

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30118738



FIAT CHRYSLER AUTOMOBILES

October 6, 2016

[REDACTED]
Los Alamitos, CA [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR6MT6GS [REDACTED]

Dear Mr. [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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30167694



ELCO Administrative Services
Mr. Jason Gavril
P.O. Box 8385
Gaithersburg, MD 20898

Cair: [REDACTED]
VIN: 1C6RR7GT6GS [REDACTED]

This is in regard to the inspection that was performed on the vehicle 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.

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.

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

30179762



FIAT CHRYSLER AUTOMOBILES

October 12, 2016

[REDACTED]
Parsons, TN [REDACTED]

Cair: [REDACTED]

VIN: 1C4RDHAG4GC [REDACTED]

Dear Mr. [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,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30185980

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 26 14:28:26 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Issue with truck not staying in park and rolling

Comments:

I placed my truck in park which unlocked my drivers door and I exited the vehicle leaving the door open and walked away from the vehicle. 3 or 4 min later the vehicle jumped out of park and began rolling down a hill striking a fire pit sign post a tree and a picnic table and finally a camping trailer with 2 occupants. The key fob was not left in the truck and after coming to a rest the vehicle was no longer running and was in reverse. \$10K in damage to truck so far and still awaiting estimates for the camper and camp ground items damaged. After repairs to body on the truck is repaired I would like Dodge to take this truck and perform an inspection to determine why it did this and also to be sure there are no damages to the drive train after the incident. The truck was not occupied during the crash and I have been advised this same thing happened to a National grid employee while driving a company truck. Could these trucks have a software issue like the Jeep with the on dash shift system?

Thank you,
Dennis Horton

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Sep 27 07:20:54 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center in regards to your 2015 Ram 1500 park concern.

I can understand your concern and frustration with the events that you encountered while camping, I could only imagine if I was in your position how I would have felt. Thankfully, no one was injured through this terrifying incident.

After a review of your vehicle file I can see that you have contacted us via telephone and we have documented your concerns and forwarded a case to a more appropriate department.

Once there is an update, a representative will be in contact with you to discuss your case further.

We appreciate the time you took to bring the concerns 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 1-800-247-9753.

Sincerely,

Jenna

Customer Service Representative

FCA Customer Assistance Center

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

REFERENCE NUMBER: 30185980

EMAIL CASE NUMBER: 3390450

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9900997V752\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9900997V752[REDACTED]&)

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

Issue with truck not staying in park and rolling

Comments:

I placed my truck in park which unlocked my drivers door and I exited the vehicle leaving the door open and walked away from the vehicle. 3 or 4 min later the vehicle jumped out of park and began rolling down a hill striking a fire pit sign post a tree and a picnic table and finally a camping trailer with 2 occupants. The key fob was not left in the truck and after coming to a rest the vehicle was no longer running and was in reverse. \$10K in damage to truck so far and still awaiting estimates for the camper and camp ground items damaged. After repairs to body on the truck is repaired I would like Dodge to take this truck and perform an inspection to determine why it did this and also to be sure there are no damages to the

drive train after the incident. The truck was not occupied during the crash and I have been advised this same thing happened to a National grid employee while driving a company truck. Could these truck have a soft ware issue like the Jeep with the on dash shift system? Thank you, Dennis Horton

VIN:

FS [REDACTED]

Mileage:

11508

Servicing Dealer:

FX Capara Alexandria Bay NY

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clayton

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Oct 21 17:04:52 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9900997V752 [REDACTED])

Good afternoon Jenna: I wanted you to know I was shocked to receive a letter from Ram stating that this issue was my fault because I did not set my brake and shut my vehicle off.

I have owned over 400 vehicles in my life and have never had a vehicle jump out of park and cause this kind of damage and if Ram isn't willing to take responsibility for this issue then why did they recall 140 vehicles for doing exactly what my ram did. I am not satisfied with your findings and or your response and my vehicle has just over 10K miles and if Ram isn't going to take responsibility for the damages caused then I will be taking further action.

Sincerely

[REDACTED]

Sent from my iPhone

> On Sep 29, 2016, at 12:36 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED],

>

> Thank you for contacting the FCA Customer Assistance Center in regards
> to your 2015 Ram 1500 park concern.

>

> I can understand your concern and frustration with the events that you
> encountered while camping, I could only imagine if I was in your
> position how I would have felt. Thankfully, no one was injured through
> this terrifying incident.

>

> After a review of your vehicle file I can see that you have contacted us
> via telephone and we have documented your concerns and forwarded a case
> to a more appropriate department.

>

> Once there is an update, a representative will be in contact with you to
> discuss your case further.

>

> We appreciate the time you took to bring the concerns 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 1-800-247-9753.

>

> Sincerely,

>

> Jenna

>

> Customer Service Representative

> FCA Customer Assistance Center

>

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

> following information:

> REFERENCE NUMBER: 30185980

> EMAIL CASE NUMBER: 3390450

> REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9900997V752\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9900997V752[REDACTED]&)

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Ram Brand Site

> Brief Description:

> Issue with truck not staying in park and rolling

> Comments:

> I placed my truck in park which unlocked my drivers door and I exited

> the

> vehicle leaving the door open and walked away from the vehicle. 3 or 4

> min

> later the vehicle jumped out of park and began rolling down a hill

> striking

> a fire pit sign post a tree and a picnic table and finally a camping

> trailer with 2 occupants. The key fob was not left in the truck and

> after

> coming to a rest the vehicle was no longer running and was in reverse.

> \$10K

> in damage to truck so far and still awaiting estimates for the camper

> and

> camp ground items damaged. After repairs to body on the truck is

> repaired I

> would like Dodge to take this truck and perform an inspection to

> determinant why it did this and also to be sure there are no damages to

> the

> drive train after the incident. The truck was not occupied during the
> crash
> and I have been advised this same thing happened to a National grid
> employee while driving a company truck. Could these truck have a soft
> ware
> issue like the Jeep with the on dash shift system? Thank you, Dennis
> Horton
>
>
>
>
> VIN:
> FS [REDACTED]
> Mileage:
> 11508
> Servicing Dealer:
> FX Capara Alexandria Bay NY
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Clayton
> State:
> NY
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Work Phone:
> [REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30200093



PROCESSED BY FCA

October 13, 2016

[REDACTED]
Clayton, NY [REDACTED]

Re:

Cair: [REDACTED]
VIN: 1C6RR7MT6FS [REDACTED]

Dear Mr. [REDACTED]

This is in regard to the inspection that was performed on your 2015 RAM 1500 SPORT.

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

30281776

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Oct 12 18:56:18 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

ATTENTION: DEATH COULD OCCUR - Durango

Comments:

Hello,

I want to let you know I love Durango and my last 1 I had for 239k miles and recently I bought a new 2017 Durango. The issue I had was that when driving it the 1st time I pulled into a gas station and put on the breaks and at the same time I hit the engine off button. To me the car shut off and thought the SUV was ready to get out of the car.. I made a mistake getting out with the turn dial in drive. Now to me driving a older durango if you shut off a car in drive you cant start it back up unless in park. The issue is the Durango gives a false sense of security in my previous example since the car is wired to auto shut off when you put in the brake. So being new to the car and the car I thought shutoff from me pushing the turn off button I opened the door and walked out. After leaving the SUV the car started back up and started driving...I got a 1800 dent. The dent is not the issue since it scraped a pole. What I am concerned about is life. The SUV did not sense a car driver was in the seat and gave a false sense of security even though I did make a mistake. If this SUV has a child or a person in front it would have ran them over. I am telling this to help redesign this issue from happening and to help save life. Me personally. I love the Durango and all the other items are the best. Please contact me and I can help redesign this issue.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Oct 15 06:06:58 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

I am sorry to hear about what your new vehicle just had done and I understand that this would be frightening.

I also am happy to hear that you love your Dodge Durango and that something more serious didn't happen.

However, this is a serious matter that we would like to look into.

I have arranged someone from our department to contact you, via phone, to obtain some more information regarding this incident.

Once again, I am sorry that this has happened to you and we will be investigating this incident.

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,

Marla

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 30281776

EMAIL CASE NUMBER: 3396726

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9924018V260\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9924018V260[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

ATTENTION: DEATH COULD OCCUR - Durango

Comments:

Hello, I want to let you know I love Durango and my last 1 I had for 239k miles and recently I bought a new 2017 Durango. The issue I had was that when driving it the 1st time I pulled into a gas station and put on the breaks and at the same time I hit the engine off button. To me the car shut off and thought the SUV was ready to get out of the car.. I made a mistake getting out with the turn dial in drive. Now to me driving a older durango if you shut off a car in drive you cant start it back up unless in park. The issue is the Durango gives a false sense of security in my previous example since the car is wired to auto shut off when you put

in the brake. So being new to the car and the card I thought shutoff from me pushing the turn off button I opened the dorr and walked out. After leaving the SUV the car started back up and started driving...I got a 1800 dent. The dent is not the issue since It scapped a pole. What I am concerned about is life. The SUV did not sense a car driver was in the seat and gave a false sense of security even though I did make a mistake. If this SUV has a child or a person in font it would of ran them over. I am telling this to help redesign this issue from happening and to help save life. Me personally. I love the Durango and all the other items are the best. Please contact me and I can help redesign this issue.

VIN:

HC [REDACTED]

Mileage:

424

Servicing Dealer:

Indian Trail, NC

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Indian Trail

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30281844

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Oct 12 19:13:53 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

ATTENTION: DEATH COULD OCCUR - Durango

Comments:

Hello,

I want to let you know I love Durango and my last 1 I had for 239k miles and recently I bought a new 2017 Durango. The issue I had was that when driving it the 1st time I pulled into a gas station and put on the breaks and at the same time I hit the engine off button. To me the car shut off and thought the SUV was ready to get out of the car.. I made a mistake getting out with the turn dial in drive. Now to me driving a older durango if you shut off a car in drive you cant start it back up unless in park. The issue is the Durango gives a false sense of security in my previous example since the car is wired to auto shut off when you put in the brake. So being new to the car and the car I thought shutoff from me pushing the turn off button I opened the door and walked out. After leaving the SUV the car started back up and started driving...I got a 1800 dent. The dent is not the issue since it scraped a pole. What I am concerned about is life. The SUV did not sense a car driver was in the seat and gave a false sense of security even though I did make a mistake. If this SUV has a child or a person in front it would have ran them over. I am telling this to help redesign this issue from happening and to help save life. Me personally. I love the Durango and all the other items are the best. Please contact me and I can help redesign this issue.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30307714



November 10, 2016

ELCO Administrative Services
[REDACTED]

Orgec, CA [REDACTED]

RE: Cair: [REDACTED]
VIN: 1C6RR6GTXGS [REDACTED]

Dear Mr. [REDACTED]

This is in regard to the inspection that was performed on the vehicle referenced above.

Naturally, we were sorry to learn of this incident. We appreciate the opportunity to look into this for you.

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.S. Susalla
Special Investigations
586-274-8171

JSS/ss

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30310780



October 31, 2016

[REDACTED]
Surprise, AZ [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR6FT6ES [REDACTED]
Vehicle: 2014 Ram 1500

Dear Mr. [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,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30333879

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 21 18:06:02 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Ram in park

Comments:

Our truck was in park over 10 minutes and off. It rolled into another vehicle. We have had Ram trucks for years but this is a problem. There is a witness writing a letter. We should not have to pay for these repairs and thank God is was in a lot where no cars or people were involved rolled into a parked semi trailer

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Oct 26 05:03:01 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

We are very sorry that this has happened to you and yes, thank God it was in a lot where no people or cars were.

We will be escalating this off to Special Investigations but first we will be calling you to obtain more information.

Once again, we are very sorry you experienced this with your vehicle.

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,

Marla

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 30333879

EMAIL CASE NUMBER: 3400329

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9937046V725\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9937046V725[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

Ram in park

Comments:

Our truck was in park over 10 minutes and off. It rolled into another vehicle. We have had Ram trucks for years but this is a problem. There is a witness writing a letter. We should not have to pay for these repairs and thank God it was in a lot where no cars or people were involved rolled into a parked semi trailer

VIN:

FS [REDACTED]

Mileage:

36000

Servicing Dealer:

Grand Chrysler Lowell, Mi

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clarksville

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

November 30, 2016

[REDACTED]
Clarksville, MI [REDACTED]

Re:

Cair: [REDACTED]
VIN: 1C6RR7NT9FS [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

30334145

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 21 19:59:37 EDT 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

popping out of gear

Comments:

I was putting fuel today and when I turned my truck off I got out and the truck started rolling back. By the time I could get back in to stop the truck the drivers door was bent back by the safety pole. I don't know why it did that, first time that happened. I know when I tried to start it the truck wouldn't. I noticed it went into reverse. I know it was in park because it turned off. The truck will not turn off if it's in gear. The repair shop advised me to contact you because this has been happening to the Ram trucks. Thank you

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Oct 25 04:00:28 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

We are very sorry [REDACTED] that this has happened to you and would certainly like to investigate why, this has happened.

In order for us to do so, we would need you to bring it to an authorized Chrysler/RAM dealer.

Once it is diagnosed, Please contact us back with your Reference/Case number.

Once again [REDACTED] we are very sorry.

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,

Marla

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 30334145

EMAIL CASE NUMBER: 3400342

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9935448V824\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9935448V824[REDACTED]&)

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

popping out of gear

Comments:

I was putting fuel today and when I turned my truck off I got out and the truck started rolling back. By the time I could get back in to stop the truck the drivers door was bent back by the safety pole. I don't know why it did that, first time that happened. I know when I tried to start it the truck wouldn't. I noticed it went into reverse. I know it was in park because it turned off. The truck will not turn off if it's in gear. The repair shop advised me to contact you because this has been happening to the Ram trucks. Thank you

VIN:

DS [REDACTED]

Mileage:

33513

Servicing Dealer:

DeLong

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winnemucca

State:

NV

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30354724

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30366252

PE16-014

FCA

3-15-2017

ATTACHMENT

ENCLOSURE 4

CAIR Backup

30378097



November 17, 2016

[REDACTED]
Crawfordsville, IN [REDACTED]

Re:

VIN: 1C6RR7LT6ES [REDACTED]

Cair: [REDACTED]

Dear Mr. [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,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30390971



FCA FINANCIAL SERVICES

November 17, 2016

[REDACTED]
Sacramento, CA [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR6FG9C [REDACTED]

Dear Mr. [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

PE16-014

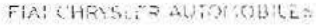
FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30420380



December 5, 2016

La Porte, IN 46350-5253

Re: VIN: 1C6RR7LT4FS

Dear

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. Kohn

Mr. Kon

Special Investigations

(586) 274-8162

TK/ss

FCA US LLC
 10000 15th St, Suite 100
 Dallas, TX 75244-4100
 Tel: 214-635-3210
 Fax: 214-635-3211
 Email: info@fca-us.com

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30575166

CALIBER COLLISION

HADDOCK - CALIBER - WAKEFIELD

RESTORING THE RHYTHM OF YOUR LIFE
10112 CAPITAL BLVD, WAKE FOREST, NC 27587
Phone: (919) 556-6261
FAX: (919) 556-6554

Workfile ID: 8de7d5e8
Federal ID: 46-5071777

30575166

Preliminary Supplement 2 with Summary

RO Number: 1505114000

Written By: Kenneth Barefoot
Adjuster: White, Rhonda

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

Policy #: [REDACTED]
Date of Loss: 11/23/2016 12:00 PM

Claim #: [REDACTED] 1
Days to Repair: 18

Owner:
[REDACTED]
[REDACTED]
ROLESVILLE, NC [REDACTED]
[REDACTED] Cell
[REDACTED] Day

Inspection Location:
HADDOCK - CALIBER - WAKEFIELD
10112 CAPITAL BLVD
WAKE FOREST, NC 27587
Repair Facility
(919) 556-6261 Business

Insurance Company:
METLIFE AUTO & HOME
NC
Charlotte

VEHICLE

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

VIN: 1C6RR7NG2GS [REDACTED]	Interior Color: [REDACTED]	Mileage In: 11,639	Vehicle Out: 12/22/2016
License: [REDACTED]	Exterior Color: prv	Mileage Out:	
State: NC	Production Date: 3/2016	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
Power Adjustable Pedals

DECOR

Dual Mirrors
Privacy Glass

Overhead Console

Wood Interior Trim

CONVENIENCE

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

RADIO

AM Radio
FM Radio

Search/Seek

Auxiliary Audio Connection
Premium Radio
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
Communications System
Hands Free Device

SEATS

Leather Seats

Ventilated Seats

WHEELS

20" Or Larger Wheels
Locking Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Signal Integrated Mirrors
California Emissions

TRUCK

Rear Step Bumper
Power Rear Window
Trailer Hitch
Trailer Package
Power Trunk/Gate Release

Preliminary Supplement 2 with Summary

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

Console/Storage

Stereo

Heated Seats

Preliminary Supplement 2 with Summary

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		GRILLE					
2	R&I	R&I grille assy				0.7	
3		FRONT LAMPS					
4	R&I	LT R&I headlamp assy				0.4	
5		HOOD					
6	Blnd	Hood w/o pwr bulge					1.6
7	R&I	Insulator w/o diesel				0.3	
8	Repl	Insulator clip	4878883AA	7	46.90		
9		FENDER					
10	Repl	LT Fender (STL)	68054339AI	1	317.00	1.8	2.6
11		Add for Edging					0.5
12	R&I	LT Fender liner				Incl.	
13	R&I	LT Wheel flare paintable				0.5	
14	Repl	LT Rear seal	55112463AB	1	13.95	0.2	
15		WINDSHIELD					
16	R&I	RT Washer nozzle				0.2	
17	R&I	LT Washer nozzle				0.2	
18		CAB					
19	* S01	Rpr LT Uniside panel (STL)				s 3.0	1.0
20		Overlap Major Adj. Panel					-0.4
21	#	time includes a pillar and cab conner		1			
22	R&I	LT Front sill plate beige				0.2	
23	R&I	LT W'strip on body front door				0.5	
24		FRONT DOOR					
25	Repl	LT Door shell quad, crew cab	68144729AD	1	667.00	4.7	3.8
26		Overlap Major Adj. Panel					-0.4
27	Repl	LT Front w'strip	55372709AB	1	34.35	Incl.	
28	R&I	LT Lower seal quad, crew cab				0.2	
29	R&I	LT Belt w'strip regular cab				Incl.	
30	R&I	LT Mirror assy trailer tow package chrome code:GPC				Incl.	
31	R&I	LT Door glass Dodge regular cab				Incl.	
32	Repl	LT Regulator module quad, crew cab	68171827AB	1	120.00	Incl.	
33	*	R&I LT Window motor				Incl.	
34		R&I LT Handle, outside w/o body color w/keyless entry				Incl.	
35	* S02	Repl LT Door trim panel regular cab highline trim, black	1VY511X9AG	1	735.00	0.7	
36		Repl LT Black out tape quad, crew cab	55372279AE	1	21.45	Incl.	
37		Repl LT Nameplate "RAM 1500" chrome	68149702AA	1	72.20	0.2	
38		Repl LT Upper hinge	68058515AA	1	57.35	0.3	0.3

Preliminary Supplement 2 with Summary

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

39		Repl	LT Lower hinge	68058519AB	1	64.95	0.3	0.3
40	REAR DOOR							
41	*	Rpr	LT Outer panel				<u>6.5</u>	2.6
42			Overlap Major Adj. Panel					-0.4
43		R&I	LT Lower seal				0.3	
44		R&I	LT Front w/strip				0.3	
45		R&I	LT Rear w/strip				0.2	
46	*	S02	Repl	LT Belt w/strip	55372139AH	1	<u>56.00</u>	0.3
47		R&I	LT Handle, outside w/o body color				0.3	
48		R&I	LT R&I trim panel				0.5	
49	PICK UP BOX							
50	*	Rpr	LT Side panel (STL)				<u>14.0</u>	3.6
51			Overlap Major Adj. Panel					-0.4
52		R&I	LT Rear shield				0.3	
53		R&I	LT Splash shield				0.3	
54		R&I	LT Rail cover				0.3	
55		R&I	R&I tailgate assy				0.3	
56		Repl	Set back box assy		1		1.5	
57	*	Rpr	LT Wheel flare paintable				<u>3.0</u>	1.2
58			Overlap Major Non-Adj. Panel					-0.2
59			Clear Coat					2.5
60		R&I	LT Wheel flare paintable				0.5	
61	REAR LAMPS							
62		R&I	LT Tail lamp w/o LED				0.3	
63	REAR BUMPER							
64		Repl	Bumper assy chrome w/o dual exhaust	55277451AE	1	645.00	1.0	
65	#	Rpr	Set Up On Floor				1.5	
66	#	Repl	Rough Pull		1		2.0	
67	#		Cover Car for Overspray		1	10.00 X		
68	#		Corrosion Protection Primer		1	12.00 T		
69	#	S02	final bill indicator		1			
70			OTHER CHARGES					
71	#		Towing		1	170.00		
72	#		E.P.C.		1	5.00		
SUBTOTALS						3,048.15	47.8	18.2

NOTES

Estimate Notes:

Estimate notes: truck is a tow in, customer signed online work authorization

DTP image attached (Y):

Customer authorized repairs (Y):

Drivable (N):

Damage consistent with facts of loss (Y):

Captured repair (Y):

Preliminary Supplement 2 with Summary

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

Date repair is scheduled:11/29/16

Target delivery date based on 5 hours per day:

Gave customer MetLife CARE folder (N):

Explained parts, repair process, and estimated completion date with customer (Y):

Gave customer the Final Repair Invoice on:

Prior or unrelated damages (N):

Where?

Supporting invoices attached (Y):

Prior Damage Notes:

no

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				2,851.15
Body Labor	47.8 hrs	@	\$ 44.00 /hr	2,103.20
Paint Labor	18.2 hrs	@	\$ 44.00 /hr	800.80
Paint Supplies	18.9 hrs	@	\$ 30.00 /hr	567.00
Miscellaneous				22.00
Other Charges				175.00
Subtotal				6,519.15
Sales Tax	\$ 6,349.15	@	6.7500 %	428.57
Grand Total				6,947.72
Deductible				500.00
CUSTOMER PAY				500.00
INSURANCE PAY				6,447.72

Preliminary Supplement 2 with Summary

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items							
34		Repl LT Door trim panel regular cab highline trim, black	1WM871X9AF	1	-697.00	-0.7	
35	*	S02 Repl LT Door trim panel regular cab highline trim, black	1VY511X9AG	1	<u>735.00</u>	0.7	
45		Repl LT Belt w'strip	55112379AI	1	-49.20	-0.3	
46	*	S02 Repl LT Belt w'strip	55372139AH	1	<u>56.00</u>	0.3	
Added Items							
69	#	S02 final bill indicator		1			
SUBTOTALS					44.80	0.0	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			44.80
Paint Supplies			0.00
Subtotal			44.80
Sales Tax	\$ 44.80 @	6.7500 %	3.02
Additional Supplement Taxes			0.01
Total Supplement Amount			47.83
NET COST OF SUPPLEMENT			47.83

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	7,040.80	Kenneth Barefoot
Supplement S01	-140.91	Kenneth Barefoot
Supplement S02	47.83	Kenneth Barefoot
Job Total:	\$ 6,947.72	
CUSTOMER PAY:	\$ 500.00	
INSURANCE PAY:	\$ 6,447.72	

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

=====

Caliber Collision is the industry leader in quality collision repair. Since day one, our highest purpose has been to get people just like you back on the road as quickly as possible and fully restored to the rhythm of your life. You can be sure we do everything possible to ensure your complete satisfaction including:

Personalized, high quality service from the largest collision repair company in the U.S.

