

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-04-27 19:53:10.998616

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Alma Garcia		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2016 RAM 1500 LARAMIE 4X4		
Customer Email:	██████████	COIN Updated?	yes
What is the reason the case is being opened?		Customer's vehicle will not go into park.	
What does the customer want from FCA?		Customer is seeking to have vehicle repaired.	
Who has the vehicle?	Dealer	Is the customer in rental?	Choose an item:
Does situation fall within the Warranty Goodwill Administration Process?		Yes	
Has vehicle been diagnosed?	Don't Know	If yes, what dealer performed the diagnosis?	BILLION DODGE-CHRYSLER JEEP 68141
Original Owner?	Yes	Owner History:	# New: 1 # Used: 0

VEHICLE INFORMATION

Current mileage?	3367	Does it look accurate/make sense?	Yes	WCC	536	ISD	02/26/2016
MVP Contract? (Mechanical, Maintenance, Other)?	41148503 Active 336BLINK BUSINESS LINK ALTERNATE TRANSPORTATION						
3 rd Party Service Contract?	unknown				Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	No	Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No		
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes		
If yes for Tech Connect, note:		1 star case – searched vehicle into park					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify
What Answer Connect Articles will be used?	Nothing on this vehicle – searched going into park	
What information am I missing and what questions do I need to ask?	Has the vehicle been diagnosed? What is the POF? Are there parts on order? Is there a star cases?	
What are my intentions/thoughts/direction?	Direction is to work with the DLR to get the customers vehicle repaired.	

CURSORY LEMON LAW REVIEW

State:	Montana	What is the alleged defect?	Vehicle wont go into park
Is this a Final Repair Attempt (FRA) state?	Yes	# of allowed repair attempts <u>within</u> the specified period?	4
Is this a vehicle registered to a business or used for business purposes?	Yes	According to GWA, # of similar/related repair attempts?	0
Are business vehicles covered by the state lemon law?	No	# 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?	2

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29098127



FIAT CHRYSLER AUTOMOBILES

April 22, 2016

[REDACTED]
Chandler, AZ [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR6LT9GS [REDACTED]
Vehicle: 2016 Ram 1500

Dear [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2016 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

From: Jim Kilian jmkilianhomerepairs@cox.net
Subject: 2016 Dodge Ram
Date: Today at 1:04 PM
To: jmkilianhomerepairs@cox.net

April 29 2016

4/30

Lisa Martinez
FCA US LLC
P.O. Box 21-8004
Auburn Hills, Mi. 48321-8004

RECEIVED

MAY - 5 2016

Special Investigations

RE: CAIR: [REDACTED]
1C6RR6LT9GS [REDACTED]

Dear Lisa,

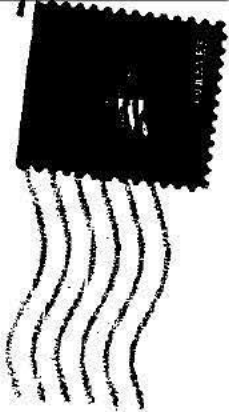
Regarding the letter dated April 22, 2016. I have been trying to leave you a voice message but your mailbox is full and I am not able to leave a message.

I would like a copy of the report from my 2016 Dodge Ram and any documented evidence that lead to Chryslers decision on my incident. I am not happy with the decision made by your department and I would like to know the appeal process? I have seen on the news that there have been similar issues on other Chrysler vehicles just like my issue and I want to speak to this issue with you.

Regards,
Jim Kilian
232 W. Raven Dr.
Chandler, Az. 86286
602-739-2541

Sent from my iPad

[Redacted]
[Redacted]
[Redacted]
Chandley, H.



134 HAWKINS
2775742
PO Box 21-8004
Phoenix, AZ
48324-8004



PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29101417

29101417

Special Investigations Group

From: Special Investigations Group
Sent: Wednesday, March 30, 2016 1:46 PM
To: Smith Kevin (FCA)
Subject: RE: 2014 Ram 1500, owner claims it shifts itself into drive

Hi Kevin,

It doesn't seem that there was any real damage to the vehicle, so unless the owner is making a claim for vehicle damage, S/I does not need to be involved. Here's my theory:

Guy is sitting in the truck, starts to back out, realizes he forgot something. Puts it in drive, pulls back into carport, puts it in neutral (listen to audio for amount of shifter position movements, it is shorter sound than when he shifts from reverse to drive) and gets out of truck to go in house. You can see him in the house window reflection. Then truck air suspension settles, just enough to upset weight balance distribution of the truck and it starts to creep forward in neutral, bumping into carport clutter. He comes back out, gets in truck, and shifts into reverse.

