

Preliminary Statement

On April 30, 2009, Chrysler LLC, the entity that manufactured and sold the certain vehicles that may be discussed in this Information Request, filed a voluntary petition for relief under Chapter 11 of Title 11 of the United States Bankruptcy Code.

On June 10, 2009, Chrysler LLC sold substantially all of its assets to a newly formed company later known as Chrysler Group LLC. Pursuant to the sales transaction, Chrysler Group LLC assumed responsibility for safety recalls pursuant to the 49 U.S.C. Chapter 301 for vehicles that were manufactured and sold by Chrysler LLC prior to the June 10, 2009, asset sale.

On June 11, 2009, Chrysler LLC changed its name to Old Carco LLC. The assets of Old Carco LLC that were not purchased by Chrysler Group LLC, as well as the liabilities of Old Carco that were not assumed, remain under the jurisdiction of the United States Bankruptcy Court – Southern District of New York (In re Old Carco LLC, et al., Case No. 09-50002).

Effective December 15, 2014, Chrysler Group LLC changed its name to FCA US LLC (“FCA US”).

Note: Unless indicated otherwise in the response to a question, this document contains information up to May 3, 2021, the date this Information Request (“IR”) was received.

REQUEST:

We have a follow up request regarding topics associated with the NHTSA PE19-012 Information Request (IR) letter originally mailed on Feb 6, 2020. Specifically we are looking for an update of reports concerning failure allegations with steering defect ‘3B’:

1. Please update the previously submitted data for question Q1 with two additional columns for each vehicle.
 - a. Has the remedy associated with TSB 08-092-18 been applied to the vehicle?
 - b. If the remedy associated with TSB 08-092-18 has been applied, on what date did it occur?
2. Please provide updates for questions Q2, Q3, and Q4 involving alleged steering defect ‘3B’. The refresh should cover data received from the last IR letter response to the current date (February 7, 2020 to May 3, 2021).

FCA US notes that the “Alleged Defect” defined in this request relates to only those allegations related to:

3. Concerns related to the steering system such as:
 - b. Intermittent lock-up/stiction.
-

1. State, by model and model year, the number of subject vehicles FCA has manufactured for sale or lease in the United States. In its response, FCA should only include vehicles not included in the DP18-004 Information Request (IR) submission produced in the interim period that fall in the scope of this request. Separately, for each subject vehicle manufactured to date by FCA, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model Year;
 - c. Date of manufacture of the vehicle
 - d. Date warranty coverage commenced;
 - e. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).
 - f. Has the remedy associated with TSB 08-092-18 been applied to the vehicle?
 - g. If the remedy associated with TSB 08-092-18 has been applied, on what date did it occur?

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."

- A1. FCA US' responses to this Request are located in **ENCLOSURE 01** and titled **PE19-012 PRODUCTION DATA 20210612.accdb**.

2. State the number of each of the following, received by FCA, or of which FCA is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles. In its response, FCA should only provide information not originally included in the DP18-004 IR submission received in the interim period that falls under the scope of this request. FCA's response should also include updated information to responses previously submitted under the DP18-004 IR, if applicable.
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where FCA is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which FCA is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f" provide a summary description of the alleged problem and causal and contributing factors and FCA's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- A2. FCA US has conducted a reasonable and diligent search of the normal repositories of information potentially responsive to this Request. In compiling its response to this Request, FCA US separated responsive reports into those that "Relate To" the Alleged Defect and those that "May Relate To" the Alleged Defect in the Subject Vehicles. A report was assigned to the "May Relate To" category if it involved a Subject Vehicle, but could not be attributed to the Alleged Defect. FCA US considers these as non-specific complaints. This information constitutes FCA US' responses to subparts (a) through (f) of this Request that relate to, or may relate to, subpart (b) of Alleged Defect 3, located in **ENCLOSURE 02** titled **PE19-012 REPORTS 20210612.pdf**.