Consistently ranked among the highest customer satisfaction scores in the industry.

Approved by every major insurance company in the U.S.

Expedited car rental and towing services to get you back on the road again in no time.

Repair work backed by a written, lifetime warranty honored at every location.

24/7/365 customer service to answer questions and put your mind at ease.

This is a preliminary estimate based on visible damage. There may be additional repairs needed once the vehicle is taken apart by our I-CAR Gold Class technicians to identify any additional damage.

If an insurance company has written an estimate for you, please provide us with a copy. Properly endorsed insurance company checks are welcome as payment for the repair of your vehicle. Caliber Collision gladly accepts all major credit cards, debit cards, cashier's and traveler's checks. See your Caliber Collision center for details on acceptance of personal checks.

Before leaving your vehicle with us, please remove all important personal and valuable items from your vehicle. Caliber Collision is not responsible for belongings left in your vehicle.

Please let us know how we can be of further assistance, and when we can schedule an appointment for your vehicle to be repaired.

Caliber Collision - Restoring The Rhythm Of Your Life®

=====

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

This is not an authorization to repair. Authorization to repair must come from vehicle owner.

By law, you must keep customer information we provide to you CONFIDENTIAL. You may use it only to perform insurance-related services/functions for us and/or our customer(s). You may not use, share, sell or otherwise disclose this information for other purposes or to anyone else without prior consent. If you do not agree to these terms, you must return this information to us at once.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

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 METLIFE CLAIM SERVICES OFFICE.

The glass part price, kit and labor has been calculated based on market pricing for your area. The MetLife Auto & Home glass administrator is Safelite Auto Glass. Please contact Safelite Auto Glass at 888-800-4527 if you would like to arrange for them to complete the work.

Our number one goal is to ensure that you are completely satisfied with your claim experience. If you have any questions or concerns about your claim, please call the adjuster listed at the top of your estimate and we would be happy to assist you.

We realize that you have a choice when selecting an insurance company and we thank you for choosing MetLife Auto & Home.

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI.

RO Number: 1505114000

2016 RAM 1500 4X4 CREW LARAMIE 4D SHORT 6-3.6L-FI prv

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 12/1/2016, 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 2017 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.

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.



Raleigh Area
100 Rupert Road
Raleigh, NC 27603
(919) 835-0705
Fax: (919) 662-0826

Rock Hill Area
566 Corporate Blvd
Rock Hill SC 29730
Gastonia (704) 884-0100
Rock Hill (803) 358-0100

www.eastcoasttowing.net

TOWING SERVICE

338981

984593

B
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T
O

Caliber Wake Forest
Attn: Sherri

CASH

CHARGE

☒ ON ACCOUNT

DATE	11/23/16	TIME	8:38pm	REQUESTED BY	Owner
OWNER	[REDACTED]				
YEAR	16	MAKE	Dodge	MODEL	Ram 1500
				COLOR	Red
VIN	1C6RR7NG2GS			MILEAGE BEFORE TOWING	11,639
		TOWED TO	10112 Capital Blvd		
MILEAGE		SERVICE TIME		EXTRA TIME	
FINISH		FINISH		FINISH	
START		START		START	
TOTAL	7	TOTAL		TOTAL	
VEHICLE WILL NOT BE RELEASED UNTIL WRECKER SERVICE IS PAID					
REMARKS:				MILEAGE CHG.	
				TOWING CHG.	70.00
				LABOR CHG.	
				STORAGE CHG.	
				2nd TOW	
				crash wrap	100.00
SIGNATURE OF CAR OWNER OR AGENT				DATE	
Arthur Woodard				11/23/16	
SIGNATURE OF TOW OPERATOR				DATE	
				TOTAL	170.00

East Coast Towing Inc
DBA Ivey's Towing & Transport
100 Rupert Rd
Raleigh, NC 27603
(919) 835-0705 Fax (919) 662-0826

30575166

Call #: 984593 Date/Time In: 11/23/2016 7:40:44 PM EN: 11/23/2016 8:18:35 PM Club Call #: 0
Receipt #: 338981 Appointment: OL: 11/23/2016 8:38:18 PM Member #:
PO #: PTA: T: 11/23/2016 9:07:07 PM Expire Date:
Cancel Dispatched: 11/23/2016 7:51:03 PM CLR: 11/23/2016 10:13:34 PM

Priority Reason:

Truck: 147 2533 AJ Woodard

Caller Name: [REDACTED]

Year/Make: 2016 Dodge

Model: RAM 1500

Call Back #: [REDACTED]

Color: Red

State:

Agency:

Lic #:

Odometer: 11639

Call Type:

VIN: 1C6RR7NG2GS [REDACTED]

Bill to: CALIBER-W

Location: [REDACTED]

Destination: CALIBER-WF- REQ
SIGNATURE ON INV

Name: April /AP

Bus: CALIBER COLLISION - (1505)

City: ROLESVILLE

City: WAKE FOREST

Street: 10112 Capital Blvd.

State: North Carolina

State: North Carolina

Wake Forest, NC 27587

ZIP:

ZIP: [REDACTED]

Phone: (919) 556-6261

Remark: COMM RATES -

Cust PU Point:

Trouble Codes:

Area:

T6F

Clearing Code:

Driver Memo: BILL CALIBER 70.00 + CRASH
WRAP / WILL NEED TO BE CRASH
WRAPPED OR PUT IN SHOP /
DRIVER SIDE DMG / DOOR DOES
NOT CLOSE / CALL ENROUTE /

matt

Qty	Service	Amount	Disc	Ext
1	70.00 BASE TOW	70.00	0.00	70.00
1	Crash Wrap	100.00	0.00	100.00

Subtotal \$170.00

Sales Tax: \$0.00

Total: \$170.00

Comments: Subject: Re: DD_984593
20 to 25 minutes eta

CIB SHERRI @ CALIBER WF / DID NOT GET # DUE TO IT BEING A 4 WAY
CALL AND SHERRI DROPPED OFF WHILE TALKING WITH CUSTOMER
CALLED WF / WAS FORWARDED TO THE CALL CENTER WHO SAID THEY
WILL SEND AN EMAIL NOTIFICATION FOR CALIBER TO CALL ME BACK
AND ENSURE SOMEONE WILL BE THERE TO LET US IN /
CALLED ROY / ROY SUGGESTED TO RUN THE CALL / IF NO ONE IS @
CALIBER WF TO BRING CAR BACK TO LOT & HANDLE IT FROM THERE
WHEN THEY CALL /
GATE IS OPEN / JASON BRINGING AJ CRASH WRAP NOW TO SECURE
THE VEHICLE /

Subject: Re: DD_984593 Ctr towed 7 miles billed CWF
vin#1C6RR7NG2GS [REDACTED] mileage 11639 inv#338981 use crash wrap from
brewton not sure what to charge on crash wrap

\$ Collected: \$0.00

CALL 984593



December 13, 2016

[REDACTED]
[REDACTED]
Rolesville, NC [REDACTED]

Cair: [REDACTED]
VIN: 1C6RR7NG2G8 [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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30620518



January 4, 2017

[REDACTED]
Kunkletown, PA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7GT1FS [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

FCA US LLC

Chrysler Group LLC

Chrysler Group LLC, 300 North Dearborn Street, Detroit, MI 48226-1000

00000000



2-22

RECEIVED

FEB 23 2017

Special Investigations

Fax

To: Case [REDACTED] **From:** Jeana Hines

Fax: 1-586-497-2112 **Pages:** 24

Phone: **Date:** Wednesday, February 22, 2017

CC:

Comments:

Subrogation demand attached for your case number 30620518.



A Liberty Mutual Company

American States Insurance Company

Mailing Address:
P.O. Box 515097
Los Angeles, CA 90051-5097

Phone: (800) 332-3226
(800) 332-3226
Fax: (888) 268-8840

February 22, 2017

Chrysler FCA Group
Attn: Case #30620518

Claim Number: [REDACTED]
Insured Name: [REDACTED]
Date of Loss: November 5, 2016
Policy Number: K3020413
Underwriting Company: American States Insurance Company
VIN: 1C6RR7GT1FS [REDACTED]
Your Claim Number: [REDACTED]

RE: SUBROGATION NOTICE

We have completed our investigation of the above loss. Our investigation indicates that your insured is 100% liable for the 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: \$2,318.06
Rental: \$769.87
Out-of-pocket:
Deductible: \$500.00
Salvage:

Property Damage TOTAL: \$3,587.93

Page 2
Claim Number [REDACTED]

Please issue your check payable to American States Insurance Company and forward payment to:

**Safeco Subrogation Recoveries
Attention: Claims Financial Operations
P.O. Box 10005
Manchester, NH 03108-0005**

Please direct all future subrogation correspondence to Jeana Hines at the mailing address noted above. If you have any questions Jeana can be reached at (800) 332-3226 extension 7237376.

Sincerely,

Jeana Hines
(800) 332-3226
(800) 332-3226 Ext. 7237376 Fax: (888) 268-8840
jeana.hines@safeco.com

LEGAL PHOTOS
RETAINED IN
DOCUMENT RETENTION

AMERICAN STATES INSURANCE COMPANY

PLSA

Brian.Rinda@Safeco.com

PO Box 515097

Los Angeles, CA 90051

Phone: (610) 312-9381

Fax: (888) 268-8840

Claim #:

Workfile ID:

304c0c7c

Estimate of Record

Written By: BRIAN RINDA, License Number: [REDACTED] 11/8/2016 9:07:28 AM

Adjuster: CHEIKH NDAO

Insured:

Owner Policy #: K3020413

Claim #:

Type of Loss: Collision

Date of Loss: 11/05/2016 12:30 PM

Days to Repair: 5

Point of Impact: 10 Left Front Pillar
(Left Side)

Deductible: 500.00

Owner (Insured):

Inspection Location:

Appraiser Information:

Repair Facility:

4570 PHARAOH ST
WHITEHALL, PA 18052
Other
(570) 517-1715 DayBrian.Rinda@Safeco.com
(610) 312-9381

Owner's Choice

KUNKLETOWN, PA

Other

VEHICLE

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-5.7L Gasoline Sequential MPI Blue

VIN: 106FF7GT1FS723768

Production Date: 06/2015

Interior Color: Black

License: ZHR-6187

Odometer: 26719

Exterior Color: Blue

State: PA

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

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

Reclining/Lounge Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

California Emissions

TRUCK

Rear Step Bumper

Power Rear Window

Trailer Hitch

Power Trunk/Gate Release

Claim #:
Workfile ID:

304c0c7c

Estimate of Record

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-5.7L Gasoline Sequential MPI Blue

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FENDER					
2	**	Repl Non OEM AORP LT Fender (STL)	CH1240269PP	1	269.00	1.8	2.6
3		Add for Clear Coat					1.0
4		Add for Edging					0.5
5		Repl Nameplate "HEMI 5.7 LITER"	68149700AB	1	43.70	0.2	
6		FRONT BUMPER					
7	*	R&I Upper cover gray	68207014AA			1.5	
8		FRONT DOOR					
9		Repl LT Door shell quad, crew cab	68144729AD	1	667.00	4.7	3.8
10		Overlap Major Adj. Panel					-0.4
11		Add for Clear Coat					0.7
12		Repl LT Surround w/strip quad, crew cab	55112357AF	1	106.00	Incl.	
13		Repl LT Nameplate "RAM 1500" chrome	68149702AA	1	72.20	0.2	
14		Repl LT Black out tape quad, crew cab	55372279AE	1	21.45	Incl.	
15		Repl LT Lower hinge	68058519AB	1	64.95	0.3	0.3
16		Add for Clear Coat					0.1
17		Repl LT Upper hinge	68058515AA	1	57.35	0.3	0.3
18		Add for Clear Coat					0.1
19		REAR DOOR					
20		Blnd LT Outer panel	55372029AA				1.3
21		R&I LT Belt w/strip	55112379AH			0.3	
22		R&I LT Handle, outside w/o body color	55112385AD			0.3	
23		R&I LT R&I trim panel	1EA51DX9AD			0.5	
24	#	Cover Car		1	5.00	0.3	
25	#	Color Tint		1		0.5	
26	#	Repl Hazardous waste removal		1	3.50		
SUBTOTALS					1,310.15	10.9	10.3

NOTES

Prior Damage Notes:
None

Claim #: 199926046039-203
Workfile ID: 304c0c7c

Estimate of Record

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-5.7L Gasoline Sequential MPI Blue

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,310.15
Body Labor	10.9 hrs @	\$ 50.00 /hr	545.00
Paint Labor	10.3 hrs @	\$ 50.00 /hr	515.00
Paint Supplies	10.3 hrs @	\$ 28.00 /hr	288.40
Subtotal			2,658.55
Sales Tax	\$ 2,658.55 @	6.0000 %	159.51
Total Cost of Repairs			2,818.06
Deductible			500.00
Total Adjustments			500.00
Net Cost of Repairs			2,318.06

APPRAISER: _____

Brian Rinda

PA LICENSE # [REDACTED]

610-312-9381 FAX 888-268-8840

Brian.Rinda@Safeco.com

THIS IS NOT AN ORDER TO REPAIR. PLEASE PRESENT THIS ESTIMATE TO THE REPAIR FACILITY OF YOUR CHOICE. NO SUPPLEMENTS WILL BE HONORED WITHOUT PRIOR AUTHORIZATION FROM SAFECO. WE RESERVE THE RIGHT TO OBTAIN ALL INVOICES FOR PARTS USED TO REPAIR THIS VEHICLE. THE REPAIRER AGREES TO COMPLETE AND GUARANTEE REPAIRS. PLEASE CALL BRIAN RINDA IF YOU HAVE ANY QUESTIONS AT 610-312-9381

Claim #:
Workfile ID:

304c0c7c

Estimate of Record

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-5.7L Gasoline Sequential MPI Blue

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D= DISCONTINUED PART A= APPROXIMATE PRICE B= BODY LABOR D= DIAGNOSTIC E= ELECTRICAL F= FRAME G= GLASS M= MECHANICAL P= PAINT LABOR S= STRUCTURAL T= TAXED MISCELLANEOUS X= NON TAXED MISCELLANEOUS ADJ= ADJACENT ALGN= ALIGN A/M= AFTERMARKET BLND= BLEND CAPA= CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R= DISCONNECT AND RECONNECT EST= ESTIMATE EXT. PRICE= UNIT PRICE MULTIPLIED BY THE QUANTITY INCL= INCLUDED MISC= MISCELLANEOUS NON-ADJ= NON ADJACENT O/H= OVERHAUL OP= OPERATION NO= LINE NUMBER QTY= QUANTITY RECOND= RECONDITION REFN= REFINISH REPL= REPLACE R&I= REMOVE AND INSTALL R&R= REMOVE AND REPLACE RPR= REPAIR RT= RIGHT SECT= SECTION SUBL= SUBLET LT= LEFT W/O= WITHOUT W/_= WITH/_ # = MANUAL LINE ENTRY * = OTHER [IE. MOTORS DATABASE INFORMATION WAS CHANGED]. ** = DATABASE LINE WITH AFTERMARKET N= NOTES ATTACHED TO LINE NAGS= NATIONAL AUTO GLASS SPECIFICATIONS. OPT OEM= ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

AFTERMARKET CRASH PART - A NONORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NONMECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS. THIS APPRAISAL WILL INDICATE IF AFTERMARKET CRASH PARTS ARE SPECIFIED. IF THE USE OF SUCH PARTS VOIDS THE WARRANTY ON THE PART BEING REPLACED OR ON ANY OTHER PART, THE AFTER MARKET CRASH PART SHALL HAVE A WARRANTY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY.

Claim #: 199926046039-203
Workfile ID: 304c0c7c

Estimate of Record

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-5.7L Gasoline Sequential MPI Blue

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 9/16/2016, 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.

Some 2017 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.

Claim #:
Workfile ID:

304c0c7c

Estimate of Record

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-6.7L Gasoline Sequential MPI Blue

THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL

Please present this Appraisal to the repair facility before repairs begin.

We reserve the right to inspect any additional damage.

Supplement requests must include customer name and claim number.

Please provide any available supporting documentation with your request including invoices and photos.

If you have RENTAL COVERAGE or are entitled to a Rental due to this loss, Rental will be allowed for the reasonable period necessary to repair your vehicle, subject to any applicable policy provisions, laws or regulations.

If a rental vehicle has not been pre-authorized or you have any questions regarding your rental coverage or eligibility, please contact your adjuster prior to securing a rental vehicle.

Additional rental costs offered through the rental agency are not covered.

THE INSURER GUARANTEES THAT IT WILL REPLACE ANY PART IDENTIFIED IN THIS ESTIMATE WHICH IS NOT A NEW ORIGINAL EQUIPMENT MANUFACTURER PART, INCLUDING RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER, IF A DEFECT IS DISCOVERED.

THIS GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THIS ESTIMATE, BUT IT IS NOT TRANSFERABLE TO ANY OTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND PAINT AND MATERIALS, IF REQUIRED, AS WELL AS THE COST OF RENTAL OF A TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CONSEQUENTIAL DAMAGES.

IF A DEFECT IS DISCOVERED IN ANY RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER THAT ARE USED IN REPAIR OF YOUR VEHICLE, CONTACT YOUR ADJUSTER OR AGENT IMMEDIATELY, AND WE WILL REPLACE THE PART WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER PART.

Claim #:

Workfile ID:

304c0c7c

Estimate of Record

2015 RAM 1500 Big Horn Quad Cab 140.5" WB 4WD 4D P/U 8-5.7L Gasoline Sequential MPI Blue

ALTERNATE PARTS SUPPLIERS

<u>Line</u>	<u>Supplier</u>	<u>Description</u>	<u>Price</u>
2	KEYSTONE - BETHLEHEM, PA 3658, ROUTE 378 BETHLEHEM PA 18015 (610) 866-0313	# C-1240269PP Non OEM AQRP LT Fender (STL) Quote: 91454384 Expires: 12/22/16	\$ 269.00

Policy Number: [REDACTED]
Date of Loss: November 5, 2016
Claim Number: [REDACTED]
Policy Holder Name: Christopher Dalessandro

**Payment Recap for damages paid on behalf of our insured(s), Christopher
Dalessandro as of February 22, 2017:**

Transaction	Claim Class	Amount	Date Paid	Start Date	End Date	Payee Name
Payment	COLL	\$2,318.06	11/8/16			[REDACTED]
Payment	COLL LOU	\$769.87	12/8/16			ENTERPRISE RENT-A-CAR

Total Payments: \$3,087.93



Rental Company: Enterprise Rent-A-Car
Invoice: 5726D296932
Alternate Invoice Number: 63YK77

Bill To: SAF77NR

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

RENTER INFORMATION:

Renter

Address

WHITE HALL, PA

Home Phone:

Office Phone:

RENTAL INFORMATION:**Rental Branch Location:**

ENTERPRISE RENT-A-CAR(5726)
 298 STOKES PARK RD
 BETHLEHEM, PA 180179401

ADDITIONAL CLAIM INFORMATION:

Claim Number

Claim Type: Insured

Vehicle Condition: Non-Driveable

Date Of Loss: 11/05/2016

Insured Name

Owner's Vehicle: 2015 DODGE RAM 1

Repair Shop ID:

Coverage: Collision (COLL)

Policy Number

Involved Cust ID:

Letter Sent

Date Assigned to TL:

Labor Hours Per Day: 0.00

ERAC Ref Only Pol Max:

Appointment Date:

Marketing Company: Safeco

Loss State: PA

Valet: No

Total amount as of date above: 0.00

C/I #: 1

Inspection channel: Field

Follow Up Reason:

Follow Up Date:

Date Escalated: 11/16/2016

PACIFIC Time Escalated: 6:00 AM

Labor Hours Per Day:

Repair Facility:

STACY

ST. LOUIS, MO 63105

(484) 614-9533

VEHICLES RENTED:**RENTAL DETAIL:**

Rental Period: 11/07/2016 to 11/28/2016 (22 days)

Billed Period: 11/07/2016 to 11/28/2016 (22 days)

Description	Rate	Amount
22 TIME & DISTANCE	\$30.55	\$672.10
1 REFUELING CHARGE	\$0.00	\$0.00
1 VEHICLE RENTAL TAX	2.00%	\$13.44
22 PUBLIC TRANSPORTATION ASSISTAN	\$2.00	\$44.00
1 PENNSYLVANIA STATE SALES TAX	6.00%	\$40.33

Total Charges: \$769.87**Less Amount Received:** \$0.00**Total Amount Due:** \$769.87

Effective Date	Time	Year	Make	Model	VIN	Mileage
11/07/2016	8:31 AM	2016	NISN	FROC	1N6AD0EV5GN [REDACTED]	109

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (5726)
298 STROKE PARK RD
BETHLEHEM, PA 180179401
Federal ID: 43-0724835

Total Charges:	\$769.87
Less Amount Received:	\$0.00
Total Amount Due.....	\$769.87

Please Include on your Check:
Invoice: 5726D296932



February 23, 2017

Safeco Insurance
Attn: Ms. Jeana Hines
P.O. Box 515097
Los Angeles, CA 90051-5097

RE:

Your Insured: [REDACTED]
Your Claim: [REDACTED]
Date of Loss: November 5, 2016
Our File: 30620518
VIN: 1C6RR7GT1FS [REDACTED]

Dear Ms. Hines:

This will acknowledge your fax dated February 22, 2017, 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 encourages all drivers to fully obey all 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,

Lisa Martinez
Lisa Martinez
Special Investigations
(586) 274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30698182

306 98 182

CUSTOMER #: [REDACTED]

505492

WORKORDER

HOLLYWOOD CHRYSLER JEEP

2100 N State Road 7 • Hollywood, FL 33021
Broward - (954) 962-6400 • Dade - (305) 896-8600
Service Direct - (954) 962-0115 - (954) 962-6746
AR64 AB22 - MV 03846

www.HollywoodChryslerJeep.com

HOLLYWOOD, FL

PAGE 1

SERVICE ADVISOR: 1649 Peters, Joseph

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PX8 Black	14	DODGE RAM 1500	1C6RR6KT4ES271959		29395/	T9521	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
28FEB14 IS							
21JUN14 DD			17:30 22DEC16			CASH	

R.O. OPENED: 22DEC2016 16:44
READY: [REDACTED]
OPTIONS: SOLD-STK:U4T271959
ENG:EZH 5.7L V8 HEMI MDS VVT Engine
TRN:DFD 8-Spd Auto 8NP70 Trans (Buy) 9/U4T271959

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
A 18 999 CP VEHICLE DROPPED OFF FOR INSPECTION BY CHRYSLER 3RD PARTY

B 18 999 CP CUST STATES VEHICLE WHILE IN PARK CAME OUT OF PARK AND ROLLED BACKWARDS INTO HOUSE. CHECK AND ADVISE

C 18 999 CP CUST STATES THERES IS A KNOCKING NOISE FROM REAR END WHILE DRIVING, MOSTLY OVER BUMPS. CHECK AND ADVISE

COMPANY NAME HRYSLER SERVICE CONT
COMPANY PHONE [REDACTED]
POLICY NUMBER [REDACTED]
POLICY TERM 60
EFFECTIVE DATE 21 JUN 2014
DEDUCTIBLE 100.00
MILEAGE LIMIT
BEGIN MILES 10

D 28 - First Day Rental

786 323 6454

Cair - 3069 818

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND, THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ [REDACTED] THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: [Signature]

DATE: 12/22

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in cash upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges. I understand that a storage charge equal to \$30.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 10 working days after being notified that the repairs have been completed.