Owner would need to duplicate problem before any repairs being done. Owner should also be reminded the parking brake is the primary device for preventing unintended vehicle movement.

Jay Susalla
 586-274-8171
 Special Investigations



FIAT CHRYSLER AUTOMOBILES

From: Smith Kevin (FCA)
Sent: Wednesday, March 30, 2016 1:14 PM
To: Special Investigations Group
Subject: FW: 2014 Ram 1500, owner claims it shifts itself into drive

You guys might want to look at this one. There is a link to a video at the bottom of this note.

Case Id:		Case Status:	OPEN	Application Group:	291
VIN:	1C6RR7KT8ES	Eng:	57 5.7L V8 HEMI MDS VVT Engine E2H		
Desc:	RAM 1500 ST 4X4	Trans:	8-Spd Auto 8HP70 Trans (Buy) DFD		
Fam:	DS Body: 98 MY: 2014	Emiss:	US50 50 State Emissions NAS		
MDH:	04/02/2014 12	Tr.Bld:	N 0854		
Mileage:	26718 MI	Eng.Bld:	6 0854		
Comp Grp:	21A - TRANSAXLE - AUTO	Concern:	TX - WON'T SHIFT PROPERLY		
System:	21A - AUTOMATIC	Component:	20A - SHIFTER, (ANY)		
Failure:					
Reason For Contact:	Tech required assistance	Closure Quality Rating:	-		

Created by:	T3498BM	Created On:	03/25/2016 2:48:20 PM
Last Updated By:	T3498BM	Last Updated On:	03/30/2016 12:22:08 PM

Contact Information	
Dealer Code:	68614
Dealer Name:	KING CHRYSLER/DODGE/JEEP
Dealer Position Description:	23 - SERVICE TECHNICIAN
Dealer Contact:	Rhodny Basug
Dealer Zone:	71
Dealer City:	LIHUE KAUAI
Dealer State:	HI
Contact Phone:	808-634-4182
Training Level:	1

TechCONNECT Summary	
Repair Attempts:	1
Initial Concern:	
Duplicated:	Yes - AT THE MOMENT, CANNOT VERIFY CONCERN. WANTED TO KNOW IF THIS IS KNOWN CASE.
Repairs Parts And Tests:	CHECK SB/RECALL, NONE FOUND. CHECK FOR POSSIBLE STORED DTC, NONE. VERIFY SHIFTER READING ON DATA LIST WHILE SHIFTING, SEEMS TO BE ACCURATE.
TSB Applied:	
DTCs:	
Information Sent:	
Scan Tool Software Version:	
Last TechCONNECT Search:	comes out of park
Vehicle Off Road or Tow-In:	N
RO Number:	391443
Attachments :	

Concern/Resolution Log		
Concern		
SHIFTER WENT TO DRIVE WITHOUT MOVING KNOB.	T3498BM	03/25/2016 2:48:20 PM
Resolution		
Hi Rhodny. Rhodny this hasn't been a known issue as described. Did you actually witness the trans shift into drive without shifter knob movement? - Brian	T3498BM	03/25/2016 2:48:20 PM
Concern		
Brian, I did not saw shifter moving by itself. Customer came in claiming had shift after he started the truck and ran back in the house. He actually have a dash video of the truck moving forward but not showing the instrument or shifter. What could be the possible issue that we have here?	T3498BM	03/25/2016 3:51:32 PM
Resolution		
Rhodny can you obtain a copy of this video and send it to me at "brian.moceri@fcagroup.com". Please do not have the customer email me directly. Obtain a copy if you can, and email it to me	T3498BM	03/25/2016 3:51:32 PM

from the dealer, thanks Rhodny - Brian

Rhodny could you also include the last 8 digits of the VIN in the email, thanks - Brian T3498BM 03/25/2016 3:52:20 PM

Rhodny anything further? - Brian T3498BM 03/29/2016 1:15:10 PM

Concern

Brian, Sorry for delay, I just got the copy of the video today from the customer. He had hard time sending it through e-mail. I will send it to you as soon as I can today. T3498BM 03/29/2016 2:50:42 PM

