actual position of the engine throttle blade.
- Cruise Control:
 - Cruise Control System/Lamp Status - "On" indicates that the Cruise Control system is turned on.
 - Cruise Control Engaged Status/Active - "Engaged"/"Yes" indicates the Cruise Control system is actively controlling vehicle speed. "Not Engaged"/"No" indicates the system is NOT controlling vehicle speed.
 - Adaptive Cruise Control (ACC) Status (if equip.) - "Off" indicates that all cruise control functionality is disabled; "NCC_On" indicates that the Normal Cruise Control system is turned on; "NCC_Set" indicates the Normal Cruise Control is actively controlling vehicle speed; "ACC_On" indicates that ACC is turned on; "ACC_Set" indicates that the ACC is actively controlling vehicle speed. If the value is SNA for all time stamps, then the vehicle is not equipped with ACC.
 - ACC Speed Set (if equip.) - This indicates the desired speed in mph that was input by the driver for the ACC system. If the value is SNA for all time stamps, then the vehicle is not equipped with ACC.
- Drive Mode - This indicates the driver selected mode of operation (e.g. normal, sport, track, ...)
- Electronic Brake/Stability Control information:
 - Stability Control - This is the status of the ESC symbol - "car with squiggly lines" indicator lamp. "On" indicates that the ESC system is functional. "Off" indicates that the ESC system was turned off either by the driver or due to a fault or thermal mode shutdown. "Engaged" indicates an active ESC/TCS event.
 - For the Jeep Renegade, if the Stability Control is "Off", the ESC Button Status is "Disabled", and the vehicle speed exceeds 40 mph, the stability control system will operate in a reduced functionality ("partial off") mode even though the user disabled it. For all other conditions, when the Stability Control is "Off", the stability control system will be off.
 - ESC Button Status - This indicates the driver selected mode for the ESC system. "Disabled" indicates that the driver pressed the ESC Button for 5 seconds to disable the ESC System. "Enabled" indicates that the ESC button has not been pressed for 5 seconds and thus the ESC System is enabled.
 - ESC/ESP MIL - This indicates the ESC/ESP fault indication lamp status. It will only be "On" when there is a fault or thermal mode shutdown in the ESC/ESP system. The ESC/ESP module DTC's should be read and recorded for final system interpretation.
 - Brake Intervention by ESP - "Yes" indicates that the stability control system has engaged the brakes.
 - Engine Torque Applied - "No" indicates no engine torque output was applied (as in Park/Neutral for Automatic transmissions or clutch depressed on manual or during an ESP/Traction Control event). If "Yes", then engine torque output was applied.
 - Traction Control Active - "Yes" indicates that the traction control system is actively controlling the vehicle's wheels.
- Electronic Park Brake (EPB):
 - Park Brake Engaged - "Yes" indicates that the park brake is applied.
 - EPB MIL - "On" indicates that there is a fault in the Electronic Park Brake System.
- Engine Throttle, % Full - This indicates the actual position of the Engine Throttle blade.
- ETC Lamp - Lamp "ON" indicates there is an active Electronic Throttle DTC.
- ETC Lamp Flashing - "Yes" indicates that the ETC is in the limp-in mode.
- Forward Collision Warning (FCW) (if equip.):
 - Object of Interest Distance - This indicates the forward distance to the object that the FCW system is sensing. If the value is SNA for all time stamps, then the vehicle is not equipped with FCW.
 - FCW Warning Lamp Status - "On" indicates that the forward collision warning system is turned off. If the value is SNA for all time stamps, then the vehicle is not equipped with FCW.
- Gear Position - This indicates the current transmission gear.
- Master Cylinder Pressure - This indicates the brake pressure applied to the brakes by the driver.
- PCM MIL - This indicates the PCM fault indicator lamp status. It will only be "On" when there is a fault in the PCM. The Powertrain Control Module DTC's should be read and recorded for final system interpretation.
- Pre-Crash Recorder Complete - Due to the interruption of data recording in one section, this data element may display "Interrupted" for all sections

when some data sections are actually complete.

For the 2014 MY Jeep Grand Cherokee and Dodge Durango, if recording of angular rate data is interrupted, the entire EDR record will display "Interrupted" even though the rest of the data may be complete.

- PRND/PRNDL/PRNDS Status - This indicates the status of the Shifter Position.
- Raw Manifold Pressure - This indicates engine load in kPa.
- Reverse Gear - For manual transmission vehicles only, "Yes" indicates the transmission is in the reverse gear.
- Service Brake - "On" indicates that the brake pedal is depressed.
- Speed, Vehicle Indicated - This indicates the average of the drive wheels. The accuracy of the recorded Speed, Vehicle Indicated will be affected if the vehicle had the tire size or the final drive axle ratio changed from the factory build specifications.
- Tire Information
 - XX where LF = Left Front Tire, RF = Right Front Tire, LR = Left Rear Tire, and RR = Right Rear Tire.
 - Tire X Location - This indicates the location of the tire pressure sensor data being displayed for that time stamp. Default is used to indicate that the location of the tire pressure sensor is unknown or there is no tire pressure sensor in that wheel. Vehicles with Base Tire Pressure Monitoring systems will display SNA for both Tire Locations as these vehicles do not send actual pressure values across the communication bus.
 - Tire X Pressure/Tire Pressure Status, XX - This indicates the actual pressure status of the Tire Location defined in the previous column (Tire X Location) or by the values for XX. Possible values are LOW, NORMAL, HIGH, or SNA for this parameter. Vehicles with Base Tire Pressure Monitoring systems may display NORMAL even though these vehicles do not send actual pressure values across the communication bus.
 - Tire X Pressure/Tire Pressure Value, XX (psi) - This indicates the actual tire pressure value of the Tire Location defined in the previous column (Tire X Location) or by the values for XX. Vehicles with Base Tire Pressure Monitoring systems will display N/A for this parameter as these vehicles do not send actual pressure values across the communication bus.
 - Wheel Speed, XX - This indicates the speed value (in revolutions per minute) of a particular tire as denoted by XX.
 - For the following vehicles, the tire location, if displayed, may not be accurate if the tires have been rotated:
 - 2013 MY Ram
 - 2013-2015 MY Jeep Patriot
 - 2013-2014 MY Chrysler 200
 - 2013-2015 MY Jeep Compass
 - 2013-2015 MY Dodge Dart
 - For the 2013 MY Ram, if the values for tire pressure status and the tire pressure are SNA, the EDR does not store tire pressure monitoring data.
 - Tire pressure is not stored in the EDR for the following vehicles:
 - 2014-2015 MY Ram
 - 2013-2015 MY Jeep Wrangler
 - 2013 MY Jeep Grand Cherokee
 - 2013 MY Dodge Durango
 - 2013-2014 MY Dodge Challenger
 - 2013-2015 MY Chrysler Town and Country
 - 2013-2015 MY Dodge Grand Caravan
 - 2015 MY Fiat 500
- Tire Pressure Monitor Indicator Lamp/Faults - "On" indicates a fault in the tire pressure monitoring system. The TPM module DTC's should be read and recorded for final system interpretation.
- "T0" ("Time zero" where '0' is seen as subscript) is defined as "beginning of the crash event". T0 is the time at which the ACM algorithm is activated, a specific Delta-V is exceeded, or a non-reversible restraint device is deployed. T0 may be defined differently for front, side, rear and roll-over events.
 - If multiple algorithm decisions (i.e.: frontal, side, rear and/or rollover) are made before the first recorded event ends, all of those events are part of the same event record and "T0" is defined as the "T0" from the first recorded event.
 - In the Pre-Crash data tables, the relative time marker "-0.1s" represents the last set of data captured in the buffer prior to "T0."
- Torque Information
 - Axle Torque - This indicates the E-Motor Torque multiplied by the gear ratio for battery electric vehicles only
 - E-Motor Torque - This indicates the calculated torque from the output shaft of the electric motor in battery electric vehicles only.

03002_Chrysler_r028

System Status at Retrieval

Original VIN	1C4RDJDG9FC	
Ignition Cycle, Download		851
ACM Part Number		
ECU Serial Number	T52MD184501591	
ACM Supplier		Bosch
ECU Supply Voltage at Time of Retrieval		14.8

System Configuration at Retrieval

Configured for Driver Frontal Airbag	Yes
Configured for Driver Knee Airbag	Yes
Configured for Driver Buckle Pretensioner	No
Configured for Driver Retractor Pretensioner	Yes
Configured for Driver Seat Seatbelt Switch	Yes
Configured for Driver Seat Track Position Switch	Yes
Configured for Left Side Curtain Airbag	Yes
Configured for Left Side Seat Airbag	Yes
Configured for Passenger Frontal Airbag	Yes
Configured for Passenger Buckle Pretensioner	No
Configured for Passenger Retractor Pretensioner	Yes
Configured for Passenger Seat Seatbelt Switch	Yes
Configured for Right Side Curtain Airbag	Yes
Configured for Right Side Seat Airbag	Yes
Configured for Pedestrian Protection Hood Actuators	No

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

[illegible]

[illegible]

Printed on: Monday, February 29 2016 at 10:34:57

Printed on: Monday, February 29 2016 at 10:34:57

Printed on: Monday, February 29 2016 at 10:34:57

Printed on: Monday, February 29 2016 at 10:34:57

6-1-82 BOSCH

[illegible]

Printed on: Monday, February 29 2016 at 10:34:57

[illegible]

[illegible]

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28594382



February 4, 2016

[REDACTED]
Saugerties, NY [REDACTED]

Re:

File #: [REDACTED]
VIN: 1C6RR7MT5ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 RAM 1500.

[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

Phone 800.992.1997

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28625023

CHRYSLER

February 18, 2016

[REDACTED]
Willis, TX [REDACTED]

CAIR: [REDACTED]
VIN: 1C4RDHDG5EC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT

ENCLOSURE 4

CAIR Backup

28675065



February 17, 2016

[REDACTED]
Traverse City, MI [REDACTED]

Re:

File #: [REDACTED]
VIN #: 1C6RR7YT9FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles regarding your 2015 RAM 1500 REBEL.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28675277

28675277

Susalla Jay (FCA)

From: Brookes Larry (FCA)
Sent: Wednesday, June 15, 2016 2:06 PM
To: Susalla Jay (FCA)
Cc: Kyle Kelly (FCA); DeGraw Alan (FCA)
Subject: FW: Alaska Vehicle Inspections - Customer Letters
Attachments: ald edits Customer Letter_5-11-16 (4).docx

Jay,

At the request of the OGC and VSRC can you send this letter to the listed customers below.

Thanks

Larry

From: Kyle Kelly (FCA)
Sent: Tuesday, June 14, 2016 4:37 PM
To: Brookes Larry (FCA)
Cc: Fry Cheryl (FCA); DeGraw Alan (FCA)
Subject: RE: Alaska Vehicle Inspections - Customer Letters

Larry,

Attached is a customer letter for three customers that had their Grand Cherokees and Durango previously inspected in Alaska. The letter has been reviewed by Alan DeGraw.

The VINs and customer names are:

2015 WK - FC

2015 WK - FC

2015 WD - FC

Can you please assist in having the letters mailed to the customers?

Thanks,

Kelly Kyle
Product Investigator
Vehicle Safety and Regulatory Compliance Office
Desk Phone: (248) 576-8914
Mobile Phone: (248) 343-1387
Email: Kelly.Kyle@fcagroup.com
Location: W2003 N2 W23

From: Kyle Kelly (FCA)
Sent: Tuesday, May 17, 2016 1:20 PM
To: Brookes Larry (FCA)
Cc: Fry Cheryl (FCA); DeGraw Alan (FCA)
Subject: RE: Alaska Vehicle Inspections - Customer Letters

Larry,

I'm available until 4:00 p.m. today.

I can come to your office and discuss the customer letters whenever it is convenient for you.

Thanks,

Kelly

From: Brookes Larry (FCA)
Sent: Tuesday, May 17, 2016 11:33 AM
To: Kyle Kelly (FCA)
Cc: Fry Cheryl (FCA); DeGraw Alan (FCA)
Subject: RE: Alaska Vehicle Inspections - Customer Letters

Can we talk about the letters in more detail? Not sure what we are trying to get done here.

Also there is a lot of current discussions going on with the customers and we should be careful to be consistent in our message

Larry

From: Kyle Kelly (FCA)
Sent: Tuesday, May 17, 2016 9:58 AM
To: Brookes Larry (FCA)
Cc: Fry Cheryl (FCA); DeGraw Alan (FCA)
Subject: RE: Alaska Vehicle Inspections - Customer Letters

Larry,

Did you have a chance to read me email below?

Thanks,

Kelly

From: Fry Cheryl (FCA)
Sent: Thursday, May 12, 2016 11:09 AM
To: Kyle Kelly (FCA); Brookes Larry (FCA); DeGraw Alan (FCA)
Subject: RE: Alaska Vehicle Inspections - Customer Letters

Adding Alan to the copy

From: Kyle Kelly (FCA)
Sent: Thursday, May 12, 2016 11:07 AM
To: Brookes Larry (FCA)
Cc: Fry Cheryl (FCA)
Subject: Alaska Vehicle Inspections - Customer Letters

Larry,

I need assistance in sending letters to three customers in Anchorage, AK. Please let me know if the process of opening a CCRG CAIR can be used for sending the letters. I have a letter drafted and need to have it reviewed by our legal group before sending it.

Here is the reason why the letters are being sent.

On January 27, 2016, NHTSA contacted FCA US and advised that [REDACTED] had provided them a video of his vehicle rolling forward after the vehicle was shifted into Park. NHTSA requested FCA US to inspect [REDACTED] vehicle.

On February 22-23, 2016, the following three vehicles were inspected in Anchorage for allegedly rolling after they were shifted into Park. A team consisting of two FCA Technical Advisors, a ZF Transmission Engineer and a Magna Transfer Case Engineer performed the inspections. The vehicles were found to be operating as per design and the allegation of the vehicles rolling was the result of being parked on a low traction incline. This condition was reproduced on a low traction road surface and recorded on video with [REDACTED]

The VINs and customer names are:

2015 WK – FC [REDACTED]

2015 WK – FC [REDACTED]

2015 WD – FC [REDACTED]

Currently [REDACTED] is requesting to have his vehicle bought back for an EGR system issue, that has been repaired, and the rolling issue (CAIR [REDACTED]). Previously in a Vehicle Owner's Questionnaire he claims the vehicle rolled into his house deck and there was no damage to either the vehicle or deck, other than minor scratches.

At the time of team inspection the customers were not provided a formal position on the inspection results.

On May 11, 2016, I received an email from the Business Center stating the customers are anticipating something in writing regarding the inspection results.

Please contact me if you have questions.

Thanks,

Kelly Kyle

Product Investigator

Vehicle Safety and Regulatory Compliance Office

Desk Phone: (248) 576-8914

Mobile Phone: (248) 343-1387

Email: Kelly.Kyle@fcagroup.com

Location: W2003 N3 W23



FIAT CHRYSLER AUTOMOBILES

June 16, 2016

[REDACTED]

Anchorage, AK [REDACTED]

Cair: [REDACTED]

VIN: 1C4SDJETXFC [REDACTED]

Dear [REDACTED]

This letter is to further acknowledge your contact with FCA US LLC, regarding your 2015 Dodge Durango.

Naturally, we were sorry to learn of the event described to us during your initial contact. However, we have had the opportunity to inspect your vehicle and must inform you that your vehicle appears to be functioning as designed.

The inspection was performed by FCA US LLC Technical Advisors, a Transmission Engineer and a Transfer Case Engineer. Inspection of your vehicle found that when the transmission was shifted to PARK, the parking pawl was properly engaging as designed to prevent the rear driveshaft from turning. Also, as by design, the transfer case was releasing the front driveshaft to allow the front wheels to turn freely.

What appears to be occurring with your vehicle is when the transmission is in PARK and the vehicle is on a slope with one of the rear wheels on a low traction surface, the vehicle weight is rolling the high friction (rear) wheel down the slope, while the low friction wheel slides. The traction of the low friction wheel must return to a high enough value for the wheel to stop sliding.

The owner's manual in your vehicle states, "When parking on a hill, apply the parking brake before shifting the transmission to PARK. As an added precaution, turn the front wheels toward the curb on a downhill grade and away from the curb on an uphill grade." However, based upon the angle of slope and lack of traction, the wheels may slide on a low traction surface.

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

28675277

21 June 2016

Jay Susalla
Special Investigations
FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

6/22
RECEIVED

JUL 06 2016

Special Investigations

Re: CAIR #28675277; VIN #1C4SDJETXFC [REDACTED]

Dear Mr. Susalla,

Thank you for your correspondence of 16 June 2016 (copy attached). As I understand it, the principal takeaway is that FCA has determined the vehicle is "functioning as designed". More on this later.

First, I couldn't help but take interest in the quote sourced from the owner's manual regarding procedures for parking on a hill. Of course, this guideline makes sense. But just so the record is clear, our driveway – from the street to the garage – is 36 feet long. The rise over this run is about 20 inches. This is a standard configuration for residential homes built on *flatland* as it allows water to run off the lot toward the street. A slight incline, it is. A hill, it is not.

I took possession of the Durango in August of 2015 (factory ordered in May) so the 2015-16 winter was my first with it. Prior to that I owned a Lincoln Aviator (purchased new as well) which spent several winters parked in precisely the same spot on the driveway as the Durango is now. It's safe to say traction conditions on the driveway vary during winter months. Furthermore, both vehicles were subjected to the same set of conditions at one time or another.

The difference, however, is that through several years' experience with the Aviator, it *never* rolled itself into the street. Maybe this is explained by serendipity . . . or maybe it was designed not to.

Use of the phrase "functioning as designed" as a means to suggest all is copacetic is not particularly persuasive. We both understand recalls are often the result of faulty design. Based on my own experience, it would not be surprising if we see this particular issue associated with an unfortunate news event.

Thank you again for your response.

Respectfully,



Brian E. Hove
3801 W. 40th Avenue, Unit A
Anchorage, AK 99517

cc: Craig Komis - Service Manager, Anchorage Chrysler Center

June 16, 2016

[REDACTED]
Anchorage, AK [REDACTED]

Cair: 28675277

VIN: 1C4SDJETXFC [REDACTED]

Dear [REDACTED]

This letter is to further acknowledge your contact with FCA US LLC, regarding your 2015 Dodge Durango.

Naturally, we were sorry to learn of the event described to us during your initial contact. However, we have had the opportunity to inspect your vehicle and must inform you that your vehicle appears to be functioning as designed.

The inspection was performed by FCA US LLC Technical Advisors, a Transmission Engineer and a Transfer Case Engineer. Inspection of your vehicle found that when the transmission was shifted to PARK, the parking pawl was properly engaging as designed to prevent the rear driveshaft from turning. Also, as by design, the transfer case was releasing the front driveshaft to allow the front wheels to turn freely.

What appears to be occurring with your vehicle is when the transmission is in PARK and the vehicle is on a slope with one of the rear wheels on a low traction surface, the vehicle weight is rolling the high friction (rear) wheel down the slope, while the low friction wheel slides. The traction of the low friction wheel must return to a high enough value for the wheel to stop sliding.

The owner's manual in your vehicle states, "When parking on a hill, apply the parking brake before shifting the transmission to PARK. As an added precaution, turn the front wheels toward the curb on a downhill grade and away from the curb on an uphill grade." However, based upon the angle of slope and lack of traction, the wheels may slide on a low traction surface.