SHOP SUPPLY COSTS: A charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.50, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP "AS-IS". THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, AND EXEMPLARY OR PUNITIVE DAMAGES, OR DAMAGES TO PROPERTY OR FOR LOSS OF USE, TIME, PROFIT OR INCOME.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle, loss of personal belongings or articles left in the vehicle in case of any act of God, fire, theft, or any other cause beyond Dealership's control. In the event that any dispute arising from or relating to the goods, services or labor provided herein results in litigation, the prevailing party, in addition to all other relief, will be awarded its reasonable costs and expenses, including attorney's fees and reasonable attorney's fees for the suit, and including any appellate proceedings.

Customer Signature

Date

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. All parts installed are new unless otherwise indicated. You are entitled, upon request, to inspect all parts removed from the vehicle or, provided that the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts (INITIAL) Save Replaced Parts (INITIAL)

ESTIMATE/DIAGNOSTIC FEE: \$ / OR HOURLY AT \$ PER HOUR

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

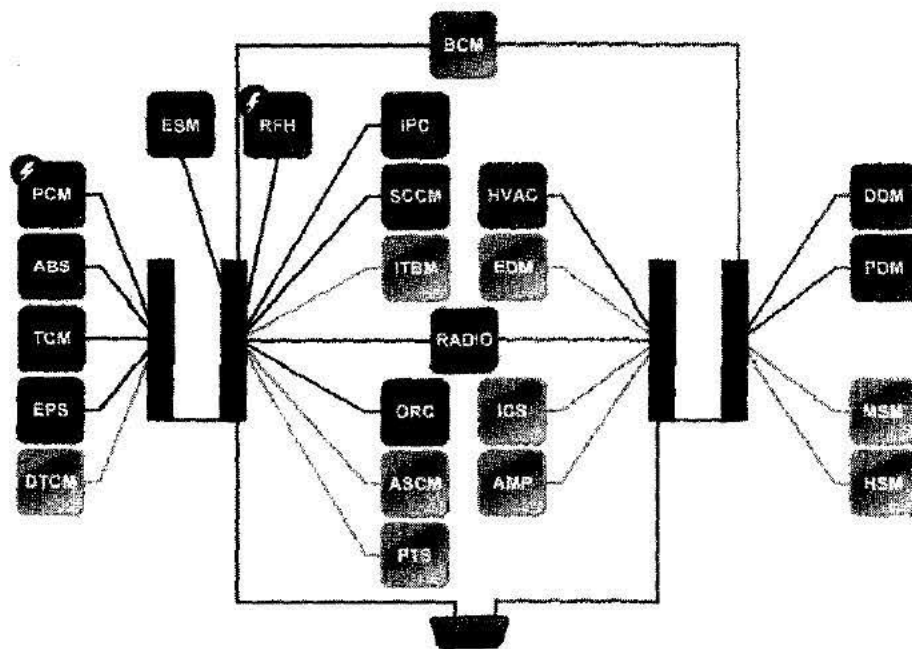
I hereby designate the individual name below to authorize additional repair work.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
\$	\$		
Revised Estimate	\$		

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED OF AND APPROVED THE ABOVE ESTIMATES.

Customer Signature

Date



S88422B

[Top](#)**VEHICLE**[SelectionAction ItemsECU List](#)**ACTIVITIES**[Guided DiagnosticsVehicle PreparationsCustomer Preferences](#)**UTILITIES**[Flight Recording ViewerCustom DisplayFlight Recording](#)**ANALYSIS**[ReportsOBDII MonitorsInhibit MonitorsLoss of Comm Test](#)**RESOURCES**[DealerCONNECTTechCONNECT](#)**HELP**[HelpdeskKnowledge Base](#)**ME**[PreferencesProfile](#)**SYSTEM**[About wiTECHLogout](#)**2014 RAM 1500 PICKUP 5.7L V8 HEMI MDS V.V.T. (EZH)**

1C6RR6KT4ES

12.03 Volts

Action Items[Topology](#)
[All DTCs](#)
[All Flashes](#)
[Recalls](#)
[RRTs](#)



S88422B

VEHICLE[SelectionAction Items](#)[ECU List](#)**ACTIVITIES**[Guided Diagnostics](#)[Vehicle Preparations](#)[Customer Preferences](#)**UTILITIES**[Flight Recording Viewer](#)[Custom Display](#)[Flight Recording](#)**ANALYSIS**[Reports](#)[OBDII Monitors](#)[Inhibit Monitors](#)[Loss of Comm Test](#)**RESOURCES**[DealerCONNECT](#)[TechCONNECT](#)**HELP**[Helpdesk](#)[Knowledge Base](#)**ME**[Preferences](#)[Profile](#)**SYSTEM**[About wiTECH](#)[Logout](#)**2014 RAM 1500 PICKUP 5.7L V8 HEMI MDS V.V.T. (EZH)**

1C6RR6KT4ES

12.03 Volts

Action Items[Topology](#)[All DTCs](#)[All Flashes](#)[Recalls](#)

DPT

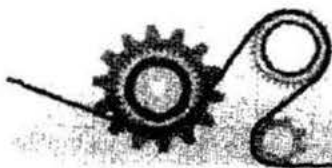
<https://prod-02-app-102.n.fcawitech.com/index.html>

- All DTCs
- Active DTCs
- Pending DTCs
- Stored DTCs

[View Freeze Frame](#)[View Event Data](#)[Clear All DTCs](#)

ECU	Code	Description	Status
BCM	B16B7-15	Center Stop Lamp Control-Circuit Short to Battery or Open	Active ☐

List updates as DTCs are set or cleared.



WI
TECH 2.0

VEHICLE SCAN REPORT

Vehicle 2014 RAM 1500 PICKUP
VIN 1C6RR6KT4ES

Odometer 29398.6 miles
Publication Date Dec 23, 2016 10:26:42 AM

ECU SUMMARY INFO

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C	68234055AA	1C6RR6KT4ES	1C6RR6KT4ES	
PCM	Powertrain Control Module	CAN-C	68153795AF	1C6RR6KT4ES	1C6RR6KT4ES	
RFH	Radio Frequency Hub	CAN-C	68213675AF		1C6RR6KT4ES	
ABS	Anti Lock Brakes	CAN-C	68193650AD	1C6RR6KT4ES	1C6RR6KT4ES	
ESM	Electronic Shifter	CAN-C	68171964AE	1C6RR6KT4ES	1C6RR6KT4ES	
ORC	Occupant Restraint	CAN-C	68085881AH	1C6RR6KT4ES	1C6RR6KT4ES	
EPS	Electric Power Steering	CAN-C	05154747AG	1C6RR6KT4ES	1C6RR6KT4ES	
HVAC	Heat, Ventilation and AC	CAN-I	68186217AC	1C6RR6KT4ES	1C6RR6KT4ES	
DDM	Driver Door Module	CAN-I	68155771AD	1C6RR6KT4ES	1C6RR6KT4ES	
PDM	Passenger Door Module	CAN-I	68155770AD	1C6RR6KT4ES	1C6RR6KT4ES	
IPC	Instrument Panel Cluster	CAN-C	56054941AF		1C6RR6KT4ES	
SCCM	Steering Column Control Module	CAN-C	68110739AC	1C6RR6KT4ES	1C6RR6KT4ES	
BCM	Body Controller	CAN-C	68236152AB	1C6RR6KT4ES	1C6RR6KT4ES	68236153AB
RADIO	Radio	CAN-I	68226685AC	Invalid	0000000000000000	68226685AC

ECU SUMMARY INFO (CONT...)

ECU	COUNTRY CODE	HARDWARE VERSION	SOFTWARE VERSION	VARIANT	VERSION	ISO CODE
TCM	USA / USA	0A 03 1F	0D 26 00	40	11	
PCM	USA	12 47	09 03 00	25	C6	
RFH	USA	0D 12 01	0E 03 01	41	02	
ABS		0A28 33	0D 1F 49	40	05	
ESM	GERMANY	0D 10 00	0D 16 00	41	03	
ORC	USA	0C 05 00	0D 1C 00	42	01	
EPS	USA	0C 19 00	0D 0F 00	41	03	
HVAC	USA	0D 12 03	0D 1B 04	42	01	
DDM	USA / USA	11 30 00	12 48 01	41	00	

PDM	USA	11 30 00	12 48 01	41	00
IPC	USA / USA	05 06 00	0D 29 00	42	01
SCCM	USA	0A 2E 04	0B 26 00	41	01
BCM	USA	0A 14 00	0D 23 31	40	11
RADIO	USA	0D 35 00	0D 32 16	80	00

DTC SUMMARY

ECU	DTC CODE	DTC DESCRIPTION	STATUS
BCM	B16B7-15	Center Stop Lamp Control-Circuit Short to Battery or Open	Active

ENVIRONMENTAL DATA SUMMARY

BCM | B16B7-15 | ACTIVE | CENTER STOP LAMP CONTROL-CIRCUIT SHORT TO BATTERY OR OPEN

NAME	VALUE	UNITS
Original Odometer Value	17786	miles
Test Failed This Operation Cycle	False	
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Test Failed Since Last Clear	True	
Warning Indicator Requested	False	
Most Recent Odometer Value	17786	miles
Test Not Completed Since Last Clear	False	
Frequency Counter	1	
Pending DTC	False	
Ignition Cycle Counter	0	
Test Failed	True	
Occurrence flag	ERROR	
Test Not Completed This Operation Cycle	True	

SNAPSHOT DATA SUMMARY



S88422B

ANALYSIS

ReportsOBDI MonitorsInhibit MonitorsLoss of Comm Test

RESOURCES

DealerCONNECTTechCONNECT

HELP

HelpdeskKnowledge Base

ME

PreferencesProfile

SYSTEM

About wiTECHLogout

**2014 RAM 1500 PICKUP 5.7L V8 HEMI MDS V.V.T. (EZH)**

1C6RR6KT4ES271959

12.03 Volts

Switch ECU

- ABS
- AMP (Not Built)
- ASCM (Not Built)
- BCM
- DDM
- DTCM (Not Built)

- EPS
- ESM
- HSM (Not Built)
- HVAC
- ICS (Not Built)
- IPC
- ITBM (Not Built)
- MSM (Not Built)
- ORC
- PCM
- PDM
- PTS (Not Built)
- RADIO
- RFH
- SCCM
- TCM

TCM

Transmission Control Module

Flash

DTCs

Data

Misc Functions

System Tests

Actuators

Details

Configuration

Search:

Clear Selections

Filter Selections

Graph Selections

Type: All

- All
- Sensors

Name	Value	Unit	Type	Select
Voltage Ignition	12.256	Volts	Sensors	☐
Status Ignition	Ignition Run		Sensors	☐
TCU chip temperature	144	°F	Sensors	☐
Transmission Oil Temperature	151	°F	Sensors	☐
Engine in Limp Home Mode	Not active		Sensors	☐
Maximum Engine Torque Requested By Transmission	516.22	Ft-Lbs	Sensors	☐
Shift Solenoid A Current	0.0	mA	Sensors	☐
Shift Solenoid B Current	0.0	mA	Sensors	☐
Shift Solenoid C Current	0.0	mA	Sensors	☐
Shift Solenoid D Current	0.0	mA	Sensors	☐
Shift Solenoid E Current	0.0	mA	Sensors	☐
Torque Converter Clutch Current	0.0	mA	Sensors	☐
Pressure Control Solenoid Current	0.0	mA	Sensors	☐

Park Sense Solenoid	On	Sensors ☐
Parking Pawl Solenoid	Off	Sensors ☐
Park Solenoid Current	0.0	mA Sensors ☐
Transmission Turbine Speed	0.00	rpm Sensors ☐
Vehicle Speed Calculated By Output Shaft Speed	0.00	MPH Sensors ☐
Park Sensor Input 1	Active	Sensors ☐
Park Sensor Input 2	Not active	Sensors ☐
State of Kickdown Switch	No Kick down	Sensors ☐
Clutch A - Filling Pressure	-2	PSI Sensors ☐
Clutch A - Filling Counter	48	Counts Sensors ☐
Clutch A - Filling Time	12	ms Sensors ☐
Clutch A - Fast Filling Counter	29	Counts Sensors ☐
Clutch B - Filling Pressure	0	PSI Sensors ☐
Clutch B - Filling Counter	97	Counts Sensors ☐
Clutch B - Filling Time	-2	ms Sensors ☐
Clutch B - Fast Filling Counter	20	Counts Sensors ☐
Clutch C - Filling Pressure	-0	PSI Sensors ☐
Clutch C - Filling Counter	255	Counts Sensors ☐
Clutch C - Filling Time	-14	ms Sensors ☐
Clutch C - Fast Filling Counter	29	Counts Sensors ☐
Clutch D - Filling Pressure	0	PSI Sensors ☐
Clutch D - Filling Counter	255	Counts Sensors ☐
Clutch D - Filling Time	-6	ms Sensors ☐
Clutch D - Fast Filling Counter	9	Counts Sensors ☐
Clutch E - Filling Pressure	0	PSI Sensors ☐
Clutch E - Filling Counter	255	Counts Sensors ☐
Clutch E - Filling Time	-18	ms Sensors ☐
Clutch E - Fast Filling Counter	30	Counts Sensors ☐
Voltage Power Supply Of Valves	12.180	V Sensors ☐
Engine Coolant Temperature	167	°F Sensors ☐
Vehicle Speed	0	MPH Sensors ☐
Battery Voltage	12.166	V Sensors ☐
Throttle Position	8.2353	% Sensors ☐
Bus Signal Paddle Shifter	Signal not available	Sensors ☐
ERS/ACC Steering Wheel Switch	Switches Not Active	Sensors ☐
Paddle Shift Switches Equipped Signal from Bus	Not Present	Sensors ☐
Drive Mode Request	Switches Not Active	Sensors ☐
Vehicle Config Status Signal	4 Pos Autostick	Sensors ☐
Actual Crankshaft Torque	413.72	Ft-Lbs Sensors ☐
Static Engine Torque - Trans Torque Request	413.72	Ft-Lbs Sensors ☐
Torque Converter Slip	0	rpm Sensors ☐
Allow TRANS Torque Request	True	Sensors ☐
Cruise System is Controlling Speed	False	Sensors ☐
Brake Pedal State	Pedal Upstopped	Sensors ☐

Brake intervention by assistance system active	False		Sensors ☐
Master cylinder pressure	0	PSI	Sensors ☐
Wheel RPM Front Left	0.0	rpm	Sensors ☐
Wheel RPM Front Right	0.0	rpm	Sensors ☐
Wheel RPM Rear Left	0.0	rpm	Sensors ☐
Wheel RPM Rear Right	0.0	rpm	Sensors ☐
Transfer Case Status	Shift in Progress		Sensors ☐
Oil Temperature	154	°F	Sensors ☐
Current Gear	Current Gear "P"		Sensors ☐
Trans A/C Converter Clutch Slipping	False		Sensors ☐
PRND Status	Lever in position "P"		Sensors ☐
Paddle Shift	Signal not available		Sensors ☐
Transmission AC Converter Clutch Slip Request	No		Sensors ☐
Trans in Limp Home Mode	False		Sensors ☐
Transmission Output Shaft Speed	0.00	rpm	Sensors ☐

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30731157



January 3, 2017

Allen Goddard
ELCO Administrative Services
E698RD@erac.com

Via email only

RE:

Cair: [REDACTED]
VIN: 1C4RDJDG8G [REDACTED]
Dear [REDACTED]

This is in regard to the inspection that was performed on the vehicle referenced above.

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 the 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.

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
Special Investigations
586-274-8171

JSS/sk



January 3, 2017

Mr. Allen Goddard
ELCO Administrative Services
E698RD@erac.com

Via email only

RE:

Cair: [REDACTED]
VIN: 1C4RDJDG8G0 [REDACTED]

Dear Mr. Goddard:

This is in regard to the inspection that was performed on the vehicle referenced above.

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 the 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.

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

Cair: 30731157

Please disregard letter which says, Allen Goddard, missing Mr.

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30742845



January 23, 2017

[REDACTED]

Commerce Township, MI [REDACTED]

Re:

File#:

VIN: 1C4RDJEG5GC [REDACTED]

Dear Mr. [REDACTED]

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

30744799



February 2, 2017

Portland, OR

RE: CAIR: [REDACTED]
VIN: 1C6RR7LM9FS [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



February 2, 2017

[REDACTED]
West Linn, OR [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7LM9FS [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:

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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,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30747340



January 17, 2017

[REDACTED]
Candor, NC [REDACTED]

Re:

Cair: [REDACTED]

VIN: 1C6RR6LT5FS [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.

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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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30747943

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	HW Version	SW Version	Spare Part Number	ISO Code	S/W Number	HW Number	Variant	Version	Bus Type	Country Code
ABS	Anti Lock Brakes	1C6RR7NM5G	1C6RR7NM5G			N/A	#0: 15.13.82	N/A		N/A	N/A	40	05	CAN C	N/A
AMP	Amplifier	1C6RR7NM5GS	1C6RR7NM5GS			13.33.01	#0: 14.50.00	N/A		N/A	N/A	40	05	CAN I	N/A
BCM	Body Controller	1C6RR7NM5GS	1C6RR7NM5GS			13.17.0	#0: 15.22.84	N/A		N/A	N/A	43	05	CAN C	N/A
DDM	Driver Door Module	1C6RR7NM5GS	1C6RR7NM5GS			22.00	#0: 15.07.00	N/A		N/A	N/A	41	02	CAN I	N/A
DTCM	Drive Train Control Module	1C6RR7NM5GS	1C6RR7NM5GS			1	05.01.09	N/A		N/A	N/A	40	02	CAN C	USA
EPS	Electric Power Steering	1C6RR7NM5GS	1C6RR7NM5GS			4.15.0	#0: 2014.09.00	N/A		N/A	N/A	41	03	CAN C	USA
ESM	Electronic Shifter	1C6RR7NM5GS	1C6RR7NM5GS			16.00	#0: 14.14.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized
HSM	Heated Seat Module	1C6RR7NM5GS	1C6RR7NM5GS			14.00	#0: 0F.08.00	N/A		N/A	N/A	40	02	CAN I	USA
HVAC	Heat, Ventilation and A/C	1C6RR7NM5GS	1C6RR7NM5GS			3.18.04	#0: 2014.48.00	N/A		N/A	N/A	42	01	CAN I	N/A
ICS	Integrated Center Stack	1C6RR7NM5GS	1C6RR7NM5GS			26.42	#0: 13.30.30	N/A		N/A	N/A	41	00	CAN I	N/A
IPC	Instrument Panel Cluster	1C6RR7NM5GS	Invalid VIN			2.08	#7: 255.Invalid Value.255 .#6: 255.Invalid Value.255 .#5: 255.Invalid Value.255 .#4: 255.Invalid Value.255 .#3: 255.Invalid Value.255 .#2: 15.20.01 .#1: 15.20.03 .#0: 15.20.03	N/A		N/A	N/A	42	01	CAN C	N/A

MSM	Memory Seat Module	1C6RR7NM5 GS [REDACTED]	1C6RR7NM5 GS [REDACTED]	[REDACTED]	C.48.00	#0: 15.10.00	N/A		N/A	N/A	40	16	CAN I	N/A
ORC	Occupant Restraint	1C6RR7NM5 GS [REDACTED]	1C6RR7NM5 GS218815	[REDACTED]	2.5.0	#1: 15.07.00 #0: 15.05.00	N/A		N/A	N/A	42	01	CAN C	N/A
PCM	Powertrain Control Module	1C6RR7NM5 GS [REDACTED]	1C6RR7NM5 GS [REDACTED]	[REDACTED]	012.49.00	#2: 15.50.00 #1: 15.11.00 #0: 12.42.00	N/A		N/A	N/A	17	52	CAN C	USA
PDM	Passenger Door Module	1C6RR7NM5 GS [REDACTED]	1C6RR7NM5 GS [REDACTED]	[REDACTED]	3.22.00	#0: 15.07.00	N/A		N/A	N/A	41	02	CAN I	USA
RADIO	Radio	1C6RR7NM5 GS [REDACTED]	Invalid VIN	[REDACTED]	016.47.00	#0: 2015.41.04	N/A		N/A	N/A	80	01	CAN I	USA
RFH	Radio Frequency Hub	1C6RR7NM5 GS [REDACTED]	Invalid VIN	[REDACTED]	0.20.01	#1: 13.31.01 #0: 15.20.01	N/A		N/A	N/A	41	03	CAN C	N/A
SCCM	Steering Column Control Module	1C6RR7NM5 GS [REDACTED]	1C6RR7NM5 GS [REDACTED]	[REDACTED]	010.48.04	#5: 11.02.01 #4: 11.02.01 #3: 11.02.01 #2: 11.38.01 #1: 11.38.00 #0: 11.38.00	N/A		N/A	N/A	41	01	CAN C	USA
TCM	Transmission Control Module	1C6RR7NM5 GS [REDACTED]	1C6RR7NM5 GS [REDACTED]	[REDACTED]	0.3.1F	#1: 15.28.00 #0: 15.28.00	N/A		N/A	N/A	40	17	CAN C	N/A

DTC Summary Information

ECU	DTC Code	Status	DTC Description
PCM	P1E0C-00	stored	Empty Fuel Tank-
PCM	P24AE-00	stored	Particulate Matter Sensor Circuit-
RFH	C0077-00	stored	Low Tire Pressure-
SCCM	B23A1-2A	stored	Flash to Pass/Optical Horn Switch-Stuck

Environmental Data Summary Information

PCM | P1E0C-00 | stored | Empty Fuel Tank-

Name	Value	Units
AC Compressor status	False	
AC Status	False	
Actual Boost Pressure	14	PSI

Actual EGR Valve Position	-0.66	%
Actual Filtered Rail Pressure	4240.2	psi
Actual Throttle Valve Position	23.91	%
Actual Turbocharger Position	74.57	%
Air Control Normal Operation (False - shut off condition)	True	
Air Mass Per Cylinder	458.0	mm ³ /inj
Atmospheric Pressure	14	PSI
Battery Voltage	14520.0	mV
Charge Air Cooler Downstream Temperature	39.48	°F
Clutch pedal pressed	False	
Confirmed DTC	True	
DTC	1E0C00	
DTC Extended Data Record Number - All	01	
DTC Extended Data Record Number - Record #2	3	No Unit
ECU Off Timer	3180	seconds
EGR Cooler Bypass Valve Closed (<0.3052%)	False	
EGR cooler downstream temperature	192.31	°F
Engine Coolant Temperature	198.61	°F
Engine Off Timer	3180	seconds
Engine Speed	701	rpm
Environmental Temperature	28.33	°F
Fan Power Stage 1 ON	True	
Fan Power Stage 2 ON	False	
Frequency Counter	2	
Gear status	Gear 1	
Glow Plug Voltage	0.0	mV
Glow Plugs Active	False	
HFM Air Temperature	38.04	°F
Key On Counter	2461	None
LSU Signal Invalid	False	
Main Brake Status	True	
Most Recent Odometer Value	14771.972	miles
Occurrence flag	Error	
Oil Temperature	199.40	°F
Operation Cycle Counter	39	
Original Odometer Value	14497.097	miles
PCR Governor (False - Open Loop, True - Closed Loop)	False	