Resolution

Ok thanks Rhodny - Brian T3498BM 03/29/2016 2:50:42 PM

Rhodny thanks, received the video, we're reviewing this further and we'll get back with you ASAP - Brian T3498BM 03/29/2016 8:21:49 PM

Concern

Let me know Brian. Thanks - Rhodny T3498BM 03/29/2016 8:35:48 PM

Resolution

T3498BM 03/29/2016 8:35:48 PM

STAR is escalating this ticket for further assistance - Brian T3498BM 03/30/2016 12:22:08 PM

Thanks

Kevin Smith

Powertrain Technical Product Support

Technical Service Operations

Fiat Chrysler Automobiles

248-512-6508

T/L 722-6508

kevin.t.smith@fcagroup.com

From: Holley Scott (FCA)

Sent: Wednesday, March 30, 2016 11:16 AM

To: Mocerri Brian (FCA); Wilson Michael 3 (FCA)

Cc: Strzelecki Ed (FCA); Smith Kevin 3 (FCA); Lacher Shaun (FCA)

Subject: RE: 2014 Ram 1500, owner claims it shifts itself into drive

Team,

I concur that the video looks staged, however the vehicle has air suspension which accounts for the settling @ 3:38 seconds. In my opinion, it's likely someone was behind the vehicle and pushed it, but the video does not show the shifter selection nor the complete vehicle. I down loaded the video, but it is 469mb !!

Here is my recommendation/direction, due to video:

- Brian, escalate to MC
- Mike, escalate to TS.
- Kevin, please review and send to Safety.

Scott R Holley

STAR Drivetrain Skill Area Lead

Email: scott.holley@fcagroup.com

Office: 248-451-5636

Cell: 248-931-6172

T/L: 793-5636

From: Mocer Brian (FCA)
Sent: Wednesday, March 30, 2016 10:05 AM
To: Wilson Michael 3 (FCA)
Cc: Holley Scott (FCA)
Subject: Re: 2014 Ram 1500, owner claims it shifts itself into drive

Yep, that was my thought also. What do you think Scott?

Brian Mocer
FCA Group STAR Center - BCE/Drivetrain/Engine/Sprinter
QEC Auburn Hills MI

From: Wilson Michael 3 (FCA)
Sent: Wednesday, March 30, 2016 8:54 AM
To: Mocer Brian (FCA)
Cc: Holley Scott (FCA)
Subject: Re: 2014 Ram 1500, owner claims it shifts itself into drive

It's looks like a set up to me! If you watch the video the guy gets out of the truck and leaves it in drive. Then the vehicle is stationary and if you look at clip at 3:38 somebody is moving in truck because you can see it move up and down and shortly after that it moves in drive. Somebody was still in the vehicle. CASE CLOSED!

Michael D Wilson

CHRYSLER STAR CENTER

Master Consultant-Trans

1-866-799-1692 EXT1252

FAX 1-248-451-5534

Michael.d.wilson@fcagroup.com

2021 Executive Hills Dr

Auburn Hills, Mi. 48326-2944

From: Mocer Brian (FCA)
Sent: Tuesday, March 29, 2016 8:17 PM
To: Holley Scott (FCA); Wilson Michael 3 (FCA)
Subject: 2014 Ram 1500, owner claims it shifts itself into drive

Gents watch this video and tell me what you think. VIN - ES [REDACTED]

<https://www.dropbox.com/sh/a9t4fr2ivypq63c/AABcCCCmHaGGLnzHlLyr8gOna?oref=e&n=115974633&previous=2016-03-21+05.49.38.mov>

Brian Mocer
FCA Group STAR Center - BCE/Drivetrain/Engine/Sprinter
QEC Auburn Hills MI

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-12 19:48:05.993048

Files Not Recieved: 0



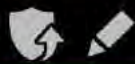
Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-17 17:37:56.790149

Files Not Recieved: 0

More links will be needed, first couple were listed as already expired. Truck payments are \$293.71 bi-monthly totaling \$587.42 per month. The estimate from the collision repair shop is \$1,158.46 without rental car while it is in the shop. Shop location is approximately 1 hour from my home, and including pickup and drop off at dealership I'm out 8 hours of work. The estimate also assumes no further damage is found. Inside of the bumper fairing when removed for replacement. So expect further financial obligations on Chrysler tab.



