

EA19-001

FCA

9/12/2019

ENCLOSURE 4

ALLEGED DEFECT NOT RULED
OUT

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Mar 06 22:33:06 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag did not deploy On a 2012. Fiat 500 Sport

Comments:

On [REDACTED] I had an accident that totaled my car and the airbag did not deploy. I was driving behind a SUV and it stopped suddenly and even though I was about 3 cars back I still rear ended it. This was on a neighborhood street in Mission Viejo CA. AS As a result, [REDACTED] [REDACTED]. Initially the trauma doctor in the emergency room was concerned that [REDACTED] but fortunately it was okay. I had seat belt [REDACTED] but am healing pretty well. I don't know why the airbag did not deploy especially since the impact was such that the car was considered a total loss by the insurance company. Also my chest would not have hit the steering wheel if the airbag had deployed. I believe there should be some type of compensation for what I have been through and prefer to contact you directly about this issue. I would appreciate a response. I purchased the car new in March 2012. Thank you very much. [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Mar 07 09:04:08 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the FIAT Information Center.

Due to the nature of your concern, we would like to discuss this matter with you in more detail. We will attempt to contact you at the phone number that you have provided in your email.

Please have your vehicle identification number (VIN) or case number available when you are contacted. Please be aware that we will need to verify your full name, address and contact information as it is important to keep our customer database current so that we can reach you about recalls, customer satisfaction notifications and other important information.

Your case number is: [REDACTED]

As mentioned above, please have this number available when you are contacted. We will contact you within two business days.

There's always more of the beautiful FIAT® vehicles to see! Please feel free to sign up for updates on the FIAT brand by visiting: [REDACTED] By signing up, you will receive a quarterly eNewsletter with updates and information as it becomes available on new vehicles, special offers, upcoming events, and more!

We encourage you to stay posted with the FIAT Information Center periodically for future updates. You are always welcome to reply back to this email and we will respond back to you as soon as possible. If you prefer, you may also call the FIAT Information Center at 1-888-CIAO-FIAT (1-888-242-6342).

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 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,

Aimee

Customer Service Representative

FIAT Information Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED] 1

REPLY LINK:
[REDACTED]

Original Message Follows:

US Customer Service - Fiat Brand Site

Brief Description:

Airbag did not deploy On a 2012. Fiat 500 Sport

Comments:

On [REDACTED] 015 I had an accident that totaled my car and the airbag did not deploy. I was driving behind a SUV and it stopped suddenly and even though I was about 3 cars back I still rear ended it. This was on a neighborhood street in Mission Viejo CA. AS As a result, [REDACTED] [REDACTED]. Initially the trauma doctor in the emergency room was concerned that [REDACTED] but fortunately it was okay. I had seat belt [REDACTED] but am healing pretty well. I don't know why the airbag did not deploy especially since the impact was such that the car was considered a total loss by the insurance company. Also my chest would not have hit the steering wheel if the airbag had deployed. I believe there should be some type of compensation for what I have been through and prefer to contact you directly about this issue. I would appreciate a response. I purchased the car new in March 2012. Thank you very much. [REDACTED]

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

foothill ranch

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]





AIRBAG

Señalar la posición correcta de la cintura y el hombro para el uso adecuado del cinturón de seguridad.
* Evitar el uso de cinturón de seguridad con el cinturón de seguridad.
* Evitar el uso de cinturón de seguridad con el cinturón de seguridad.
* Evitar el uso de cinturón de seguridad con el cinturón de seguridad.
* Evitar el uso de cinturón de seguridad con el cinturón de seguridad.





UNDESIGNED AIRBAGS
KILLED OR SERIOUSLY INJURED BY
THE SAFEST PLACE FOR CHILDREN.
REAR-FACING CHILD SEAT IN THE FRONT.
SEATBELTS AND CHILD RESTRAINTS.
CONSULT THE MANUAL FOR MORE INFORMATION ABOUT

04680652AA



⚠ MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÉCURAIRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- UTILISEZ TOUJOURS LA CEINTURE DE SÉCURITÉ ET LE SYSTÈME DE RETENUE POUR ENFANT.
- CONSULTEZ LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.



E AIRBAG.