Pending DTC	False	
Quantity of total injected fuel	10.34	mm ³ / stroke
Redundant Brake Status	True	
Sensed Water In Fuel	False	
Status Of Oil Pressure Switch	Engine Running	
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	True	
Turbine Upstream Pressure	16	PSI
Turbine Upstream Temperature	593.71	°F
Variable Swirl Frequency	10.00	Hz
Vehicle Speed	0.000	MPH
Warning Indicator Requested	False	

PCM | P24AE-00 | stored | Particulate Matter Sensor Circuit-

Name	Value	Units
AC Compressor status	False	
AC Status	False	
Actual Boost Pressure	18	PSI
Air Control Normal Operation (False - shut off condition)	True	
Air Mass Per Cylinder	442.0	mm ³ /inj
Atmospheric Pressure	14	PSI
Battery Voltage	14920.0	mV
CAN-Message meander temperature of particulate sensor downstream of particulate filter	1122.53	°F
CAN-Message status of particulate sensor downstream of particulate filter	05	
Charge Air Cooler Downstream Temperature	42.91	°F
Clutch pedal pressed	False	
Confirmed DTC	True	
current state of particulate sensor for PID8F	02	
DTC	24AE00	
DTC Extended Data Record Number - All	01	
DTC Extended Data Record Number - Record #3	3	No Unit
ECU Off Timer	42540	seconds
EGR Cooler Bypass Valve Closed (<0.3052%)	True	
Engine Coolant Temperature	168.91	°F

Engine Off Timer	42540	seconds
Engine Speed	1780	rpm
Environmental Temperature	35.53	°F
Fan Power Stage 1 ON	False	
Fan Power Stage 2 ON	False	
Frequency Counter	33	
Glow Plugs Active	False	
Inlet DPF Temperature	393.73	°F
Internal Particulate Matter Sensor Current	0.00	microAmps
Key On Counter	2492	None
LSU heater duty cycle command	42.33	%
LSU O2 Concentration	0.09	%
LSU O2 Correction	1.09	No Unit
LSU O2 Voltage	668	mV
LSU Signal Invalid	False	
LSU temperature	1497.84	°F
Main Brake Status	False	
Mean A/F Ratio Deviation	0.00	%
Most Recent Odometer Value	15006.124	miles
normalized IDE current	0	%
Occurrence flag	Error	
Operation Cycle Counter	7	
Original Odometer Value	11137.517	miles
PCR Governor (False - Open Loop, True - Closed Loop)	False	
Pending DTC	False	
Quantity of total injected fuel	22.41	mm ³ / stroke
Redundant Brake Status	False	
Sensed Water In Fuel	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	True	
Validity of initialization of the Diesel Particulate Sensor	True	
Vehicle Speed	28.653	MPH
Warning Indicator Requested	False	

RFH | C0077-00 | stored | Low Tire Pressure-

Name	Value	Units
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	1	
Ignition Cycle Counter	94	
Most Recent Odometer Value	14495	miles
Occurrence flag	Error	
Original Odometer Value	14495	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	

SCCM | B23A1-2A | stored | Flash to Pass/Optical Horn Switch-Stuck

Name	Value	Units
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	1	
Ignition Cycle Counter	37	
Most Recent Odometer Value	14813	miles
Occurrence flag	Error	
Original Odometer Value	14813	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	True	
Warning Indicator Requested	False	



January 6, 2017

[REDACTED]
Keyser, WV [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7NM5GS [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

30748055



FIAT CHRYSLER AUTOMOBILES

January 10, 2017

[REDACTED]
[REDACTED]
Las Vegas, NV [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7KM3GS [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.

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586-274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30749681



January 11, 2017

[REDACTED]
Fond Du Lac, WI [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJEG4FC [REDACTED]
Vehicle: 2015 Dodge Durango

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.

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Special Investigations
586-274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30749789



FIAT CHRYSLER AUTOMOBILES

January 9, 2017

[REDACTED]
South Jordan, UT [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJAG2G0 [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.

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Lisa Martinez

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Special Investigations
586-274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30758153



February 10, 2017

[REDACTED]
Rock Hill, SC [REDACTED]

Cair: [REDACTED]

VIN: 1C6RR6FGXG [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.

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Sincerely,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk

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	1C6RR6FGXGS
User	
Case Number	
EDR Data Imaging Date	01/20/2017
Crash Date	12/12/2016
Filename	1C6RR6FGXGS.ACM.CDRX
Saved on	Friday, January 20 2017 at 11:00:06
Imaged with CDR version	Crash Data Retrieval Tool 17.1
Imaged with Software Licensed to (Company Name)	Engineering Analysis Associates
Reported with CDR version	Crash Data Retrieval Tool 17.1
Reported with Software Licensed to (Company Name)	Engineering Analysis Associates
EDR Device Type	Airbag Control Module
Event(s) recovered	Most Recent Event

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 different 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
Peripheral Sensors, X and Y	Outside to Inside
Pressure Sensors	Compression of air
Internal Y Acceleration	Left to Right
Low-g Z Acceleration	Downward
Steering Input	Steering wheel turned counter clockwise
Yaw Rate	Counter clockwise rotation

CDR FILE INFORMATION:

- An event will be stored when the delta V is approximately 5 mph (8 km/h) or greater 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 first reached the maximum value. The subsequent delta V may be underestimated.
- Clipping Flag Timestamp, XX - Time at which the sensor XX first 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, including an empty seat; "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.
- A value of "0" for the Frontal Airbag Deployment, Time to Second Stage Deployment Driver/Passenger in conjunction with a non-zero value for the Frontal Airbag Deployment, Time to First Stage Deployment Driver/Passenger indicates that the deployment time for that particular squib was greater than 255 milliseconds from t0.
- A value of "0" for the Frontal Airbag Deployment, Time to 3rd Squib Deployment Driver/Passenger in conjunction with a non-zero value for the Frontal Airbag Deployment, Time to First Stage Deployment Driver/Passenger indicates that the 3rd squib was not deployed or that the deployment time for the 3rd squib was greater than 255 milliseconds 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.

SENSOR DATA:

- The design range for the angular rate data is +/- 240 deg/sec.
- For the 2017 MY Chrysler Pacifica:
 - t0 for the peripheral sensors is the same as the t0 for the delta V
 - internal y acceleration is only stored when the rollover sensing algorithm has triggered storage of the EDR event

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 mode with traction control turned off ("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 an object at which the FCW system starts reacting. 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" or "-0.25s" respectively 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.
- Traction Control Intervention Active - "Active" indicates wheel slippage was occurring during vehicle acceleration.

APPLICATION INFORMATION:

- Jeep Renegade is only CDR supported in the NAFTA market.

03002_Chrysler_r031

System Status at Retrieval

Original VIN	1C6RR6FGXGS
Ignition Cycle, Download	927
ACM Part Number	
ECU Serial Number	
ACM Supplier	Bosch
ECU Supply Voltage at Time of Retrieval	12.1

System Configuration at Retrieval

Configured for Driver Frontal Airbag	Yes
Configured for Passenger Airbag	Yes
Configured for Driver Retractor Pretensioner	Yes
Configured for Passenger Retractor Pretensioner	Yes
Configured for Left Side Curtain Airbag	Yes
Configured for Right Side Curtain Airbag	Yes
Configured for Front Left Seat Airbags	Yes
Configured for Front Right Seat Airbag	Yes
Configured for Safety Belt Status, Driver	Yes
Configured for Safety Belt Status, Outboard Front Passenger	Yes
Configured for Seat Track Position Switch, Foremost, Status, Driver	No
Configured for Seat Track Position Switch, Foremost, Status, Outboard Front Passenger	No

System Configuration at Event (Most Recent Event)

Configured for Driver Frontal Airbag	Yes
Configured for Passenger Airbag	Yes
Configured for Driver Retractor Pretensioner	Yes
Configured for Passenger Retractor Pretensioner	Yes
Configured for Left Side Curtain Airbag	Yes
Configured for Right Side Curtain Airbag	Yes
Configured for Front Left Seat Airbags	Yes
Configured for Front Right Seat Airbag	Yes
Configured for Safety Belt Status, Driver	Yes
Configured for Safety Belt Status, Outboard Front Passenger	Yes
Configured for Seat Track Position Switch, Foremost, Status, Driver	No
Configured for Seat Track Position Switch, Foremost, Status, Outboard Front Passenger	No

System Status at Event (Most Recent Event)

Event Number	1
Multi-Event, Number of Events (1,2)	1
Total number of events	1
Time from Event 1 to 2 (Time since last event)(sec)	>5
Complete File Recorded (Yes, No)	Yes
Maximum Delta-V Longitudinal (MPH [km/h])	-25.5 [-41]
Time, Maximum Delta-V, Longitudinal (msec)	134
Maximum Delta-V Lateral (MPH [km/h])	3.1 [5]
Time, Maximum Delta-V, Lateral (msec)	96
Ignition Cycle, Crash	913
Safety Belt Status, Driver	Not Buckled
Safety Belt Status, Outboard Front Passenger	Buckled
Airbag Warning Lamp, On/Off	Off
Operation System Time (sec)	859860
Airbag Warning Lamp On Time Before Event (min)	0
Supply Voltage at Event, ACM (V)	14.4
Operation via Energy Reserve	No
VIN at Event (last 8 digits)	GS263610
Odometer at Event (km [miles])	8922 [5543.6]

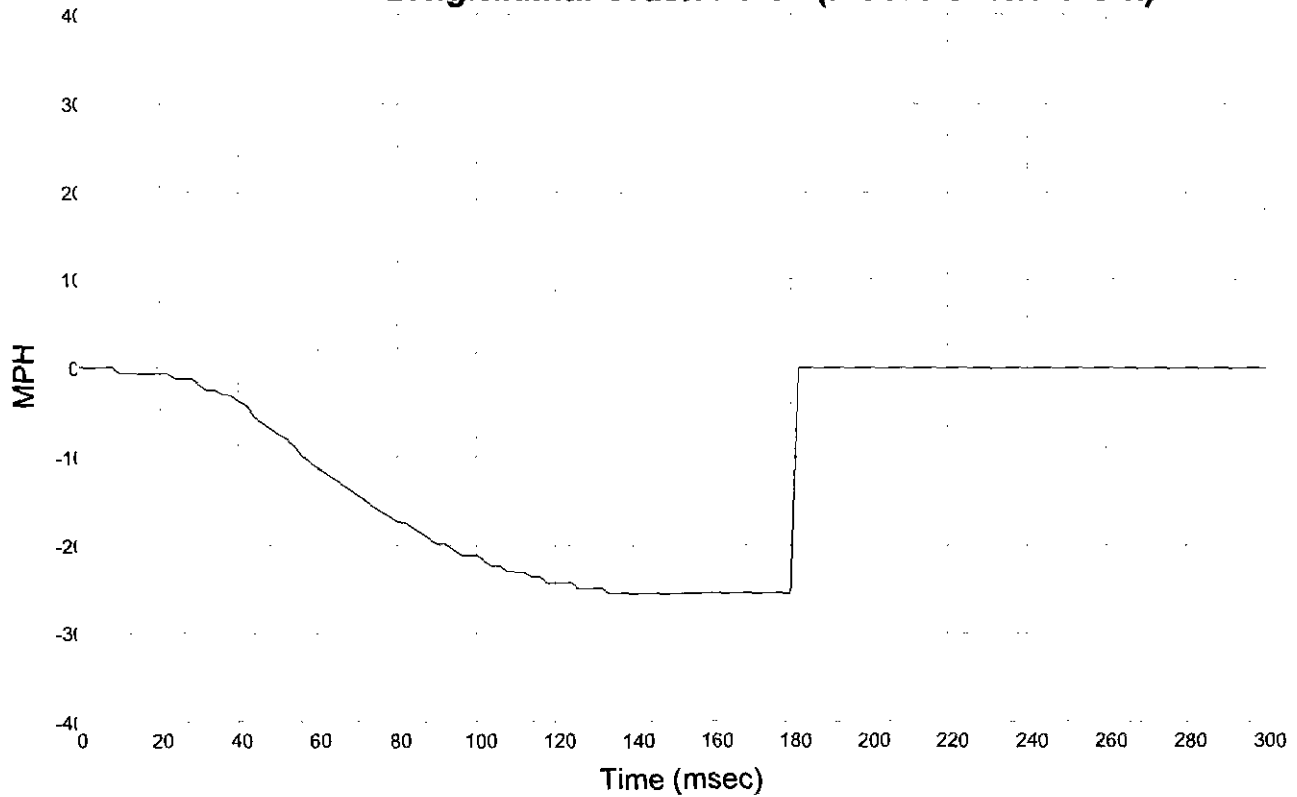
Deployment Command Data (Most Recent Event)

Driver Frontal Airbag Commanded	Yes
Driver Front Airbag, Time to 1st stage (msec)	44
Driver Front Airbag, Time to 2nd Stage from T0 (msec)	104
Passenger Frontal Airbag Commanded	Yes
Passenger Front Airbag, Time to 1st stage (msec)	44
Passenger Front Airbag, Time to 2nd Stage from T0 (msec)	74
Commanded Driver Retractor Pretensioner Deployment	Yes
Commanded Passenger Retractor Pretensioner Deployment	Yes
Commanded Left Side Curtain Airbag Deployment	No
Commanded Left Seat Airbag Deployment	No
Commanded Right Side Curtain Airbag Deployment	No
Commanded Front Right Side Seat Airbag Deployment	No

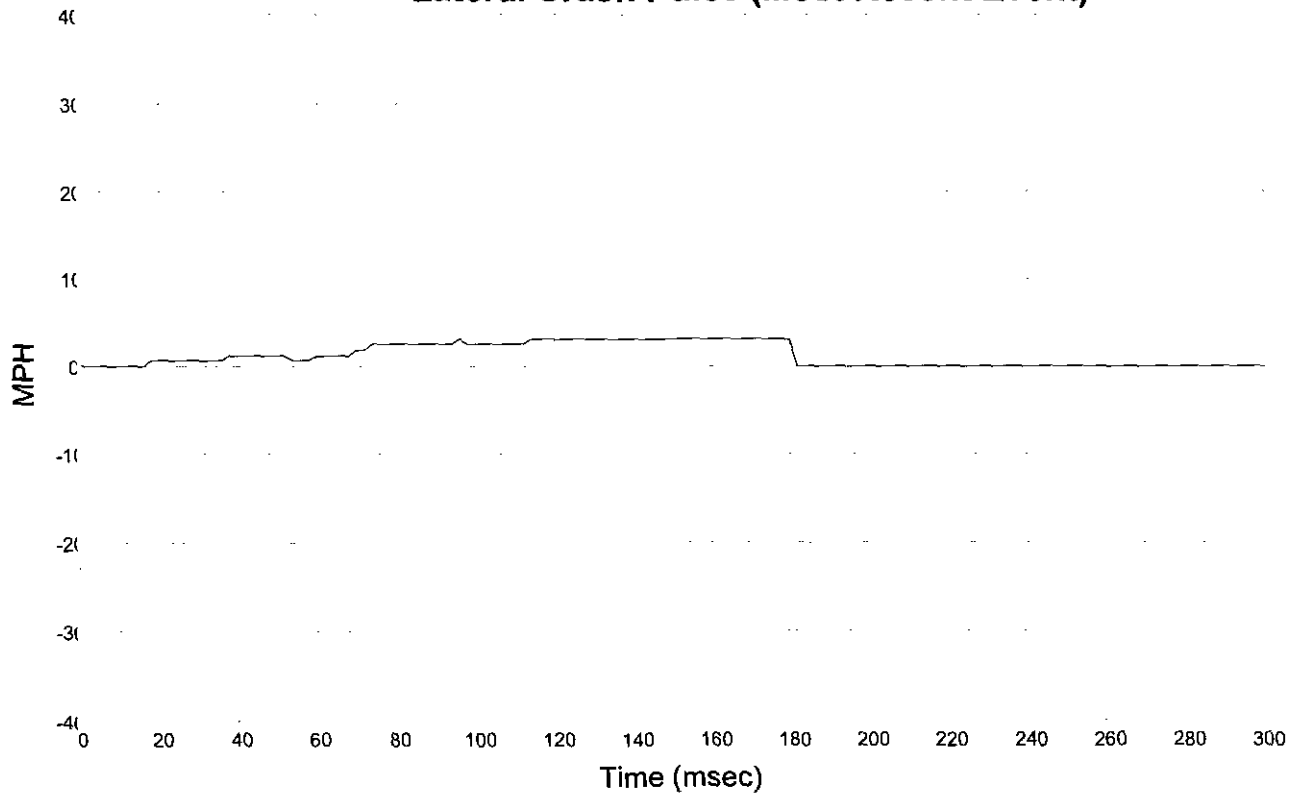
DTCs Present at Start of Event (Most Recent Event)

No DTCs Present

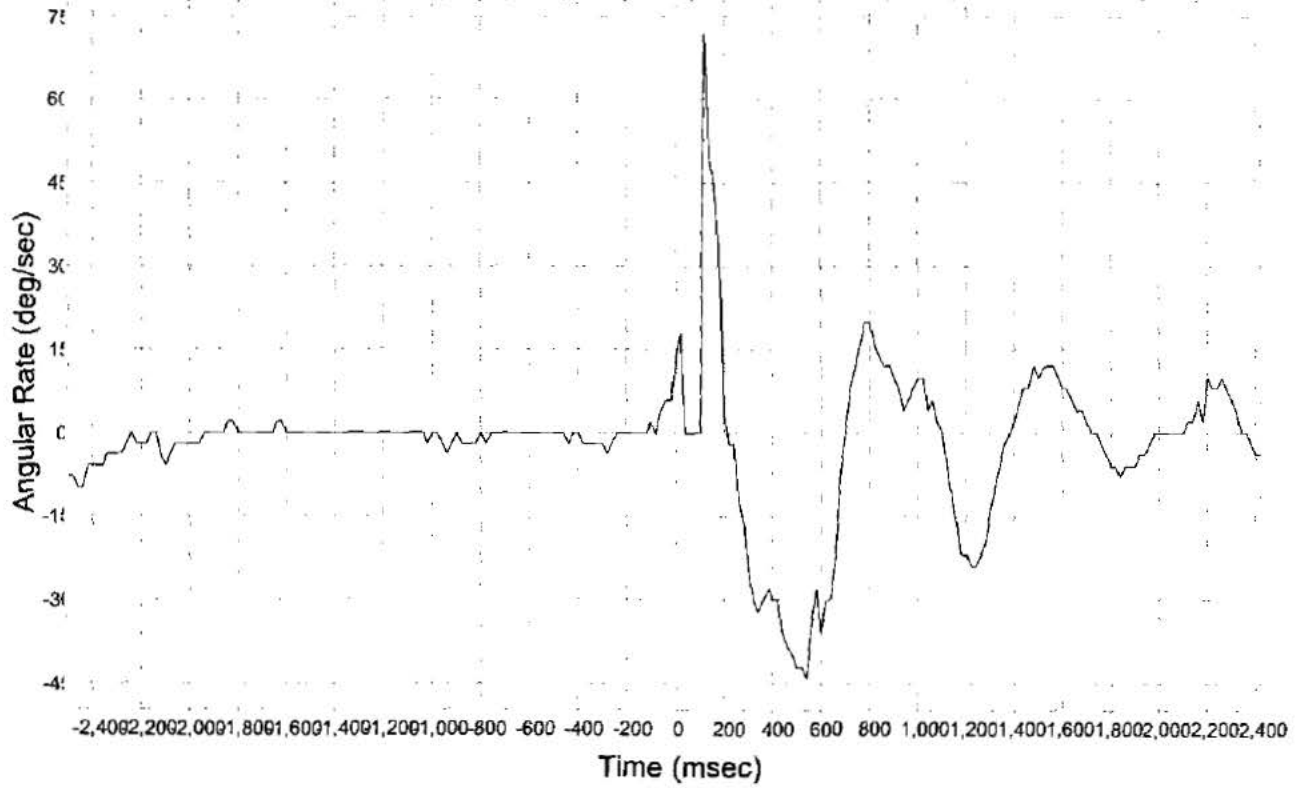
Longitudinal Crash Pulse (Most Recent Event)



Lateral Crash Pulse (Most Recent Event)



Angular Rate Data (Most Recent Event)



Longitudinal Crash Pulse (Most Recent Event)

Time (msec)	Delta-V, Longitudinal (MPH [km/h])
0	0.0 [0]
2	0.0 [0]
4	0.0 [0]
6	0.0 [0]
8	0.0 [0]
10	-0.6 [-1]
12	-0.6 [-1]
14	-0.6 [-1]
16	-0.6 [-1]
18	-0.6 [-1]
20	-0.6 [-1]
22	-0.6 [-1]
24	-1.2 [-2]
26	-1.2 [-2]
28	-1.2 [-2]
30	-1.9 [-3]
32	-2.5 [-4]
34	-2.5 [-4]
36	-3.1 [-5]
38	-3.1 [-5]
40	-3.7 [-6]
42	-4.3 [-7]
44	-5.6 [-9]
46	-6.2 [-10]
48	-6.8 [-11]
50	-7.5 [-12]
52	-8.1 [-13]
54	-8.7 [-14]
56	-9.9 [-16]
58	-10.6 [-17]
60	-11.2 [-18]
62	-11.8 [-19]
64	-12.4 [-20]
66	-13.0 [-21]
68	-13.7 [-22]
70	-14.3 [-23]
72	-14.9 [-24]
74	-15.5 [-25]
76	-16.2 [-26]
78	-16.8 [-27]
80	-17.4 [-28]
82	-17.4 [-28]
84	-18.0 [-29]
86	-18.6 [-30]
88	-19.3 [-31]
90	-19.9 [-32]
92	-19.9 [-32]
94	-20.5 [-33]
96	-21.1 [-34]
98	-21.1 [-34]

Time (msec)	Delta-V, Longitudinal (MPH [km/h])
100	-21.1 [-34]
102	-21.7 [-35]
104	-22.4 [-36]
106	-22.4 [-36]
108	-23.0 [-37]
110	-23.0 [-37]
112	-23.0 [-37]
114	-23.6 [-38]
116	-23.6 [-38]
118	-24.2 [-39]
120	-24.2 [-39]
122	-24.2 [-39]
124	-24.2 [-39]
126	-24.9 [-40]
128	-24.9 [-40]
130	-24.9 [-40]
132	-24.9 [-40]
134	-25.5 [-41]
136	-25.5 [-41]
138	-25.5 [-41]
140	-25.5 [-41]
142	-25.5 [-41]
144	-25.5 [-41]
146	-25.5 [-41]
148	-25.5 [-41]
150	-25.5 [-41]
152	-25.5 [-41]
154	-25.5 [-41]
156	-25.5 [-41]
158	-25.5 [-41]
160	-25.5 [-41]
162	-25.5 [-41]
164	-25.5 [-41]
166	-25.5 [-41]
168	-25.5 [-41]
170	-25.5 [-41]
172	-25.5 [-41]
174	-25.5 [-41]
176	-25.5 [-41]
178	-25.5 [-41]
180	-25.5 [-41]
182	0.0 [0]
184	0.0 [0]
186	0.0 [0]
188	0.0 [0]
190	0.0 [0]
192	0.0 [0]
194	0.0 [0]
196	0.0 [0]
198	0.0 [0]