73%



10:42 AM



Account Details



Q keyword, amount, or mm/dd/yyyy



New Vehicle Loan - 5841

Current Balance

**\$25,620.67**

Last Payment Amount	\$293.71
Minimum Payment	\$293.71
Next Payment Due	7/21/2016

Make Payment

Scheduled Transactions (1)



MAY 18 Share Savings 9203 
Internal Transfer

\$293.71Total: **\$293.71**

Transactions Included in Current Balance

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-20 17:19:38.761889

Files Not Recieved: 0

1	Linear Equations in Two Variables	100%
2	Systems of Linear Equations	95%
3	Graphs of Linear Equations	90%
4	Applications of Linear Equations	85%
5	Word Problems Involving Linear Equations	80%
6	Linear Equations in Real-World Contexts	75%
7	Linear Equations and Functions	70%
8	Linear Equations and Inequalities	65%
9	Linear Equations and Systems of Inequalities	60%
10	Linear Equations and Systems of Equations	55%

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-22 00:45:23.146619

Files Not Recieved: 0



myaccounts.i



New Vehicle Loan - 43001491065841

[EDIT ACCOUNTS](#) | [PRINT](#)**Today's Payoff Amount****\$25,335.24**

Payment Due

Due 08/21/2016

PAY**\$587.42**

▸ Additional Account Information

Transaction History

keyword, amount or mm/dd



Last 60 Days



Date ▾	Description	Amount	Balance
05/18/2016	TRANSFER PYMT	\$293.71	\$25,328.35
05/04/2016	TRANSFER PYMT	\$293.71	\$25,602.57
04/20/2016	TRANSFER PYMT	\$293.71	\$25,876.59
04/06/2016	TRANSFER PYMT	\$293.71	\$26,150.39
03/23/2016	TRANSFER PYMT	\$293.71	\$26,423.99

Show More

(02/20/2016 - 03/21/2016)

Mortgages 5/5 ARM as low as+**3.118%**
APR**Auto Loans** as low as+**1.79%**
APR**Certificates** as high as**3.00%**
APY**Checking** as l**0.45%**
AF[About Us](#) | [Careers](#) | [Branches & ATMs](#) | [FAQs](#) | [Contact Us - 1-888-842-6](#)Federally Insured by NCUA | [Web Policy](#) | [Privacy Policy](#) | [Browser](#)

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-08 13:41:40.306352

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Irving						
CAIR Number:	[REDACTED]		Customer:	HANS REEVES			
Vehicle:	2014 RAM 1500 ST 4X4						
Customer Email:	[REDACTED]		COIN Updated?	No	Customer Text #:	No	
What is the reason the case is being opened?			Customer states that his vehicle put itself on drive.				
What does the customer want from FCA?			Vehicle repaired				
Who has the vehicle?	DLR		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?		KING CHRYSLER/DODGE/JEEP		
Original Owner?	Yes		Owner History # New:	1	# Used:	0	

VEHICLE INFORMATION

Current mileage?	25000	Does it look accurate/make sense?	No	WC C	536	ISD	04/15/2014
MVP Contract? (Mechanical, Maintenance, Other)?	LIFETIME UNLIMITED MILEAGE MAXIMUM CARE						
3 rd Party Service Contract?	No					Extended Warranty?	No
VIP	Yes	GPO P	No	Restriction?	No	Recall?	Yes
						Sensitive Issue?	No
						CSI?	No
Reason Codes Appropriate?	No		Active/Recent STAR cases?		Yes	Previous DM Notes?	No
Legal or Arb case?	No		Previous CAIRS?		No	Tech Connect detail?	No
If yes for Tech Connect, note:			No				

TOOLS AND ACTIONS

CUSTOMER CAIR PREP-SHEET

Who will be the best person to contact first?	DLR	If other, specify	No
What Answer Connect Articles will be used?	None		
What information am I missing and what questions do I need to ask?	-		
What are my intentions/thoughts/direction?	-		

CURSORY LEMON LAW REVIEW

State? HI	What is the alleged defect? None
Is this a Final Repair Attempt (FRA) state?	# of allowed repair attempts <u>within</u> the specified period?
Is this a vehicle registered to a business or used for business purposes?	According to GWA, # of similar/related repair attempts?
Are business vehicles covered by the state lemon law?	# of allowed days out of svc <u>within</u> the specified period?
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	Number of days down if known?