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

Hove
3801 W. 40th Avenue, Unit A
Anchorage, AK 99517-2704



7015 3010 0001 7905 2144



1000



48321

U.S. POSTAGE
PAID
ANCHORAGE, AK
99517
JUN 22, 18
AMOUNT

\$6.47

R2304M115983-75

RETURN RECEIPT
REQUESTED

Jay Susalla
Special Investigations
FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28704568

CHRYSLER

February 16, 2016

[REDACTED]
Lafayette, LA [REDACTED]

CAIR: [REDACTED]
VIN: 1C6RR7FGXES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Ram 1500.

[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

Phone: 586-274-8164

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28726436



FIAT CHRYSLER AUTOMOBILES

April 7, 2016

[REDACTED]
Wantagh, NY [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7JT8ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Ram 1500.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28740473

Document Recieved from Customer

Cair Number: 28740473

Date Received: 2016-03-25 19:55:44.076496

Files Not Recieved: 0

CASE Manager Worksheet

General Information

Case Manager:	Irlanda Tapia		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2014 DODGE DURANGO SXT AWD SPORT UTILITY 4-DR		
Customer Email:	██		
What is the reason the case is being opened?	Cylinder Head - Defective		
What does the customer want from FCA?	Customer seeking assistance.		
Who has the vehicle?	dealership	Is the customer in rental?	Yes
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	60314
Original Owner?	No	Owner History: # New:	0
		# Used:	4

Vehicle Information

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	6/6/2014
MVP Contract? (Mechanical, Maintenance, Other)?	N/A				
3rd Party Service Contract?			Extended Warranty?	Choose an item.	
VIP	Yes	GPOP	No	Restriction?	No
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	Yes
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes
If yes for Tech Connect, note:	Cylinder Head- STAR Case (5)				

tools and actions

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?	Cylinder Head- found 163 articles relating to this search		
What information am I missing and what questions do I need to ask?	What was their diagnosis? When do they plan to have the vehicle done? Is there any parts that they had to order?		
What are my intentions/thoughts/direction?	Have the customer be happy with their vehicle again		

LEMON LAW REVIEW

Does this vehicle meet state LL requirements?	No	Is there a confirmed defect?	Yes
State:	MO	If yes, what is the defect(s)?	defective cylinder head
FRA state?	MO	Is the defect covered under the manufacturer's warranty?	Yes
Business vehicle?	No	Number of repair attempts?	2
# of allowed repair attempts within the specified period?	4	Total number of days out of service	2 days

CASE Manager Worksheet

of allowed days out of svc within the specified period? 6+

Does the defect substantially impair the vehicle's use, value, or safety? No

*** * * * * Case Management - District N * * * * *****BASIC:** 16 Months or 12,282 Miles**POWER TRIAN:** 39 Months or 76,282 Miles**MVP:** N/A**Household:** 0 new/ 4 used

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28746876



FIAT CHRYSLER AUTOMOBILES

March 30, 2016

[REDACTED]
Swan Lake, NY [REDACTED]

Re:

File #: [REDACTED]
VIN: 1C6RR7NM7FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 RAM 1500.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28751790

CHRYSLER

February 24, 2016

[REDACTED]
Boca Raton, FL [REDACTED]

Cair: [REDACTED]

VIN: 1C4SDHCT4FC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28752967

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 16 13:20:50 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Malfunction of Brake System

Comments:

I currently drive a 2014 Dodge Ram 1500. This morning (2/16), while the vehicle was in PARK (in the driveway, slight incline with slushy weather conditions) with the emergency brake applied and no key in the ignition, the vehicle roll backwards. The vehicle narrowly missed an oncoming vehicle approaching. Not only am I upset and appalled by the malfunction of the brake system, but this incident could have been VERY tragic. Someone could have gotten injured or worst case lost their life. I am frightened to park the truck on any hill now for fear of an adverse reaction, which could essentially cause damage to others (cars, property, person). Mentally I am shaken up and DO NOT TRUST the performance of the vehicle now. This has caused me some mental anguish...

Now wondering if I should continue to rely on the safety of this vehicle.

Disappointed/Frustrated Customer.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Feb 17 03:35:18 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your brake system concerns.

We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention.

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 visit ramtrucks.com and use the 'Find a Dealer' link to locate the nearest Chrysler dealership in your area.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

R23 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE

R36 STEERING WHEEL WIRING

R40 RADIO SECURITY VULNERABILITY

P15 REPROGRAM RADIO FREQUENCY HUB MODULE

We suggest that you contact your local Chrysler, Dodge, Jeep® and Ram dealer, or Fiat Studio, to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification to your dealer's service department when you bring your vehicle in for this service.

We look forward to your response.

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 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jenna

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 28752967

EMAIL CASE NUMBER: 3299280

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9608876V98\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9608876V98[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Malfunction of Brake System

Comments:

I currently drive a 2014 Dodge Ram 1500. This morning (2/16), while the vehicle was in PARK (in the driveway, slight incline with slushy weather conditions) with the emergency brake applied and no key in the ignition, the vehicle roll backwards. The vehicle narrowly missed an oncoming vehicle approaching. Not only am I upset and appalled by the malfunction of the brake system, but this incident could have been VERY tragic. Someone could have gotten injured or worst case lost their life. I am frightened to park the truck on any hill now for fear of an adverse reaction, which could essentially cause damage to others (cars, property, person). Mentally I am shaken up and DO NOT TRUST the performance of the vehicle now. This has caused me some mental anguish... Now wondering if I should continue to rely on the safety of this vehicle. Disappointed/Frustrated Customer.

VIN:

ES [REDACTED]

Mileage:

19500

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Rocky Hill

State:

CT

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

To: customerassist@chrysler.com

Date: Wed Feb 17 08:18:42 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9608876V98[REDACTED])

R29vZCBNb3JuaW5nLS0KSSBqdXN0IGJyb3VnaHQgdGhlIGNhciBpbiBmb3Igc2VydmliZSAocmVj

YWxscykgL2luc3BIY3Rpb24gYXQgTmllbHNlbiBAIDe3NSBydGUuIEkgMCAwRWFzdCBIYW5vdm
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IE5KIDA3OTM2LgpUaGUgbWFsZnVuY3Rpb24gb2YgdGhlIGVtZXJnZW5jeSBicmFrZSBpcyBhIH
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cGFyYXRlIE1PU1QgY29uY2VybmIuZyBpc3N1ZSB3aGljaCBzaG91bGQgbm90IGJlIGRpc21pc3N1

ZCBvciBkaXNyZWdhcmRlZC4gQXMgSSBtZW50aW9uZWQsIHRoZSB2ZWWhpY2xllHdhcyBpbjBQ
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IHdpdGggdGhIIgVtZXJnZW5jeSBicmFrZSBhcHBsaWVklGFuZCB5ZXQgdGhIIHZlaGljbGUgcml9s

bGVklGJhY2t3YXJkcyBvdXQgb2YgdGhllGRyaXZld2F5LiBUaGF0IGxhY2sgb2YgcGVyZm9ybWFu

Y2UgaXMgdGVycmlmeWluZyBhbmQgYSBodWdlIGRpc2FwcG9pbm1lbnQgYW5kIHVuc2F0aXN
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b3J5IGluICJTQUZVFkIlHdoaWNoIGNvdWxklGhhdmUgY2F1c2VklGRhbWFnZSBpbkBtdWx0aX
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ZSBmcm9udHMsIGNhdXNpbmcgZGFtYWdlIHVlIHVnbWVvbWUgZWxzZSdzIHByb3BlcnR5L2xvc3Mg

b2YgbGlmZS4KCgoKCgoKCgpTZW50IHZpYSB0aGUgaHR0cDovL3d3dy5wYnMub3JnL2luZGVw
ZW5k

ZW50bGVucy9maWxtcy90aGUtYmxhY2stcGFudGhlcnMtdmFuZ3VhcmQtb2YtdGhlLXJldm9sdXRp

b24vU2Ftc3VuZyBHYWxheHkgU8KulDYgZWRnZSwgYW4gQVQmVCA0RyBMVEUgc21hcnRwaG9uZS0t

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dG9tZXJhc3Npc3RAY2hyeXNsZXluY29tPiBEYXRIOiAyLzE3LzlwMTYgIDM6MzYgQU0glChHTV
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MDU6MDApIFRvOiBUcmIjaWFTODE0QGdtYWlsLmNvbSBTdWJqZWN0OiBSZTogQ2hyeXNsZX
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dXAgTExDIEN1c3RvbWVyeEFzc2lzdGFuY2UgIChLTU05NjA4ODc2Vjk4MTE4TDBLTskgCkRIYXI
q

VHJpY2lhLAoKVGHhbmmsgew91IGZvciBjb250YWN0aW5nIHRoZSBEd2RnZSBDbDdXN0b21lciBBc3

c3RhbmNlIENlbnRlciBpbiByZWdhcmRzCnRvIHlvdXlgYnJha2Ugc3lzdGVtIGNvbmlcm5zLgoK
V2UgcmlVncmV0IHRobzSBwcm9ibGVtIHlvdSB0eXZlIGV4cGVyaWVuY2VklGFuZCBhcHByZWNP
YXRl

IHRoZSB0aW1lIGFuZCAKZWZmb3J0IHlvdSB0b29rIHRvIGJyaW5nIHRoaXMgbWF0dGVyIHRvIG
15
IGF0dGVudGlvbi7CoMKgwqDCoMKgwqDCoMKgwqDCoCAKCKluIG9yZGVyIGZvciB1cyB0byBm
dXJ0
aGVyIGFzc2lzdCB5b3UslHdIIIG5lZWQgdG8gdmVyaWZ5IGlmIHlvdXlmdmVoaWNsZQpoYXMgYm
VI
biBkaWFnbm9zZWQgaW4gdGhlIGxhc3QgMzAgZGF5cyBhdCBhIGNlcnRpZmlZCBDaHJ5c2xlcia
K
ZGVhbGVyc2hpcC4gSWYgaXQgaGFzIGJlZW4gZGhhZ25vc2VkLCBwbGVhc2UgcHJvdmlkZSB0a
GUg
bmFtZSBvZiB0aGUgCmRIYWxlcuNoaXAsIGFuZCB0aGUgaW5kaXZpZHVhbCB5b3UgaGF2ZSBi
ZWVu
IHdvcmtpbmcgd2l0aC4KCKlmIHlvdSB0YXZlIG5vdCB0YWQgdGhlIHZlaGljbGUgZGhhZ25vc2Vk
LCBwbGVhc2UgZW5zdXJlIHlvdSB0YXZlIG5vdCB0YXZlIG5vdCB0YXZlIG5vdCB0YXZlIG5vdCB0
W4g
dmlzaXQgcmtFtdHJ1Y2tzLmNvbSBhbmQgdXNlIHRoZSAnRmluZCBhIApEZWFsZXInIGxpmsgd
G8g
bG9jYXRlIHRoZSBuZWZyZXN0IENocnlzbGVyIGRIYWxlcuNoaXAgW4geW91ciBhcmVhLgoKT3
Vy
IHJlY29yZHMgaW5kaWNhdGUgdGhhZCB0aGUgZm9sbG93aW5nIHJlY2FsbCBjYW1wYWlnbihz
KSBo
YXZlIG5vdCBiZWVuCnBlcmZvcmlZCBieSBhbiBhdXR0b3JpemVkIGRIYWxlcjoKCllYm8KgIFJF
UFJPR1JBTBSPQ0NVUEFOVCBSRVNUUkFJTIQgQ09OVFJPTCBNT0RVTEXCoCAKUjM2wqA
gU1RFRVJJ
TkcgV0hFRUwgV0ISSU5HwqAgCII0MMKgIFJBREIPIFNQ1VSSVRZIFZVTE5FUKFCSUxJVFnC
oCAK
UDE1wqAgUkVQUk9HUKFNIFJBREIPIEZSRVFVRU5DWSBIVUIgTU9EVUxFwqAgCgpXZSBzd
WdnZXN0
IHRoYXQgeW91IGNvbnRhY3QgeW91ciBsb2NhbCBDaHJ5c2xlcwRG9kZ2UslEplZXDv70gYW
5k
IFJhbSAKZGVhbGVyLCBvciBGaWF0IFN0dWRpbywgdG8gbWFrZSBhcnJhbmdlbWVudHMgZm9
yIGFu
IGluc3BIY3Rpb24gYW5kLCBpZiAKbmVjZXNzYXJ5LCBjb3JyZWNOaXZlIGFjdGlvbiBhdCBubyBj
aGFyZ2UgdG8geW91LgoKUGxlYXNlIHRha2UgYSBjb3B5IG9mIHRoaXMgbWVzc2FnZSB3aXR0e
Hlv
dSBhdCB0aGUgdGltZSBvZiBzZXJ2aWNlIHRvIAphaWQgdGhlIHByb2Nlc3MulEFsdGhvdWdoIG5
v
dCBYXZF1aXJlZCwgaXQgaXMgcmtVjb21tZW5kZWQgdG8gYnJpbmcgYSAKY29weSBvZiB0aGU
gcmVj
YWxsIG5vdGlmawWNhdGlvbiB0byB5b3VyIGRIYWxlcidzIHNIcnZpY2UgZGVwYXJ0bWVudCB3aG
Vu

CnlvdSBicmluZyB5b3VyIHZlaGljbGUgaW4gZm9yIHRoaXMgc2VydmljZS4KCldlIGxvb2sgZm9y
d2FyZCB0byB5b3VyIHJlc3BvbnNlLgoKVGHhbmsgew91IGFnYWluIGZvcilB5b3VyIGVtYWlsLSKg
IFNob3VsZCB5b3UgcmlVxdWlyZSBhZGRpdGlvbmFsIAphc3Npc3RhbmNILCBvcilBoYXZIIGFueSB
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ZXCgaW5mb3JtYXRpb24gdG8gcHJvdmlkZSwgcGxlYXNIHJlcGx5IHRviHRoaXMKZW1haWwgb
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c2FnZSBvcilBjYWxsIDeTODAwLTRBLURPREdFICgxLTgwMC00MjMtNmMOMykucGpTaW5jZXJIbH
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IAoKSmVubmEgCgpDdXNOb21lciBTZXJ2aWNllFIjcHJlc2VudGF0aXZIIApEb2RnZSBDb21l
ciBBc3Npc3RhbmNIEENlbncKRM9ylIGFueSBmdXR1cmUgY29tbXVueWNhdGlvbnMgcmlVSy
XRI

ZCB0byB0aGlzlGVtYWlsLCBwbGVhc2UgcmlVmZXlgdG8gdGhlCMzvbgxvd2luZyBpbmZvcmlhd
Glv

bjogClJRkvSRU5DRSBOVU1CRVI6IDI4NzUyOTY3CKVNQUIMIENBU0UgTIVNQKVSOskglDMMy
OTky

ODAgiCFUEExZlEXJTks6lghOdHA6Ly93d3cuY2hyexNsZXluY29tL3djY3MvYnJhbmRfZm9ybXMv

dXMvmcmVwbHkuanNwP3Rya19JRD1LTU05NjaA4ODc2Vjk4MTE4TDBlTSYKCgoKT3JpZ2luYWw
gTWVz

c2FnZSBGb2xsb3dzOgotLS0tLS0tLS0tLS0tLS0tLS0tLS0tLS0tLVVMgQ3VzdG9tZXIgU2Vydmlj
ZSAteIERvZGdlIEJyYW5klFNpdGUKQNjpZWYgRGVzY3JpcHRpb246IApNYWxmndW5jdGlvbiBvZi
BC

cmFrZSBTeXNOZWOKQ29tbWVudHM6ckkgY3VycmlVudGx5IGRYaXZIIGEgmJAxcNCBEeb2RnZSB
SYW0g

MTUwMC4gVGhpncyBtb3JuaW5nlCGYLZE2KSwdg2hpbGUgdGhlCiB2ZWWhpY2xllHdhcyBpbibQQV
JL

ICggaW4gdGhlIGRYaXZId2F5LCBzbGlnaHQgaW5jbGluZSB3aXRoiHNsdXNoeSAkd2VhdGhlcgo
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Y29uZGI0aW9ucykge2l0aCB0aGUgZW1lcmlbmN5lGJyYWtlIGFwcGxpZWQgYW5klG5vlGtleSB
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biB0aGUgCmlnbml0aW9uLAogdGhllHZlaGljbGUgcml9sbCBiYWNrd2FyZHMuIfRoZSB2ZWWhpY2
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IG5hcnJvd2x5lG1pc3NiZCBhbiBvbmNvbWluZyAKdmVoawNSZqogYXBwcm9hY2hpbmculeE5vdC
Bv

bmx5lGFtIEkgdBzZXQgYW5klGFwcGFsbGVklGJ5IHRoZSBtYWxmndW5jdGlvbiBvZiBiB0aGUKIGJ
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YWtlIHNe5c3RlbSwgYnVOIHRoaXMgaW5jaWRlbncKQGY291bGQgaGF2ZSBiZWVuIfZFUIkgdHJhZ2
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LiBTb21lb25lIApj3VsZAogaGF2ZSBnb3ROZW4gaW5qdXJIZCBvcilB3b3JzdCBjYXNIIGxvc3Qg
dGhlaXIgbGlmZS4gSSBhbSBmcmlnaHRlbnVkiHRviApwyXXJrCiB0aGUgdHJ1Y2sgbz24gYW55lG
hp

bGwgbm93IGZvciBmZWYlIG9mIGFuIGFkdmVyc2UgcmlhY3Rpb24sIHdoaWNolGNvdWxkCiBlc3NI
bnRpYWxseSBjYXVzZSBkYW1hZ2UgdG8gb3RoZXJzICggY2FycywgchJvcGVydHksIHBlcnNvbik
u
IE1lbnRhbGx5IApJcCBhbSBzaGFrZW4gdXAgYW5kIERPIE5PVCBUIVTVCB0aGUgcGVyZm9yb
WFu
Y2Ugb2YgdGhlIHZlaGljbGUgbm93LiBUaGlzIApoYXMKIGNhdXNIZCBtZSBzb21lIG1lbnRhbCBh
bmd1aXNoLi4uIE5vdyB3b25kZXJpbmcgaWYgSSBzaG91bGQgY29udGludWUgdG8gCnJlbHkKI
G9u
IHRoZSBzYWZldHkgb2YgdGhpcyB2ZWWhpY2xlLiBEaXNhchBvaW50ZWQvRnJ1c3RyYXRIZCBD
dXN0
b21lci4KCgogClZJTjoKwqDCoMKgwqDCoMKgIEVTMTgyNDg5Ck1pbGVhZ2U6CsKgwqDCoMKg
wqDC
oCAxOTUwMApTZXJ2aWNpbmcgRGVhbGVyOgrCoMKgwqDCoMKgwqAgClRpdGxlOgrCoMKgw
qDCoMKg
wqAgCkZpcnN0IE5hbWU6CsKgwqDCoMKgwqDCoCBUcmJjaWEKTwIkZGxIEluaXRpYWw6CsK
gwqDC
oMKgwqDCoCAKTGFzdCBOYW1lOgrCoMKgwqDCoMKgwqAgU21pdGgKQWRkcmVzcyAxOgrC
oMKgwqDC
oMKgwqAgMiBMb3VpcyBQbGFjZQpBZGRyZXNzIDI6CsKgwqDCoMKgwqDCoCAKQ2I0eToKwq
DCoMKg
wqDCoMKgIFJvY2t5IEhpbGwKU3RhdGU6CsKgwqDCoMKgwqDCoCBDVApaaXA6CsKgwqDCo
MKgwqDC
oCAwNjA2NwpFbWFpbDoKwqDCoMKgwqDCoMKgIFRyaWNpYVM4MTRAZ21haWwuY29tCldvc
msgUGhv
bmU6CsKgwqDCoMKgwqDCoCA5MTcuODYyLjI2NTgK

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Feb 18 05:32:56 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9608876V981[REDACTED])

Dear [REDACTED]

Thank you for taking the time to have the vehicle diagnosed at Nielsen Chrysler

We realize the importance of a safe and reliable vehicle for our consumers and hope this experience will not cause customers to misjudge our products.