Time (msec)	Delta-V, Longitudinal (MPH [km/h])
200	0.0 [0]
202	0.0 [0]
204	0.0 [0]
206	0.0 [0]
208	0.0 [0]
210	0.0 [0]
212	0.0 [0]
214	0.0 [0]
216	0.0 [0]
218	0.0 [0]
220	0.0 [0]
222	0.0 [0]
224	0.0 [0]
226	0.0 [0]
228	0.0 [0]
230	0.0 [0]
232	0.0 [0]
234	0.0 [0]
236	0.0 [0]
238	0.0 [0]
240	0.0 [0]
242	0.0 [0]
244	0.0 [0]
246	0.0 [0]
248	0.0 [0]
250	0.0 [0]
252	0.0 [0]
254	0.0 [0]
256	0.0 [0]
258	0.0 [0]
260	0.0 [0]
262	0.0 [0]
264	0.0 [0]
266	0.0 [0]
268	0.0 [0]
270	0.0 [0]
272	0.0 [0]
274	0.0 [0]
276	0.0 [0]
278	0.0 [0]
280	0.0 [0]
282	0.0 [0]
284	0.0 [0]
286	0.0 [0]
288	0.0 [0]
290	0.0 [0]
292	0.0 [0]
294	0.0 [0]
296	0.0 [0]
298	0.0 [0]
300	0.0 [0]

Lateral Crash Pulse (Most Recent Event)

Time (msec)	Delta-V, Lateral (MPH [km/h])
0	0.0 [0]
2	0.0 [0]
4	0.0 [0]
6	0.0 [0]
8	0.0 [0]
10	0.0 [0]
12	0.0 [0]
14	0.0 [0]
16	0.0 [0]
18	0.6 [1]
20	0.6 [1]
22	0.6 [1]
24	0.6 [1]
26	0.6 [1]
28	0.6 [1]
30	0.6 [1]
32	0.6 [1]
34	0.6 [1]
36	0.6 [1]
38	1.2 [2]
40	1.2 [2]
42	1.2 [2]
44	1.2 [2]
46	1.2 [2]
48	1.2 [2]
50	1.2 [2]
52	1.2 [2]
54	0.6 [1]
56	0.6 [1]
58	0.6 [1]
60	1.2 [2]
62	1.2 [2]
64	1.2 [2]
66	1.2 [2]
68	1.2 [2]
70	1.9 [3]
72	1.9 [3]
74	2.5 [4]
76	2.5 [4]
78	2.5 [4]
80	2.5 [4]
82	2.5 [4]
84	2.5 [4]
86	2.5 [4]
88	2.5 [4]
90	2.5 [4]
92	2.5 [4]
94	2.5 [4]
96	3.1 [5]
98	2.5 [4]

Time (msec)	Delta-V, Lateral (MPH [km/h])
100	2.5 [4]
102	2.5 [4]
104	2.5 [4]
106	2.5 [4]
108	2.5 [4]
110	2.5 [4]
112	2.5 [4]
114	3.1 [5]
116	3.1 [5]
118	3.1 [5]
120	3.1 [5]
122	3.1 [5]
124	3.1 [5]
126	3.1 [5]
128	3.1 [5]
130	3.1 [5]
132	3.1 [5]
134	3.1 [5]
136	3.1 [5]
138	3.1 [5]
140	3.1 [5]
142	3.1 [5]
144	3.1 [5]
146	3.1 [5]
148	3.1 [5]
150	3.1 [5]
152	3.1 [5]
154	3.1 [5]
156	3.1 [5]
158	3.1 [5]
160	3.1 [5]
162	3.1 [5]
164	3.1 [5]
166	3.1 [5]
168	3.1 [5]
170	3.1 [5]
172	3.1 [5]
174	3.1 [5]
176	3.1 [5]
178	3.1 [5]
180	3.1 [5]
182	0.0 [0]
184	0.0 [0]
186	0.0 [0]
188	0.0 [0]
190	0.0 [0]
192	0.0 [0]
194	0.0 [0]
196	0.0 [0]
198	0.0 [0]

Time (msec)	Delta-V, Lateral (MPH [km/h])
200	0.0 [0]
202	0.0 [0]
204	0.0 [0]
206	0.0 [0]
208	0.0 [0]
210	0.0 [0]
212	0.0 [0]
214	0.0 [0]
216	0.0 [0]
218	0.0 [0]
220	0.0 [0]
222	0.0 [0]
224	0.0 [0]
226	0.0 [0]
228	0.0 [0]
230	0.0 [0]
232	0.0 [0]
234	0.0 [0]
236	0.0 [0]
238	0.0 [0]
240	0.0 [0]
242	0.0 [0]
244	0.0 [0]
246	0.0 [0]
248	0.0 [0]
250	0.0 [0]
252	0.0 [0]
254	0.0 [0]
256	0.0 [0]
258	0.0 [0]
260	0.0 [0]
262	0.0 [0]
264	0.0 [0]
266	0.0 [0]
268	0.0 [0]
270	0.0 [0]
272	0.0 [0]
274	0.0 [0]
276	0.0 [0]
278	0.0 [0]
280	0.0 [0]
282	0.0 [0]
284	0.0 [0]
286	0.0 [0]
288	0.0 [0]
290	0.0 [0]
292	0.0 [0]
294	0.0 [0]
296	0.0 [0]
298	0.0 [0]
300	0.0 [0]

Angular Rate Data (Most Recent Event)

Time (msec)	Angular Rate (deg/sec)
-2500	-8.00
-2480	-8.00
-2460	-10.00
-2440	-10.00
-2420	-6.00
-2400	-6.00
-2380	-6.00
-2360	-6.00
-2340	-4.00
-2320	-4.00
-2300	-4.00
-2280	-4.00
-2260	-2.00
-2240	0.00
-2220	-2.00
-2200	-2.00
-2180	-2.00
-2160	0.00
-2140	0.00
-2120	-4.00
-2100	-6.00
-2080	-4.00
-2060	-2.00
-2040	-2.00
-2020	-2.00
-2000	-2.00
-1980	-2.00
-1960	-2.00
-1940	0.00
-1920	0.00
-1900	0.00
-1880	0.00
-1860	0.00
-1840	2.00
-1820	2.00
-1800	0.00
-1780	0.00
-1760	0.00
-1740	0.00
-1720	0.00
-1700	0.00
-1680	0.00
-1660	0.00
-1640	2.00
-1620	2.00
-1600	0.00
-1580	0.00
-1560	0.00
-1540	0.00
-1520	0.00

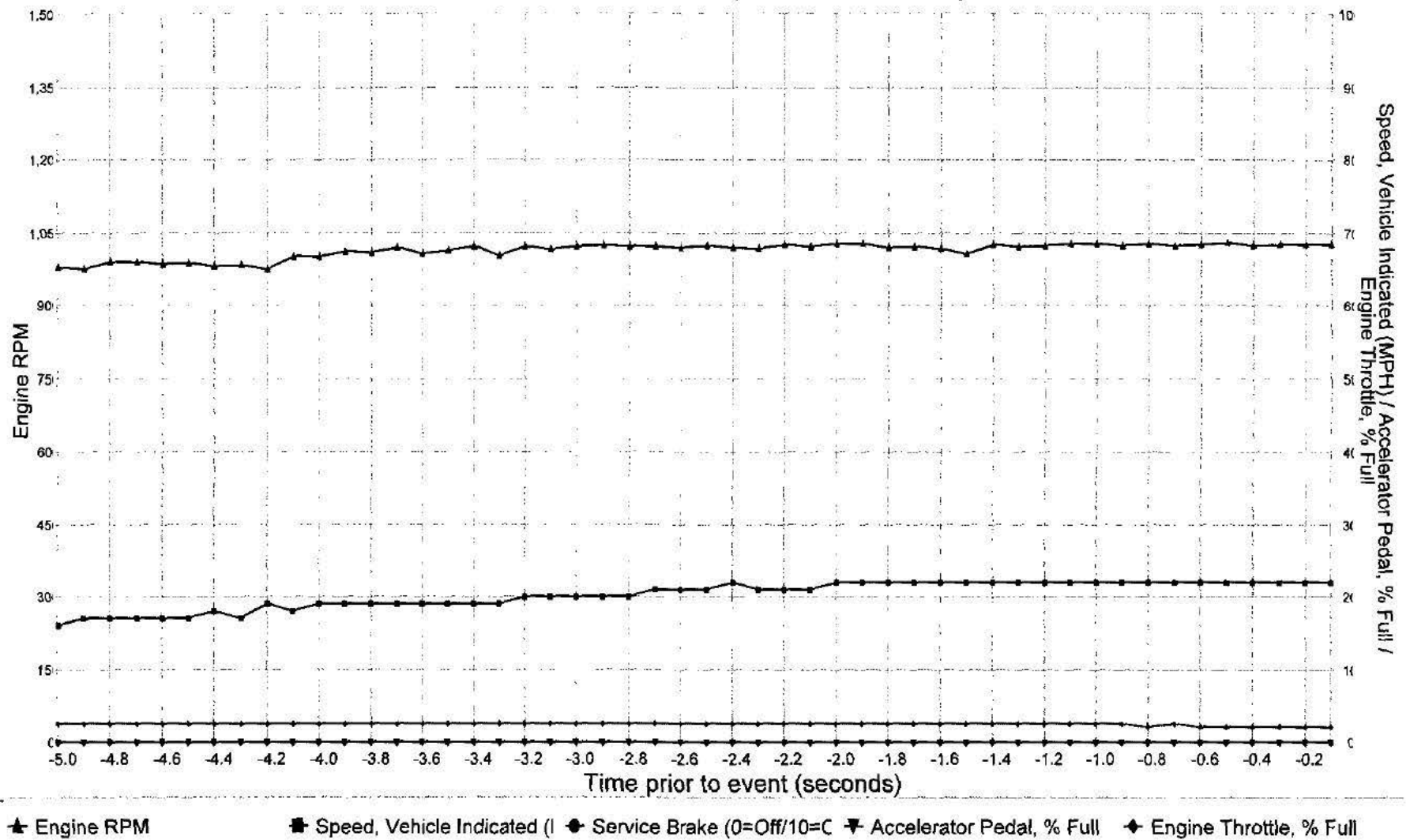
Time (msec)	Angular Rate (deg/sec)
-1500	0.00
-1480	0.00
-1460	0.00
-1440	0.00
-1420	0.00
-1400	0.00
-1380	0.00
-1360	0.00
-1340	0.00
-1320	0.00
-1300	0.00
-1280	0.00
-1260	0.00
-1240	0.00
-1220	0.00
-1200	0.00
-1180	0.00
-1160	0.00
-1140	0.00
-1120	0.00
-1100	0.00
-1080	0.00
-1060	0.00
-1040	0.00
-1020	-2.00
-1000	0.00
-980	0.00
-960	-2.00
-940	-4.00
-920	-2.00
-900	0.00
-880	-2.00
-860	-2.00
-840	-2.00
-820	-2.00
-800	0.00
-780	-2.00
-760	0.00
-740	0.00
-720	0.00
-700	0.00
-680	0.00
-660	0.00
-640	0.00
-620	0.00
-600	0.00
-580	0.00
-560	0.00
-540	0.00
-520	0.00

Time (msec)	Angular Rate (deg/sec)
-500	0.00
-480	0.00
-460	0.00
-440	-2.00
-420	0.00
-400	0.00
-380	-2.00
-360	-2.00
-340	-2.00
-320	-2.00
-300	-2.00
-280	-4.00
-260	-2.00
-240	0.00
-220	0.00
-200	0.00
-180	0.00
-160	0.00
-140	0.00
-120	0.00
-100	2.00
-80	0.00
-60	4.00
-40	6.00
-20	6.00
0	14.00
20	18.00
40	0.00
60	0.00
80	0.00
100	0.00
120	72.00
140	50.00
160	44.00
180	32.00
200	4.00
220	-2.00
240	-2.00
260	-12.00
280	-16.00
300	-24.00
320	-30.00
340	-32.00
360	-30.00
380	-28.00
400	-30.00
420	-30.00
440	-36.00
460	-38.00
480	-40.00

Angular Rate Data (Most Recent Event)

Time (msec)	Angular Rate (deg/sec)	Time (msec)	Angular Rate (deg/sec)
500	-42.00	1500	10.00
520	-42.00	1520	12.00
540	-44.00	1540	12.00
560	-34.00	1560	12.00
580	-28.00	1580	10.00
600	-36.00	1600	8.00
620	-30.00	1620	8.00
640	-30.00	1640	6.00
660	-22.00	1660	4.00
680	-8.00	1680	4.00
700	0.00	1700	2.00
720	8.00	1720	0.00
740	12.00	1740	0.00
760	16.00	1760	-2.00
780	20.00	1780	-4.00
800	20.00	1800	-6.00
820	16.00	1820	-6.00
840	14.00	1840	-8.00
860	12.00	1860	-6.00
880	12.00	1880	-6.00
900	10.00	1900	-6.00
920	8.00	1920	-4.00
940	4.00	1940	-4.00
960	6.00	1960	-2.00
980	8.00	1980	0.00
1000	10.00	2000	0.00
1020	10.00	2020	0.00
1040	4.00	2040	0.00
1060	6.00	2060	0.00
1080	2.00	2080	0.00
1100	0.00	2100	0.00
1120	-6.00	2120	2.00
1140	-12.00	2140	2.00
1160	-16.00	2160	6.00
1180	-22.00	2180	2.00
1200	-22.00	2200	10.00
1220	-24.00	2220	8.00
1240	-24.00	2240	8.00
1260	-22.00	2260	10.00
1280	-20.00	2280	8.00
1300	-14.00	2300	6.00
1320	-10.00	2320	4.00
1340	-6.00	2340	0.00
1360	-2.00	2360	0.00
1380	0.00	2380	-2.00
1400	2.00	2400	-4.00
1420	6.00	2420	-4.00
1440	8.00		
1460	8.00		
1480	12.00		

Pre-Crash Data (Most Recent Event)



SNA values will not be plotted on the graph

Pre-Crash Data (Most Recent Event - table 1 of 3)
(the most recent sampled values are recorded prior to the event)

Time Stamp (sec)	Pre-Crash Recorder Status	Speed, Vehicle Indicated (MPH [km/h])	Accelerator Pedal, % Full	Engine Throttle, % Full	Service Brake	Engine RPM	ABS Activity	Stability Control	Steering Input (deg)
-5.0	Complete	16 [26]	0	3	Off	979	No	On	16
-4.9	Complete	17 [27]	0	3	Off	974	No	On	19
-4.8	Complete	17 [27]	0	3	Off	990	No	On	19
-4.7	Complete	17 [28]	0	3	Off	990	No	On	19
-4.6	Complete	17 [28]	0	3	Off	986	No	On	23
-4.5	Complete	17 [28]	0	3	Off	988	No	On	23
-4.4	Complete	18 [28]	0	3	Off	981	No	On	23
-4.3	Complete	17 [27]	0	3	Off	983	No	On	24
-4.2	Complete	19 [31]	0	3	Off	975	No	On	21
-4.1	Complete	18 [29]	0	3	Off	1,000	No	On	23
-4.0	Complete	19 [31]	0	3	Off	1,001	No	On	23
-3.9	Complete	19 [30]	0	3	Off	1,010	No	On	23
-3.8	Complete	19 [30]	0	3	Off	1,008	No	On	22
-3.7	Complete	19 [30]	0	3	Off	1,019	No	On	19
-3.6	Complete	19 [30]	0	3	Off	1,007	No	On	16
-3.5	Complete	19 [30]	0	3	Off	1,012	No	On	17
-3.4	Complete	19 [31]	0	3	Off	1,021	No	On	17
-3.3	Complete	19 [31]	0	3	Off	1,003	No	On	17
-3.2	Complete	20 [32]	0	3	Off	1,021	No	On	17
-3.1	Complete	20 [32]	0	3	Off	1,015	No	On	19
-3.0	Complete	20 [33]	0	3	Off	1,022	No	On	19
-2.9	Complete	20 [33]	0	3	Off	1,023	No	On	19
-2.8	Complete	20 [33]	0	3	Off	1,022	No	On	19
-2.7	Complete	21 [33]	0	3	Off	1,022	No	On	18
-2.6	Complete	21 [34]	0	3	Off	1,019	No	On	17
-2.5	Complete	21 [34]	0	3	Off	1,023	No	On	16
-2.4	Complete	22 [35]	0	3	Off	1,019	No	On	16
-2.3	Complete	21 [34]	0	3	Off	1,017	No	On	16
-2.2	Complete	21 [34]	0	3	Off	1,026	No	On	16
-2.1	Complete	21 [34]	0	3	Off	1,022	No	On	16
-2.0	Complete	22 [35]	0	3	Off	1,028	No	On	16
-1.9	Complete	22 [35]	0	3	Off	1,027	No	On	16
-1.8	Complete	22 [35]	0	3	Off	1,019	No	On	16
-1.7	Complete	22 [35]	0	3	Off	1,021	No	On	15
-1.6	Complete	22 [35]	0	3	Off	1,016	No	On	15
-1.5	Complete	22 [35]	0	3	Off	1,007	No	On	15
-1.4	Complete	22 [35]	0	3	Off	1,025	No	On	16
-1.3	Complete	22 [35]	0	3	Off	1,021	No	On	16
-1.2	Complete	22 [35]	0	3	Off	1,023	No	On	17
-1.1	Complete	22 [35]	0	3	Off	1,028	No	On	17
-1.0	Complete	22 [35]	0	3	Off	1,027	No	On	18
-0.9	Complete	22 [35]	0	3	Off	1,024	No	On	18
-0.8	Complete	22 [35]	0	2	Off	1,027	No	On	19
-0.7	Complete	22 [35]	0	3	Off	1,024	No	On	26
-0.6	Complete	22 [35]	0	2	Off	1,025	No	On	29
-0.5	Complete	22 [35]	0	2	Off	1,029	No	On	25
-0.4	Complete	22 [35]	0	2	Off	1,024	No	On	22
-0.3	Complete	22 [35]	0	2	Off	1,025	No	On	22
-0.2	Complete	22 [35]	0	2	Off	1,025	No	On	20
-0.1	Complete	22 [36]	0	2	Off	1,025	No	On	20

Pre-Crash Data (Most Recent Event - table 2 of 3)
(the most recent sampled values are recorded prior to the event)

Time Stamp (sec)	Raw Manifold Pressure (kPa)	PCM MIL	Yaw Rate (deg/sec)	Wheel Speed LF (RPM)	Wheel Speed RF (RPM)	Wheel Speed LR (RPM)	Wheel Speed RR (RPM)	ETC Lamp
-5.0	29.60	Off	2	171	176	166	173	Off
-4.9	29.60	Off	0	178	178	174	178	Off
-4.8	29.60	Off	1	155	185	169	180	Off
-4.7	29.60	Off	4	172	179	178	181	Off
-4.6	29.60	Off	3	197	179	175	185	Off
-4.5	29.60	Off	2	195	181	178	180	Off
-4.4	29.60	Off	-3	189	179	180	187	Off
-4.3	29.60	Off	5	183	187	117	175	Off
-4.2	29.60	Off	15	183	194	140	202	Off
-4.1	29.60	Off	10	187	189	37	195	Off
-4.0	29.60	Off	7	187	192	81	193	Off
-3.9	29.60	Off	5	195	198	120	193	Off
-3.8	29.60	Off	0	194	195	202	199	Off
-3.7	29.60	Off	1	192	193	196	196	Off
-3.6	29.60	Off	4	189	194	192	196	Off
-3.5	29.60	Off	4	195	197	194	198	Off
-3.4	29.60	Off	2	201	202	200	200	Off
-3.3	29.60	Off	0	205	204	203	204	Off
-3.2	29.60	Off	1	208	209	206	209	Off
-3.1	29.60	Off	1	207	211	208	210	Off
-3.0	29.60	Off	2	210	210	211	212	Off
-2.9	29.60	Off	2	215	212	210	213	Off
-2.8	29.60	Off	2	212	214	214	216	Off
-2.7	29.60	Off	1	221	219	214	218	Off
-2.6	29.60	Off	2	220	224	220	221	Off
-2.5	29.60	Off	3	221	226	222	225	Off
-2.4	29.60	Off	3	222	224	222	228	Off
-2.3	29.60	Off	3	222	224	222	224	Off
-2.2	29.60	Off	2	223	223	222	223	Off
-2.1	29.60	Off	1	224	226	223	223	Off
-2.0	29.60	Off	1	224	226	224	226	Off
-1.9	29.60	Off	1	225	227	225	225	Off
-1.8	29.60	Off	1	225	227	224	227	Off
-1.7	29.60	Off	1	224	227	225	227	Off
-1.6	29.60	Off	2	227	228	225	228	Off
-1.5	29.60	Off	2	226	228	226	228	Off
-1.4	29.60	Off	2	227	229	227	229	Off
-1.3	29.60	Off	2	227	229	228	229	Off
-1.2	29.60	Off	2	228	230	229	232	Off
-1.1	29.60	Off	2	228	229	227	230	Off
-1.0	29.60	Off	2	228	231	228	229	Off
-0.9	29.60	Off	2	229	231	229	231	Off
-0.8	28.80	Off	3	230	231	229	231	Off
-0.7	28.80	Off	3	227	231	227	231	Off
-0.6	28.80	Off	3	227	230	228	229	Off
-0.5	28.80	Off	4	228	230	226	231	Off
-0.4	28.80	Off	4	226	231	227	230	Off
-0.3	28.80	Off	2	230	230	228	231	Off
-0.2	28.80	Off	3	229	232	229	232	Off
-0.1	28.80	Off	3	230	232	229	232	Off

Pre-Crash Data (Most Recent Event - table 3 of 3)

(the most recent sampled values are recorded prior to the event)