FCA US notes that due to a change in source systems for field reports used to determine potentially responsive records, many field reports are duplicative; however, all records are being provided out of an abundance of caution.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- FCA's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
 - Whether the item was previously submitted under the DP18-004 IR response;
 - Vehicle's VIN;
 - Vehicle's model year;
 - Vehicle's mileage at time of incident;
 - Incident date;
 - Report or claim date
 - Applicable alleged defect item number(s) and sub category(ies) (e.g., 1d, 1e, and 3c for a vehicle with allegations of off-seam welds, incomplete welds and steering wobble);
 - Whether a crash is alleged;
 - Whether property damage is alleged;
 - Number of alleged injuries, if any; and
 - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." For item i, FCA should provide each unique defect identifier (as defined under the Alleged Defect) of its response(s) in a separate cell or field.

- A3. FCA US' responses to subparts (a) through (n) are located in **ENCLOSURE 03** titled **PE19-012_REQUEST NUMBER TWO DATA_STEERING 20210612.accdb**. The information included in response to subpart (j) in **ENCLOSURE 03** reflects the issue described in subpart (b) of Alleged Defect 3.

4. **Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method FCA used for organizing the documents. Describe in detail the search methods and search criteria used by FCA to identify the items in response to Request No. 2.**

A4. FCA US has conducted a reasonable and diligent search of the normal repositories of information potentially responsive to this Request. Documents related to each item within the scope of Request No. 2 were gathered by using information such as vehicle model, model year, and a word search using words reasonably related to the reports sought by this IR. The keyword criteria used in this search are located in **ENCLOSURE 04** and titled **PE19-012_Q2 KEYWORD SEARCH CRITERIA 20210616.pdf**. An eyes-on review of the search results was then conducted to determine whether each returned record relates to, or may relate to, subpart (b) of the Alleged Defect.

Copies of the available documents related to each item within the scope of Request No. 2 can be found in **ENCLOSURE 04**. The customer complaint summaries are submitted in a file titled **PE19-012 CONSUMER AND CUSTOMER COMPLAINTS 20210616.pdf** and the related documents are arranged in corresponding folders by complaint number. Legal summaries are contained in a file titled **PE19-012 LEGAL SUMMARIES 20210616.pdf** and the related documents are arranged in corresponding folders by claimant name. Field reports are contained in files titled **PE19-012 FIELD REPORTS 20210616.pdf** and the related documents are arranged in corresponding folders by field report number.

FCA US performed a review of the records received from February 7, 2020 through May 3, 2021, included in the updated response to Request numbers 2, 3 and 4. These records contain allegations related to the Alleged Defect defined by PE19-012 as "3. Concerns related to the steering system such as: b. Intermittent lock-up/stiction;" ("Alleged Defect 3.b").

FCA US is aware of a total of seven additional allegations of crashes caused by Alleged Defect 3.b. with only one alleged injury in which the driver alleged he was sore. In three of these cases, FCA US was able to retrieve relevant EDR data. A review of this EDR data shows significant steering inputs which is inconsistent with allegations of steering lock up in each case. The first of these three incidents appears to be caused by pedal misapplication. The driver (not the owner of the vehicle) stated the engine cut off, the dash lights went black and the steering wheel locked in the left turning position. The EDR shows the engine is constantly running, repeated application of the accelerator pedal and the service brake is not applied until .4 secs prior to the event. The EDR also indicates both left and right steering input prior to the crash and that there was no stall event. In the second incident, the driver indicated the vehicle (667 miles) would not stop and he could not turn the steering wheel. The inspection results and EDR show no indication of a brake related concern and that there was steering input prior to the crash. The EDR further indicated the front seat belts were unbuckled prior to the event and the driver side front airbag and pretensioner deployed. In the third incident, the driver indicated she was making a right turn into a parking lot when the steering got heavy. The EDR indicates steering wheel angles ranging from 6 to 586 degrees throughout the recorded event, which does not match the alleged event description.

Of the remaining four vehicles, three were taken to a dealer subsequent to the alleged incidents, and the dealers were unable to duplicate the concerns. Two of the four incident vehicles had their EDR imaged after the alleged incidents. Neither EDR report contained a relevant "event." A dealer's inspection revealed that one of these incident vehicles has non-OEM steering and suspension components, as well as oversize tires.

FCA US believes the analysis of the data shows there is not an unreasonable risk to motor vehicle safety and respectfully requests the Agency to close this investigation.