We ask you contact us back as soon as the diagnosis has been completed at which time we would be able to address the concerns further.

We look forward to reviewing the matter you have brought to our attention.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Jenna

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 3299280

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9610744V915\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9610744V915[REDACTED]&)

Original Message Follows:

Good Morning--

I just brought the car in for service (recalls) /inspection at Nielsen @ 175 rte. I 0, East Hanover NJ 07936.

The malfunction of the emergency brake is a separate MOST concerning issue which should not be dismissed or disregarded. As I mentioned, the vehicle was in PARK with the emergency brake applied and yet the vehicle rolled backwards out of the driveway. That lack of performance is terrifying and a huge disappointment and unsatisfactory in "SAFETY" which could have caused damage in multiple fronts, causing damage to someone else's property/loss of life.

Sent via the <http://www.pbs.org/independentlens/films/the-black-panthers-vanguard-of-the-revolution/> Samsung Galaxy S® 6 edge, an AT&T 4G LTE smartphone

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

From: customerassist <customerassist@chrysler.com>

Date: 2/17/2016 3:36 AM (GMT-05:00)

To: TriciaS814@gmail.com

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9608876V981[REDACTED])

Dear Tricia,

Thank you for contacting the Dodge Customer Assistance Center in regards to your brake system concerns.

We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention.

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 visit ramtrucks.com and use the 'Find a Dealer' link to locate the nearest Chrysler dealership in your area.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

R23 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE

R36 STEERING WHEEL WIRING

R40 RADIO SECURITY VULNERABILITY

P15 REPROGRAM RADIO FREQUENCY HUB MODULE

We suggest that you contact your local Chrysler, Dodge, Jeep? and Ram dealer, or Fiat Studio, to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification to your dealer's service department when you bring your vehicle in for this service.

We look forward to your response.

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 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jenna

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 28752967

EMAIL CASE NUMBER: 3299280

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9608876V981\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9608876V981[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Malfunction of Brake System

Comments:

I currently drive a 2014 Dodge Ram 1500. This morning (2/16), while the vehicle was in PARK (in the driveway, slight incline with slushy weather conditions) with the emergency brake applied and no key in the ignition, the vehicle roll backwards. The vehicle narrowly missed an oncoming vehicle approaching. Not only am I upset and appalled by the malfunction of the brake system, but this incident could have been VERY tragic. Someone could have gotten injured or worst case lost their life. I am frightened to park the truck on any hill now for fear of an adverse reaction, which could essentially cause damage to others (cars, property, person). Mentally I am shaken up and DO NOT TRUST the performance of the vehicle now. This has caused me some mental anguish... Now wondering if I should continue to rely on the safety of this vehicle. Disappointed/Frustrated Customer.

VIN:

ES [REDACTED]

Mileage:

19500

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Rocky Hill

State:

CT

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28772301



FIAT CHRYSLER AUTOMOBILES

March 14, 2016

Crossroad Engineers PC
3417 Sherman Drive
Beech Grove, IN 46107

Re:

File #: [REDACTED]
VIN: 1C4RDJAG3FC [REDACTED]

Dear Crossroad Engineers PC:

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 DODGE DURANGO.

Crossroad Engineers PC, 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

PE16-014

FCA

3-15-2017

ATTACHMENT

ENCLOSURE 4

CAIR Backup

28773394

Send To: Chrysler Customer Assistance Center
Typist/Transcriber
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

2-23

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: Sawyer Motors

Dollar Amount \$: 560.00

Customer Name: [REDACTED]

Requestor PROFS ID: ppf

CAIR Number: [REDACTED]

VIN# Number: [REDACTED]

Dealer Name & Code: #32 – sawyer mtrs - 44037

BC Number: 32

District Number: G

13:49:46 Friday, February 19, 2016

SSZ1600T
CMD:

Customer Assistance System
Check Screen

02/19/16 A01TF3E6
13:49:43
Password:

=====

AC: CAIR: 28773394 32 Check #: St: S Ck 01 OF 01
Vin: 1C6RR7MT5ES Cust: MANN Category: P Mail: X
Payee: SAWYER MOTORS
INVOICE 15286

Address1:

Address2:

City/ST/Zip: SAUGERTIES

NY 124774159 Country: USA CNA Chng: X

Submitted : 021916 134405 PPF

32

Warr. Total: 295.64

Approved :

CAIR Total: 0.00

Sent to CAP :

Cumm. Total: 295.64

ISSUE Date :

Void :

Current Check Total: 560.00

Reason Code Description 01 of 01

Emotion Amount

Corporate - Reimbursement

0 560.00

0.00

0.00

F13=InfoLkup F14=Primary

F15=

F16=VIN/CAIR F17=

F18=AltFkey

F19=Reprchse F20=

F21=

F22=

F23=

F24=Print

13:44:50 Friday, February 19, 2016

SSZ1500T Customer Assistance System 02/19/16 C13TEF62
Cmd: Primary CAIR Detail Screen 13:44:18
Password:
AC: CAIR: 32 3/ 3 Typ: C Alrt: Trk: Stat: 0 CurRes: j1191 32
Link: CAIR Ctgry: 1 CAIR Manager: PHIL FORNABAIO
VIN: 1C6RR7MT5ES YR/Model: 14 RAM 1500 SPORT 4X4 Ltr: Pho:
Sls BC/Sls/Svc/Dlr: 32 T G 44037 SAWYER MOTORS In Srv Date: 12/22/14
Svc BC/Sls/Svc/Dlr: 32 T G 44037 SAWYER MOTORS Curr MI/KM: M 32413
Company: SAWYER MOTORS Tmp Address: -
Cust: MANN
AD1: 156 LAUREN TICE RD Ph: 845 246 5960 H
AD2: Ph:
Cty/St/ZIP: SAUGERTIES NY 12477-4159 Cntry: USA Lang: E
CNA Address Change: -
Open Dt: 021916 Cntc Typ: T Orig: C Mail Ctgry: Ltr dt: Exec:
Resp Ltr: Resp Ltr Dt: of Dt Ltr Recvd: Close Dt:
Resp Typ: Followup Date: Lst Upd: 021916 1336P PPF 32
* RSN Code 1 of 1 * 021916 1229P PPF 32 Narr Line Ct: 5
AC: RSN: Corporate - Reimbursement
reimbursing dealer for rental
F13=InfoLkp F14=CAIRHist F15=SeCond F16=Vin/CAIR F17=GenNarr F18=AltFkeys
F19=Check F20=VehOwn F21=CNA F22=InBasket F23=ReAssign F24=Print
Inquire successful

13:44:11 Friday, February 19, 2016

SSZ1600T
CMD:

Customer Assistance System
Check Screen

02/19/16 C13TEF62
13:44:05
Password:

AC: CAIR: 28773394 32 Check #: St: S Ck 01 OF 01
Vin: 1C6RR7MT5ES Cust: MANN Category: P Mail: X
Payee: SAWYER MOTORS
INVOICE 15286

Address1:

Address2:

City/ST/Zip: SAUGERTIES

NY 124774159 Country: USA CNA Chng: X

Submitted : 021916 134405 PPF

32

Warr. Total: 295.64

Approved :

CAIR Total: 0.00

Sent to CAP :

Cumm. Total: 295.64

ISSUE Date :

Void :

Current Check Total: 560.00

Reason Code Description 01 of 01

Emotion Amount

Corporate - Reimbursement

0 560.00

0.00

0.00

F13=InfoLkup F14=Primary F15= F16=VIN/CAIR F17= F18=AltFkey
F19=Reprchse F20= F21= F22= F23= F24=Print

CNA Change; Check has been submitted. Please reassign to your supervisor.

13:45:00 Friday, February 19, 2016

SSZ1520T

Customer Assistance System

02/19/16

Cmd: _____

General Narrative Screen

13:44:57

Password: _____

AC/ CAIR: 28773394 32 CUST: MANN

LINE 001 OF 005

001 Customer complained that vehicle rolled down a hill while in park. Put
002 customer in rental until SI sent an inspector. This reimbursement is for
003 the rental vehicle the customer drove while waiting for the vehicle to be
004 inspected and the results of the investigation from 1/14/16 till 2/5/16
005 for \$560. Check to be payable to Sawyer Motors. ppf

F13=InfoLkp F14=Primary F15=SeCond F16=ReasNarr F17= F18=AltFkeys
F19=Check F20=VehOwn F21= F22= F23= F24=
Database at end -- no further data available

SAWYER MOTORS
166 ULSTER AVE
SAUGERTIES NY 12477
(845) 246-3412 FAX (845) 246-5185
NYS REPAIR SHOP# R7051585

15286 MAN

SAUGERTIES, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1C6RR7MT5E		32413	32827	01/14/16 10:35	02/05/16	15286
		VEHICLE DESCRIPTION		TAG NO.		STATUS		
		2014 RAM RAM TRUCK (BLACK)				PARTIAL-COMPLETE-W		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
2465960				12/22/14	12/22/14	172	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT		
(845) 246-5960	(845) 389-6033		RP4505D	MATT DAVIES (5)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *			A16		Warranty	
			A60			

Concern Customer states TRUCK WAS IN PARK BUT PARKING BRAKE NOT ENGAGED/ TRUCK ROLLED DOWN A HILL / IT WAS PARKED ON AND INTO STREET.

Cause TECH COULD NOT DUPLICATE THE CUSTOMER CONCERN / TECH CHECKED FOR CODES/ RELATED UPDATES / STAR CASES / / TECH CHECKED ALL THE WAYS THE TRUCK COULD BE SHUT DOWN / AND WHAT WOULD HAPPEN IF LEFT IN NUTRAL OR DRIVE / THE SHIFTER WOULD ALWAYS GO BACK TO PART / TECHCHECKED THE TRANS SHIFTER RELEASE WAS CHECKED FOR PROPER OPERATION /EVERYTHING IS IN PLACE / WE CHECKED ON A HILL IF THE TRUCKWOULD HOLD PROPERLY IN PARK / IT DID / THE ONLY WAY WE SEE THE TRUCK ROLLING IS IF THE TRUCK WAS RUNNING AND LEFT IN NUTRAL

Correction Vehicle escalated to technical service operations,who sent inspector tto inspect vehicle on Feb 1st, 2016. Per email from chrysler rep.- Adenial letter is being sent out to the customer indicating that FCA USLLC conducted an investigation into the incident and no manufacturingdefect caused or contributed to the incident at this time. The customers insurance company will pursue it with Chrysler if they feel theyshould. Customer has been contacted to pick up their vehicle and return the dealerships rental vehicle on Feb 5th, 2016.

B +	18R23182		A16		Warranty	
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Concern RECALL R23 / FLASH UP-DATE ORC MODULE

Correction Safety Recall R23 - Reprogram Occupant Restraint Control Module -Reprogram Reprogram ORC Module (1 - Semi-Skilled) / Reprogram

C +	08R36182		A16		Warranty	
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Concern RECALL R36 / STEERING WHEEL WIRING

Correction Safety Recall R36 - Steering Wheel Wiring - Test and remove forrepair Inspect Steering Wheel Wiring. Install Steering Wheel AirbagBack Post Covers an

Part Number	Description	Qty.
CBXFR361AA	PLUG	1
1055500	TIFSTRAP TIF	1

FACE PAGE RENTAL AGREEMENT

DEALER INFORMATION			
Name <u>Sanger Motors</u>			
Address <u>166 W. 4th Ave</u>			
City <u>Sanger</u>	State <u>TX</u>	Zip <u>75777</u>	
Phone <u>817-246-3412</u>			

CUSTOMER VEHICLE INFORMATION	
License No. <u>[REDACTED]</u>	State <u>TX</u>
VIN <u>[REDACTED]</u>	
Year/Make/Model/Color <u>1997 MTSES</u>	

RENTAL VEHICLE INFORMATION	
Date and Time OUT <u>11/20/16 10:00 AM</u>	P.M.
Date and Time IN <u>2/15/17 12:45 AM</u>	P.M.
Date and Time DUE IN <u>1/1/17</u>	A.M. P.M.
Vehicle VIN <u>3C4PPC4131F</u>	[REDACTED]
Vehicle Description <u>HDS CTR</u>	State <u>TX</u>
License No. <u>HDS CTR</u>	State <u>TX</u>
Mileage IN <u>1745</u>	FUEL OUT IN
Mileage OUT <u>89</u>	F F
Miles Driven	3/4 3/4
Miles Allowed	1/2 1/2
Chargeable Miles	1/4 1/4
	E E

RO# <u>15286</u>	Unit# <u>CT3</u>	RA#
CUSTOMER INFORMATION		
Customer <u>[REDACTED]</u>		
Home Address <u>156 Lauren Lane RD</u>		
City <u>Sanger</u>	State <u>TX</u>	Zip <u>75777</u>
Driver's License No. <u>631 461 962</u>	State <u>TX</u>	Expires <u>1/29/21</u>
Birth Date <u>[REDACTED]</u>	[REDACTED]	

Additional Driver's Name	Birth Date
Driver's License No.	State Expires
Additional Driver's Name	Birth Date
Driver's License No.	State Expires

CUSTOMER INSURANCE INFORMATION		
Insurer <u>American Central Mutual Fire</u>	Agent <u>Reid</u>	
Policy No. <u>7757157</u>	Expiration Date <u>7-11-16</u>	Telephone <u>-</u>

DAMAGE DESCRIPTION	
Condition Out: <u>EXCELLENT x (AM)</u>	
Initials <u>[Signature]</u>	
Condition In:	

RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
MILES: <u>16</u> @ <u>\$35.00</u>		<u>560</u>	<u>00</u>
DAYS: <u>16</u> @ <u>\$35.00</u>			
TOTAL TIME AND MILEAGE CHARGES <u>→</u>			
TAXABLE FUEL GAL. @ \$			
TAXABLE SUB-TOTAL <u>→</u>			
TAX @ %			
NON-TAXABLE FUEL GAL. @ \$			
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER			
SUB-TOTAL			
TOTAL CHARGE <u>→</u>		<u>560</u>	<u>00</u>
METHOD OF PAYMENT		REFUNDED	
S <u>J CHECK</u> J AMEX J MC J VISA J OTHER		CUSTOMER INITIALS	
# <u>J CARD VERIFIED</u>		X	

If the Vehicle is damaged, You have a right to inspect the damage before agreeing to pay for the damage

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

[Signature]
Customer
ALL CHARGES SUBJECT TO FINAL AUDIT

Feb 11, 2016

Chrysler Group LLC Global Claim Acknowledgement

10:21 AM

Currency: USD

Dealer: 44037

Status: Rejected

Claim Number: [REDACTED] Odometer: 32413 In Service Date: Dec 22, 2014
 Warranty Coverage Code: 536
 VIN: 1C6RR7MT5ES [REDACTED] Service Advisor: 09768A Process Date: Feb 10, 2016
 Claim Type: W-Warranty Continuation: OTHER List Number: 2016023
 Submission Type: R-Resubmission Prior Claim: 015286 Reference Number: 5631668
 Date Received: Jan 14, 2016 Authorization Number:
 Date Completed: Feb 5, 2016 Owner's Name:
 Vehicle Description: 2014-RAM 1500 SPORT 4X4

Condition:	1 of 1	Technician Identification:	1778831	Name:	Christofer Quigley
Line	LOP	Description	Failure Code	Hours	Amount
L1	85412102	Transmission Driveability, Trouble Not Found	UC	0.0	0.00

Uncodable Narrative : CUST STATES RAM ROLLED DOWN HILL WHILE IN PARK-NO TROUBLE FOUND

Line	Special Service Description	Document Number	Days	Amount
S1	Loaner-Chrysler Low Line	15286A	16	560.00
Total Parts	Total Labor	Total Special Service		Pre-Tax Total
0.00	0.00	560.00		560.00

Claim Narrative:

PLEASE REFER TO D-15-15 IN THE WAM FOR MORE INFORMATION ON HOW TO GET A DIRECT CHECK FROM WHOMEVER AUTHORIZED LOANER. THANK YOU.

	Net Amount	Tax Amount	Net + Tax
Total Part:	0.00	0.00	0.00
Total Part Mark-up:	0.00	0.00	0.00
Total Labor:	0.00	0.00	0.00
Total Special Service:	0.00	0.00	0.00
Repair Sub Total:	0.00	0.00	0.00
Deductible Amount(-):	0.00	0.00	0.00
Dealer Adjustment(-):	0.00	0.00	0.00
Repair Total:	0.00	0.00	0.00
Loaner/Towing Amount:	560.00	0.00	560.00
Claim Total:	560.00	0.00	560.00
	Actual Amount:		560.00

Message Level	Line	Message Code	Message Code Description
Claim		AB6	The claim has been returned after a corporate review - Action Required
Claim		HC2	Prior claim number on continuation claim has not been paid
Claim		RE8	Vehicle in for service and one or more open recalls were not addressed
Condition-1		SR7	Loaner amount requested excessive
Condition-1	L-1	RA3	Loaner car requires authorization
Condition-1	L-1	RA4	Operation Diagnostics time requires authorization
Condition-1	L-1	SR2	Loaner days exceed the maximum limit allowed

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28775956



March 9, 2016

[REDACTED]
Coarsegold, CA [REDACTED]

Cair: [REDACTED]

VIN: 1C4RDJAGXEC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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.

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28783686

CHRYSLER

March 3, 2016

[REDACTED]
Altadena, CA [REDACTED]

Cair: [REDACTED]

VIN: 1C4SDJCT1FC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Dodge Durango.

[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 800 993 1000

Chrysler Group LLC | CIMS 484 04 04 | P.O. Box 117, Detroit, MI 48216-0117

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28792467

28792467

NJM Insurance
Group

301 Sullivan Way, West Trenton, NJ 08628

609-883-1300 / www.NJM.com

FACSIMILE TRANSMISSION SHEET**DATE:** 2/24/2016 3:58:20 PM**ATTN:** Chrysler FCAUS**CITY & STATE:****FACSIMILE TELEPHONE:** 1-586-497-2112**BUSINESS TELEPHONE:** 1-800-853-1403**COMMENTS:** claim 28792467**NO. OF PAGES SENT:** 22**INCLUDING COVER PAGE:** 23**FROM:** Hairston, Ashley**FACSIMILE TELEPHONE:** (609) 882-3457**BUSINESS TELEPHONE:** (609) 883-1300**CONFIDENTIALITY NOTICE**

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LEGAL PHOTOS

RETAINED IN

DOCUMENT RETENTION

Please reimburse attached.