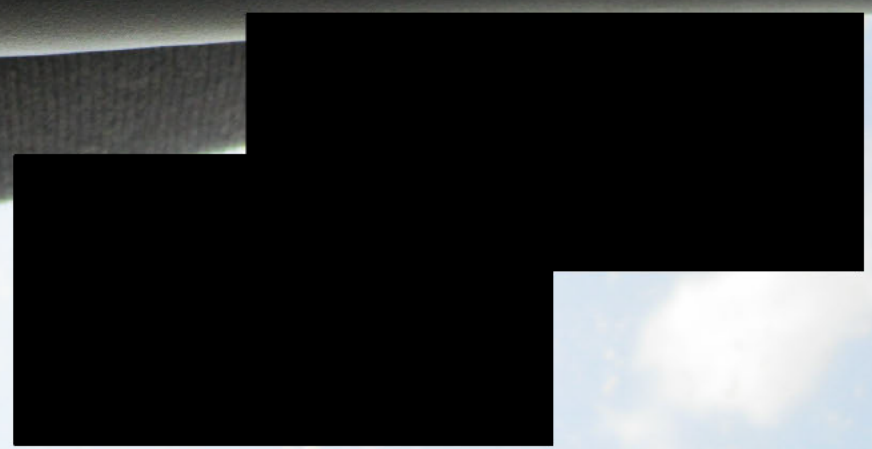
GET INJURED BY

THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT
AIRBAGS.



04680652AA

- LA
- LES
- NE JAM
- L'AVAN
- UTILISEZ
- POUR ENF
- CONSULTEZ
- RENSEIGNEM





































Heaven's Drop

FREE DEMO 714.499.1111
www.heavensdrop.com



OCFIAT.COM



FIAT

COSTA MESA
OCFIAT.COM



INSULTEK 600 TRACTION (AA) TEMPERATURE (A)
195/45 R 16 84 H

MAX INFLATION PRESSURE 30 PSI (2.0 BAR)
MAX LOAD 500 KG (1102 LB)

SIDEWALL 2 PLY POLYESTER
TREAD 5 PLYS: 1 POLYESTER + 2 STEEL + 2 POLYAMIDE



SAFETY WARNING
SERIOUS INJURY MAY RESULT FROM



Continental
www.conti-online.com
CONTINENTAL

87663 408696 1408699

533

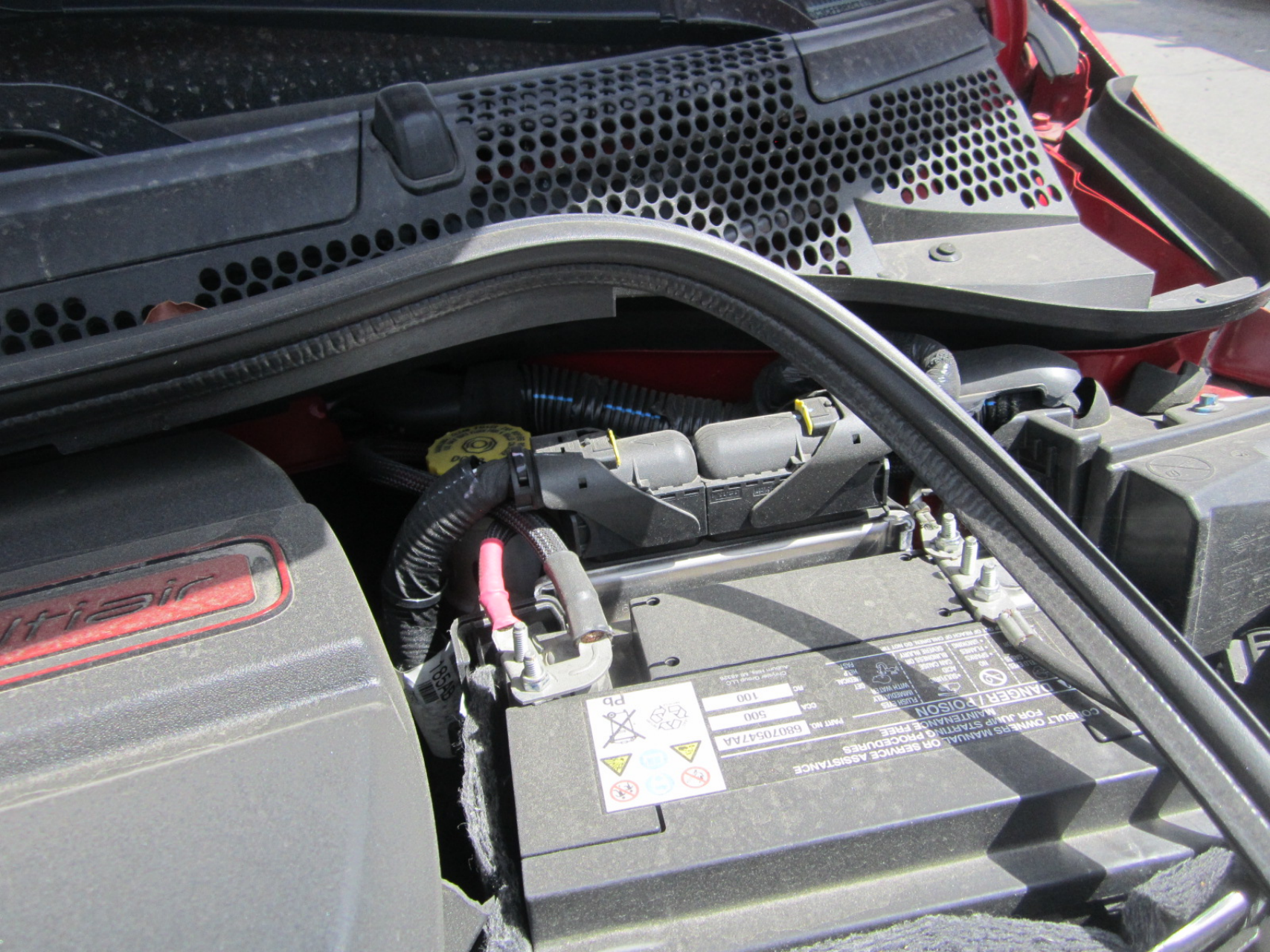
© 2011 Continental AG
THE RACING IN VEHICLE
CONTINENTAL