* * * * * Case Management - District O * * * * *

OOW:	Still under warranty
MVP:	LIFETIME UNLIMITED MILEAGE MAXIMUM CARE
Household:	1 new 0 used

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

29195318



FIAT CHRYSLER AUTOMOBILES

May 11, 2016

Mr. Jamell Pratt
6018 West Columbia Avenue
Philadelphia, PA 19151-3507

RE: CAIR: [REDACTED]
VIN: 3C6RR7LT2GG [REDACTED]
Vehicle: 2016 Ram 1500

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2016 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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup





FIAT CHRYSLER AUTOMOBILES

May 19, 2016

[REDACTED]
Morrison, CO [REDACTED]

CAIR: 29197887

VIN: 1C6RR7PM5FS [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,

Tony Morris

Tony Morris
Special Investigations
586-274-8164

TM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



CAIR#29209527

Warmack Ajsia (FCA)

From: Heck Joann (FCA)
Sent: Saturday, April 30, 2016 2:37 PM
To: Warmack Ajsia (FCA)
Subject: Fw: Fwd: Problems With My 2016 Ram 1500

Here's a Ram customer for you Ajsia. Thanks. JoAnn

From: Kuniskis Timothy (FCA)
Sent: Saturday, April 30, 2016 01:57 PM
To: Heck Joann (FCA)
Subject: Fwd: Problems With My 2016 Ram 1500

Begin forwarded message:

From: [REDACTED]
Date: April 30, 2016 at 12:59:56 PM EDT
To: "tk9@chrysler.com" <tk9@chrysler.com>
Cc: "tim.kuniskis@chrysler.com" <tim.kuniskis@chrysler.com>, "m.kuniskis@chrysler.com" <m.kuniskis@chrysler.com>
Subject: Problems With My 2016 Ram 1500
Reply-To: "jamellpratt215@yahoo.com" <jamellpratt215@yahoo.com>

Hey My name is [REDACTED] I have a gorgeous 2016 Ram 1500 that I love sooo much. It's my first Ram product. Lately I've been having alot of problems with my Ram.....

First The service at Springfield Pa Dealership was substandard and The Ram product is garbage. I've had multiple problems with mine new 2016 Ram 1500 with 2600 miles on it. The bezel around my navigation cracked and the gear shifter broke. Also my transmission continues to slip without the attention that is needed to fix it. the dealer telling me my truck is working perfectly fine but I know my truck. No brand new truck is suppose to pop into gear when you come to a complete stop. Bullshit! On 4/27/2016 when I got in my truck at the dealer to pull off I noticed that the bezel was not installed properly so I got out of my truck, put the truck in park like I usually always do. But the gear shifter didn't go into Park when i got out. Instead of going into park it rolled into another customer's car. While i was there waiting for the police to come so I can't file a report, one of the service technicians told me that the gear shifter was a known problem and this wasnt the first time he seen it malfunction. I am now scared that this truck is not safe for me and my kids. Transmission problems, cracking of navigation bezel, and gear shifter problems..... I'm really not happy at all with the RAM product.

Please help me...

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup



Document Send To Customer
CAIR Number : [REDACTED]
Send Date : 2016-06-09 11:11:55



RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of one thousand, five hundred and no/100 dollars (\$1,500.00) made by FCA US LLC, formerly known as Chrysler Group LLC. I Carlos Furey, release and discharge FCA US LLC, Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named FCA US LLC debtor, ther representatives, employees, agents, directors members, shareholders, stakeholders, attorneys, assigns, assignees, acquiring entities, predecessors, successors, direct and indirect parent entities and subsidiaries, and affiliated entities as well as Liberty Chrysler Jeep Dodge Ram and any authorized FCA US LLC dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2015, 1500 VIN: 3C6JR7BG3FG [REDACTED] ("Subject Vehicle"). through and including the execution date of this release. This Release shall not limit or modify the terms of any warranty or service contract applicable to the Subject Vehicle.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim and/or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that FCA US LLC has made no other promises to us. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim. However, nothing in this Agreement's provisions relating to confidentiality shall preclude [FCA US] from disclosing this Agreement or portions thereof to the National Highway Traffic Safety Administration ("NHTSA"), in response to an information request, subpoena, or other compulsory or putatively compulsory demand for information propounded by NHTSA.

This is a full and final release applying to all all known, unknown or unanticipated claims or damages arising out of any act, omission or occurrence up to and including the execution date of this release.

This release reflects the final agreement between the parties and is intended to replace any prior Release relating to claims described herein. Any prior agreement and/or release relating to the claims described herein is/are void and unenforceable.

I fully understand and freely sign this release.