NEW JERSEY MANUFACTURERS INSURANCE COMPANY

301 Sullivan Way, West Trenton, NJ 08628

(609) 883-1300 ext. 5522 / www.NJM.com

AHairston@njm.com

February 24, 2016

Chrysler FCAUS
PO Box 218004
Alburt Hills MA 48321

Re: Our Claim No: [REDACTED]
Our Policy No: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: December 27, 2015
Loss Location: Staten Island, NY
Your Insured: Chrysler FCAUS
Your File No: [REDACTED]

Dear Chrysler FCAUS:

This is to inform you that New Jersey Manufacturers Insurance Company is exercising its right of subrogation regarding the claim referenced above. Please forward your payment or contact me to discuss this claim at the phone number and extension above.

If your company is accepting liability, please send confirmation in writing to me as soon as possible. If your liability evaluation is still pending, please provide status of your investigation and time frame in which you anticipate it to be completed.

The total damages paid out to date, which includes our insured's deductible, are 2,188.07, as set forth below:

Repair Estimate:	\$2,188.07
Rental:	
Total:	2,188.07

Please be advised that any payment received from you for less than the amount demanded or agreed upon, will be accepted as a partial payment and we retain the right to pursue full payment.

Please communicate directly with our insured to discuss any out of pocket expenses they may have incurred. Payment of out of pocket expenses should be made directly to our insured.

Very truly yours,

Ashley Hairston, AIC
Subrogation Claims Assistant

Claim Summary**Owner: Deanna Viera**

Vehicle Year: 2004 Make: MITS Model: LANCER RALLIART Engine: 4-2.4L-FI Body Style: 4D SED

Insurance CompanyCompany: NEW JERSEY MANUFACTURERS
Claim Office: NJM Hammonton
Address: Hammonton, NJ 08037
Phone: (800) 367-6564Claim #: [REDACTED]
Adjuster: ASHLEY McLAUGHLIN
Policy #: F187564**Appraisal Company**Company: INSURANCE CLAIM SERVICES
IA Office: INSURANCE CLAIM SERVICES
Address: PO BOX 206
EMERSON, NJ 07630
Phone: (201) 664-4345

Estimator: INSURANCE CLAIM SERVICES

Vehicle Owner

Insured:

Owner:

[REDACTED]
Staten Island, NY [REDACTED]

Loss Type:

Cell:

Liability

[REDACTED]

Vehicle InformationYear: 2004 Color: Silver Int: License: [REDACTED] Production Date:
Make: MITS Body Style: 4D SED State: [REDACTED] Odometer:
Model: LANCER RALLIART Engine: 4-2.4L-FI VIN: 1A3AJ66F44L [REDACTED] Condition: Good
Primary Impact Point: Left Rear Drivable: Yes
Secondary Impact Point: Left Qtr Post (Left Side)**Inspection Information**

Place of Inspection:

Address: Home but might be take t shop, 2391 Fores
Staten Island, NY 10303

Claim Summary

Owner: Deanna Viera

Vehicle Year: 2004 Make: MITS Model: LANCER RALLIART Engine: 4-2.4L-FI Body Style: 4D SED

Estimate to Repair

Estimate	\$ 2,009.95
Taxable Subtotal	\$ 2,009.95
Tax	178.12
Non-Taxable Subtotal	\$ 2,188.07
Betterment	0.00
Deductible	0.00
Appearance Allowance	0.00
0% Negligence	0.00
Calculated Net Loss	\$ 2,188.07

LKQ Parts Not Included
 A/M Parts Not Included
 Opt OEM Parts Not Included
 Recond Parts Included

Total Loss Valuation

Vehicle Valuation	\$ 0.00
Supp. Taxable Adjustments	0.00
Taxable Subtotal	\$ 0.00
Tax	0.00
Supp. Non-Taxable Adjustments	0.00
Non-Taxable Subtotal	\$ 0.00
Owner Retained Salvage	0.00
Deductible	0.00
0% Negligence	0.00
Calculated Net Loss	\$ 0.00

Vehicle Valuation Request#

Settlement Information

Settlement Type: Repairable
 Negotiated Settlement: \$ 2,188.07
 Settlement Outstanding: \$ 2,188.07

Comments

Events

12/27/2015		Loss occurred
1/8/2016		Loss reported
2/3/2016		Date assigned.
2/3/2016	12:38 PM	Assignment Retrieved.
2/5/2016	5:46 AM	Workfile Created.
		Comments: Workfile was created.
2/5/2016	5:46 AM	Associated notes were sent with the assignment and were added to the workfile.
2/5/2016	12:56 PM	First preliminary estimate line written.
2/5/2016	2:09 PM	Estimate of Record created.

INSURANCE CLAIM SERVICES

"QUALITY APPRAISALS SINCE 1988"

PO BOX 206

EMERSON, NJ 07630

Phone: (201) 664-4345, FAX: (201) 664-6693

Workfile ID:

06b15411

For:

NEW JERSEY MANUFACTURERS

NJM Hammonton

Phone: (800) 367-6564

Estimate of Record**Owner: Viera, Deanna****Job Number:**

Written By: ics ics

Adjuster: McLAUGHLIN, ASHLEY, (800) 367-6564 Business

Insured:

Type of Loss: Liability

Point of Impact: 07 Left Rear

Policy #:

Date of Loss: 12/27/2015 12:00 PM

Claim #:

Days to Repair: 4

Owner:

Staten Island, NY
(347) 525-1622 Cell

Inspection Location:

Home but might be take t shop, 2391
Fores

Staten Island, NY 10303

Other

(347) 525-1622 Day

Repair Facility:

richmond view

2339 forest ave

staten Island, NY 10303

(718) 442-0445 Business

(718) 442-8393 Fax

License #: r 6433286

VEHICLE

Year: 2004

Make: MITS

Model: LANCER RALLIART

Color: Silver Int:

Body Style: 4D SED

Engine: 4-2.4L-FI

License: GFZ8279

State:

VIN: 1A3AJ66F44L

Production Date:

Odometer:

Condition: Good

TRANSMISSION

Overdrive

5 Speed Transmission

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

DECOR

Dual Mirrors

Console/Storage

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

SEATS

Cloth Seats

Bucket Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Rear Spoiler

Estimate of Record

Owner: [REDACTED]

Job Number:

Vehicle: 2004 MITS LANCER RALLIART 4D SED 4-2.4L-FI Silver

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER					
2	R&I	R&I bumper assy				0.8	
3	*	Rpr Bumper cover				2.0	3.0
4		Add for Clear Coat					1.2
5		REAR LAMPS					
6	**	Repl RECOND LT Combo lamp assy O-Z Rally/RALLIART	MIN126923	1	233.00	0.3	
7		QUARTER PANEL					
8	*	Rpr LT Quarter panel Rallart				6.5	2.2
9		Add for Clear Coat					0.9
10	Refn	Fuel door					0.3
11		Add for Clear Coat					0.1
12		REAR DOOR					
13	*	Rpr LT Door shell w/pwr window				2.5	1.9
14		Overlap Major Adj. Panel					0.4
15		Add for Clear Coat					0.3
16	R&I	LT Belt molding				0.2	
17	R&I	LT Handle, outside LS, O-Z Rally & Rallart silver				0.3	
18		FRONT DOOR					
19	Bind	LT Door shell					1.0
20	R&I	LT Belt molding				0.2	
21	*	R&I LT Mirror assy LS, O-Z Rally & Rallart silver				0.4	
22		WHEELS					
23	*	Refn LT/Rear Wheel, alloy Rallart			m		1.0
24		MISCELLANEOUS OPERATIONS					
25	#	Repl HAZARDOUS WASTE REMOVAL		1	3.00 X		
26	*	Repl Cover car/bag		1	5.00	0.2	
27	#	Repl FLEX ADDITIVE		1	8.00		
28	#	Repl COLOR SAND AND POLISH		1		1.0	
29	#	Repl CLEAN UP AND DETAIL		1	15.00		
30	#	Repl COVER INTERIOR AND JAMBS		1	5.00	0.2	
31	#	Repl COLOR TINT		1		0.5	
32	#	Repl TIRE MOUNT AND BALANCE lt rear		1	9.95		
33	#	Appraiser: Sal Nichio		1			
SUBTOTALS					278.95	15.1	11.5

NOTES

Prior Damage Notes:
no old damage noted.

Estimate of Record**Owner:** [REDACTED]**Job Number:**

Vehicle: 2004 MITS LANCER RALLIART 4D SED 4-2.4L-FI Silver

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				275.95
Body Labor	15.1 hrs	@	\$ 50.00 /hr	755.00
Paint Labor	11.5 hrs	@	\$ 50.00 /hr	575.00
Paint Supplies	11.5 hrs	@	\$ 32.00 /hr	368.00
Body Supplies	11.0 hrs	@	\$ 3.00 /hr	33.00
Miscellaneous				3.00
Subtotal				2,009.95
Sales Tax	\$ 2,006.95	@	8.8750 %	178.12
Total Cost of Repairs				2,188.07
Total Adjustments				0.00
Net Cost of Repairs				2,188.07

NO SUPPLEMENT WILL BE APPROVED UNLESS PRIOR APPROVAL FROM APPRAISER. SHOP PHOTOS WILL NOT BE ACCEPTED. APPRAISER MUST TAKE ALL PHOTOGRAPHS OF SUPPLEMENTAL ITEMS.

NO SUPPLEMENT WILL BE HONORED UNLESS PRIOR APPROVAL FROM APPRAISER. THIS IS ESTIMATE ONLY. AUTHORIZATION COMES FROM OWNER.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

You are entitled to the return of all replaced parts, except warranty and exchange parts, but you must ask for them in writing before any work is done. If you authorize work by phone, the shop must keep any replaced parts, and make them available when you pick up the vehicle.

Estimate of Record

Owner: Viera, Deanna**Job Number:**

Vehicle: 2004 MITS LANCER RALLIART 4D SED 4-2.4L-FI Silver

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide AEP6291, CCC Data Date 1/15/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinishing operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2016 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category.
X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category.
M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blend=Blend. BOR=Boron steel.
CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel.
HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non
Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace.
R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel.
Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway
Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Estimate of Record

Owner: Viera, Deanna**Job Number:**

Vehicle: 2004 MITS LANCER RALLIART 4D SED 4-2.4L-FI Silver

ALTERNATE PARTS SUPPLIERS

Line	Supplier	Description	Price
5	Keystone-Insurance-H-Kearny 40 WESTERN ROAD KEARNY NJ 07032 (999) 999-9999	#MI2800118R RECOND LT Combo lamp assy O-Z Rally RALLIART	\$ 233.00

28792467

NJM Insurance
Group

301 Sullivan Way, West Trenton, NJ 08628

609-883-1300 / www.NJM.com

FACSIMILE TRANSMISSION SHEET**DATE:** 3/11/2016 12:25:04 PM**ATTN:** Chrysler FCAUS**CITY & STATE:****FACSIMILE TELEPHONE:** 1-586-497-2112**BUSINESS TELEPHONE:** 1-800-853-1403**COMMENTS:** 28792467**NO. OF PAGES SENT:** 3**INCLUDING COVER PAGE:** 4**FROM:** Hairston, Ashley**FACSIMILE TELEPHONE:** (609) 882-3457**BUSINESS TELEPHONE:** (609) 883-1300**CONFIDENTIALITY NOTICE**

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Hello,
Please review attached rental for reimbursement.

Ashley Hairston, AIC | Senior Subrogation Claims Representative

301 Sullivan Way West Trenton, NJ 08628 | 609.883.1300 ext:5522 | Fax 609.493.1101

☐ AHairston@njm.com NJM Stewardship Integrity Services

28792469

NJM Insurance
Group

NEW JERSEY MANUFACTURERS INSURANCE COMPANY

301 Sullivan Way, West Trenton, NJ 08628

(609) 883-1300 ext. 5522 / www.NJM.com

AHairston@njm.com

March 11, 2016

Chrysler FCAUS
PO Box 218004
Alburt Hills MA 48321

Re: Our Claim No: [REDACTED]
Our Policy No: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: December 27, 2015
Loss Location: Staten Island, NY
Your Claim No: [REDACTED]

Dear Chrysler FCAUS:

With further reference to the above entitled matter, and our letter of 02/24/16, we wish to advise that we have made an additional payment of \$517.75, making the correct total amount of this claim \$2,705.82.

Enclosed please find a copy of the estimate upon which settlement with our insured was based, along with a copy of our draft.

Very truly yours,

Ashley Hairston, AIC
Subrogation Claims Assistant

7487

Rental Invoice



6381 AMBOY RD
STATEN ISLAND NY 10309-3140

Bill To:

9800092-00000/00691-F-24E5A/00704

NEW JERSEY MANUFACTURERS
ATTN: MCLAUGHLIN (ARMS)-ASH-
PO BOX 628
WEST TRENTON NJ 08628

RENTAL INFORMATION

Date Out 2/11/16 **Date In** 2/19/16
Renter
DEANNA VIERA

Additional Driver

Name
NONE

RENTAL VEHICLES CLAIM INFORMATION

Color GRAY DK **License No.** [REDACTED] **Claim #/Policy #/P.O. #** [REDACTED]
Model 15 200 **Unit #** 7K1D51 **Insured**
Date of Loss **Type of Loss**
CLAIMANT
Type of Car **Repair Shop**
MITSUBISHI RICHMOND VIE

Rental Agreement

D684100 - 24E5

BILLING DETAIL

Description	Rate	Amount
9 DAYS @	47.99	431.91
5 DAYS OW @	8.99	44.95
5 DAYS PAI @	2.50	12.50
5 DAYS SLP @	13.80	69.00
RNTL TAX		48.08
SALES TAX%	8.87	38.77
RDSDE ASST		19.95

TOTAL CHARGES 665.14
LESS AMOUNT RECEIVED 74.94
CHARGED TO OTHERS 72.45
AMOUNT DUE 517.75

IMPORTANT INFORMATION

Billing Inquiries Call **Fed Tax ID #**
718-227-8126 43-1487854
Billing Information

Thank You For Choosing Enterprise

CONGRATULATIONS ENTERPRISE RENT-A CAR ON
RECEIVING JD POWERS AWARD FOR BEST
CUSTOMER SERVICE !!!

Please Return This Portion with Remittance

Remit to:

ENTERPRISE RENT-A-CAR
ATTN: ACCTS RECEIVABLE
PO BOX 840154
KANSAS CITY MO 64184-0154

AMOUNT DUE 517.75

Paid by:

NEW JERSEY MANUFACTURERS
ATTN: MCLAUGHLIN (ARMS)-ASH-
PO BOX 628
WEST TRENTON NJ 08628

02/20

Customer# NJM1764 **Rental Agreement** D684100 **Amount** 517.75 **GPBR** 24E5



FIAT CHRYSLER AUTOMOBILES

April 27, 2015

NJM Insurance Group
301 Sullivan Way
Trenton, NJ 08628
Attn.: Ms. Ashley Hairston

RE:

Claim: [REDACTED]
Policy#: [REDACTED]
DOL: 12/27/15
Client: [REDACTED]
Our File: [REDACTED]
VIN: 1C6RR7JM4ES [REDACTED]

Dear [REDACTED]

This will acknowledge your Fax dated March 11, 2016, regarding your insured referenced above.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this matter.

Unfortunately, we are unable to determine a manufacturing responsibility in this loss. In addition, you have failed to provide any proof that we have a liability in this incident. As a result, we find your claim without merit, and must respectfully decline your subrogation request.

Thank you for bringing this to our attention.

Sincerely,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28812020

28812020



FALLS AUTO BODY

Its your car, its your choice
20 W STEELS CORNERS RD, CUYAHOGA FALLS,
OH 44223

Phone: (330) 923-4437

FAX: (330) 923-0444

Workfile ID:

741564e1

Federal ID:

34-1519570

Preliminary Estimate

Customer: FALLS MOTOR CITY

Written By: Jason Runion

Insured: FALLS MOTOR CITY

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact: 12 Front

Owner:

FALLS MOTOR CITY

Inspection Location:

FALLS AUTO BODY
20 W STEELS CORNERS RD
CUYAHOGA FALLS, OH 44223
Repair Facility
(330) 923-4437 Business

Insurance Company:

SELF PAY

VEHICLE

Year: 2015	Body Style: 4D UTV	VIN: 1C4RDJGG5FC	Mileage In: 6057
Make: DODG	Engine: 6-3.6L-FI	License:	Mileage Out:
Model: DURANGO 4X4 LIMITED	Production Date: 6/2015	State: OH	Vehicle Out:
Color: BLACK Int:	Condition:	Job #:	

TRANSMISSION

Automatic Transmission

4 Wheel Drive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Heated Mirrors

Power Driver Seat

Power Passenger Seat

Memory Package

DECOR

Dual Mirrors

Privacy Glass

Console/Storage

Overhead Console

Wood Interior Trim

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Rear Window Wiper

Telescopic Wheel

Climate Control

Dual Air Condition

Backup Camera w/Parking Sensors

Remote Starter

Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

ROOF

Luggage/Roof Rack

SEATS

Bucket Seats

Reclining/Lounge Seats

Leather Seats

Heated Seats

Rear Heated Seats

3rd Row Seat

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Signal Integrated Mirrors

TRUCK

Rear Step Bumper

Power Trunk/Gate Release

Preliminary Estimate

Customer: FALLS MOTOR CITY

Vehicle: 2015 DODG DURANGO 4X4 LIMITED 4D UTV 6-3.6L-FI BLACK

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper	5113669AB			2.7	
3	*	Repl Molding center	5113722AB	1	0.00	Incl.	
4	" < >	Repl Bumper cover	1XV03TZZAB	1	0.00	Incl.	2.4
5		Add for Clear Coat					1.0
6		Add for fog lamps				0.4	
SUBTOTALS					0.00	3.1	3.4

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			0.00
Body Labor	3.1 hrs @	\$ 46.00 /hr	142.60
Paint Labor	3.4 hrs @	\$ 46.00 /hr	156.40
Paint Supplies	3.4 hrs @	\$ 28.00 /hr	95.20
Subtotal			394.20
Grand Total			394.20

\$686.10

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

5113669AB \$13.30
1XV03TZZAB \$278.60

Preliminary Estimate

Customer: FALLS MOTOR CITY

Vehicle: 2015 DODG DURANGO 4X4 LIMITED 4D UTV 6-3.6L-FI BLACK

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR3TG11, CCC Data Date 3/1/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2016 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blend=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Preliminary Estimate

Customer: FALLS MOTOR CITY

Vehicle: 2015 DODG DURANGO 4X4 LIMITED 4D UTV 6-3.6L-FI BLACK

ALTERNATE PARTS USAGE

Year: 2015 Body Style: 4D UTV VIN: 1C4R0J0G5F [REDACTED] Mileage In: 6057
Make: DODG Engine: 6-3.6L-FI License: Mileage Out:
Model: DURANGO 4X4 LIMITED Production Date: 6/2015 State: OH Vehicle Out:
Color: BLACK Int: Condition: Job #:

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Automatically List	0	0
Optional OEM	Automatically List	0	0
Reconditioned	Automatically List	0	0
Recycled	N/A	0	0



FIAT CHRYSLER AUTOMOBILES

March 11, 2016

[REDACTED]
Macedonia, OH [REDACTED]

Re:

File #: [REDACTED]
VIN: 1C4RDJDG5FC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 DODGE DURANGO.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28813873



FIAT CHRYSLER AUTOMOBILES

March 17, 2016

[REDACTED]
Hiddenite, NC [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR7PT9FS [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Ram 1500.