Time Stamp (sec)	ETC Flashing	Engine Torque Applied	PRNDL Status (if equip.)	Reverse Gear (Manual Only)	Cruise Control Engaged (if equip.)	Cruise Control Status (if equip.)
-5.0	No	No	Neutral	No	Not Engaged	Off
-4.9	No	No	Neutral	No	Not Engaged	Off
-4.8	No	No	Neutral	No	Not Engaged	Off
-4.7	No	No	Neutral	No	Not Engaged	Off
-4.6	No	No	Neutral	No	Not Engaged	Off
-4.5	No	No	Neutral	No	Not Engaged	Off
-4.4	No	No	Neutral	No	Not Engaged	Off
-4.3	No	No	Neutral	No	Not Engaged	Off
-4.2	No	No	Neutral	No	Not Engaged	Off
-4.1	No	No	Neutral	No	Not Engaged	Off
-4.0	No	No	Neutral	No	Not Engaged	Off
-3.9	No	No	Neutral	No	Not Engaged	Off
-3.8	No	No	Neutral	No	Not Engaged	Off
-3.7	No	No	Neutral	No	Not Engaged	Off
-3.6	No	No	Neutral	No	Not Engaged	Off
-3.5	No	No	Neutral	No	Not Engaged	Off
-3.4	No	No	Neutral	No	Not Engaged	Off
-3.3	No	No	Neutral	No	Not Engaged	Off
-3.2	No	No	Neutral	No	Not Engaged	Off
-3.1	No	No	Neutral	No	Not Engaged	Off
-3.0	No	No	Neutral	No	Not Engaged	Off
-2.9	No	No	Neutral	No	Not Engaged	Off
-2.8	No	No	Neutral	No	Not Engaged	Off
-2.7	No	No	Neutral	No	Not Engaged	Off
-2.6	No	No	Neutral	No	Not Engaged	Off
-2.5	No	No	Neutral	No	Not Engaged	Off
-2.4	No	No	Neutral	No	Not Engaged	Off
-2.3	No	No	Neutral	No	Not Engaged	Off
-2.2	No	No	Neutral	No	Not Engaged	Off
-2.1	No	No	Neutral	No	Not Engaged	Off
-2.0	No	No	Neutral	No	Not Engaged	Off
-1.9	No	No	Neutral	No	Not Engaged	Off
-1.8	No	No	Neutral	No	Not Engaged	Off
-1.7	No	No	Neutral	No	Not Engaged	Off
-1.6	No	No	Neutral	No	Not Engaged	Off
-1.5	No	No	Neutral	No	Not Engaged	Off
-1.4	No	No	Neutral	No	Not Engaged	Off
-1.3	No	No	Neutral	No	Not Engaged	Off
-1.2	No	No	Neutral	No	Not Engaged	Off
-1.1	No	No	Neutral	No	Not Engaged	Off
-1.0	No	No	Neutral	No	Not Engaged	Off
-0.9	No	No	Neutral	No	Not Engaged	Off
-0.8	No	No	Neutral	No	Not Engaged	Off
-0.7	No	No	Neutral	No	Not Engaged	Off
-0.6	No	No	Neutral	No	Not Engaged	Off
-0.5	No	No	Neutral	No	Not Engaged	Off
-0.4	No	No	Neutral	No	Not Engaged	Off
-0.3	No	No	Neutral	No	Not Engaged	Off
-0.2	No	No	Neutral	No	Not Engaged	Off
-0.1	No	No	Neutral	No	Not Engaged	Off

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 42 01 03

62 F1 32 36 38 30 38 35 38 38 31 41 49

62 F1 50 0C 05 00

62 F1 51 0F 05 00 0F 07 00

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62 02 20 04 78 41 04 10 1D 01 5C 80 0F 7E 10 00 00 00 00 00 00 00 00 00 07 31 43 36 52
52 36 46 47 58 47 53 32 36 33 36 31 30 7E 0F 00 00 00 00
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62 F1 8C 54 35 32 4D 44 30 31 30 36 30 30 31 33 31

62 F1 54 00 03

62 F1 90 31 43 36 52 52 36 46 47 58 47 53 32 36 33 36 31 30

[illegible][illegible][illegible]

62 02 C1 01 7F 00 00 00 00 00 00 00

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62 02 10 FF FF FF FF FF FF FF FF 03 42 01 9B 01 9A 3E 8E 00 00 00 00 00 00
62 02 50 03 9F 00 0D 42 C7 01 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

71 01 03 01 01 00 CC 00 04 01 00 01 D0 01 CA 01 CC 01 D0 81 3F 00 00 00 00 00 1E E1 16 0B 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 28 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 C5 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7E 80 7E 74 75 7F 7F 02 32 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 01 CC 00 04 01 00 01 CF 01 C9 01 CA 01 CF 81 77 00 00 00 00 00 1E E1 16 0A 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 28 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 BE 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 7F 7E 74 74 7F 7F 02 33 0F 9C 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 02 CC 00 04 01 00 01 CE 01 C7 01 CB 01 CB 81 1F 00 00 00 00 00 1E E1 16 0A 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 2C 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 AB 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 84 7E 74 75 7F 80 02 34 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 03 CC 00 04 00 00 01 CC 01 C6 01 C4 01 CD 81 9F 00 00 00 00 00 1E E1 16 0A 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 2C 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 9C 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 87 7E 74 75 7F 80 02 34 0F 9C 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 04 CC 00 04 05 00 01 CD 01 C3 01 C7 01 CC 81 CF 00 00 00 00 00 1E E1 16 0B 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 31 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 8E 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 89 7E 74 75 7F 7F 02 35 0F 38 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 05 CC 00 04 01 00 01 C9 01 C7 01 C5 01 CB 81 6F 00 00 00 00 00 1E E1 16 0B 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 39 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 95 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 82 7E 74 75 7F 7F 02 34 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 06 CC 00 04 00 00 01 CE 01 C5 01 C6 01 CD 81 2F 00 00 00 00 00 1E E1 16 0B 24
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 33 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 AA 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 83 7E 74 74 7F 80 02 34 10 64 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 07 CC 00 04 03 00 01 CE 01 C9 01 CB 01 CD 81 47 00 00 00 00 00 1E E1 16 0B 24
04 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 26 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 B8 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 83 7E 74 74 7F 7F 02 36 10 C8 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 08 CC 00 04 00 00 01 CD 01 C9 01 CA 01 CE 81 07 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 24 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 B5 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 83 7E 74 75 7F 7F 02 39 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 09 CC 00 04 03 00 01 C9 01 C8 01 C8 01 CE 81 1F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 24 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 A2 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7E 88 7E 74 75 7F 7F 02 3B 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 0A CC 00 04 04 00 01 CC 01 C5 01 C8 01 CA 80 D7 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 22 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 A0 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 83 7E 74 75 7F 7F 02 3C 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 0B CC 00 03 FF 00 01 CF 01 C9 01 C8 01 CC 80 FF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 21 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 AF 00 00 02 FB FF 03 FF FF FF FF FF FF 22 7C 79 7F 82 7E 74 75 7F 7F 02 3D 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 0C CC 00 03 FD 00 01 CA 01 C8 01 C6 01 CA 80 FF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 20 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 9E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 83 7E 74 74 7F 7F 02 3D 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 0D CC 00 04 01 00 01 CA 01 C6 01 C6 01 C9 80 EF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 20 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 91 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7E 86 7E 74 75 7F 7F 02 3E 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 0E CC 00 03 EF 00 01 C7 01 C3 01 C4 01 C8 80 D7 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 7C 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 81 7E 74 75 7F 7F 02 3B 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 0F CC 00 03 F8 00 01 C7 01 C2 01 C5 01 C8 80 F7 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 6A 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 7F 7E 74 75 7F 7F 02 39 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 10 CC 00 03 FD 00 01 C5 01 C1 01 C0 01 C5 80 9F 00 00 00 00 00 1E E1 16 00 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 65 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7E 80 7E 74 75 7F 80 02 3B 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 11 CC 00 03 FB 00 01 C6 01 C0 01 C2 01 C6 80 97 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 67 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 7E 7E 74 75 7F 80 02 3A 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 12 CC 00 04 03 00 01 C2 01 C1 01 C1 01 C5 80 BF 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 5E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 80 7E 74 75 7F 7F 02 38 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 13 CC 00 04 04 00 01 C3 01 BF 01 C0 01 C4 80 C7 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 55 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 7F 7E 74 74 7F 7F 02 3A 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 14 CC 00 03 FE 00 01 BE 01 BD 01 BF 01 C3 80 8F 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 30 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 80 83 7E 74 74 7F 7F 02 39 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 15 CC 00 04 02 00 01 BE 01 BC 01 BD 01 BE 80 CF 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 1F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 2E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 80 83 7E 74 75 7F 7F 02 3A 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 16 CC 00 03 F9 00 01 BF 01 BB 01 BC 01 BF 81 87 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 20 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 37 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7E 80 7E 74 75 7F 7F 02 3A 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 17 CC 00 03 FB 00 01 C7 01 BC 01 BC 01 BF 81 4F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 20 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 4F 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7D 8C 7E 74 75 7F 80 02 3B 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 18 CC 00 03 FF 00 01 C2 01 BB 01 B9 01 C4 81 3F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 20 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 11 38 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7A 92 7E 74 75 7F 7F 02 38 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

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71 01 03 01 01 19 CC 00 03 FB 00 01 BA 01 B8 01 B8 01 BF 80 F7 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 21 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 10 F8 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7A 88 7E 74 75 7F 7F 02 39 0F 9C 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 1A CC 00 03 FE 00 01 B3 01 AC 01 B9 01 B6 80 67 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 24 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 10 A6 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7D 83 7E 74 75 7F 7F 02 38 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 1B CC 00 03 FE 00 01 AF 01 AC 01 A7 01 AC 81 1F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 26 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 10 7E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7E 80 7E 74 74 7F 80 02 39 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 1C CC 00 03 FF 00 01 AA 01 A4 01 AD 01 A7 81 17 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 26 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 10 55 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 81 7E 74 74 7F 7F 02 3B 10 00 00 00 00
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71 01 03 01 01 1D CC 00 03 FE 00 01 A7 01 A5 01 A3 01 A3 81 1F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 26 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 10 4E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 80 80 7E 74 75 7F 7F 02 3B 10 00 00 00 00
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71 01 03 01 01 1E CC 00 03 F7 00 01 A3 01 9F 01 9E 01 A5 80 C7 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 25 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 10 18 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7D 86 7E 74 75 7F 7F 02 3C 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 1F CC 00 03 FD 00 01 A2 01 9B 01 9F 01 A2 80 8F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 22 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F F4 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7D 84 7E 74 75 7F 7F 02 3C 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 20 CC 00 03 EB 00 01 97 01 96 01 9A 01 98 80 47 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 22 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F A3 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7D 7E 7E 74 74 7F 7F 02 3C 10 00 00 00 00
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71 01 03 01 01 21 CC 00 03 FD 00 01 90 01 8F 01 91 01 94 80 DF 00 00 00 00 00 1E E1 16 00 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 22 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F 5E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7E 74 7E 74 74 7F 7F 02 3E 10 00 00 00 00
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71 01 03 01 01 22 CC 00 03 F4 00 01 8B 01 84 01 85 01 8A 81 CF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 22 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F 14 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 6C 7E 74 75 7F 7F 02 40 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 23 CC 00 03 EF 00 01 87 01 7F 01 79 01 84 81 C7 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 20 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0E F1 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7F 79 7E 74 75 7F 7F 02 3F 0F 9C 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 24 CC 00 03 FB 00 01 87 01 88 01 80 01 82 80 AF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 25 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F 14 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7D 9A 7E 74 75 7F 7F 02 43 0F 9C 00 00 00
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71 01 03 01 01 25 CC 00 03 F0 00 01 8E 01 94 01 83 01 85 80 27 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 00 10 2B 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F 28 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 75 AC 7E 74 75 7F 7F 02 41 10 00 00 00 00
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71 01 03 01 01 26 CC 00 03 F2 00 01 82 00 F0 01 86 01 8B 82 37 00 00 00 00 00 1E E1 16 0A 25
05 00 40 01 00 00 07 00 FF 00 00 00 00 10 2D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0E F3 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7C 91 7E 74 74 7F 7F 02 44 10 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 27 CC 00 03 E9 00 01 82 00 A1 01 76 01 80 82 CF 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F 54 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 72 77 7E 74 74 7F 7F 02 46 10 00 00 00 00
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71 01 03 01 01 28 CC 00 03 E8 00 01 86 00 49 01 76 01 7A 83 FF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0E B5 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 68 69 7E 74 75 7F 7F 02 46 10 00 00 00 00
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71 01 03 01 01 29 CC 00 03 CF 00 01 93 01 18 01 6E 01 83 86 1F 00 00 00 00 00 1E E0 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2A 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0F 4E 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 78 83 7E 74 75 7F 7F 02 42 0F 9C 00 00 00
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71 01 03 01 01 2A CC 00 03 D7 00 01 5D 00 EA 01 6D 01 76 81 FF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0D AE 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 72 A6 7E 74 75 7F 7F 02 40 0F 38 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF

71 01 03 01 01 2B CC 00 03 D5 00 01 76 01 67 01 7A 01 66 7E 89 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2E 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0E 20 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 80 94 7E 74 75 7F 7F 02 40 10 00 00 00 00
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71 01 03 01 01 2C CC 00 03 DC 00 01 67 01 64 01 85 01 6A 80 CF 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0D DC 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7E 77 7E 74 75 7F 7F 02 40 10 00 00 00 00
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71 01 03 01 01 2D CC 00 03 DA 00 01 72 01 5D 01 89 01 65 81 5F 00 00 00 00 00 1E E1 16 0B 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 2D 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
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71 01 03 01 01 2E CC 00 03 DE 00 01 6A 01 63 01 58 01 65 81 F1 00 00 00 00 00 1E E1 16 0B 25
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71 01 03 01 01 2F CC 00 03 DE 00 01 68 01 51 01 35 01 72 80 BF 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 26 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
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71 01 03 01 01 30 CC 00 03 CE 00 01 63 01 5C 01 64 01 64 7F F1 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 26 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
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71 01 03 01 01 31 CC 00 03 D3 00 01 5A 01 4C 01 56 01 60 81 27 00 00 00 00 00 1E E1 16 0A 25
05 00 40 00 00 00 07 00 FF 00 00 00 00 10 1F 00 0F 1F FF 00 FF 60 03 FF FF 78 FF FF FF FF
FF 0D 1D 00 00 02 FB FF 03 FF FF FF FF FF 22 7C 79 7A 8B 7E 74 75 7F 7F 02 46 10 C8 00 00 00
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71 01 03 01 02 00 FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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71 01 03 01 02 0D FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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[illegible]

[illegible]



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71 01 03 01 03 02 FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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[illegible]

[illegible]

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71 01 03 01 03 29 FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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[illegible]



59 06 80 02 13 89 01 00 02 2D 02 2D 01 00 02 00 92 00 0D 1E D9 FF FF FF FF

59 06 80 01 13 89 01 00 02 2D 02 2D 01 00 02 00 92 00 0D 1E D9 FF FF FF FF
59 06 80 11 11 08 01 00 02 2D 02 2D 01 0F 02 00 0E 00 0D 1E F6 00 0D 22 8D
59 06 80 10 11 08 01 00 02 2D 02 2D 02 0F 02 00 06 00 0D 1E D9 00 0D 20 7C

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PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30769063

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Dec 24 10:43:30 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My truck while parked on hill, where I park daily for work 9 hours a days, rolled backwards into the parked vehicle behind it yesterday while I was at work!!!

Comments:

I saw there is an issue with the electronic gear shift on the news the other night & thought you should be aware of this situation!! There is no recall for it it see??? Any info or what should be done to correct this problem before it happens again & causes more damage or hurts someone??? Thank you

[REDACTED]
[REDACTED]
[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Dec 27 02:10:30 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center.

We were sorry to learn of the accident. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident.

These types of issues are usually handled on a personal basis over the telephone. I would like to discuss the matter with you in more detail, therefore, I will attempt to call you at the phone number you provided, 607-743-9302

If you need immediate assistance, please call our Customer Care Center at 1-866-RAM-INFO (726-4636).

Our agent will then advise you concerning further actions.

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,

Michael

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 30769063

EMAIL CASE NUMBER: 3424303

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10011714V226\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10011714V226[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

My truck while parked on hill, where I park daily for work 9 hours a days, rolled backwards into the parked vehicle behind it yesterday while I was at work!!!

Comments:

I saw there is an issue with the electronic gear shift on the news the other night & thought you should be aware of this situation!! There is no recall for it it see??? Any info or what should be done to correct this problem before it happens again & causes more damage or hurts someone??? Thank you
Tyler Roof Tylerir@hotmail.com 607-743-9302

VIN:

DS [REDACTED]

Mileage:

39000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Towanda

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]



January 18, 2017

[REDACTED]
Towanda, PA [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7LT2DS [REDACTED]
Vehicle: 2013 Dodge Ram 1500

Dear [REDACTED]

This is in regard to the inspection that was performed on your 2013 Dodge 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

30775854



FIAT CHRYSLER AUTOMOBILES

January 18, 2017

Ansomia, C

Re:

Cair: [REDACTED]
VIN: 1C6RR7HT7GS

Dear

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

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30800448



January 18, 2017

[REDACTED]
Idaho Falls, ID [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C6RR7TTXES [REDACTED]
Vehicle: 2014 Ram 1500

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,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30805174



January 24, 2017

[REDACTED]
Del Rio, TX [REDACTED]

Re:

CAIR: [REDACTED]
VIN: 1C4RDHAG1EC [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

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	H/W Version	S/W Version	Spare Part Number	ISO Code	S/W Number	H/W Number	Variant	Version	Bus Type	Country Code
TCM	Transmission Control Module	1C4RDHAG8E [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68225631AC	10.3.1F	#1: 13.32.00 #0: 13.32.00	N/A		N/A	N/A	40	11	CAN C	N/A
TPM	Tire Pressure Monitor	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	56029542AD	8.45.0	#0: 11.51.00	N/A		N/A	N/A	40	01	CAN C	N/A
RFH	Radio Frequency Hub	1C4RDHAG8E [REDACTED]	Invalid VIN	[REDACTED]	68217461AB	0D.1A.00	#0: 0D.1A.00	N/A		N/A	N/A	42	06	CAN C	N/A
ABS	Anti Lock Brakes	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68227200AD	13.41.00	#0: 13.28.01	N/A		N/A	N/A	40	06	CAN C	N/A
SCCM	Steering Column Control Module	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68170720AC	0C.22.00	#0: 13.28.00	N/A		N/A	N/A	40	05	CAN C	N/A
RADIO	Radio	1C4RDHAG8EC [REDACTED]	Invalid VIN	[REDACTED]	68164644AC	2012.37.03	#0: 2013.26.00	N/A		N/A	N/A	80	16	CAN I	USA
DDM	Driver Door Module	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68155771AD	11.30.00	#0: 12.48.01	N/A		N/A	N/A	41	00	CAN I	N/A
PDM	Passenger Door Module	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68155770AD	11.30.00	#0: 12.48.01	N/A		N/A	N/A	41	00	CAN I	USA
HVAC	Heat, Ventilation and A/C	1C4RDHAG8EC [REDACTED]	1C4RDHAG8E [REDACTED]	[REDACTED]	68149336AE	2012.19.01	#2: 2013.32.07 #1: 2013.32.07 #0: 2013.32.07	N/A		N/A	N/A	43	00	CAN I	N/A
ESM	Electronic Shifter	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	56054430AB	12.31.00	#0: 13.22.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized

IPC	Instrument Panel Cluster	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	05091310AE	12.18.00	#9: 101.04.20 #8: 255.Invalid Value.255 #7: 255.Invalid Value.255 #6: 255.Invalid Value.255 #5: 255.Invalid Value.255 #4: 255.Invalid Value.255 #3: 101.04.20 #2: 101.04.20 #1: 102.04.20 #0: 102.04.20	N/A		N/A	N/A	44	00	CAN C	USA
ICS	Integrated Center Stack	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	05091856AB	0D.14.A1	#0: 13.31.01	N/A		N/A	N/A	42	00	CAN I	N/A
EPS	Electric Power Steering	1C4RDHAG8 EC [REDACTED] 4	1C4RDHAG8 EC [REDACTED]	[REDACTED]	05154663AB	12.44.00	#1: 12.42.00 #0: 12.42.00	N/A		N/A	N/A	40	03	CAN C	USA
BCM	Body Controller	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	68193738AB	10.20.0	#0: 13.21.49	N/A		N/A	N/A	40	11	CAN C	N/A
ORC	Occupant Restraint	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	56054076AB	12.43.0	#2: 00.00.00 #1: 13.14.01 #0: 13.14.00	N/A		N/A	N/A	40	06	CAN C	N/A
HVACR	Heat, Ventilation and A/C Rear	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	68158253AC	12.52.00	#0: 13.22.00	N/A		N/A	N/A	42	01	CAN I	N/A
PCM	Powertrain Control Module	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	68172035AC	1247	07.03.01	N/A		N/A	N/A	25	C0	CAN C	USA

DTC Summary Information

ECU	DTC Code	Status	DTC Description
TPM	C0077-00	active	Low Tire Pressure-
SCCM	B23A1-2A	stored	Flash to Pass/Optical Horn Switch-Stuck



PDM	B2860-15	active	Door Ambient Light Control-Circuit Short to Battery or Open
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Snapshot Data Summary Information

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	H/W Version	S/W Version	Spare Part Number	ISO Code	S/W Number	H/W Number	Variant	Version	Bus Type	Country Code
ABS	Anti Lock Brakes	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68227200AD	13.41.00	#0: 13.28.01	N/A		N/A	N/A	40	06	CAN C	N/A
BCM	Body Controller	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68193738AB	10.20.0	#0: 13.21.49	N/A		N/A	N/A	40	11	CAN C	N/A
DDM	Driver Door Module	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68155771AD	11.30.00	#0: 12.48.01	N/A		N/A	N/A	41	00	CAN I	N/A
EPS	Electric Power Steering	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	05154663AB	12.44.00	#1: 12.42.00 #0: 12.42.00	N/A		N/A	N/A	40	03	CAN C	USA
ESM	Electronic Shifter	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	56054430AB	12.31.00	#0: 13.22.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized
HVAC	Heat, Ventilation and A/C	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68149336AE	2012.19.01	#2: 2013.32.07 #1: 2013.32.07 #0: 2013.32.07	N/A		N/A	N/A	43	00	CAN I	N/A
HVACR	Heat, Ventilation and A/C Rear	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	68158253AC	12.52.00	#0: 13.22.00	N/A		N/A	N/A	42	01	CAN I	N/A
ICS	Integrated Center Stack	1C4RDHAG8EC [REDACTED]	1C4RDHAG8EC [REDACTED]	[REDACTED]	05091856AB	00.14.A1	#0: 13.31.01	N/A		N/A	N/A	42	00	CAN I	N/A

IPC	Instrument Panel Cluster	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	05091310AE	12.18.00	#9: 101.04.20 #8: 255.Invalid Value.255 #7: 255.Invalid Value.255 #6: 255.Invalid Value.255 #5: 255.Invalid Value.255 #4: 255.Invalid Value.255 #3: 101.04.20 #2: 101.04.20 #1: 102.04.20 #0: 102.04.20	N/A		N/A	N/A	44	00	CAN C	USA
ORC	Occupant Restraint	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	[REDACTED]	56054076AB	12.43.0	#2: 00.00.00 #1: 13.14.01 #0: 13.14.00	N/A		N/A	N/A	40	06	CAN C	N/A
PCM	Powertrain Control Module	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	68172035AC	68172035AC	1247	07.03.01	N/A		N/A	N/A	25	C0	CAN C	USA
PDM	Passenger Door Module	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	68155770AD	68155770AD	11.30.00	#0: 12.48.01	N/A		N/A	N/A	41	00	CAN I	USA
RADIO	Radio	1C4RDHAG8 EC [REDACTED]	Invalid VIN	68164644AC	68164644AC	2012.37.03	#0: 2013.26.00	N/A		N/A	N/A	80	16	CAN I	USA
RFH	Radio Frequency Hub	1C4RDHAG8 EC [REDACTED]	Invalid VIN	68217461AB	68217461AB	0D.1A.00	#0: 0D.1A.00	N/A		N/A	N/A	42	06	CAN C	N/A
SCCM	Steering Column Control Module	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	68170720AC	68170720AC	0C.22.00	#0: 13.28.00	N/A		N/A	N/A	40	05	CAN C	N/A
TCM	Transmission Control Module	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	68225631AC	68225631AC	10.3.1F	#1: 13.32.00 #0: 13.32.00	N/A		N/A	N/A	40	11	CAN C	N/A
TPM	Tire Pressure Monitor	1C4RDHAG8 EC [REDACTED]	1C4RDHAG8 EC [REDACTED]	56029542AD	56029542AD	8.45.0	#0: 11.51.00	N/A		N/A	N/A	40	01	CAN C	N/A

DTC Summary Information

ECU	DTC Code	Status	DTC Description
PDM	B2860-15	active	Door Ambient Light Control-Circuit Short to Battery or Open
SCCM	B23A1-2A	stored	Flash to Pass/Optical Horn Switch-Stuck
TPM	C0077-00	active	Low Tire Pressure-

Environmental Data Summary Information

PDM | B2860-15 | active | Door Ambient Light Control-Circuit Short to Battery or Open

Name	Value	Units
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	1	
Most Recent Odometer Value	38058	miles
Occurrence flag	Error	
Operation Cycle Counter	0	
Original Odometer Value	38058	miles
Pending DTC	False	
Test Failed	True	
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	

SCCM | B23A1-2A | stored | Flash to Pass/Optical Horn Switch-Stuck

Name	Value	Units
Confirmed DTC	True	
DTC Extended Data Record Number - 2	02	
DTC Extended Data Record Number - All	01	
Frequency Counter	1	
Ignition Status	Ignition Run	
Most Recent Odometer Value	42691	miles
Occurrence flag	Error	
Operating Voltage	14.4	Volts
Original Odometer Value	42691	miles

Pending DTC	False	
Sub-Faults Active		
Sub-Faults Saved	3733	
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	

TPM | C0077-00 | active | Low Tire Pressure-

Name	Value	Units
Confirmed DTC	True	
DTC Extended Data Record Number - All	01	
Frequency Counter	1	
Most Recent Odometer Value	42551	miles
Occurrence flag	Occurrence	
Operation Cycle Counter	0	
Original Odometer Value	42551	miles
Pending DTC	False	
Test Failed	True	
Test Failed Since Last Clear	False	
Test Failed This Operation Cycle	False	
Test Not Completed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	False	

B
TIRES
OLD
TIRES
OLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN AS

VIN: 1C4RDHAG8E0 [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PAINT: PRP TRIM: K7X9











































BRAKE 

Press Brake
and
Push Button
to Start

42777 mi























P R N D







64°F

0

MPH

N

H

Vehicle
Not in
Park

N

BRAKE

E





0

MPH

N

H

Vehicle
Not in
Park

D1

BRAKE

C

F

W

E



64°F

0

MPH

N

Press Brake
and Turn
Shifter to
Desired Gear

H

BRAKE

C

F

E

RPM
x1000









⚠ WARNING

EVEN WITH ADVANCED AIRBAGS

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A SEAT-BELTED CHILD INTO THE FRONT SEAT.
- ALWAYS USE SEATBELTS AND CHILD SEATS PROPERLY.
- FOR COMPLETE DETAILS, FOR MORE INFORMATION ABOUT AIRBAGS.