Date: _____, 20____

Signature

Signature

Document Send To Customer
CAIR Number : 
Send Date : 2016-06-10 13:14:19

1-866-8493869



FCA CHRYSLER AUTOMOBILES

RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of one thousand, five hundred and no/100 dollars (\$1,500.00) made by FCA US LLC, formerly known as Chrysler Group LLC. I Carlos Furey, release and discharge FCA US LLC, Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named FCA US LLC debtor, their representatives, employees, agents, directors members, shareholders, stakeholders, attorneys, assigns, assignees, acquiring entities, predecessors, successors, direct and indirect parent entities and subsidiaries, and affiliated entities as well as Liberty Chrysler Jeep Dodge Ram and any authorized FCA US LLC dealerships, from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2015, 1500 VIN: 3C6JR7BG3FG [REDACTED] ("Subject Vehicle"), through and including the execution date of this release. This Release shall not limit or modify the terms of any warranty or service contract applicable to the Subject Vehicle.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim and/or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that FCA US LLC has made no other promises to us. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim. However, nothing in this Agreement's provisions relating to confidentiality shall preclude [FCA US] from disclosing this Agreement or portions thereof to the National Highway Traffic Safety Administration ("NHTSA"), in response to an information request, subpoena, or other compulsory or putatively compulsory demand for information propounded by NHTSA.

This is a full and final release applying to all all known, unknown or unanticipated claims or damages arising out of any act, omission or occurrence up to and including the execution date of this release.

This release reflects the final agreement between the parties and is intended to replace any prior Release relating to claims described herein. Any prior agreement and/or release relating to the claims described herein is/are void and unenforceable.

I fully understand and freely sign this release.

Date: 6-9, 2016

Carlos Furey
Signature

Signature

Post-It® Fax Note	7671	Date	# of pages ▶
To <u>Bridgett</u>		From	
Co./Dept.		Co.	
Phone #		Phone #	
Fax #		Fax #	

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup





FIAT CHRYSLER AUTOMOBILES

June 22, 2016

[REDACTED]
Southbridge, MA [REDACTED]

Cair: 29417578

VIN: 1C6RR7GT7FS [REDACTED]

Dear Mr. [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.

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup





June 17, 2016

[REDACTED]
Coral Springs, FL [REDACTED]

Cair: [REDACTED]

VIN: 1C4RDHAG1FC [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



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-16 14:47:22.909339

Files Not Recieved: 0

CASE MANAGER WORKSHEET**GENERAL INFORMATION**

Case Manager: Luanne			
CAIR Number:		Customer:	
Vehicle:	2015 RAM 1500 SLT 4X4		
Customer Email:	None		
What is the reason the case is being opened?	Customer states if he turns the key while driving it will lock up the steering wheel		
What does the customer want from FCA?	Customer wants vehicle fixed feels it is a safety concern		
Who has the vehicle?	Customer	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?			Yes
Has vehicle been diagnosed?	Yes	If yes, what dealer?	GOLLING CHRYSLER DODGE JEEP RAM,67243
Original Owner?	Yes	Owner History: # New: 1	# Used: 3

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	16730	Yes	WCC	536	ISD	6/01/15	
MVP Contract? (Mechanical, Maintenance, Other)?	None						
3 rd Party Service Contract?	No				Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	No	Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No		
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?		
What information am I missing and what questions do I need to ask? Find out Parts and Labor for repairs	See what has been done and if we can help	
What are my intentions/thoughts/direction?	Help where I can	

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements?	No	Does it appear there a confirmed defect?	No
State:	MI	If yes, what is the defect(s)?	
FRA state?	MI	Is the defect covered under the manufacturer's warranty?	Yes
Business vehicle?	No	Number of repair attempts?	1
# of allowed repair attempts <u>within</u> the specified period?	1	Total number of days out of service	5 days
# of allowed days out of svc <u>within</u> the specified period?	1	Does the defect substantially impair the vehicle's use, value, or safety?	Yes

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup





FIAT CHRYSLER AUTOMOBILES

June 29, 2016

[REDACTED]
Warrior, AL [REDACTED]

Cair: [REDACTED]
VIN: 1C6RR6GT5ES [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





FIAT CHRYSLER AUTOMOBILES

June 21, 2016

[REDACTED]
Lake Worth, FL [REDACTED]

Cair: [REDACTED]

VIN: 3C6RR6KT4GG [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,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk



FIAT CHRYSLER AUTOMOBILES

June 21, 2016

[REDACTED]
Lake Worth, FL [REDACTED]