[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



North Carolina
Farm Bureau Insurance Group

Telephone 919-782-1705 - Post Office Box 27947 - Raleigh, NC 27611

June 09, 2016

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

6/9

RECEIVED

JUN 15 2016

Special Investigations

RE: Our Insured: [REDACTED]
Claim Number: [REDACTED]
Policy Number: [REDACTED]
Date of Loss: 02/24/2016
Location: Valley Hills Mall, Hickory, NC
Your Insured: N/A
Your Policy/Claim Number: Cair [REDACTED]

Dear FCA US LLC:

Our investigation reveals that your insured was responsible for our insured's damages. Therefore, under our subrogation rights, we are now requesting reimbursement as follows:

Our Payment: \$2845.43
Deductible: \$250.00

Please forward payment of \$3095.43 to North Carolina Farm Bureau, as subrogee for Russell Martin. Supporting documents are enclosed.

Should you deny liability, will you accept coverage and agree to Inter-Company Arbitration?

Respectfully yours,
North Carolina Farm Bureau Mutual Insurance Company, Inc.


Brett Butler
Senior Field Adjuster
(828) 404-3080

PROOF OF LOSS
N.C. Farm Bureau Mutual Insurance Company
Farm Bureau Insurance of N.C., Inc.
P.O. Box 27427 - Raleigh, NC 27611
(919) 782-1705

1. INSURED: [REDACTED]	4. AMOUNT: \$2256.55
2. DATE OF LOSS OR DAMAGE: 02/24/2016	5. POLICY NUMBER: [REDACTED]
3. AUTO YEAR/MAKE/VEHICLE ID NUMBER 2015/RAM 1500/32733	6. DATE OF EXECUTION 05/20/2016

(In the following instruments, where the context, names, or signatures so indicate or require, singular forms shall have a plural sense and masculine forms shall have feminine and /or neuter sense, as the case may be: "person" includes firm or corporation.)

A. AUTOMOBILE PROOF OF LOSS

The undersigned hereby expressly agrees that the total loss or damage occurring on the date indicated above (Item 2), for which claim is made, to an automobile (Item 3) covered by the above-described policy (Item 5), is the amount, less any deductible, shown as Item 4.

The undersigned represents that the said loss or damage did not originate by any act, design or procurement on my part nor on the part of anyone having interest in the property insured or in the said policy of insurance and that no property saved has in any manner been concealed.

It is expressly understood and agreed that the furnishing of the "Proof of Loss" blank to the insured, or assistance in making up this statement by an adjuster or any person otherwise an agent of N.C. Farm Bureau Mutual Insurance Company (hereinafter called the Company), is an act of courtesy and is not a waiver of any rights of said company.

In consideration of the payment of the above amount by the Company, the undersigned hereby agrees to release and discharge the Company from any and all liability under its policy for said loss and/or damage, and the undersigned further agrees to hold the Company, its successors or assigns, free and harmless from further claim for the loss described.

In further consideration of the payment of the above-stated amount by the Company, the undersigned assigns, to the extent of the above-stated amount, to the Company all rights, actions and causes of action the undersigned has against any person for damages to the insured property and agrees that the Company is subrogated, to the extent of the above-stated amount, in the place of and to the claims and demands of the undersigned against any person for damage to the insured property. The undersigned authorizes and empowers the company to sign, execute, or attest any instrument of claim, summons, complaint, pleading, covenant, release, or stipulation in the name of the undersigned in any amount in any way necessary or convenient to the prosecution of said claim. The undersigned agrees to execute any documents required by the Company in the prosecution of its rights, authorizes and empowers the Company to sue, compromise, and settle in the undersigned's name, and agrees to cooperate with the Company in the prosecution of said claims. If the gross recovery exceeds the sum of the amount paid by the Company as stated in Item 4 above plus the amount of the undersigned's deductible, then the Company shall receive its prorata share of the net recovery (meaning the gross recovery less costs and expenses, including reasonable attorney fees, if any) based on the ratio its payment bears to the gross recovery, with the balance paid to the undersigned; provided, however, that under no circumstance shall the Company receive more than the amount it paid. If the gross recovery is equal to or less than the sum of the amount paid by the Company as stated in Item 4 above plus the amount of the undersigned's deductible, then the Company shall receive its prorata share of the net recovery based on the ratio its payment bears to the sum of its payment plus any deductible of the undersigned, with the balance paid to the undersigned. The undersigned covenants that he has not released or discharged any such claim or demand against any person and that he will furnish to the Company any and all papers and information in his possession necessary for the prosecution of said claim.

Witness my hand and seal on the date shown above as Item 6.

Address of Insured: _____
[REDACTED]

Signature of Insured: [REDACTED]

**B. INSURED'S RELEASE AND DIRECTIONS AS TO PAYMENT
OF PROCEEDS OF ADJUSTMENT**

The undersigned hereby directs the Company to pay over to:

7. [REDACTED]	\$2256.55
	\$

and agrees that such payment shall fully discharge and release the Company from any and all claims arising out of the described loss. In witness whereof, the undersigned has executed and sealed this instrument of the date [REDACTED]

Insured [REDACTED]

C. BILL OF SALE

8. YEAR/MAKE/MODEL OF CAR 2015/RAM/1500	9. VEHICLE ID NUMBER 1C6RR7PT9FS [REDACTED]
--	--

In consideration of the amount shown on the reverse side hereof (Item 4) paid to the undersigned, receipt of which is hereby acknowledged, the undersigned grants, bargains, sells and assigns all of his title and interest to the automobile described above to the Company.

Insured [REDACTED]

D. POLICY CANCELLATION AGREEMENT

It is agreed that upon payment by the Company of the claim made herein, the Physical Damage Coverage under which it is made shall be deemed cancelled.

In witness whereof, the undersigned has executed and sealed this instrument on the date shown on the reverse side hereof (Item 6).

Insured _____

ATTESTATION

On the date shown on the reverse side hereof (Item 6), I witnessed the execution and delivery of the instruments lettered _____.

Address of Witness * Hickory NC 28132 Signature of Witness * [Signature]

STATE OF _____

COUNTY OF _____

On the date shown on the reverse side hereof (Item 6), before me personally came _____

_____, to me known to be the individual described in Item 1, and who executed the instruments lettered _____, and he thereupon acknowledged to me that he voluntarily executed the same.

My Commission Expires _____ Notary Public

NORTH CAROLINA FARM BUREAU

Hickory District Claims Office
Helping You Is What We Do Best
1923 Tate Blvd. SE
Hickory, NC 28602
Phone: (828) 404-3080

Claim #:
Workfile ID:

11100476390I
099ac5fc

Preliminary Estimate

(Subro copy)

Adjuster: BUTLER, BRETT

Insured: [REDACTED] Owner Policy #: [REDACTED] Claim #: 11100476390I
Type of Loss: Collision Date of Loss: 02/24/2016 12:00 AM Days to Repair: 0
Point of Impact: 06 Rear Deductible: 250.00

Owner (Insured):

[REDACTED]
CONOVER, NC [REDACTED]
(828) 244-8112 Cellular

Inspection Location:

Drive-in

Appraiser Information:

brett.butler@ncfbins.com
(828) 404-3080

Repair Facility:

Empire Chevrolet Body & Paint Center
1923 US Highway 421 #A
Wilkesboro, NC 28697
(336) 667-1055 Business
(336) 667-0903 Fax

VEHICLE

2015 RAM 1500 4X4 CREW LONGHORN 4D SHORT 8-5.7L-FI

VIN: 1C6RR7PT9F [REDACTED] Production Date: Interior Color:
License: Odometer: 17867 Exterior Color:
State: Condition: Excellent

TRANSMISSION

Automatic Transmission

4 Wheel Drive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Heated Mirrors

Power Driver Seat

Power Passenger Seat

Memory Package

Power Adjustable Pedals

DECOR

Dual Mirrors

Privacy Glass

Console/Storage

Overhead Console

Wood Interior Trim

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Climate Control

Navigation System

Backup Camera w/Parking Sensors

Remote Starter

Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

SEATS

Bucket Seats

Leather Seats

Heated Seats

Rear Heated Seats

Ventilated Seats

WHEELS

20" Or Larger Wheels

Locking Wheels

PAINT

Clear Coat Paint

Two Tone Paint

OTHER

Fog Lamps

Signal Integrated Mirrors

TRUCK

Rear Step Bumper

Power Rear Window

Bedliner (Spray On)

Trailer Hitch

Trailer Package

Running Boards/Side Steps

Power Trunk/Gate Release

Preliminary Estimate

2015 RAM 1500 4X4 CREW LONGHORN 4D SHORT 8-5.7L-FI

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER					
2		O/H bumper assy				1.6	
3	*	Repl Bumper assy chrome w/dual exhaust	55112601AE	1	<u>705.33</u>	Incl.	
4		Add for park sensor				0.4	
5	#	Repl Rear Bracket Set		1	106.65	Incl.	
6	#	Repl Step Pad		1	69.52	Incl.	
7	#	R&I License Tag				0.1	
8		PICK UP BOX					
9	*	Repl Tail gate (STL)	68105727AE	1	<u>671.42</u>	1.6	3.4
10		Add for Clear Coat					1.4
11		R&I R&I outside handle	68044904AG			0.3	
12	#	Subl Bedliner for Tailgate		1	75.00 X		
13	*	Repl Emblem	68082011AA	1	<u>81.10</u>	0.2	
14	*	Repl Nameplate "4x4"	55277438AA	1	<u>64.09</u>	0.2	
15	#	Repl Nameplate "Limited"		1	30.80	0.2	
16		R&I Spoiler	55372052AH			0.3	
17	*	Rpr LT Side panel (STL)	68146557AA			<u>1.0</u>	3.6
18		Overlap Major Non-Adj. Panel					-0.2
19		Add for Clear Coat					0.7
20		R&I LT Wheel flare paintable	1TD45TZZAC			0.5	
21		REAR LAMPS					
22		R&I LT Tail lamp w/LED w/Laramie,Longhorn	68093079AC			0.3	
23	*	Repl RT License lamp	55078094AE	1	<u>66.24</u>	0.2	
24		MISCELLANEOUS OPERATIONS					
25	#	Repl Cover Vehicle for Overspray		1	8.00 X	0.2	
26	#	Harzardous Waste Disposal		1	5.00 T		
SUBTOTALS					1,883.15	7.1	8.9

Preliminary Estimate

2015 RAM 1500 4X4 CREW LONGHORN 4D SHORT 8-5.7L-FI

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				1,795.15
Body Labor	7.1 hrs	@	\$ 46.00 /hr	326.60
Paint Labor	8.9 hrs	@	\$ 46.00 /hr	409.40
Paint Supplies	8.9 hrs	@	\$ 32.00 /hr	284.80
Body Supplies	1.0 hrs	@	\$ 1.00 /hr	1.00
Miscellaneous				88.00
Subtotal				2,904.95
Sales Tax	\$ 2,821.95	@	6.7500 %	190.48
Total Cost of Repairs				3,095.43
Deductible				250.00
Total Adjustments				250.00
Net Cost of Repairs				2,845.43

*****NOTICE TO

REPAIRER*****

THIS IS NOT AN AUTHORIZATION TO REPAIR. The vehicle owner must authorize all repairs. NCFB reserves the right to re-inspect the vehicle if additional damages are discovered that are not covered by this estimate, and no supplement will be paid if we are not afforded the opportunity to re-inspect. It is the responsibility of the vehicle owner to make the repair facility of your choice aware of this policy. Any costs incurred above the amount of this estimate may be the responsibility of the vehicle owner. There is no requirement to use any specified repair facility. Upon request, NCFB will provide the name of area repair facilities that will be able to perform the specified repairs for the amount of this estimate.

Preliminary Estimate

2015 RAM 1500 4X4 CREW LONGHORN 4D SHORT 8-5.7L-FI

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR3TM13, CCC Data Date 5/16/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

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Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

neopost

06/09/2016
ZIP 28602
041111253605

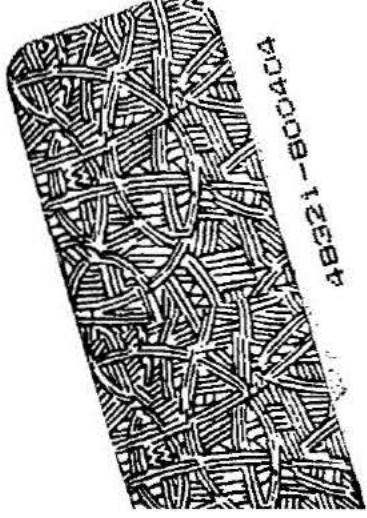
US POSTAGE \$000.87



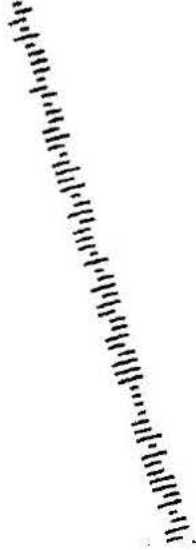
GREENSBORO
NC 274
09 JUN '16
PM 4 L

Group

611-7947



48321-800404





FIAT CHRYSLER AUTOMOBILES

June 16, 2016

North Carolina Farm Bureau Insurance Group
Mr. Brett Butler
P.O. Box 27947
Raleigh, NC 27611

Your Claim: [REDACTED]
Your Insured: [REDACTED]
Date of Loss: 2-24-2016
Cair: [REDACTED]
VIN: 1C6RR7PT9FS [REDACTED]

Dear [REDACTED]

This will acknowledge your letter dated June 9, 2016, regarding your insured referenced above.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this matter.

Unfortunately, based on the information at hand, we are unable to determine a manufacturing liability in this loss. You have failed to provide any proof to support your allegation that we have a liability in this incident.

FCA has previously inspected this vehicle. We found that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in the vehicle owner's manual, unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

These steps are consistent with the laws in most states, and the recall in question does not supplant them. FCA is not in a position to promote the circumvention of local vehicle codes. As a result, we find your claim without merit, and must respectfully decline your reimbursement request.

Thank you for bringing this to our attention.

Sincerely,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28824082



FIAT CHRYSLER AUTOMOBILES

March 14, 2016

[REDACTED]
Fayetteville, GA [REDACTED]

Cair: [REDACTED]

VIN: 1C4SDHET2EC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Dodge Durango.

[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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28865530

Document Recieved from Customer

Cair Number: 28865530

Date Received: 2016-03-28 14:25:20.775147

Files Not Recieved: 0

CASE MANAGER WORKSHEET**GENERAL INFORMATION**

Case Manager:	Zoeann Longshore		
CAIR Number:	████████	Customer:	████████
Vehicle:	2015 RAM 1500 ST 4X4		
Customer Email:	████████		
What is the reason the case is being opened?	Vehicle is jumping out of gear		
What does the customer want from FCA?	Vehicle repaired		
Who has the vehicle?	owner	Is the customer in rental?	Don't Know
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	NAPLETON'S MID RIVERS CHRYSLER
Original Owner?	Choose an item.	Owner History: # New: 4	# Used: 0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	02/18/2015
MVP Contract? (Mechanical, Maintenance, Other)?	none				
3 rd Party Service Contract?	n/a	Extended Warranty?	No		
VIP	Yes	GPOP	No	Restriction?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	Yes	Previous DM Notes?	Yes
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify
What Answer Connect Docs will be used?	24288	
What information am I missing and what questions do I need to ask?	Miles, dealership history, loyalty opinion,	
What are my intentions/thoughts/direction?	Facilitate repairs on the vehicle,	

LEMON LAW REVIEW

Does this vehicle meet state LL requirements?	Choose an item.	Is there a confirmed defect? Yes
State:	missouri	If yes, what is the defect(s)? transmission slips out of gear
FRA state?		Is the defect covered under the manufacturer's warranty? Yes
Business vehicle? No		Number of repair attempts? 3
# of allowed repair attempts <u>within</u> the specified period? 4		Total number of days out of service 33+ days
# of allowed days out of svc <u>within</u> the specified period? 6+		Does the defect substantially impair the vehicle's use, value, or safety? Yes

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28891692

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Mar 11 07:09:41 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Automatic Shifter Dial

Comments:

To whom it concerns,

I purchased my 2014 RAM Express in Dec 2014 and since then I have enjoyed owning my vehicle; However, on 3 occasions after putting my vehicle in park and leaving the engine running to get out for a brief period, the vehicle remained in reverse and began to move backwards, almost running me over. Without my quick reaction and diving back into the vehicle to put it in park again, the vehicle could have kept rolling backwards either hitting something or running me or someone over. I was leery when I purchased this vehicle and wondered if I would like this option. I thought I would get used to it, but now 13 months into the ownership of this vehicle and 3 incidents of this happening, I no longer feel safe for me or any passengers in my vehicle. I am a life long Chrysler/Dodge/RAM purchaser and was a 3rd generation employee of Chrysler LLC until my plant closed in 2008. As a former employee, I feel this is a huge design flaw and want to know what if any recalls are out there pertaining to this. As I said before, I am a loyal RAM purchaser and would like to continue to be, but my mind has been set on other manufacturers because of the option in most of your vehicles, and I am seriously considering purchasing another brand. Hopefully you can resolve this issue.

Thank You Kindly,
[REDACTED]
[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Mar 11 12:28:07 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Christopher,

Thank you for contacting the RAM Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

R23 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE SAFETY

R36 STEERING WHEEL WIRING SAFETY

R47 SIDE AIR BAG INFLATABLE CURTAIN SAFETY

In order for further assistance to be provided, we require you to have your vehicle diagnosed by a Ram dealer. If you need assistance locating a dealer in your area we have provided the following:

Brandywine - Smyrna 19 S Dupont Blvd

Smyrna, DE 19977

(302) 653-8521

Holden Dodge Chrysler Jeep Ram

640 S Governor's Avenue

Dover, DE 19904

(302) 734-5708

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Sandra

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 28891692

EMAIL CASE NUMBER: 3310072

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9642275V172\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9642275V172[REDACTED]&)

Original Message Follows:

Recall Information - R-Mobile Brand Site

Brief Description:

Automatic Shifter Dial

Comments:

To whom it concerns, I purchased my 2014 RAM Express in Dec 2014 and since then I have enjoyed owning my vehicle; However, on 3 occasions after putting my vehicle in park and leaving the engine running to get out for a brief period, the vehicle remained in reverse and began to move backwards, almost running me over. Without my quick reaction and diving back into the vehicle to put it in park again, the vehicle could have kept rolling backwards either hitting something or running me or someone over. I was leery when I purchased this vehicle and wondered if I would like this option. I thought I would get used to it, but now 13 months into the ownership of this vehicle and 3 incidents of this happening, I no longer feel safe for me or any passengers in my vehicle. I am a life long Chrysler/Dodge/RAM purchaser and was a 3rd generation employee of Chrysler LLC until my plant closed in 2008. As a former employee, I feel this is a huge design flaw and want to know what if any recalls are out there pertaining to this. As I said before, I am a loyal RAM purchaser and would like to continue to be, but my mind has been set on other manufacturers because of the option in most of your vehicles, and I am seriously considering purchasing another brand. Hopefully you can resolve this issue. Thank You Kindly, [REDACTED]

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clayton

State:

DE

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

28961523

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 23 00:17:08 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Shifter issue

Comments:

Hello I leased a 2016 ram sport on March 19th 2016. While parking my ram I was involved in a accident. I went to park my truck and I reached to put it in park but did not realize I adjusted the volume not the transmission. I stepped out of the vehicle and it began to roll I jumped back in to attempt to stop the vehicle but could not and struck to vehicles and was pinned between my door and another vehicle. I needed emergency medical service to remove me from the vehicle and I received damages to myself and the truck. I was just writing you to alert you to this issue and prevent it from happening to someone else. I was not alerted when I opened my door that I was still in drive. I was wondering if something could be done for me for compensation since I just receive the vehicle less then a week ago. Thank you for your time and I look forward to hearing for you. Thank you!