Always follow the manufacturer's instructions for the correct use of the vehicle.
The vehicle is not to be used for racing or other illegal activities.
The vehicle is not to be used for transport of passengers or cargo.
The vehicle is not to be used for transport of hazardous materials.
The vehicle is not to be used for transport of animals.
The vehicle is not to be used for transport of children.
The vehicle is not to be used for transport of alcohol.
The vehicle is not to be used for transport of drugs.
The vehicle is not to be used for transport of weapons.
The vehicle is not to be used for transport of explosives.
The vehicle is not to be used for transport of radioactive materials.
The vehicle is not to be used for transport of nuclear materials.
The vehicle is not to be used for transport of biological materials.
The vehicle is not to be used for transport of chemical materials.
The vehicle is not to be used for transport of electrical materials.
The vehicle is not to be used for transport of magnetic materials.
The vehicle is not to be used for transport of flammable materials.
The vehicle is not to be used for transport of toxic materials.
The vehicle is not to be used for transport of corrosive materials.
The vehicle is not to be used for transport of infectious materials.
The vehicle is not to be used for transport of biohazardous materials.
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The vehicle is not to be used for transport of infectious materials.
The vehicle is not to be used for transport of biohazardous materials.









air

893381

SAFETY WARNINGS AND PRECAUTIONS

- ⚠️ (Warning symbol)
- ⚡ (Electrical hazard symbol)
- 🔥 (Fire hazard symbol)
- ☠️ (Toxicity symbol)
- ♻️ (Recycling symbol)
- ⚠️ (General warning symbol)

pp

GROUP NO. 100
CCA 500
PART NO. 68070547AA

FOR JUMP STARTING PROCEDURES
MAINTENANCE FREE

SEE SERVICE MANUAL FOR SERVICE ASSISTANCE

DANGER / POISON

DO NOT OPEN BATTERY COVER
DO NOT REMOVE BATTERY CAPS
DO NOT ATTEMPT TO REPAIR BATTERY
DO NOT INHALE BATTERY VAPORS
DO NOT DRINK BATTERY FLUIDS
DO NOT TOUCH BATTERY TERMINALS
DO NOT SHORT BATTERY TERMINALS

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DO NOT SHORT BATTERY TERMINALS



WARNING ▲ MISE EN GARDE ▲ ATTENTION



ATTENTION

NE PAS DÉMONTÉER LE SYSTÈME DE TRANSMISSION AUTOMATIQUE. LE DÉMONTAGE PEUT ENDOMMAGER LE SYSTÈME DE TRANSMISSION AUTOMATIQUE. LE DÉMONTAGE PEUT ENDOMMAGER LE SYSTÈME DE TRANSMISSION AUTOMATIQUE. LE DÉMONTAGE PEUT ENDOMMAGER LE SYSTÈME DE TRANSMISSION AUTOMATIQUE.