1-800-4-A-DRIVE



A MISE EN GARDE

Même avec des sacs gonflables avancés,

- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT PAR LES SACS GONFLABLES.
- LE SIÈGE D'UN ENFANT DOIT ÊTRE À L'ARRIÈRE DU VÉHICULE.
- NE METTEZ JAMAIS D'ENFANT DANS LE SIÈGE AVANT.
- TOUJOURS PORTER LA CEINTURE DE SÉCURITÉ ET UTILISER LES SIÈGES D'ENFANT PROPREMENT.
- POUR PLUS D'INFORMATIONS, VOUS POUVEZ APPELER LE 1-800-4-A-DRIVE.







PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30805241

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Dec 30 12:59:46 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

ROLLING BACKWARDS

Comments:

PLACE TRUCK IN PARK AND AT TIMES IT WILL ROLL BACKWARDS

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Dec 31 14:53:06 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center about your 2014 RAM 1500 truck. I can absolutely understand your frustration, Thomas. Your concern about your vehicle rolls back while in park is understandable and I can realize how much inconvenience and troublesome it is for you. I like to appreciate you for the time and effort you took to bring this matter to our attention.

We certainly do value your business and want to get this resolved for you. In order to provide you further assistance Thomas, we need to see your vehicle at one of our dealership. This will best allow us to review your vehicle issue and helps in gathering better information from the dealer personnel and to come up with a resolution of the issue.

Also, once your vehicle is at the dealership; we can escalate your case to a specific group that handles this type of situation. They will be in the best position to evaluate the circumstances of your case and determine the right course of action.

Hence it is highly appreciated, Thomas if you can kindly set an appointment with the dealership and provide us the dealer contact information along with the schedule of your appointment.

If you need any assistance in setting up the appointment with the dealership please feel free to let us know and we will be happy to assist you for this.

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,

Fazlur

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 30805241

EMAIL CASE NUMBER: 3426036

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10016736V139\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10016736V139[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

ROLLING BACKWARDS

Comments:

PLACE TRUCK IN PARK AND AT TIMES IT WILL ROLL BACKWARDS

VIN:

ES [REDACTED]

Mileage:

24000

Servicing Dealer:

PALMEN

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

RACINE

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Jan 03 13:23:39 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10016736V139 [REDACTED])

I have taken this issue up with the local Dodge dealer. They tried to recreate the issue but they could not do it so they claim that there was nothing to fix. They also stated that they have never heard of this issue. I informed them that they only needed to type in Ram truck rolling while in park in goggle and they could read of this issue, but they refused. I then talked to another Dodge dealer who also stated said that they have not heard of this issue in the trucks but it was happening in the jeeps and there was a recall on that issue. Now I am not a mechanic but I would think if its happening in one type of your vehicles its most likely the same problem.

On Saturday, December 31, 2016 1:53 PM, customerassist <customerassist@chrysler.com> wrote:
=20

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center about your 2014 RAM 1500 truck.

I can absolutely understand your frustration, Thomas. Your concern about your vehicle rolls back while in park is understandable and I can realize how much inconvenience and troublesome it is for you. I like to appreciate you for the time and effort you took to bring this matter to our attention.
=20

We certainly do value your business and want to get this resolved for you. In order to provide you further assistance Thomas, we need to see your vehicle at one of our dealership. This will best allow us to review your vehicle issue and helps in gathering better information from the dealer personnel and to come up with a resolution of the issue.
=20

Also, once your vehicle is at the dealership; we can escalate your case to a specific group that handles this type of situation. They will be in the best position to evaluate the circumstances of your case and determine the right course of action.
=20

Hence it is highly appreciated, Thomas if you can kindly set an appointment with the dealership and provide us the dealer contact information along with the schedule of your appointment.

If you need any assistance in setting up the appointment with the dealership please feel free to let us know and we will be happy to assist you for this.

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,

Fazlur

Customer Service Representative
RAM Customer Assistance Center

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

REFERENCE NUMBER: 30805241

EMAIL CASE NUMBER: 3426036

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM10016736V139 &

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

ROLLING BACKWARDS

Comments:

PLACE TRUCK IN PARK AND AT TIMES IT WILL ROLL BACKWARDS

VIN:

ES445704

Mileage:

=C2=A0 =C2=A0 =C2=A0 24000

Servicing Dealer:

=C2=A0 =C2=A0 =C2=A0 PALMEN

Title:

=C2=A0 =C2=A0 =C2=A0=20

First Name:

=C2=A0 =C2=A0 =C2=A0 THOMAS

Middle Initial:

=C2=A0 =C2=A0 =C2=A0=20

Last Name:

=C2=A0 =C2=A0 =C2=A0 MOGREN

Address 1:

=C2=A0 =C2=A0 =C2=A0 1541 OREGON ST

Address 2:

=C2=A0 =C2=A0 =C2=A0=20

City:

=C2=A0 =C2=A0 =C2=A0 RACINE

State:

=C2=A0 =C2=A0 =C2=A0 WI

Zip:

=C2=A0 =C2=A0 =C2=A0 53405

Email:

=C2=A0 =C2=A0 =C2=A0 TMOGREN1@ATT.NET

Home Phone:

=C2=A0 =C2=A0 =C2=A0 262.939.2814

=20

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Jan 03 13:28:23 EST 2017

Subject: Reply to Chrysler Group LLC (KMM10016736V139 [REDACTED])

Reply Comments:

I have taken this issue up with the local Dodge dealer and they could not find anything wrong with the truck and they also claimed that they have never heard of this issue.

I then taken with a different dodge dealer who said that they have not heard of this happening in the trucks but there was a recall on the jeep for this issue. Now I am not a mechanic but I would think that its most likely the same problem.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jan 04 07:19:41 EST 2017

Subject: Re: Chrysler Group LLC Customer Assistance (KMM10016736V139 [REDACTED])

Dear [REDACTED]

Thank you for your email, it is fully appreciated.

Thomas we rely on our authorized dealerships to determine the issue. If one dealership is not able to duplicate the issue then may be it is viable to bring your vehicle to another dealership for a diagnostics, cancer in order to escalate your case further your vehicle must be at a dealership.

Thomas I am sure you will understand that we cannot go by with the public information available on internet, public forums, or general Blogs etc.

Although I am unable to provide a more favorable reply, I appreciate you bringing this matter to our attention.

Thank you again.

Sincerely,

Fazlur

Customer Service Representative

RAM Customer Assistance Center

Original Message Follows:

I have taken this issue up with the local Dodge dealer. They tried to recreate the issue but they could not do it so they claim that there was nothing to fix.

They also stated that they have never heard of this issue. I informed them that they only needed to type in Ram truck rolling while in park in goggle and they could read of this issue, but they refused. I then talked to another Dodge dealer who also stated said that they have not heard of this issue in the trucks but it was happening in the jeeps and there was a recall on that issue.

Now I am not a mechanic but I would think if its happening in one type of your vehicles its most likely the same problem.

On Saturday, December 31, 2016 1:53 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center about your 2014 RAM 1500 truck.

I can absolutely understand your frustration, [REDACTED]. Your concern about your vehicle rolls back while in park is understandable and I can realize how much inconvenience and troublesome it is for you. I like to appreciate you for the time and effort you took to bring this matter to our attention.

We certainly do value your business and want to get this resolved for you. In order to provide you further assistance Thomas, we need to see

your vehicle at one of our dealership. This will best allow us to review your vehicle issue and helps in gathering better information from the dealer personnel and to come up with a resolution of the issue.

Also, once your vehicle is at the dealership; we can escalate your case to a specific group that handles this type of situation. They will be in the best position to evaluate the circumstances of your case and determine the right course of action.

Hence it is highly appreciated, Thomas if you can kindly set an appointment with the dealership and provide us the dealer contact information along with the schedule of your appointment.

If you need any assistance in setting up the appointment with the dealership please feel free to let us know and we will be happy to assist you for this.

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,

Fazlur

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: 30805241

EMAIL CASE NUMBER: 3426036

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10016736V13\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10016736V13[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

ROLLING BACKWARDS

Comments:

PLACE TRUCK IN PARK AND AT TIMES IT WILL ROLL BACKWARDS

VIN:

ES[REDACTED]

Mileage:

24000

Servicing Dealer:

PALMEN

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

RACINE

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30832107



January 17, 2017

[REDACTED]
Lake Placid, FL [REDACTED]

Re:

Cair: [REDACTED]

VIN: 1C6RR7LT1FS [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,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk

FCA US LLC
PO Box 24-8004
Auburn Hills, MI 48321-8004

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30845237



February 24, 2017

[REDACTED]
Henderson, TX [REDACTED]

Re:

Cair: [REDACTED]
VIN: 1C4RDHAG0G0 [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,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	H/W Version	S/W Version	Spare Part Number	ISO Code	S/W Number	H/W Number	Variant	Version	Bus Type	Country Code
DDM	Driver Door Module	1C4RDHAG0G0	1C4RDHAG0G0		68245461AB	11.30.00	#0: 14.16.00	N/A		N/A	N/A	41	02	CAN I	N/A
RFH	Radio Frequency Hub	1C4RDHAG0G0	Invalid VIN		68211124AD	0F.1A.00	#0: 10.05.00	N/A		N/A	N/A	42	0A	CAN C	N/A
TCM	Transmission Control Module	1C4RDHAG0G0	1C4RDHAG0G0		68253239AF	10.3.1F	#1: 16.17.03 #0: 16.07.00	N/A		N/A	N/A	40	17	CAN C	N/A
HVAC	Heat, Ventilation and A/C	1C4RDHAG0G0	1C4RDHAG0G0		68251514AD	2013.38.02	#2: 2016.04.02 #1: 2016.04.02 #0: 2016.04.02	N/A		N/A	N/A	43	00	CAN I	N/A
ICS	Integrated Center Stack	1C4RDHAG0G0	1C4RDHAG0G0		68253735AG	14.45.A1	#0: 16.08.01	N/A		N/A	N/A	45	01	CAN I	N/A
ABS	Anti Lock Brakes	1C4RDHAG0G0	1C4RDHAG0G0		68252641AD	16.2.00	#0: 16.02.01	N/A		N/A	N/A	40	08	CAN C	N/A
SCCM	Steering Column Control Module	1C4RDHAG0G0	1C4RDHAG0G0		5VN53TRMAB	0D.25.00	#0: 13.48.00	N/A		N/A	N/A	40	06	CAN C	N/A
HVACR	Heat, Ventilation and A/C Rear	1C4RDHAG0G0	1C4RDHAG0G0		68287297AA	15.10.00	#0: 15.10.00	N/A		N/A	N/A	42	01	CAN I	N/A
EPS	Electric Power Steering	1C4RDHAG0G0	1C4RDHAG0G0		68252414AM	2014.45.00	#0: 2015.26.02	N/A		N/A	N/A	45	02	CAN C	N/A
BCM	Body Controller	1C4RDHAG0G0	1C4RDHAG0G0		68258418AF	13.17.0	#0: 16.11.96	N/A		N/A	N/A	42	06	CAN C	N/A
RADIO	Radio	1C4RDHAG0G0	Invalid VIN		68258380AG	2015.47.00	#0: 2016.09.09	N/A		N/A	N/A	80	01	CAN I	USA
PDM	Passenger Door Module	1C4RDHAG0G0	1C4RDHAG0G0		68245460AB	11.30.00	#0: 14.16.00	N/A		N/A	N/A	41	02	CAN I	USA
ESM	Electronic Shifter	1C4RDHAG0G0	1C4RDHAG0G0		56054430AF	13.16.00	#0: 14.14.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized
HSM	Heated Seat Module	1C4RDHAG0G0	1C4RDHAG0G0		68277194AB	14.25.00	#0: 0F.40.00	N/A		N/A	N/A	40	03	CAN I	USA
ORC	Occupant Restraint	1C4RDHAG0G0	1C4RDHAG0G0		68251023AB	13.1.0	#2: 00.00.00 #1: 15.26.00 #0: 15.24.00	N/A		N/A	N/A	40	09	CAN C	N/A

IPC	Instrument Panel Cluster	1C4RDHAG0 GC	1C4RDHAG0 GC		68251670AG	0F.13.00	#14: 15.43.00 #13: 255.Invalid Value.255 #12: 255.Invalid Value.255 #11: 255.Invalid Value.255 #10: 255.Invalid Value.255 #9: 255.Invalid Value.255 #8: 255.Invalid Value.255 #7: 15.43.00 #6: 15.33.00 #5: 15.25.00 #4: 15.25.00 #3: 15.43.00 #2: 15.43.00 #1: 15.47.01 #0: 15.47.01	N/A		N/A	N/A	44	01	CAN C	USA
PCM	Powertrain Control Module	1C4RDHAG0 GC	1C4RDHAG0 GC		68252319AJ	1B47	10.02.00	N/A		N/A	N/A	44	EA	CAN C	USA
PTS	Parktronics	1C4RDHAG0 GC	1C4RDHAG0 GC		68254089AG	2014.50.00	#0: 2016.16.00	N/A		N/A	N/A	43	08	CAN C	USA

DTC Summary Information

ECU	DTC Code	Status	DTC Description
SCCM	U0140-00	stored	Lost Communication With Body Control Module-
PCM	U1199	stored	Lost Hood Ajar Switch Voltage Message
PTS	U0140-00	stored	Lost Communication With Body Control Module-

Snapshot Data Summary Information

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	H/W Version	S/W Version	Spare Part Number	ISO Code	S/W Number	H/W Number	Variant	Version	Bus Type	Country Code
ABS	Anti Lock Brakes	1C4RDHAG0G0	1C4RDHAG0G0		68252641AD	16.2.00	#0: 16.02.01	N/A		N/A	N/A	40	08	CAN C	N/A
BCM	Body Controller	1C4RDHAG0G0	1C4RDHAG0G0		68258418AF	13.17.0	#0: 16.11.96	N/A		N/A	N/A	42	06	CAN C	N/A
DDM	Driver Door Module	1C4RDHAG0G0	1C4RDHAG0G0		68245461AB	11.30.00	#0: 14.16.00	N/A		N/A	N/A	41	02	CAN I	N/A
EPS	Electric Power Steering	1C4RDHAG0G0	1C4RDHAG0G0		68252414AM	2014.45.00	#0: 2015.26.02	N/A		N/A	N/A	45	02	CAN C	N/A
ESM	Electronic Shifter	1C4RDHAG0G0	1C4RDHAG0G0		56054430AF	13.16.00	#0: 14.14.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized
HSM	Heated Seat Module	1C4RDHAG0G0	1C4RDHAG0G0		68277194AB	14.25.00	#0: 0F.40.00	N/A		N/A	N/A	40	03	CAN I	USA
HVAC	Heat, Ventilation and A/C	1C4RDHAG0G0	1C4RDHAG0G0		68251514AD	2013.38.02	#2: 2016.04.02 #1: 2016.04.02 #0: 2016.04.02	N/A		N/A	N/A	43	00	CAN I	N/A
HVACR	Heat, Ventilation and A/C Rear	1C4RDHAG0G0	1C4RDHAG0G0		68287297AA	15.10.00	#0: 15.10.00	N/A		N/A	N/A	42	01	CAN I	N/A
ICS	Integrated Center Stack	1C4RDHAG0G0	1C4RDHAG0G0		68253735AG	14.45.A1	#0: 16.08.01	N/A		N/A	N/A	45	01	CAN I	N/A

IPC	Instrument Panel Cluster	1C4RDHAG0 G0	1C4RDHAG0 G0		68251670AG	0F.13.00	#14: 15.43.00 #13: 255.Invalid Value.255 #12: 255.Invalid Value.255 #11: 255.Invalid Value.255 #10: 255.Invalid Value.255 #9: 255.Invalid Value.255 #8: 255.Invalid Value.255 #7: 15.43.00 #6: 15.33.00 #5: 15.25.00 #4: 15.25.00 #3: 15.43.00 #2: 15.43.00 #1: 15.47.01 #0: 15.47.01	N/A		N/A	N/A	44	01	CAN C	USA
ORC	Occupant Restraint	1C4RDHAG0 G0	1C4RDHAG0 G0		68251023AB	13.1.0	#2: 00.00.00 #1: 15.26.00 #0: 15.24.00	N/A		N/A	N/A	40	09	CAN C	N/A
PCM	Powertrain Control Module	1C4RDHAG0 G0	1C4RDHAG0 G0		68252319AJ	1B47	10.02.00	N/A		N/A	N/A	44	EA	CAN C	USA
PDM	Passenger Door Module	1C4RDHAG0 G0	1C4RDHAG0 G0		68245460AB	11.30.00	#0: 14.16.00	N/A		N/A	N/A	41	02	CAN I	USA
PTS	Parktronics	1C4RDHAG0 G0	1C4RDHAG0 G0		68254089AG	2014.50.00	#0: 2016.16.00	N/A		N/A	N/A	43	08	CAN C	USA
RADIO	Radio	1C4RDHAG0 G0	Invalid VIN		68258380AG	2015.47.00	#0: 2016.09.09	N/A		N/A	N/A	80	01	CAN I	USA
RFH	Radio Frequency Hub	1C4RDHAG0 G0	Invalid VIN		68211124AD	0F.1A.00	#0: 10.05.00	N/A		N/A	N/A	42	0A	CAN C	N/A
SCCM	Steering Column Control Module	1C4RDHAG0 G0	1C4RDHAG0 G0		5VN53TRMA B	0D.25.00	#0: 13.48.00	N/A		N/A	N/A	40	06	CAN C	N/A

TCM	Transmission Control Module	1C4RDHAG0G0 [REDACTED]	1C4RDHAG0G0 [REDACTED]	[REDACTED]	68253239AF	10 3 1F	#1: 16.17.03 #0: 16.07.00	N/A		N/A	N/A	40	17	CAN C	N/A
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DTC Summary Information

ECU	DTC Code	Status	DTC Description
PCM	U1199	stored	Lost Hood Ajar Switch Voltage Message
PTS	U0140-00	stored	Lost Communication With Body Control Module-
SCCM	U0140-00	stored	Lost Communication With Body Control Module-

Environmental Data Summary Information

PCM | U1199 | stored | Lost Hood Ajar Switch Voltage Message

Name	Value	Units
Accumulation Timer	21	minutes
DTC	D199	
DTC Readiness Flag	Not Complete	
DTC Storage State	Stored	
Good Trip Counter	31	
Ignition Key Cycles	43	
Key Cycles Since DTC Last Set Counter	44	
Number of DTC	1	
Odometer	6116.3	miles
Starts Since Set Counter	39	
Warm Up Cycles	21	
Warning Indicator Request State	Off	

PTS | U0140-00 | stored | Lost Communication With Body Control Module-

Name	Value	Units
Confirmed DTC	True	
DC/DC Converter Voltage	11	Volt
DTC	C14000	
DTC Extended Data Record Number - All	03	
Frequency Counter	160	
Most Recent Odometer Value	6333	miles

Occurrence flag	Occurrence	
Original Odometer Value	0	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	

SCCM | U0140-00 | stored | Lost Communication With Body Control Module-

Name	Value	Units
Confirmed DTC	True	
DTC Extended Data Record Number - 2	02	
DTC Extended Data Record Number - All	01	
Frequency Counter	1	
Ignition Status	Ignition Run	
Most Recent Odometer Value	6124	miles
Occurrence flag	Error	
Operating Voltage	11.7	Volts
Original Odometer Value	6124	miles
Pending DTC	False	
Sub-Faults Active	0002	
Sub-Faults Saved	0000	
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	

LB



TIRES

COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN

VIN: 1C4RDHAG0G0

TYPE:

MPV

TIRES

COLD

VEHICLE MADE IN U.S.A.