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Mar 29 18:29:16 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Steven,

Thank you for your recent inquiry to Mopar.com.

I am so sorry to read of your experience with your vehicle and I hope that you and everyone involved in the accident are safe and ok. Please contact RAM Customer Assistance Center at (866)726-4636 to speak with a live agent to best assist you and so that all of your concerns can be properly addressed and documented.

We look forward to hearing from you.

We are in service to those who drive us.

Thanks again for contacting Mopar.com

Sincerely,

Ashley

Customer Service Representative

Mopar Customer Assistance

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

REFERENCE NUMBER: 28961523

EMAIL CASE NUMBER: 3314854

REPLY Link:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9666433V905\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9666433V905[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Shifter issue

Comments:

Hello I leased a 2016 ram sport on March 19th 2016. While parking my ram I was involved in a accident. I went to park my truck and I reached to put it in park but did not realize I adjusted the volume not the transmission. I stepped out of the vehicle and it began to roll I jumped back in to attempt to stop the vehicle but could not and struck to vehicles and was pinned between my door and another vehicle. I needed emergency medical service to remove me from the vehicle and I received damages to myself and the truck. I was just writing you to alert you to this issue and prevent it from happening to someone else. I was not alerted when I opened my door that I was still in drive. I was wondering if something could be done for me for compensation since I just receive the vehicle less then a week ago. Thank you for your time and I look forward to hearing for you. Thank you!

VIN:

GS [REDACTED]

Mileage:

450

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Staten Island

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29522868



FIAT CHRYSLER AUTOMOBILES

July 20, 2016

Mineral County Sheriff

Attn: [REDACTED]

Hawthorne, NV [REDACTED]

RE: CAIR: [REDACTED]

VIN: 1C6RR7TT6ES [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

If there was damage to your vehicle, 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

LM/ss

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29541697

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 21 13:01:00 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Gear Selector Recall

Comments:

I just have a comment on the recall. We have a vehicle that is not being recalled. a 2015 Durango R/T. We did experience a similar instance to the vehicles being recalled. I do not think the issue is your gear selectors. It seems that when the vehicle is switched to reverse or drive and you exit the vehicle the vehicle does not immediately move. This make you think you are in park or neutral and say you exit the vehicle. No problem the vehicle isn't moving. The movement is delayed and is caused by something electronically in the vehicle, probably the torque converter. Maybe you all can check to see if there is a time delay on converter lock up after the gear is selected. On our instance we parked the vehicle in a vacuum stall at a car wash after driving through the car wash. The car was accidentally switched to drive instead of park. My wife got out to remove a piece a tape from the rear window. The car was not moving and she was able to exit the vehicle without any issue. It was not until she was behind the vehicle that it took off in drive with enough speed and force to drive over a parking stop and ran off a concrete slab high centering the vehicle and causing damage to the underbody and fender areas. This could have ended in death if I had been in reverse instead of drive. Please fix this issue before someone gets killed.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jun 22 00:48:02 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

If you feel that your Durango is not operating to its full potential, we suggest you arrange for your authorized Dealer to perform a detailed check of your vehicle.

We apologize for any inconvenience you've endured while owning your Durango.

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 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tyler

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 29541697

EMAIL CASE NUMBER: 3351579

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9776230V708\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9776230V708[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Gear Selector Recall

Comments:

I just have a comment on the recall. We have a vehicle that is not being recalled. a 2015 Durango R/T. We did experience a similar instance to the vehicles being recalled. I do not think the issue is your gear selectors.

It seems that when the vehicle is switched to reverse or drive and you exit the vehicle the vehicle does not immediately move. This make you think you are in park or neutral and say you exit the vehicle. No problem the vehicle isn't moving. The movement is delayed and is caused by something electronically in the vehicle, probably the torque converter. Maybe you all can check to see if there is a time delay on converter lock up after the gear is selected. On our instance we parked the vehicle in a vacuum

stall at a car wash after driving through the car wash. The car was accidentally switched to drive instead of park. My wife got out to remove a piece a tape from the rear window. The car was not moving and she was able to exit the vehicle without any issue. It was not until she was behind the vehicle that it took off in drive with enough speed and force to drive over a parking stop and ran off a concrete slab high centering the vehicle and causing damage to the underbody and fender areas. This could have ended in death if I had been in reverse instead of drive. Please fix this issue before someone gets killed.

VIN:

[REDACTED]

Mileage:

5600

Servicing Dealer:

Texan Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Deer Park

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29541723

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 21 13:03:22 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Gear Selector Recall

Comments:

just have a comment on the recall. We have a vehicle that is not being recalled. a 2015 Durango R/T. We did experience a similar instance to the vehicles being recalled. I do not think the issue is your gear selectors. It seems that when the vehicle is switched to reverse or drive and you exit the vehicle the vehicle does not immediately move. This make you think you are in park or neutral and say you exit the vehicle. No problem the vehicle isn't moving. The movement is delayed and is caused by something electronically in the vehicle, probably the torque converter. Maybe you all can check to see if there is a time delay on converter lock up after the gear is selected. On our instance we parked the vehicle in a vacuum stall at a car wash after driving through the car wash. The car was accidentally switched to drive instead of park. My wife got out to remove a piece a tape from the rear window. The car was not moving and she was able to exit the vehicle without any issue. It was not until she was behind the vehicle that it took off in drive with enough speed and force to drive over a parking stop and ran off a concrete slab high centering the vehicle and causing damage to the underbody and fender areas. This could have ended in death if I had been in reverse instead of drive. Please fix this issue before someone gets killed

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 11 17:00:03 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Dennis,

Thank you for your recent inquiry to Mopar.com.

Thank you for contacting the Chrysler Customer Assistance Center. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

We are in a service to those who drive us

Thanks again for contacting Mopar. com

Sincerely,

Briana

Customer Service Representative

Mopar Customer Assistance

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

REFERENCE NUMBER: 29541723

EMAIL CASE NUMBER: 3351580

REPLY Link:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9800310V708\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9800310V708[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Gear Selector Recall

Comments:

just have a comment on the recall. We have a vehicle that is not being recalled. a 2015 Durango R/T. We did experience a similar instance to the vehicles being recalled. I do not think the issue is your gear selectors. It seems that when the vehicle is switched to reverse or drive and you exit the vehicle the vehicle does not immediately move. This make you think you are in park or neutral and say you exit the vehicle. No problem the vehicle isn't moving. The movement is delayed and is caused by something electronically in the vehicle, probably the torque converter. Maybe you all can check to see if there is a time delay on converter lock up after the gear is selected. On our instance we parked the vehicle in a vacuum stall at a car wash after driving through the car wash. The car was accidentally switched to drive instead of park. My wife got out to remove a

piece a tape from the rear window. The car was not moving and she was able to exit the vehicle without any issue. It was not until she was behind the vehicle that it took off in drive with enough speed and force to drive over a parking stop and ran off a concrete slab high centering the vehicle and causing damage to the underbody and fender areas. This could have ended in death if I had been in reverse instead of drive. Please fix this issue before someone gets killed

VIN:

FO [REDACTED]

Mileage:

5600

Servicing Dealer:

Texan Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Deer Park

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29552591

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jun 22 14:25:14 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Gear selector knob

Comments:

I am on my 3rd consecutive Dodge Ram 1500 pickup and wanted to express my concerns and frustrations with the change to a gear selector knob in my 2014 Ram. I feel that this is a safety risk and was hesitant about leasing my most recent Ram because of the change. I have gotten out of my truck 5 or 6 times with the selector turned to the Reverse position and the truck was rolling backwards as I was exiting. I thought that it would take a little time to get used to the knob but I continue to make the same mistake. I still have my 2010 Ram equipped with a "normal" shift selector and hope that you return to that style or my next pickup will be a brand that does. My current lease is up in January 2018 and I hope that you consider making the change before too many people get injured. I have spoken to friends and they have experienced the same challenges so I am sure it is not only me tha has this issue. Thank you [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jun 23 04:43:13 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

I'm sorry to learn of your dissatisfaction with the shift lever equipped in your 2014 Ram 1500. At this time I've documented your feed back for our research development team as it is both valued and appreciated.

Chrysler Group LLC has made tremendous gains from feedback provided by our customers such as yourself.

We value your loyalty [REDACTED].

I recommend that you visit your authorized dealership for an inspection to be performed if you feel at any time the shift lever is not operating as designed.

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 1-800-FCA (1-800-247-9753).

Sincerely,

Dillon

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: 29552591

EMAIL CASE NUMBER: 3352153

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9778019V7139\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9778019V7139[REDACTED]&)

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

Gear selector knob

Comments:

I am on my 3rd consecutive Dodge Ram 1500 pickup and wanted to express my concerns and frustrations with the change to a gear selector knob in my 2014 Ram. I feel that this is a safety risk and was hesitant about leasing my most recent Ram because of the change. I have gotten out of my truck 5 or 6 times with the selector turned to the Reverse position and the truck was rolling backwards as I was exiting. I thought that it would take a little time to get used to the knob but I continue to make the same mistake. I still have my 2010 Ram equipped with a "normal" shift selector and hope that you return to that style or my next pickup will be a brand

that does. My current lease is up in January 2018 and I hope that you consider making the change before too many people get injured. I have spoken to friends and they have experienced the same challenges so I am sure it is not only me tha has this issue. Thank you [REDACTED]

VIN:

ES [REDACTED]

Mileage:

19210

Servicing Dealer:

Fred Beans

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ivyland

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29561682



August 2, 2016

[REDACTED]
Beverly Hills, MI [REDACTED]

Re:

File #: [REDACTED]

VIN: 1C4RDJAG0EC [REDACTED]

Dear Kuhn Specialty Flooring:

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 DODGE DURANGO.

Kuhn Specialty Flooring, 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

PE16-014

FCA

3-15-2017

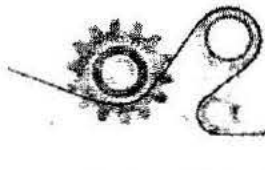
ATTACHMENT
ENCLOSURE 4

CAIR Backup

29581968

29581968

*


WI
TECH

VEHICLE SCAN REPORT

Vehicle 2014 RAM 1500 PICKUP
 VIN 1C6RR6MT7ES

Odometer 12680.0 miles
 Publication Date 7/12/2016, 7:35:48 PM

ECU SUMMARY INFO

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C	68195672AF	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
PCM	Powertrain Control Module	CAN-C	68153795AF	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
ICS	Integrated Center Stack	CAN-I	1UJ97DX9AE	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
RFH	Radio Frequency Hub	CAN-C	68213677AF		1C6RR6MT7ES147066	
ABS	Anti Lock Brakes	CAN-C	68193650AC	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
ESM	Electronic Shifter	CAN-C	56054273AD	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
ORC	Occupant Restraint	CAN-C	68085881AH	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
EPS	Electric Power Steering	CAN-C	05154747AG	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
HVAC	Heat, Ventilation and AC	CAN-I	68183973AC	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
DDM	Driver Door Module	CAN-I	68155773AD	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
PDM	Passenger Door Module	CAN-I	68155772AD	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
AMP	Amplifier	CAN-I	05091383AL	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
IPC	Instrument Panel Cluster	CAN-C	56054945AC	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
SCCM	Steering Column Control Module	CAN-C	68110740AC	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
BCM	Body Controller	CAN-C	68193738AB	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
HSM	Heated Seat Module	CAN-I	68217263AA	1C6RR6MT7ES147066	1C6RR6MT7ES147066	
RADIO	Radio	CAN-I	68224531AD	1C6RR6MT7ES147066	1C6RR6MT7ES147066	

ECU SUMMARY INFO (CONT...)

ECU	COUNTRY CODE	HARDWARE VERSION	SOFTWARE VERSION	VARIANT	VERSION	ISO CODE
TCM	USA/USA	0A03 1F	13	40	11	
PCM	USA	12 47	09 03 00	25	C6	
ICS	USA	0C 1A 42	12	41	00	
RFH	USA	0D 12 01	14	41	02	
ABS		0A 28 33	13	40	05	
ESM	Germany	0C 1F 00	13	41	03	
ORC	USA	0C 05 00	13	42	01	
EPS	USA	0C 19 00	2013	41	03	
HVAC	USA	0D 12 04	2013	42	01	

Most Recent Odometer Value	Odometer value not available / Default	km
Frequency Counter	1	
Ignition Cycle Counter	0	
Supplier Internal Fault Code	E0	
EPS Internal Filtered Vehicle Speed	0	km/hr
EPS Internal Steering Wheel Angle	-226	Deg
EPS Internal Filtered Steering Rate	0	Degrees / Sec
EPS System Current Draw	0	A
EPS Measured Module Voltage	14.7	Volts
EPS Steering Wheel Torque	0.006	NM
EPS Assist Motor Torque	0	%
EPS Measured Module Temperature	43	DegC
CAN Battery Voltage	14.7	Volts

DDM | U113D-00 | STORED | LOST COMMUNICATION WITH MASTER POWER WINDOW SWITCH-

NAME	VALUE	UNITS
Test Failed	False	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	True	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	
DTC Extended Data Record Number - All	01	
Occurrence flag	Error	
Original Odometer Value	12676	km
Most Recent Odometer Value	12676	km
Frequency Counter	3	
Operation Cycle Counter	18	

PDM | U0199-00 | STORED | LOST COMMUNICATION WITH DRIVER DOOR MODULE-

NAME	VALUE	UNITS
Test Failed	False	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	True	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	
DTC Extended Data Record Number - All	01	
Occurrence flag	Error	

PDM	USA	11 30 00	12	41	00
AMP	USA	0A 11 01	13	40	03
IPC	USA/USA	05 02 01	13	42	01
SCCM	USA	0A 2E 04	11	41	01
BCM	USA	0A 14 00	13	40	11
HSM	USA	0B 15 00	0D	40	02
RADIO	USA	0C 2D 01	2015	80	16

DTC SUMMARY

ECU	DTC CODE	DTC DESCRIPTION	STATUS
ORC	B2767-87	Left Impact Pressure Sensor-Missing Message	Stored
EPS	U0423-00	Implausible Data Received from Cluster/CCN-	Stored
DDM	U113D-00	Lost Communication With Master Power Window Switch-	Stored
PDM	U0199-00	Lost Communication With Driver Door Module-	Stored
AMP	B146A-13	Channel 3 Audio Speaker Output-Circuit Open	Stored
BCM	U0199-00	Lost Communication With Driver Door Module-	Stored

ENVIRONMENTAL DATA SUMMARY

ORC | B2767-87 | STORED | LEFT IMPACT PRESSURE SENSOR-MISSING MESSAGE

NAME	VALUE	UNITS
Test Failed	False	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	
Original Odometer Value	12676	km
Most Recent Odometer Value	12676	km

EPS | U0423-00 | STORED | IMPLAUSIBLE DATA RECEIVED FROM CLUSTER/CCN-

NAME	VALUE	UNITS
DTC	C4 23 00	
Test Failed	False	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	True	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	
Occurrence flag	Occurrence	

Most Recent Odometer Value	12676	km
Frequency Counter	1	
Operation Cycle Counter	19	

AMP | B146A-13 | STORED | CHANNEL 3 AUDIO SPEAKER OUTPUT-CIRCUIT OPEN

NAME	VALUE	UNITS
Pending DTC	False	
Test Failed Since Last Clear	False	
Test Failed	False	
Test Failed This Operation Cycle	False	
Test Not Completed This Operation Cycle	False	
Confirmed DTC	True	
Frequency Counter	1	
Ignition Cycle Counter	23	
Occurrence flag	Error	
Warning Indicator Requested	False	
Test Not Completed Since Last Clear	False	
DTC Extended Data Record Number - All	FF	
Most Recent Odometer Value	12676	km
Original Odometer Value	12676	km

BCM | U0199-00 | STORED | LOST COMMUNICATION WITH DRIVER DOOR MODULE-

NAME	VALUE	UNITS
Test Failed	False	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	True	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	
DTC Extended Data Record Number - All	01	
Occurrence flag	Error	
Original Odometer Value	12676	km
Most Recent Odometer Value	12676	km
Frequency Counter	1	
Ignition Cycle Counter	22	

SNAPSHOT DATA SUMMARY



FIAT CHRYSLER AUTOMOBILES

July 20, 2016

[REDACTED]
Sturgeon Bay, WI [REDACTED]

RE: CAIR: 29581968
VIN: 1C6RR6MT7ES [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

If there was damage to your vehicle, 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

LM/ss

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29585722



FIAT CHRYSLER AUTOMOBILES

July 20, 2016

Miracle Chrysler Dodge
Ms. Kathleen Barrett
1290 Nashville Pike
Gallatin, TN 37066-3130

Re: Cair: [REDACTED]
VIN: 1C4RDJAG1G0 [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2016 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

If there was damage to your vehicle, 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.S. Susalla
Special Investigations
586-274-8171

JSS/ss

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29602976

29602976

Special Investigations Group

From: Drake, Angela M <Angela.M.Drake@ehi.com>
Sent: Friday, July 01, 2016 3:44 PM
To: Special Investigations Group
Subject: RE: 2015 Dodge Durango VIN 1C4RDHDG4FC [REDACTED] CAIR: [REDACTED]

1. The complete address for the location at which the vehicle may be inspected in its damaged state (this is needed in order to determine which inspector is sent).
**The vehicle is on hold at Joe Ricci Auto Center
12200 Telegraph Rd.
Taylor, MI. 48180**
2. A copy of the police/fire department report to this incident.
Not yet received.
3. Copies of repair estimates or repair bills.
No estimate or repair. The vehicle is isolated, cannot be touched.
4. A copy of the engineering or inspection report you may possess relating to this incident, as well as the photographs.
No report or photos
5. A detailed explanation as to why you feel we have a liability in this matter.
The car was running for 5 minutes then rolled forward into another parked vehicle.



Angela Drake
Liability Claims Representative
7A04
P.O. Box 99
Lombard, IL. 60148
630-705-3995 Direct
630-345-9491 Fax
angela.m.drake@erac.com

P.O. Box 99
Lombard, IL. 60148

From: Special Investigations Group [<mailto:Chryslersi@fcagroup.com>]
Sent: Thursday, June 30, 2016 10:52 AM
To: Drake, Angela M
Subject: RE: 2015 Dodge Durango VIN 1C4RDHDG4FC [REDACTED] CAIR: [REDACTED]

Good Morning,

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

1. The complete address for the location at which the vehicle may be inspected in its damaged state (this is needed in order to determine which inspector is sent).
2. A copy of the police/fire department report to this incident.
3. Copies of repair estimates or repair bills.