Heaven's Drop
WATER SURFACES RESTORATION
The Ultimate in Fire & Flood Damage Restoration
FREE DEMO!
714.463.
www.heavensdrop.com

















- BRAKE
- ESC OFF
- ESC
- ABS
- Car icon
- Door icon





44806 mi

12:02^{am}

Fri 1 Jan

-----F

Client Tools

Select Tool

Double-click row or select tool and press "Test". List refreshes automatically as tools are added or removed.

Hide Unresponsive Devices

Device	IP Address	Workgroup	Interface	Locked	Last Change
NO RESULTS TO DISPLAY					

Work in standalone mode



Apply Location Profiles

1:42 PM
4/2/2013

DELL



You can manage your recording templates here by selecting a template and making the necessary changes below. If you wish to create a new template, click on the (+) button to the right. You can also import an existing template by clicking on "Import Template."

Template Name

NO RESULTS TO DISPLAY





Utilities Reports Monitors Preferences About Help

Vehicle View

Battery:

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not built
- Scanning ECU
- New Flash Available

Vehicle ID

Unable to identify the connected vehicle. Please cycle the ignition before continuing to the next step.

Continue Close

All DTCs Diagnostic Procedures Customer Preferences Vehicle

Click on row selection to view environmental data. Click on column heading to sort table.

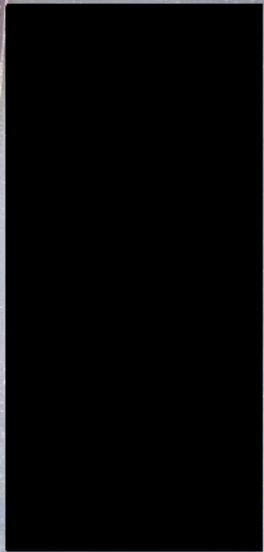
All Active Stored Pending

ECU	Code	Status	Description
Retrieving Data, please wait...			

Login Offline

1:49 PM 4/7/2013





Vehicle Identification

The ecu required to identify the vehicle (TIPMCGW) is non-responsive. This condition must be corrected before diagnostic session can continue.

Close

There are no DTCs present



1:53 PM
4/7/2015

DELL

Vehicle Identification

The ecu required to identify the vehicle (TIPMCGW) is non-responsive. This condition must be corrected before diagnostic session can continue.

Close

There are no DTCs present



Crash Data
Recovery Software

WiTECH Diagnostic
Application



Internet Explorer

4-7-15-Wi-Tech
Update

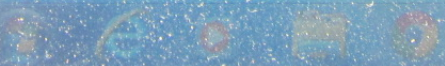


WiTECH_Install_15...

WiTECH_Install_15...



Recycle Bin









JUMP STARTCHARGER

POS+ NEG-

CHARGER RATE (AMPS) BATTERY STATUS (VOLTS)