PAINT: PW7

TRIM: ZLX9

















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64°F

MPH



P

6004 mi





W

0

MPH

64°F

ParkSense
Off

R

6354 mi





W

0

MPH

64°F

H

Vehicle
Not in
Park

N

BRAKE

C

F

6354 mi

E

W

0

MPH

64°F

Vehicle
Not in
Park

D

6354 ml

H

BRAKE

C

F

E



P R N D















DODGE













PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30859700













LB
TIRES
COLD
TIRES
COLD



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

VIN: 1C4SDJET4G0 [REDACTED] TYPE: MPV MDH: 041003 912AA
VEHICLE MADE IN U.S.A. PRINT: PXR TRIM: TLX9

MSJ BY FCA 015 LLS

NOT A PRELIMINARY

DATE FROM: 1992 01 01

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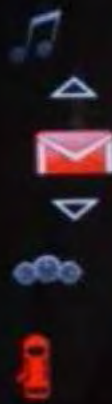






NW

37°F



No
Stored
Messages

4059 mi

P

H

E



NW

37°F



P



100 100 100
100 100 100



W

37°F

P

No
Stored
Messages

4059 mi

H
C
F
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NW

37°F

No
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Messages

4059 mi

D

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F
E

START
STOP



























CUSTOMER



DODGE

CITADEL

DURANGO

AWD

ALLEN























































PUSH
ON ↔ OFF





PUSH
ON → OFF













WARNING AVERTISSEMENT
EVEN WITH ADVANCED AIR BAGS

 • It is important to always wear your seat belt.
• It is important to always use proper tie-down technique.
• It is important to always use proper tie-down technique.

MÊME AVEC DES COUVERTS DE SÉCURITÉ DE NOUVELLE GÉNÉRATION

• Il est important de toujours porter votre ceinture de sécurité.
• Il est important de toujours utiliser la technique appropriée pour attacher les objets.
• Il est important de toujours utiliser la technique appropriée pour attacher les objets.















February 28, 2017

[REDACTED]
Lexington, KY [REDACTED]

Re: VIN: 1C4SDJET4GC [REDACTED]
Cair: [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,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30880141

RECEIVED

JAN 11 2017

December 30, 2016

Special Investigations

To Whom It May Concern:

1/3

I am contacting you today concerning my 2016 Dodge Durango. I purchased the vehicle from Chrysler, Dodge, and Jeep in Gastonia, NC in August 2016. So far I have been very pleased with the car. It is my first Dodge and so far, love it!

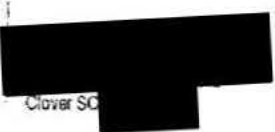
However, we had an incident with the Durango that I feel Dodge should be aware of. On December 29, 2016, my boyfriend had driven the Durango to work. He went on his lunch break, parked the vehicle, and put the key fob in his pocket. For about 3-4 minutes after exiting the car, he stood in front of the Durango answering a phone call. He then proceeded into the restaurant. About 15-20 minutes later, another customer came into the restaurant and told him that the Durango had rolled and hit another parked car in the parking lot. I called the dealership and took my Durango to them to be serviced and looked at. I wanted to ensure the vehicle was still safe to drive. No defects were found. The police officer who responded to the accident told my boyfriend of hearing about several cases where this type of thing has happened to vehicles that have electronic transmission with a rotary control to select gear position. Upon my own research, I have found the following article.

<http://www.cbsnews.com/news/nhtsa-evaluation-dodge-ram-durango-vehicle-roll-away-park-gear-selector/>

I am very thankful the accident did not result in any injuries but frustrated that my insurance is taking a hit because of it and not to mention the damages to the other vehicle and to my new Durango that now have to be repaired. I understand that there is no recalls at this current time but I wanted Dodge to be aware of this incident.

Thank you.





CHARLOTTE NC 282

03 JAN 2017 PM 6 L

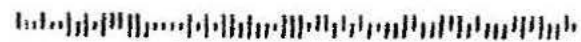


ROLL FROM MAIL

~~42344~~

Chrysler Group LLC
1000 Chrysler Dr
Auburn Hills, MI 48326-2766

48326-277899





January 11, 2017

[REDACTED]
Clover, SC [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RDJDG0G0 [REDACTED]

Dear [REDACTED]

This will acknowledge your letter dated December 30, 2016.

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. Since we were not provided the opportunity to inspect the vehicle in its damaged condition, we are unable to verify your allegations.

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 encourages all drivers to fully obey all local vehicle codes.

Thank you for bringing this to our attention.

Sincerely,

Lisa Martinez
Lisa Martinez
Special Investigations
(586) 274-8169

LMM/sk

PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30924481

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	H/W Version	S/W Version	Spare Part Number	ISO Code	S/W Number	H/W Number	Variant	Version	Bus Type	Country Code
IPC	Instrument Panel Cluster	1C6RR6GT3GS [REDACTED]	Invalid VIN	[REDACTED]	68280830AD	05.1.02	#0: 16.23.02	N/A		N/A	N/A	42	01	CAN C	N/A
TCM	Transmission Control Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68258443AE	10.3.1F	#1: 16.17.00 #0: 16.17.00	N/A		N/A	N/A	40	17	CAN C	N/A
BCM	Body Controller	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68247733AD	13.17.0	#0: 00.04.79	N/A		N/A	N/A	43	05	CAN C	N/A
HVAC	Heat, Ventilation and A/C	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68268190AA	2014.3.04	#0: 2014.48.00	N/A		N/A	N/A	42	01	CAN I	N/A
SCCM	Steering Column Control Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68110739AD	2010.46.04	#5: 11.02.01 #4: 11.02.01 #3: 11.02.01 #2: 11.38.01 #1: 11.38.00 #0: 11.38.00	N/A		N/A	N/A	41	01	CAN C	USA
RFH	Radio Frequency Hub	1C6RR6GT3GS [REDACTED]	Invalid VIN	[REDACTED]	68245480AD	0D.20.01	#1: 13.31.01 #0: 15.44.01	N/A		N/A	N/A	41	04	CAN C	N/A
RADIO	Radio	1C6RR6GT3GS [REDACTED]	Invalid VIN	[REDACTED]	68271365AE	N/A	#0: 2016.41.19	N/A		N/A	N/A	80	10	CAN I	USA
EPS	Electric Power Steering	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	05154747AK	2014.15.0	#0: 2014.09.00	N/A		N/A	N/A	41	03	CAN C	USA
ESM	Electronic Shifter	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68171964AG	13.16.00	#0: 14.14.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized
DDM	Driver Door Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68225101AC	13.22.00	#0: 15.07.00	N/A		N/A	N/A	41	02	CAN I	N/A
PDM	Passenger Door Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68225100AC	13.22.00	#0: 15.07.00	N/A		N/A	N/A	41	02	CAN I	USA
ABS	Anti Lock Brakes	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68292756AA	N/A	#0: 15.13.82	N/A		N/A	N/A	40	05	CAN C	N/A
PCM	Powertrain Control Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68265831AF	1B47	08.03.00	N/A		N/A	N/A	44	D6	CAN C	USA
ORC	Occupant Restraint	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68085881AI	12.5.0	#1: 15.07.00 #0: 15.05.00	N/A		N/A	N/A	42	01	CAN C	N/A

DTC Summary Information



Snapshot Data Summary Information

ECU Summary Information

ECU	Name	Original VIN	Current VIN	Part Number	Flash Part Number	H/W Version	S/W Version	Spare Part Number	ISO Code	S/W Number	H/W Number	Variant	Version	Bus Type	Country Code
ABS	Anti Lock Brakes	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68292756AA	N/A	#0: 15.13.82	N/A		N/A	N/A	40	05	CAN C	N/A
BCM	Body Controller	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68247733AD	13.17.0	#0: 00.04.79	N/A		N/A	N/A	43	05	CAN C	N/A
DDM	Driver Door Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68225101AC	13.22.00	#0: 15.07.00	N/A		N/A	N/A	41	02	CAN I	N/A
EPS	Electric Power Steering	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	05154747AK	2014.15.0	#0: 2014.09.00	N/A		N/A	N/A	41	03	CAN C	USA
ESM	Electronic Shifter	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68171964AG	13.16.00	#0: 14.14.00	N/A		N/A	N/A	41	03	CAN C	Not Initialized
HVAC	Heat, Ventilation and A/C	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68268190AA	2014.3.04	#0: 2014.48.00	N/A		N/A	N/A	42	01	CAN I	N/A
IPC	Instrument Panel Cluster	1C6RR6GT3GS [REDACTED]	Invalid VIN	[REDACTED]	68280830AD	05.1.02	#0: 16.23.02	N/A		N/A	N/A	42	01	CAN C	N/A
ORC	Occupant Restraint	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68085881AI	12.5.0	#1: 15.07.00 #0: 15.05.00	N/A		N/A	N/A	42	01	CAN C	N/A
PCM	Powertrain Control Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68265831AF	1B47	08.03.00	N/A		N/A	N/A	44	D6	CAN C	USA
PDM	Passenger Door Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68225100AC	13.22.00	#0: 15.07.00	N/A		N/A	N/A	41	02	CAN I	USA
RADIO	Radio	1C6RR6GT3GS [REDACTED]	Invalid VIN	[REDACTED]	68271365AE	N/A	#0: 2016.41.19	N/A		N/A	N/A	80	10	CAN I	USA
RFH	Radio Frequency Hub	1C6RR6GT3GS [REDACTED]	Invalid VIN	[REDACTED]	68245480AD	0D.20.01	#1: 13.31.01 #0: 15.44.01	N/A		N/A	N/A	41	04	CAN C	N/A
SCCM	Steering Column Control Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68110739AD	2010.46.04	#5: 11.02.01 #4: 11.02.01 #3: 11.02.01 #2: 11.38.01 #1: 11.38.00 #0: 11.38.00	N/A		N/A	N/A	41	01	CAN C	USA
TCM	Transmission Control Module	1C6RR6GT3GS [REDACTED]	1C6RR6GT3GS [REDACTED]	[REDACTED]	68258443AE	10.3.1F	#1: 16.17.00 #0: 16.17.00	N/A		N/A	N/A	40	17	CAN C	N/A

DTC Summary Information



Environmental Data Summary Information

B
TIRES
OLD
TIRES
LD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

VIN: 1C6RR6GT3G9

TYPE:

TRUCK

VEHICLE MADE IN U.S.A.

PAINT: PW7

TRI





GEORGE ANR.
SERIAL NO.
STUCK 1987
MODEL NO.
84-70

0301225
0100043















Avg: 16.9 Reset ▶

MPG 10 20 30

Range: 46mi

22470mi





















































MPG 10 20 30
Range: 53mi



P

R

N

D





NIJ

81°F

22470mi



▲ P R N D ↗

BRAKE

MPH

E F



Desired Gear

22470mi



P R N D 

BRAKE

30

20

10

0

MPH

E

F



P R N D

ENGINE START

PUSH





PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30931320

35 1st Ave
East Ellijay, GA
30540
jttlaw.com



TEAGUE LAW
THE JOSH TEAGUE FIRM LLC

706-276-3636
Josh@jttlaw.com
PO Box 296
East Ellijay, GA 30539

February 23, 2017

Fiat Chrysler Automobiles
PO BOX 21-8004
Auburn Hills, MI 48321

Fax: 586-497-2112

Electronic mail: chryslersi@fcagroup.com

RE: [REDACTED]

Dear Sir or Madam:

I, along with co-counsel Cook Law Group, represent [REDACTED] in connection with his possible claim associated with his purchase of and subsequent injury due caused by a 2016 Dodge Ram Rebel.

Client Information:

[REDACTED]
52 Zenith Trail #5642
Ellijay, GA [REDACTED]

Vehicle Information:

2016 DODGE Ram Rebel
Vin #1C6RR7YT2G5 [REDACTED]
Miles at Failure: 6,621

Incident Information:

Location: [REDACTED] Ellijay, GA [REDACTED]
Date: 09/07/2016

Failure: Vehicle was parked, gear selector was placed in park, Client exited vehicle and entered his home, Client exited his home a short time later, Client saw vehicle rolling away, Client attempted to stop the roll away vehicle, Client was dragged down a hill while vehicle hit 2 trees, a retaining wall, a swing, and ran atop a large propane tank.

Any notices concerning this matter should be sent to both co-counsel and myself at the addresses listed below.

Teague Law
P.O. Box 296
East Ellijay, GA 30539
706-276-3636
josh@jttlaw.com

Cook Law Group
P.O. Box 2415
Gainesville, GA 30503
678-928-3899
matt@cook-lawgroup.com

Thank you,
Joshua Theron Teague

309313 20

2/28

RECEIVED

MAR - 7 2017

Special Investigations

TEAGUE LAW

PO BOX 296; East Ellijay, GA 30539

ATLANTA METRO 3000

20 FEB 2000 11:00 AM



Fiat Chrysler Automobiles
PO BOX 21-8004
Auburn Hills, MI 48321

48321-800404



PE16-014

FCA

3-15-2017

ATTACHMENT
ENCLOSURE 4

CAIR Backup

30949630

RECEIVED DATE:

01/18/17

POSTED DATE:

1/11/17

VIN (FIRST 9 DIGITS)

1C6 RR7 FG9

VIN (LAST 8 DIGITS)

[REDACTED]

FIRST NAME:

[REDACTED]

LAST NAME :

[REDACTED]

CAIR :

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Kirk D Beck
204 Christine Drive
Archbold, Ohio 43502
Ph 419-445-9317

01/11/2017

Chrysler Group LLC Customer Center
P.O.Box 21-8004
Auburn Hills, MI 48321-8004

Ref: 2014 Ram #1C6RR7FG9ES [REDACTED] transmission

Dear Sir or Madam,

In July, 2016, my wife and I were vacationing near Onkema, Michigan. I had towed my boat trailer to the DNR boat launch on Portage Lake in order to haul out my 14 ft fishing boat.

I backed the boat trailer down the ramp and into the water and put the truck in "park" and exited the truck to position the boat on the trailer. As I was standing on the trailer, centering the boat, I and my wife both heard a loud "mechanical sounding clunk" from the truck, and the truck and trailer both started rolling backwards into the lake.

I jumped off the trailer, into the water, and opened the driver's side door and applied the brake.

My wife who was standing on the dock, also flung open the passenger side door intending to jump in the truck to stop it. The bottom of the open passenger side door caught on the dock and was mangled up pretty bad. The truck was up to the rear bumper in the water.

I successfully drove the truck back up the ramp onto dry land.

I drove the truck home and took the truck to my dealership, Terry Hendricks C-D-J-R. The service department (I spoke with either "Brian" or "Mike", I can't remember for sure) advised me to consider having the rear differential fluid changed and there could be water in it. I had them do that and they said there was a little water in it. I also had a local body shop (Auto Images) replace the door and repaint as needed. I paid for all of these repairs out of my pocket.

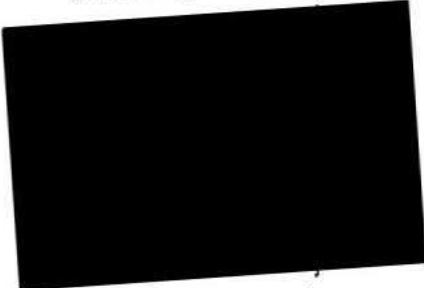
The service department at the dealership told me that they were unaware of any problems with my particular model truck coming out of park.

I heard recently on the news that some other Ram owners had filed complaints about their trucks popping out of park, so I thought I should probably let you know what happened to me.

I know I should have used the emergency brake and will in the future. Can I "prove" that I put the truck in park? No I can't. I am pretty certain I did however. My wife and I both heard the "clunk noise" right before it started rolling backwards.

I am enclosing the repair bills for my truck for your consideration. Please let me know if you have any questions. I am not complaining about my dealership. I think they have always treated me fairly and honestly. Please let me know if you have any questions regarding this.

Sincerely,



TERRY HENRICKS

CHRYSLER-DODGE-JEEP-RAM

1935 S. Defiance St., P.O. Box 217
Archbold, OH 43502
Phone 419-445-2576
or Toll Free 1-800-445-6576
www.terryhenricks.com

CHRYSLER
Dodge
Jeep
RAM

NO	30193	VIN	1 C 6 R R 7 F G 9 E S	DATE IN	07/26/16
YEAR	2014	MAKE	RAM	TIME IN	09:59
MODEL	1500 ST	COLOR	GRANITE O	CLOSED	12:08
MILES IN	42460	MILES OUT	42460	DATE OUT	07/26/16
DATE IN	05/13/14	DATE OUT	05/13/14	USE	OH
SEE ALSO	43880	C		WRITER	BEN\06

CUSTOMER IS WAITING
**** Warranty Claim Repairs Remain Open ****

1) SERVICE EXPRESS LANE CHANGE ENGINE OIL AND FILTER, TOP OFF FLUIDS CHECK TIRE PRESSURE (Tech:12) A	Labor	LOF	T12	13.85
	68191349AB	(FILTER)	1	7.70
	68055890AA	(OIL)	6	14.40
	Total Labor			13.85
	Total Parts			22.10
	Total Repair (QuickLane)			35.95
2) REPLACE THE REAR DIFFERENTIAL FLUID (Tech:12) A	Labor	DIAG	T12	100.00
	68218657AA	(LUBE)	3	89.97
	4318060AD	(LUBRICANT)	1	10.99
	5013477AC	(SEALANT)	1	22.99
	Total Labor			100.00
	Total Parts			123.95
	Total Repair (Customer)			223.95
3) REPROGRAM VEHICLE COMPUTER SOFTWARE FLASH FOR PCM (Tech:12) A	Warranty Claim			
	Labor	FL	T12	
	(Warranty)			
4) SAFETY INSPECTION/WALKAROUND (Tech:12) A	Labor	MSAF	T12	.00
	Total Repair (Customer)			.00

JULY 26, 2016 12:25 PM
TERRY HENRICKS CHRYSLER JEEP
1935 S. DEFANCE ST
ARCHBOLD, OH 43502
419-445-2576
COMP ID: NPSB
CARD TYPE: VISA
TERM ID: FROWARD 1002
ACCOUNT: *****0519
TOTAL AMOUNT \$ 290.96
APPROVAL CODE: 826347
CUSTOMER COPY
THANK YOU

2016

Next Service JAN '18 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1

Job 1

30193



Customer Copy

W/C	INT	CUSTOMER
.00	Labor	113.85
.00	Parts	146.05
.00	Sublet	.00
.00	Shp. Sup.	11.39
.00	Oil/Grease	.00
.00	Sub Total	271.29
.00	Tax	19.67
.00	Total (Cash)	290.96

Auto Images, LLC.

Email: autoimag@bright.net-Website:

www.archbold-autoimages.com

2201 S. Defiance St, P.O Box 158, Archbold, OH
43502

Phone: (419) 446-2391

FAX: (419) 445-4598

Workfile ID:

06f65221

Federal ID:

34-1527973

State ID:

520928086

Final Bill**RO Number: 6783**

Customer:

Insurance:

Adjuster:

Estimator:

Brad Grime

Phone:

Create Date:

7/25/2016

Claim:

Loss Date:

Deductible:

ARCHBOLD, OH

2014 DODG RAM 1500 4X4 QUAD EXPRESS 4D P/U 6-3.6L-FI GRAY MET.

VIN: 1C6RR7FG9E

Interior Color:

Mileage In: 42411

Vehicle Out: 8/10/2016

License:

Exterior Color: GRAY MET

Mileage Out:

State:

Production Date: 4/2014

Condition:

Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		FENDER						
2	E01	Blend	RT Fender (STL)						1.3T
3	E01		FRONT DOOR						
4	E01	Remove/Replace	RT Door shell quad, crew cab	1	595.00T	OEM	4.7T	Body	3.8T
5	E01		Add for Clear Coat						1.5T
6	E01	Remove/Replace	RT Lower seal quad, crew cab	1	31.35T	OEM	0.2T	Body	
7	E01	Remove/Replace	RT Nameplate "RAM 1500"	1	72.20T	OEM	0.2T	Body	
8	E01	Sublet	Hazardous Waste Disposal	1	5.00T	Other			
9	E01	Remove/Install	RT Mirror assy w/power				0.0T	Body	
10	E01		REAR DOOR						
11	E01	Blend	RT Outer panel						1.3T
12	E01	Remove/Install	RT Belt w/strip				0.3T	Body	
13	E01	Remove/Install	RT R&I trim panel				0.5T	Body	
14	E01	Remove/Install	RT Handle, outside				0.3T	Body	
15	E01	Remove/Install	RT Run w/strip				0.2T	Body	
16	E01		ELECTRICAL						
17	E01	Remove/Install	Antenna mast				0.1T	Body	
18	E01	Remove/Replace	Car Cover/ Mask for Overspray	1	10.00T	Other	0.3T	Body	

Estimate Totals

Discount \$

Markup \$

Rate \$

Total Hours

Total \$

Parts

708.55

Sublet/Miscellaneous

5.00

Labor, Body

48.00

6.8

326.40

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality of Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

8/10/2016 10:33:21 AM

Page 1

Final Bill

RO Number: 6783

2014 DODG RAM 1500 4X4 QUAD EXPRESS 4D P/U 6-3.6L FI GRAY MET

Labor, Refinish	48.00	7.9	379.20
Material, Paint			252.80
Material, Shop	1.50	5.4	8.10
Subtotal			1,680.05
Sales Tax			121.80
Grand Total			1,801.85
Net Total			1,801.85

Estimate Version	Total \$
Original	1,801.85

Insurance Total \$:	0.00
Received from Insurance \$:	0.00
Balance due from Insurance \$:	0.00

Customer Total \$:	1,801.85
Received from Customer \$:	0.00
Balance due from Customer \$:	1,801.85

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural



4122
8/9/16
\$32.00

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-29-16

Pay to the Order of: Kylee Miller \$32.00

Thirty two & 00/100

Huntington

4122 08/09/16 \$32.00

4126
8/5/16
\$28.00

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-2-16

Pay to the Order of: Ohio Gas Company \$28.00

Twenty eight & 00/100

Huntington

4126 08/05/16 \$28.00

4128
8/8/16
\$40.22

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-5-16

Pay to the Order of: [Redacted] \$40.22

Forty & 22/100

Huntington

Consumers Energy

00412150160 02478731200004128

4128 08/08/16 \$40.22

4131
8/12/16
\$15.00

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-9-16

Pay to the Order of: [Redacted] \$15.00

Fifteen & 00/100

Huntington

MAO for MAO

4131 08/12/16 \$15.00

4134
8/16/16
\$50.00

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-14-16

Pay to the Order of: Zion Church \$50.00

Fifty & 00/100

Huntington

#84

4134 08/16/16 \$50.00

4124
8/1/16
\$54.76

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-1-16

Pay to the Order of: Village of Archbold \$54.76

Fifty four & 76/100

Huntington

05-310-1

4124 08/01/16 \$54.76

4127
8/8/16
\$114.80

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-4-16

Pay to the Order of: RTES \$114.80

One hundred fourteen & 80/100

Huntington

4127 08/08/16 \$114.80

4130
8/11/16
\$255.39

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8-9-16

Pay to the Order of: Bank of America \$255.39

Two hundred fifty five & 39/100

Huntington

4130 08/11/16 \$255.39

4132
8/12/16
\$1,801.85

204 CHRISTINE DR. PH. 419-445-8317
ARCHBOLD, OH 43002-1007

Date: 8/10/16

Pay to the Order of: Auto Images LLC \$1,801.85

One thousand eight hundred one & 85/100

Huntington

2019 RAM

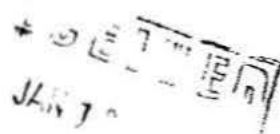
4132 08/12/16 \$1,801.85

Archbold, OH



METROPLEX MI 48321

21 JAN 2017 PM 15 L



Chrysler Group LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321-002121