FIAT CHRYSLER AUTOMOBILES

July 28, 2016

[REDACTED]
St. Louis, MO [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDHDG4FC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA (Fiat Chrysler Automobiles), regarding a 2015 Dodge Durango.

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.

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29637334



FIAT CHRYSLER AUTOMOBILES

August 17, 2016

[REDACTED]
Houma, LA [REDACTED]

CAIR: 29637334

VIN: 1C6RR6LT8ES [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Ram 1500.

[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

296 37334

LAW OFFICES
DUVAL, FUNDERBURK, SUNDBERY, RICHARD & WATKINS

(A Professional Law Corporation)
101 WILSON AVENUE
P.O. BOX 3017
HOUMA, LOUISIANA 70361

JAMES M. FUNDERBURK
SIDNEY C. SUNDBERY
C. BERWICK DUVAL, II
STANWOOD R. DUVAL
KATHRYN W. RICHARD

CLAUDE B. DUVAL
(1914-1986)

Area Code 985
Telephone 876-6410
Fax 851-1490
www.duvallawfirm.com
(see website for e-mail addresses)

September 20, 2016

OF COUNSEL
CLAYTON E. LOVELL
WILLIAM S. WATKINS

Mr. Tony Morris
Special Investigations
Fiat Chrysler Automobiles
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

10/06

RECEIVED

NOV - 2 2016

RE: VIN #1C6RR6LT8ES [REDACTED]
2014 Dodge Ram 1500

Special Investigations

Dear Mr. Morris:

Please be advised that this firm represents [REDACTED]. I am in receipt of your letter dated August 17, 2016 addressed to [REDACTED]. In your letter you state that you have had the opportunity to review the inspection report and that you are not led to believe that the incident was due to a manufacturing responsibility. Please provide a copy of the inspection report. Enclosed you will find a letter from Marie's Wrecker Service that states that when Marie's Wrecker Service recovered the vehicle out of the water, the vehicle was in park with the emergency brake engaged. Mr. Troy Toups with Marie's Wrecker Service had to manually disengage the emergency brakes and had to manually place the vehicle in neutral. Therefore, as you can imagine, the Martinezes are at a loss as to how Chrysler can say this is not a manufacturing responsibility. If it is not a responsibility, then what Chrysler is saying is that the 2014 Dodge Ram 1500 is designed to be pulled into the water when the truck is in park with its emergency brake on with a small boat on a trailer attached to it. I know this cannot be the case.

It is my understanding that Chrysler has issued a recall notice for 2014 Dodge Ram 1500 4 X 4s due to the fact that those 4 X 4s experienced the same problems that the Martinezes experienced - i.e., the trucks going into the water despite the emergency brake being on and the truck being in park. While the Martinezes' vehicle is not a 4 X 4, this is highly coincidental.

Thank you for your suggestion in your letter that the Martinezes refer this matter to their insurance carrier; however, the insurance carrier cannot make them whole. All the insurance carrier can do is pay the [REDACTED] the value of the vehicle, which their insurance carrier has done. This event, as you might imagine, was quite traumatic for [REDACTED] and [REDACTED] and their two minor children. In fact, their minor children no longer want to fish anymore because of this experience. Furthermore, this event has been very stressful to the minor children and to [REDACTED].

I would also like to know if you inspected the vehicle. If you did inspect the vehicle, please kindly provide a copy of any and all reports and/or photographs taken of the vehicle. The

Mr. Tony Morris

Page 2

September 20, 2016

[REDACTED] do not wish to make a major issue out of this, but they are highly disappointed in the way this manner has been addressed by Chrysler. Obviously, Dodge did not design the truck to be pulled in the water. Therefore, there must have been some malfunction, as the truck was clearly in park and the parking brake was engaged. Since [REDACTED] heard a popping sound while she was sitting in the vehicle right before the vehicle began to roll back, it is obvious that there was some type of malfunction in the truck. This malfunction should not have occurred, but it did and it placed [REDACTED] and her minor children in great harm. I hope that you take the time to review this information, reopen your investigation to fully investigate the matter, and to make an offer to the [REDACTED] to compensate them for this traumatic ordeal. Should you wish to discuss any of the above, please do not hesitate to call.

Sincerely,



STANWOOD R. DUVAL

SRD/pc

Enclosure

cc: [REDACTED]

Marie's Wrecker Service

6834 West Park Ave.

Houma, La 70364

(985) 851-6121

FAX (985) 868-4699

July 12th 2016

To Whom it may concern:

Marie's Wrecker Service recovered a 2014 Dodge Ram 1500 Vin: 1C6RR6LT8ES [REDACTED] on July 2nd 2016 at 18:19. After recovering the vehicle out of the water, two of Marie's Wrecker Service Driver's (Troy Toups & Jeremie Thibodaux) observed that the vehicle was in park, with the emergency brake engaged. Once the vehicle was on dry land, Marie's Wrecker Service driver (Troy Toups) had to manually disengage the emergency brakes. Troy Toups also had to follow the secondary procedure to manually place the vehicle in neutral. The primary neutral engaging procedure was disable due to the electronics system being disabled.

Thank you,



Marie's Wrecker Service

LAW OFFICES
DUVAL, FUNDERBURK, SUNDBERY, RICHARD & WATKINS
(A Professional Law Corporation)
101 WILSON AVENUE
P.O. BOX 3017
HOUMA, LOUISIANA 70361

NEW ORLEANS
LA 700
27 OCT '16
PM 3 L

neopost
10/26/2016
US POSTAGE

FIRST-CLASS MAIL

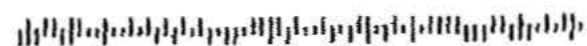
\$00.46⁵



ZIP 70364
041L11244200

Mr. Tony Morris
Special Investigations
FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321-800404



PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29652651



FIAT CHRYSLER AUTOMOBILES

July 19, 2016

Mr. F. Sheibley
152 Fox Loop
Davenport, FL 33837-3821

Re: CAIR: [REDACTED]
VIN: 1C4RDHAG4FC [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

If there was damage to your vehicle, 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.S. Susalla
Special Investigations
586-274-8171

JSS/ss

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29654286

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jul 08 20:46:52 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

came out of gear

Comments:

Recently pulled vehicle next to dumpster to empty garbage. Left it running like I always do. While emptying it it came out of park into reverse pushing me into dumpster and bruising my ribs. Front fender hit dumpster and stopped it but caused 500.00 damage which I had to pay to fix. I love the vehicle but am afraid it might happen again. I would get rid of it but still owe too much. Am thinking of putting a complaint to nsta. I'm pondering what to do.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Jul 09 03:36:26 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center regarding your 2014 Ram 1500 Sport 4X4.

We understand your concerns with the vehicle issues and would like to look into this further. We will be reaching out by phone within the next 1-2 business days at the phone number provided in your email. If you wish to be contacted by an alternate number please response by email or phone with this information.

This will ensure that your concern is reviewed as quickly as possible.

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 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Christina

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 29654286

EMAIL CASE NUMBER: 3358649

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9797947V497\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9797947V497[REDACTED]&)

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

came out of gear

Comments:

Recently pulled vehicle next to dumpster to empty garbage. Left it running like I always do. While emptying it it came out of park into reverse pushing me into dumpster and bruising my ribs. Front fender hit dumpster and stopped it but caused 500.00 damage which I had to pay to fix. I love the vehicle but am afraid it might happen again. I would get rid of it but still owe too much. Am thinking of putting a complaint to nsta. I'm pondering what to do.

VIN:

ES [REDACTED]

Mileage:

27000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

New Lebanon

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Jul 14 07:12:23 EDT 2016

Subject: Reply to Chrysler Group LLC (KMM9797947V49 [REDACTED])

Reply Comments:

You called haven't been able to call back. Please email me and let me know asap whats going on. ready to persue if needed. Thanks [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jul 14 22:23:33 EDT 2016

Subject: Re: Reply to Chrysler Group LLC (KMM9797947V497 [REDACTED])

Dear [REDACTED]

Thank you for responding. We will try to call you again.

We will leave the case number on a voice mail if available in order for you to contact us back.

As I am unavailable during business hours, this will be the best way for us to accurately handle your case.

Sincerely,

Christina

Customer Service Representative

RAM Customer Assistance Center

Original Message Follows:

Comments:

You called haven't been able to call back. Please email me and let me know asap whats going on. ready to persue if needed. Thanks Brian Wason

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Jul 22 13:14:48 EDT 2016

Subject: Reply to Chrysler Group LLC (KMM9797947V497 [REDACTED])

Reply Comments:

some adjuster called me and wants me to set up a time to meet him at the dealer. I don't have time to take off work for this. I will just live with it until I can trade it in on a diferent brand vehicle. never again screw ram!

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Aug 02 07:17:40 EDT 2016

Subject: Reply to Chrysler Group LLC (KMM9797947V497 [REDACTED])

Reply Comments:

Don't have time to take off work and meet with your adjuster. I will file a report with nsta! also post on every forum I can find. Screw ram there dangerous vehicles.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Aug 03 00:55:40 EDT 2016

Subject: Re: Reply to Chrysler Group LLC (KMM9797947V497[REDACTED])

Dear [REDACTED],

We understand that you are busy, but in order to assist you in this incident we will require you to work with the adjuster.

When you are available, please contact them back to set up an appointment. This will ensure that your concern is reviewed as quickly and accurately as possible.

Sincerely,

Christina

Customer Service Representative

RAM Customer Assistance Center

Original Message Follows:

Comments:

Don't have time to take off work and meet with your adjuster. I will file a report with nsta! also post on every forum I can find. Screw ram there dangerous vehicles.

From: [REDACTED]

To: customerassist@chrysler.com

Date: Wed Aug 03 20:15:53 EDT 2016

Subject: Reply to Chrysler Group LLC (KMM9797947V497 [REDACTED])

Reply Comments:

As I stated befor I piad to repair my fender. Im a auto mechanic don't have time to take off work and lose more money to meet an apriaser. im just living with thepiece of shit until I can trade it in. im upside down but will do whatever to get rid of it!

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29662034



FIAT CHRYSLER AUTOMOBILES

July 28, 2016

[REDACTED]
Fairfax, OK [REDACTED]

CAIR: [REDACTED]

VIN: 1C6RR7GG1ES [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 Jeep Grand Cherokee.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29662294



FIAT CHRYSLER AUTOMOBILES

July 29, 2016

[REDACTED]
Swancon, OH [REDACTED]

VIN: 1C6RR7GT7FS5 [REDACTED]

Cair: [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 RAM 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29678297

Document Recieved from Customer

Cair Number: 29678297

Date Received: 2016-07-25 19:33:28.080557

Files Not Recieved: 0

CASE MANAGER WORKSHEET**GENERAL INFORMATION**

Case Manager:			
CAIR Number:		Customer:	
Vehicle:	2016 RAM 1500		
Customer Email:			
What is the reason the case is being opened?	Vehicle mores forward/backwards while in park		
What does the customer want from FCA?	Lemon law		
Who has the vehicle?	Customer	Is the customer in rental?	Don't Know
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Don't Know	If yes, what dealer?	FERNELIUS CHRYSLER DODGE JEEP RAM
Original Owner?	Yes	Owner History: # New: 3	# Used: 4

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	3500	Choose an item.	WCC 560	ISD 3/10/16
MVP Contract? (Mechanical, Maintenance, Other)?	ESSENTIAL CARE SELECT - 4 YEARS / 16 OIL			
3 rd Party Service Contract?		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction? No Recall? No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	Yes	Previous DM Notes? Yes
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail? Yes
If yes for Tech Connect, note:	Nothing on vehicle moving while in park			

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify
What Answer Connect Docs will be used?	Nothing on vehicle moving while in park	
What information am I missing and what questions do I need to ask?	Can we put customer in a loaner or rental to get home? Can they contact Star again for next steps.	
What are my intentions/thoughts/direction?	Customer expectations. Follow thru to resolution	

LEMON LAW REVIEW

Does this vehicle meet state LL requirements?	No	Is there a confirmed defect? Choose an item.
State:	Mi	If yes, what is the defect(s)?
FRA state?MI		Is the defect covered under the manufacturer's warranty? Choose an item.
Business vehicle?	No	Number of repair attempts? 1
# of allowed repair attempts within the specified period?	4	Total number of days out of service Choose an item.
# of allowed days out of svc within the specified period? Choose an item.		Does the defect substantially impair the vehicle's use, value, or safety? Choose an item.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29697548

Document Recieved from Customer

Cair Number: 29697548

Date Received: 2016-07-20 08:12:05.511443

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:			
CAIR Number:		Customer:	
Vehicle:	2015 DODGE DURANGO LIMITED RWD SPORT UTILITY 4-DR		
Customer Email:		COIN Updated? Yes	Customer Text #: text/ email
What is the reason the case is being opened	outreach related to the enhanced customer satisfaction (ECS) Program		
What does the customer want from FCA?	Out of the vehicle		
Who has the vehicle?	Customer	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?			No
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	45454/CLASSIC DODGE CHRYSLER JEEP
Original Owner?	Yes	Owner History: # New: 1	# Used: 0

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense?	Yes	WCC:	536	ISD:	05/01/2015
MVP Contract? (Mechanical, Maintenance, Other)?	none				
3 rd Party Service Contract?	NA		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	Yes
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	Yes
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Customer	If other, specify
What Answer Connect Articles will be used?	22276	
What information am I missing and what questions do I need to ask?	Will customer take in to a dealer?	
What are my intentions/thoughts/direction?	Try and meet customer expectation	

CURSORY LEMON LAW REVIEW

State:	TX	What is the alleged defect?	Not sure
Is this a Final Repair Attempt (FRA) state?	Yes	# of allowed repair attempts <u>within</u> the specified period?	0
Is this a vehicle registered to a business or used for business purposes?	No	According to GWA, # of similar/related repair attempts?	0
Are business vehicles covered by the state lemon law?	Yes	# of allowed days out of svc <u>within</u> the specified period?	30
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	No	Number of days down if known?	None

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29710110



FIAT CHRYSLER AUTOMOBILES

August 15, 2016

[REDACTED]

Baton Rouge, LA [REDACTED]

CAIR: [REDACTED]

VIN: 1C6RR7GT3FS [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29721212



FIAT CHRYSLER AUTOMOBILES

August 16, 2016

[REDACTED]
Frederick, CO [REDACTED]

CAIR: [REDACTED]

VIN: 1C6RR7GT8GS [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2016 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29733800



FIAT CHRYSLER AUTOMOBILES

August 10, 2016

[REDACTED]
Liberty Hill, TX [REDACTED]

CAIR: [REDACTED]

VIN: 1C6RR7PM8ES [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29734146



September 14, 2016

[REDACTED]
Plato, MO [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7MT8GS [REDACTED]
Vehicle: 2016 Ram 1500

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2016 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29775184



FIAT CHRYSLER AUTOMOBILES

August 15, 2016

[REDACTED]

Waldorf, MD [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJDG1EC [REDACTED]
Vehicle: 2014 Dodge Durango

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29790106



FIAT CHRYSLER AUTOMOBILES

August 24, 2016

[REDACTED]
Cameron, TX [REDACTED]

Re: CAIR: [REDACTED]
VIN: 1C4RDHDG9FC [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

If there was damage to your vehicle, 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/ss

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29827417



FIAT CHRYSLER AUTOMOBILES

September 30, 2016

[REDACTED]
Youngsville, LA [REDACTED]

CAIR: [REDACTED]

VIN: 1C4RDHAG5EC4 [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2014 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29897668



FIAT CHRYSLER AUTOMOBILES

August 31, 2016

[REDACTED]
Reno, NV [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7FG0FS [REDACTED]
Vehicle: 2015 Ram 1500

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29907500

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Aug 12 12:59:28 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Gear Shift Knob problem

Comments:

Yesterday, my husband had hooked up our 30ft travel trailer to our truck to leave the campground. After backing up to the trailer and hooking it up, he pulled the trailer forward off the leveling blocks that were under the tires. My husband then put the truck in "Park" using the shift knob of our 2015 Ram. The truck and camper rolled back a little as usual when first taking your foot off the break. My husband then got out of the truck, came around the front to help my children get the remaining blocks from behind the camper tires. After removing the blocks, our 10 year old son yelled "Dad the camper is rolling back!" My husband took off in a dead sprint, flew the passenger door open, dove across the front seat and put his hand on the break. Simultaneously, as my husband applied pressure to the break with his hand the back of the camper hit a small tree, up-rooting it. My husband then turned the shift knob to "Park", shut off the engine, and then released his hand from the break. This situation could have been MUCH worse, especially since in the chaos of the events our 13 year old daughter ran to the back of the camper thinking she could stop it. We have since explained to her to NEVER get behind a moving vehicle, as campers and trucks can be replaced. My husband realizes that he is to blame for not putting it in park, however, we feel this could have been prevented if there were some sort of audible signal that indicates that you are in park and or a audible signal that indicates that you are still in gear when the driver's side door is opened. Up until yesterday, we have been pretty happy with all of our Chrysler vehicles. However, we will be looking into getting a Ford or GM truck when our lease is up, if there are no upgrades to the safety features of the RAM. Our family's safety is our top priority and this is as close of a call as we wanted to have.

We look forward to
hearing from someone soon.

Thank you,
Erin Smith

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29912916

MacDonald Mike (FCA)

Subject: FW: Chrysler Group LLC Customer Assistance (KMM9841654V74620L0KM)

CAIR # [REDACTED]

8/13/16

From: [REDACTED]
Sent: Thursday, August 11, 2016 5:31 PM
To: FCA-NA Media Relations; Sadler Kelley (FCA); Kuniskis Timothy (FCA); Customercare International (FCA)
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9841654V74620L0KM)

Please see Below I have been getting the run around since Day one first from the dealership and the. From Dodge Customer Service please help.(Please see below)

Thank You
[REDACTED]

Sent from my iPhone

On Aug 11, 2016, at 5:17 PM, Charlie [REDACTED] wrote:

Any help would be greatly appreciated
(Please see below) I am trying to reach Fiat North America. I am getting the run around from Dodge Customer Service

Thank you
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: August 11, 2016 at 5:09:38 PM EDT
To: customerassist@chrysler.com
Subject: Fwd: Chrysler Group LLC Customer Assistance (KMM9841654V74620L0KM) [REDACTED]

See Below 2nd Request!!!!

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: August 11, 2016 at 11:30:32 AM EDT

To: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9841654V746 [REDACTED])

Why did I get this email today(see below) I'm waiting on an answer and they decide to close the case this is getting out of control Please get back to me ASAP

Thank you
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: CAC Case Manager@chrysler.com
Date: August 11, 2016 at 11:26:49 AM EDT
To: [REDACTED]
Subject: FCA Update Case#: [REDACTED]

Sincerely,
TAISA
Customer Assistance Center

Dear Customer:

Case #: [REDACTED]

VIN: 1C4SDJET7FC [REDACTED]

Vehicle Description: DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR

Hello [REDACTED] At this time since your case has been open since 07/23/2016 9:5 a FCA dealership to have a diagnosis completed I will need to close your case. As you have spoken with, we have not been able to find a dealership in your area that has at this point the ONLY option available for a rental would be for you to get one on your own reimbursement. Please give us a call back once a diagnosis has been completed on the vehicle. Thank you!