Cair: [REDACTED]

VIN: 3C6RR6KT4GG [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:

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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

Cair # [REDACTED]

Please disregard letter which says, [REDACTED] Missing middle initial [REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-09 09:21:55.213410

Files Not Recieved: 0



PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup





FIAT CHRYSLER AUTOMOBILES

August 1, 2016

[REDACTED]

Tomball, TX [REDACTED]

CAIR: [REDACTED]

VIN: 1C6RR6KT2FS [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



TIRE AND LOADING INFORMATION

SEATING CAPACITY — TOTAL 6 FRONT 3 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
775 KG OR 1716 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	P275/60R20	P275/60R20	P235/35R17
COLD TIRE INFLATION PRESSURE	270 kPa / 39 PSI	270 kPa / 39 PSI	240 kPa / 35 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



FS714451

1C6RR6KT2FS

























RAM









⚠ WARNING

EVEN WITH ADVANCED AIRBAGS

- THIS SEAT CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE SEAT IS NOT TO BE USED IN ANY POSITION OTHER THAN THE SEAT IS DESIGNED TO BE USED IN.
- ALWAYS USE SEATBELT AND CHILD RESTRAINTS.
- ALWAYS USE SEATBELT AND CHILD RESTRAINTS.
- ALWAYS USE SEATBELT AND CHILD RESTRAINTS.

04-028 1-1000



⚠ MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFORMANTS

- CE SIÈGE PEUT ÊTRE TUÉ OU GRAVEMENT BLESSÉ PAR LE SACS GONFLABLE.
- LE SIÈGE NE DOIT ÊTRE UTILISÉ QUE DANS LA POSITION POUR LAQUELLE IL EST CONÇU.
- TOUJOURS PORTER LA CEINTURE DE SÉCURITÉ ET LES SACS GONFLABLES.
- TOUJOURS PORTER LA CEINTURE DE SÉCURITÉ ET LES SACS GONFLABLES.
- TOUJOURS PORTER LA CEINTURE DE SÉCURITÉ ET LES SACS GONFLABLES.

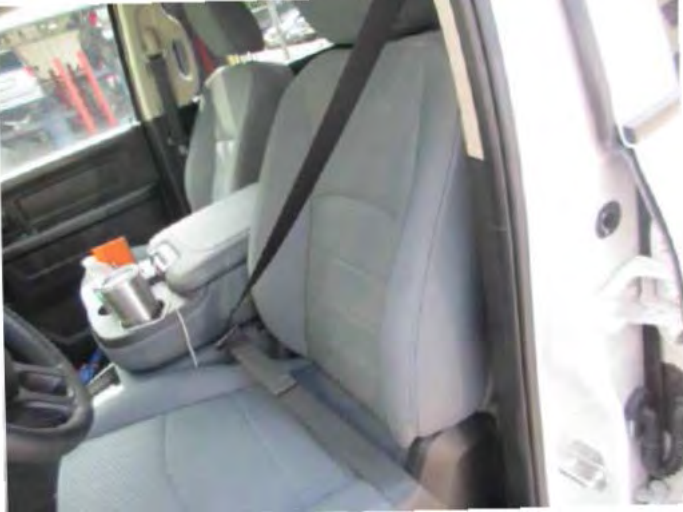
THE SAFEST PLACE
AR-FACING CHILD SEAT IN THE FRONT.
SEATBELTS AND CHILD RESTRAINTS.
MANUAL FOR MORE INFORMATION ABOUT

05108 114AA





SRS
AIRBAG











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IC633B









SRS
AIRBAG

















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A3408303

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SRS
AIRBAG















Ignition

9286mi





P

R

N

D



BRAKE





P

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BRAKE





A close-up photograph of a car's gear selector knob. The knob is silver with a textured grip and is set against a black background. Above the knob, a digital display shows the letters 'P R N D' in white. A small yellow indicator light is illuminated above the 'P'.

P R N D



P

R

N

D



BRAKE





P

R

N

D



BRAKE



P R N D



WAKE





P R N **D** 

PAKE ● 













T04UN1543



P68253230AA

RETRIEVED
FROM
P68253230AA



T04UN154567219



P68253230AA



BETRIEB-NR.
SERIAL-NO.
STUECKL. 1037
MODEL-NO.
JHP-70

0006 1217
010000

















HEMI
CLASSIC

RAM
1500

WRANGLER