KEEP PLUGGED IN, WHEN NOT IN USE
DO NOT LAY ONIT DOWN

CAUTION

PLEASE DO NOT REMOVE ANY COVER CAPS OR CONNECTORS
• Do not use this device on flooded or damaged batteries.
• Do not use this device on batteries that are not fully charged.
• Do not use this device on batteries that are not of the correct type.
• Do not use this device on batteries that are not of the correct voltage.
• Do not use this device on batteries that are not of the correct capacity.
• Do not use this device on batteries that are not of the correct brand.
• Do not use this device on batteries that are not of the correct model.
• Do not use this device on batteries that are not of the correct year.
• Do not use this device on batteries that are not of the correct make.
• Do not use this device on batteries that are not of the correct type.
• Do not use this device on batteries that are not of the correct size.
• Do not use this device on batteries that are not of the correct weight.
• Do not use this device on batteries that are not of the correct length.
• Do not use this device on batteries that are not of the correct width.
• Do not use this device on batteries that are not of the correct height.
• Do not use this device on batteries that are not of the correct depth.
• Do not use this device on batteries that are not of the correct diameter.
• Do not use this device on batteries that are not of the correct circumference.
• Do not use this device on batteries that are not of the correct area.
• Do not use this device on batteries that are not of the correct volume.
• Do not use this device on batteries that are not of the correct mass.
• Do not use this device on batteries that are not of the correct density.
• Do not use this device on batteries that are not of the correct specific gravity.
• Do not use this device on batteries that are not of the correct electrolyte level.
• Do not use this device on batteries that are not of the correct electrolyte color.
• Do not use this device on batteries that are not of the correct electrolyte smell.
• Do not use this device on batteries that are not of the correct electrolyte taste.
• Do not use this device on batteries that are not of the correct electrolyte touch.
• Do not use this device on batteries that are not of the correct electrolyte sight.
• Do not use this device on batteries that are not of the correct electrolyte sound.
• Do not use this device on batteries that are not of the correct electrolyte taste.
• Do not use this device on batteries that are not of the correct electrolyte touch.
• Do not use this device on batteries that are not of the correct electrolyte sight.
• Do not use this device on batteries that are not of the correct electrolyte sound.

MADE IN USA

Jump-Starter
Charger



MFD BY CHRYSLER GROUP LLC

GVWR: 01497 KG
03300 LB

GAWR: 00851 KG
FRONT: 01874 LB

DATE OF MFR: 9-11

GAWR: 00779 KG

REAR: 01536 LB

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



FOR VEHICLE SAFETY
REAR VIEW MIRROR
VEHICLE NAME IN REAR

MFR: 9-11
R: 00770 KG
AR: 01696 LB
OTOR VEHICLE SAFETY,
CT ON



VIN: [REDACTED]
MDH: 090513 0021
VEHICLE MADE IN MEXICO
NT: PRA

TYPE: PASSENGER CAR
TRIM: 06X9

4658843

TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL **4**
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
340 KG OR 750 LB

FRONT

2

REAR

2



TIRE

FRONT

195/45R16XL 84H

REAR

195/45R16XL 84H

SPARE

S135/80B14 8

ORIGINAL TIRE SIZE

240 kPa / 35 PSI

210 kPa / 30 PSI

280 kPa / 41

COLD TIRE INFLATION PRESSURE

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



AIRBAG

Always wear your seat belt.
Always use proper tie-down technique.
Always use proper tie-down technique.
Always use proper tie-down technique.
Always use proper tie-down technique.



AIRBAG

1.8L I4 16V
15000 Miles
1.8L I4 16V
15000 Miles
1.8L I4 16V
15000 Miles
1.8L I4 16V
15000 Miles

Year	Make	Model	Color	MPG (City)	MPG (Highway)	MPG (Combined)	MSRP	Actual Price
2010	Toyota	Camry	Red	24	34	28	\$18,000	\$15,500
2010	Toyota	Camry	Red	24	34	28	\$18,000	\$15,500
2010	Toyota	Camry	Red	24	34	28	\$18,000	\$15,500
2010	Toyota	Camry	Red	24	34	28	\$18,000	\$15,500





























Error

Lost connection to device. Check power and/or network connection to device and try again. If you continue to see this issue, contact support.

Customer Preferences Vehicle Preparation

Click on column heading to sort table

Code	Status	Description
------	--------	-------------

There are no DTCs present

1001
Double-click row or select tool and press "Next". List refreshes automatically as tools are added or removed.

Hide Unresponsive Devices

Device	Year	Body	IP Address	Workgroup	Interface
NO RESULTS TO DISPLAY					

Work in standalone mode



12:24^{am}
unavailable



BRAKE

ESC



MPH
RPM
x1000





- Red battery symbol
- Red car with exclamation mark
- Red car with person
- Yellow triangle
- Green car with exclamation mark

- Red BRAKE
- Yellow ESC OFF
- Yellow ESC
- Yellow ABS
- Red car with exclamation mark
- Yellow car with exclamation mark

MENU
ESC



ESC

BRAKE

ESC

(ABS)

MENU
ESC



Airbas failure

MPH

BRAKE

ESC OFF

ESC

ABS

MENU
ESC

Recording Templates

Recordings

You can manage your recording templates here by selecting a template and making the necessary changes below. If you wish to create a new template, click on the (+) button to the right. You can also import an existing template by clicking on "Import Template."

Template Name

NO RESULTS TO DISPLAY



DELL