To reply to this email, please use the link below:

<http://chrysler.com/contactus/twowaycommunication/validatedatakey.do?dataKey=6sC>

Sent from my iPhone

On Aug 10, 2016, at 8:31 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We have documented your concerns and updated your phone case with the latest information. You can also discuss your issues with the case manager assigned to your case.

We trust this referral action will provide you the best opportunity to address your concerns.

Thank you again for your email.

Sincerely,

Fazlur

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 3370918
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9841654V74620L0KM&

Original Message Follows:

I'm looking to Contact Fiat Corp to make them aware the the dealerships actions and also how the Dodge Customer Service has been handling the situation

Thank you
Charlie

Sent from my iPhone

On Aug 9, 2016, at 3:31 PM, customerassist
<customerassist@chrysler.com> wrote:

Dear 

Thank for you for the reply, it is fully appreciated.

We have updated your file to reflect the latest information you provided in the email message. Once the case manager reviews the file, should provide you with the updates.

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 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Fazlur

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 3370918

REPLY LINK:

http://www.chrysler.com/wccs/brand/forms/us/reply.jsp?trk_ID=KMM9841511V71047L0KM&

Original Message Follows:

I have not gotten anywhere with your
case managers they give me the

run

around I'm promised phone calls back within 24
hours and they never
call

it takes sometimes 3-5 days for a call back. They
close the case while
I

was waiting for a call back last week. I have had a
few different
cases

opened and not one has been resolved and the
dealership hasn't done

anything except tell me I'm not
welcomed there cause I reported
them

to

the BBB. So if I'm not allowed to use them I should
still be entitled
to

a loaner vehicle at another dealership but your case
manager is
telling

me no cause what ever dealership I use they won't
give me a loaner

cause I didn't buy/lease it from them.
I'm having issues with the
transmission over heating and feels
like it's slipping and also with

the

Radio (XM Satellite) which both were supposed to
be checked when my

dealership claimed they road tested
the vehicle and could not find the

problem. But the dealership never road tested the vehicle for 25 minutes

like it stated. The mileage was the exact same as when I dropped it off.

If they had really road tested the vehicle the mileage would of changed

any question please feel free to call me

Thank you

[REDACTED]

Sent from my iPhone

On
Aug 9,
2016,
at 9:48
AM,
custom
erassist

<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for the swift response, it is greatly appreciated.

I appreciate the time you have taken to contact us with your concern.

Our records show that you have contacted us by Phone and we have escalated your case to our case management

team and is being
worked

upon

by an assigned case
manager. They will be
in touch with you to

discuss

and address your
concerns accordingly.

[REDACTED] you can as
well contact your case
manager at 800-763-
8422;

Ext:

40638.

For your reference,
the case number for
your phone case is
29758087.

Also, we have
updated your file to
reflect the latest
information you

provided in the email message.

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
1-800-4A-DODGE
(1-800-423-6343).

Sincerely,

Fazlur

Customer Service
Representative

Dodge Customer
Assistance Center

For any future
communications
related to this email,
please refer to

the

following
information:

REFERENCE
NUMBER:

EMAIL CASE
NUMBER: 3370918

REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9840741V50449L0KM&

Original Message
Follows:

Here is the info you
requested

VIN:
1C4SDJET7FC [REDACTED]
[REDACTED]

Vehicle Description:
DODGE DURANGO
CITADEL AWD

SPORT UTILITY 4-
DR

Mileage is just about
4500

And I leased my
Vehicle From
Rockaway Chrysler
Dodge Jeep located at
550 Burnside Ave,
Inwood, NY 11096

And from the minute I
signed the paper work
with the dealership it

has

been nothing but
problems and now I'm
being told I can no
longer use

them cause I made a
BBB complaint
against them. And one
of your reps

also advised me that
since I will have to
use another dealers
service

dept I will not be entitled to loaner
vehicles. I have had 3 or 4

different case
numbers

Sent from my iPhone

On Aug 8, 2016, at
4:20 PM,
customerassist

<customerassist@chrysler.com>

wrote:

Dear [REDACTED]

Thank you for
contacting the FCA
Customer Assistance
Center.

I can absolutely
understand your
frustration, [REDACTED]
Your concerns,

particularly in view of the
inconvenience involved, are
understandable

and I appreciate the
time and effort you
took to bring this
matter to

our attention and I
will assist you further
from here.

In order to move
forward, [REDACTED]
would request you to
kindly

provide

me the complete 17
digit Vehicle
Identification Number
(VIN) of your
vehicle. The VIN may
be found at the
bottom of the
windshield towards

driver side. It is sometimes called the
serial number of the
vehicle.

It
can also be found on
documents like your
vehicle registration
and
insurance certificate.

Along with VIN,
Charles, I'll
appreciate if you can
kindly provide me

the approximate mileage on your
vehicle and the contact information
of

the dealership that
you are working with.

Once I have all this
information available,
I would be able to
proceed

further towards
addressing your
concern.

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
1-800-247-
9753.

Sincerely,

Fazlur

Customer Service
Representative
FCA Customer
Assistance Center

For any future
communications
related to this email,
please refer to

the

following
information:

REFERENCE
NUMBER: 29861019

EMAIL CASE
NUMBER: 3370918

REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9839743V87652L0KM&

Original Message
Follows:

US Customer Service
- F-Mobile Brand Site

Brief Description:

Problems with my
dealer and dodge
Customer service

Comments:

From day one of
leasing my vehicle
which is only 5
months old I've
had

nothing but problems and the
dealership is no help and I am
getting
the

run
around from
Customer service

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Rockaway Park

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29975548

Document Recieved from Customer

Cair Number: 29975548

Date Received: 2016-08-24 14:06:02.618047

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:			
CAIR Number:		Customer:	
Vehicle:	2015 RAM 1500 SLT 4X2		
Customer Email:		COIN Updated?	Yes
		Customer Text #:	
What is the reason the case is being opened?	Vehicle moves while in park		
What does the customer want from FCA?	To be fixed		
Who has the vehicle?	Dealer	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	200 miles out of basic		
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	43173
Original Owner?	Yes	Owner History:	# New: 2 # Used: 1

VEHICLE INFORMATION

Current mileage	36200	Does it look accurate/make sense?	Yes	WCC	536	ISD	05/07/2015
MVP Contract? (Mechanical, Maintenance, Other)?	No						
3 rd Party Service Contract?	Ask dealer					Extended Warranty?	No
VIP	Yes	GPOP	Yes	Restriction?	No	Recall?	Yes
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No		
Legal or Arb case?	No	Previous CAIRS?	Yes/3	Tech Connect detail?	No		
If yes for Tech Connect, note:							

TOOLS AND ACTIONS

Who will be the best person to contact first?	Customer	Dealer
What Answer Connect Articles will be used?	None	
What information am I missing and what questions do I need to ask?	Why are you leaving the car running?	
What are my intentions/thoughts/direction?	Assist in repair	

CURSORY LEMON LAW REVIEW

STATE:	TX	What is the alleged defect?	Move when in park
Is this a Final Repair Attempt (FRA) state?	No	# of allowed repair attempts <u>within</u> the specified period?	4
Is this a vehicle registered to a business or used for business purposes?	No	According to GWA, # of similar/related repair attempts?	1
Are business vehicles covered by the state lemon law?	Yes	# of allowed days out of svc <u>within</u> the specified period?	30
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	Yes	Number of days down if known?	

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29992651



FIAT CHRYSLER AUTOMOBILES

September 14, 2016

[REDACTED]
Bristow, VA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJEG5GC [REDACTED]
Vehicle: 2016 Dodge Durango

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2016 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

Document Recieved from Customer

Cair Number: 29992651

Date Received: 2016-08-25 12:16:59.877744

Files Not Recieved: 0

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager: MULLER			
CAIR Number:	29992651	Customer:	BRISTOW , VA-
Vehicle:	1C4RDJEG5 GC 2016 DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR ERC- 3.6L V6 24V VVT Engine Upg I w/ESS DHYS- Single Speed Transfer Case Current Odm : 750		
E MAIL:	toryblaha@gmail.com		
Problem	VEHICLE HAS A NO START		
What does the customer want from FCA? Assistance on the repairs			
Who has the vehicle?	26823 LINDSAY CHRYSLER DODGE JEEP RAM 703-368-5300	Is the customer in rental?	Don't Know
Does situation fall within the Warranty Goodwill Administration Process?			Yes
Has vehicle been diagnosed?	Yes	If yes, what dealer?	26823 LINDSAY CHRYSLER DODGE JEEP RAM 703-368-5300
Original Owner?	Yes	Owner History: # New: 1	# Used: 0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?		Yes	WCC	560	ISD	2016-07-17	
MVP Contract? (Mechanical, Maintenance, Other)?		NONE					
3 rd Party Service Contract?			Extended Warranty? <i>Choose an item.</i>				
VIP	Yes	GP OP	Yes	Restriction?	No	Recall?	No
Reason Codes Appropriate?		No	Active/Recent STAR cases?		Yes	Previous DM Notes?	
Legal or Arb case?		No	Previous CAIRS?		No	Tech Connect detail?	
If yes for Tech Connect, note:							

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify
What Answer Connect Does will be used?		
What information am I missing and what questions do I need to ask?		

CASE MANAGER WORKSHEET

What are my intentions/thoughts/direction?

1C4RDJEG5 GC 2016 DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR ERC- 3.6L V6 24V VVT Engine Upg I w/ESS DHYS- Single Speed Transfer Case **Current Odm : 750**

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? **No**

Does it appear there a confirmed defect? **No**

State **VA**

If yes, what is the defect(s)?

FRA state? **VA**

Is the defect covered under the manufacturer's warranty? **Yes**

Business vehicle? **No**

Number of repair attempts? **1**

of allowed repair attempts within the specified period? **4**

Total number of days out of service **1 Day**

of allowed days out of svc within the specified period? **6+**

Does the defect substantially impair the vehicle's use, value, or safety? **Yes**

August 2016 Tuesday

* * * * * **Case Management - District Q** * * * * *

OOW: **No**

MVP: **NONE**

Household: **New 1 Used 0**

Writer contacted dealer 26823 LINDSAY CHRYSLER DODGE JEEP RAM 703-368-5300 AT

Mileage:

Was the customer in a rental? If yes, how many days?

Did the customer have a co-pay? If yes, how much?

What is the RO #?

Does the SM have the CAIR #? If no, provide it.

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30010981



FIAT CHRYSLER AUTOMOBILES

September 14, 2016

Applied Laser Technologies
[REDACTED]
[REDACTED]
Weston, W [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7YT3G8 [REDACTED]
Vehicle: 2016 Ram 1500

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2016 Ram 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30016114



FIAT CHRYSLER AUTOMOBILES

September 9, 2016

[REDACTED]
[REDACTED]
Oceanside, CA [REDACTED]

Cair: [REDACTED]

VIN: 1C4SDJCT2FC [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 Dodge Durango.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30018417

30018417

Truck T-3018, 2016 Dodge Ram 1500, VIN 1C6RR7FG7GS [REDACTED] NC license plate [REDACTED]

DETAILS

On 8/4/2016 on a jobsite near Pittsboro a contractor was pouring concrete sidewalk. A TBU technician was testing the concrete. After emptying his load, one of the concrete trucks had backed up approximately 30 feet from the edge of a slope and was cleaning out his truck. The technician pulled his pickup alongside the concrete truck, placed the transmission in Park, and then got out of the pickup, leaving it running since he was only going to be stopped a short time before moving again. He walked to the back to the pickup to get the concrete testing equipment out of the back of the pickup and used water from the concrete truck to clean up the equipment. Both vehicles were on a stone base, facing forward up a vertical incline, 6.9% according to the project plans. After cleaning up the testing equipment, the technician was talking with the concrete truck driver, heard a "click" sound come from the pickup, and could only watch as the pickup started rolling backwards along the stone base and then down the 2:1 slope, until it came to rest on a berm at the bottom of the slope. The technician had been out of the truck for approximately 10 minutes and the truck had not moved. When the technician walked down the slope to assess the damage he opened the door and found that the transmission was in Reverse.

The slope was loose clay and steep, which made it impossible to drive the truck back up the slope. A tow truck was called to the site to pull the truck up the slope. The rear of the pickup was severely damaged (bumper, tailgate and both rear quarter panels), the top strobe mount shifted and the rear view mirror popped off its mount. The tailgate popped off its mounts and could not be reattached. No airbags were deployed. The pickup was able to be driven home. Items in the bed of the pickup (buckets, wheelbarrow, etc.) were secured with a bungee strap.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30018627

30018627

Truck T-3019, 2016 Dodge Ram 1500, VIN 1C6RR7FG7GS [REDACTED] NC license plate [REDACTED]

DETAILS:

On 7/9/2016 A TBU technician was on a roadway project on I-85 near Henderson and had parked his truck near a work site where a subcontractor was performing erosion control. The technician got out of the truck, placed the transmission in Park, but left it running so as not to drain the battery with the strobe lights. The truck was parked on a paved surface, facing downward at a grade of approximately 2% according to project plans. He walked approximately 100' towards the operation and was talking with coworkers when he looked back towards his truck and saw that it was rolling forward. He estimated that a minute or two had passed since he had exited the truck. He attempted to run back to his truck and get in to press the brakes, but was not able to do so before the truck travelled approximately 100' and made contact with a contractor's pickup. When the technician opened the door he found that the transmission was in Neutral. The speed at impact was approximately 5 mph. No one was hurt, but both pickups sustained damage. No airbags were deployed.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30070735



FIAT CHRYSLER AUTOMOBILES

September 23, 2016

[REDACTED]
Fort Wayne, IN [REDACTED]

VIN: 1C6RR7LT3FS [REDACTED]

Cair: [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2015 RAM 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

We can only suggest that you refer any damages that may have occurred 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

31041537



February 27, 2017

[REDACTED]
[REDACTED]
Naples, ME [REDACTED]

Re:

Cair: [REDACTED]

VIN: 1C6RR7FG5GS [REDACTED]

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2016 RAM 1500.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

The inspection revealed that there was no evidence of a malfunction which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully.

As stated in your owner's manual:

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

If there was damage to your vehicle, 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

Network Flow Maximum Flow

2014-04-14

10:10:10

Home Search History Reference

- Home
- Search
- History
- Reference
- Tools
- Help
- Network Flow
- Maximum Flow
- Minimum Cost Flow
- Shortest Path
- Spanning Tree
- Traveling Salesman
- 2-Colorability
- 3-Colorability
- 4-Colorability
- 5-Colorability
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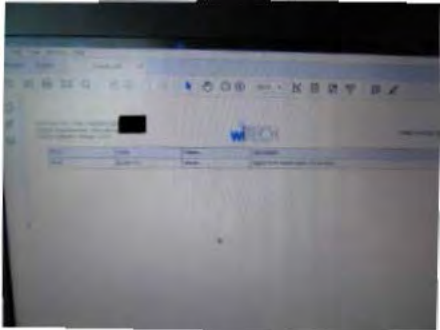
Network Flow

Home Search History Reference

Maximum Flow

Home Search History Reference

2014-04-14 10:10:10



Item	Type	Value	Unit
1	Quantity	100	kg

Overview

Name:

Transmission Control Module

Flash Part Number:

52250441AG

Bus Type:

CAN C

Hardware Version:

10.3.17

Software Version:

PC: 16.16.01 PC: 16.07.00

Spare Part Number:

N/A

ISO Code:

Software Number:

N/A

Hardware Number:

N/A

Original ECU:

16.16.01

[illegible]



A P R N D 2



[illegible]



A P R N D 3
PARK



Transmission Oil Temperature	102
Starter Inhibit Active Mode	Active
Maximum Engine Torque Restricted By Transmission	408.29
100% Torque A Current	848.0
80% Torque B Current	171.7
60% Torque C Current	830.0
40% Torque D Current	830.0
20% Torque E Current	836.0
Reverse Inhibitor Clutch Current	14.0
Pressure Control Solenoid Current	200.4
Engine Oil Pressure	0
Oil Temp Sensor	0
Temperature Sensor	0
Oil Pressure Sensor	0
Transmission Fluid Temp	100.0

Read

	Value
Transmission Oil Temperature	185
Engine Oil Temp Probe Status	Active
Maximum Engine Torque Requested By Transmission	809.25
100% Solenoid A Current	810.0
100% Solenoid B Current	371.7
100% Solenoid C Current	810.0
100% Solenoid D Current	810.0
100% Solenoid E Current	810.0
100% Solenoid F Current	810.0
Shift Converter Clutch Current	810.0
Pressure Control Solenoid Current	810.0
Reverse Wheel Speed	188.8
Left Wheel Speed	0
Right Wheel Speed	0
Left Wheel Speed	0
Right Wheel Speed	0



P R N D



[illegible]

High Solenoid C Current	850.0
Low Solenoid B Current	850.0
Low Solenoid A Current	850.0
Terminal Converter (24V) Current	50.0
Pressure Control Solenoid Current	688.7
Engine Wheel Stand	0
Park Brake Solenoid	On
Spring Brake Solenoid	Off
Park Solenoid Current	0.0
Transmission Park/Reverse	WGT, 0.0



Shift Solenoid D Current	850.0
Shift Solenoid E Current	800.0
Torque Converter Clutch Current	850.0
Pressure Control Solenoid Current	90.0
Range Wheel Speed	604.7
Park Sense Solenoid	0
Shifting Pistol Solenoid	On
Park Solenoid Current	0.0
Transmission Turbine Speed	159.00



MPG 10 20 30
Range: 397mi
14712mi



P R N D
BRAKE



A close-up photograph of a car's gear shifter. The shifter is a silver-colored knob with a black top section. Above the knob, the letters 'P R N D' are printed in white. A small, glowing orange light is visible above the 'P' position. The shifter is mounted on a dark, textured surface.

P R N D



Shift Solenoid C Current	852.0
Shift Solenoid D Current	83.2
Shift Solenoid E Current	852.0
Torque Converter Clutch Current	50.0
Pressure Control Solenoid Current	810.0
Average Vehicle Speed	0
Park Sense Solenoid	Off
Parking Pawl Solenoid	On
Park Solenoid Current	1204.0
Exhaust Gas Turbine Speed	0 RPM



A P R N D 3



A close-up photograph of a car's gear shifter. The shifter is a silver, cylindrical knob with a black top section. Above the knob, the letters 'P R N D' are printed in white. A small, glowing orange light is illuminated above the 'P' position. The background is dark and out of focus.

P R N D



Maximum Engine Torque Requested by Transmission

Solids Solenoid A Current	400.25
Solids Solenoid B Current	800.0
Solids Solenoid C Current	875.0
Solids Solenoid D Current	875.0
Solids Solenoid E Current	875.0
Linear Converter Clutch Current	800.0
Pressure Control Solenoid Current	75.0
Average Input Speed	800.0
Park Sense Solenoid	0
Parking Pawl Solenoid	0
Park Solenoid Current	0.0
Transmission Turbine Speed	100.0



40 30 20 10 0

Range: 367mi

14712mi

P R **N** D R

PAUSE

P R N D



100





P R N D 3



P R N D





Item	Price	Unit
1. 12 Temperature	12	
2. 12 Temperature	12	
3. 12 Temperature	12	
4. 12 Temperature	12	
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100. 12 Temperature	12	



















