

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

MATTER #	[REDACTED]
FILE TYPE	Lawsuit
FILE NAME	[REDACTED] v. FCA US LLC
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	4/28/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	76,000
OWNER	[REDACTED]
COURT	U.S. District Court, Southern District of Texas - Corpus Christi Division
DOCKET #	[REDACTED]
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On [REDACTED] [REDACTED] was riding as a restrained front seat passenger in a 2014 Jeep Grand Cherokee being driven by his girlfriend in Corpus Christi, Texas, when the head restraint behind him allegedly spontaneously deployed without a rear end collision or other impact, striking the back of his head, launching him forward, and knocking off his glasses.
ANALYSIS	This case is pending in the discovery phase. Customer removed AHR before able to inspect.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██████████ v. FCA US LLC
CAIR #	N/A
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/4/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	██████████████████
MILEAGE	
OWNER	██████████████████
COURT	U.S. District Court, Eastern District of New York
DOCKET #	██████████
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On ██████████, ██████████ was driving his 2015 Jeep Grand Cherokee in traffic in Nassau County, New York, when the vehicle traveling in front of him suddenly stopped. ██████████ slowed down and changed lanes to avoid striking the other vehicle. After passing the other vehicle, ██████████ alleges his head restraint suddenly deployed striking the back of his head, with no rear end collision or impact precipitating the spontaneous deployment.
ANALYSIS	Case is pending in the discovery phase. Vehicle has not been inspected. The AHR was replaced by a dealership in White Plains, New York.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██████████ v. FCA US LLC
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	3/22/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	████████████████████
MILEAGE	65,000
OWNER	██████████
COURT	U.S. District Court, Central District of California – Eastern Division
DOCKET #	██████████
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On ██████████, ██████████ was sitting in the driver's seat of a 2014 Jeep Grand Cherokee in a convenience store parking lot in Ontario, California, with the transmission in "Park" and the motor turned off, when she alleges the head restraint spontaneously deployed, striking the rear of her head and resulting in injuries.
ANALYSIS	The case is pending. The vehicle has not been inspected, but the photographs and medical records provided do not assist the analysis of the cause of the alleged deployment.

MATTER #	[REDACTED]
FILE TYPE	Lawsuit
FILE NAME	[REDACTED] v. FCA US LLC
CAIR #	N/A
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	12/7/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	
OWNER	[REDACTED]
COURT	39 th Judicial District Court, Parish of Red River State of Louisiana
DOCKET #	[REDACTED]
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On [REDACTED] was driving her 2014 Jeep Grand Cherokee south on [REDACTED] in Coushatta, Louisiana when the driver's head restraint allegedly deployed, striking [REDACTED] in the head. As a result of the sudden deployment of the head restraint, Gipson alleges becoming dazed and disoriented and hit a stop sign. Gipson was [REDACTED] at the time of the accident and had to seek medical treatment.
ANALYSIS	The case is pending. The vehicle has not been inspected but is subject to a Motion to Compel.

MATTER #	[REDACTED]
FILE TYPE	Lawsuit
FILE NAME	[REDACTED] v. FCA US LLC, et al.
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/29/2019
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	109,561
OWNER	[REDACTED]
COURT	San Diego Circuit Court, CA
DOCKET #	[REDACTED]
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On [REDACTED], was moving his wife's 2014 Jeep Grand Cherokee in the driveway of their home and had started the vehicle, when the head restraint allegedly malfunctioned and struck [REDACTED] squarely in the back of his head, resulting in injuries.
ANALYSIS	The case was resolved. The AHR was inspected and was deployed. ¹ No crash event was recorded by the EDR.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	[REDACTED]
FILE TYPE	Lawsuit
FILE NAME	[REDACTED] v. FCA US LLC
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/9/2020
MODEL/MODEL YEAR	2017 Jeep Grand Cherokee
VIN	[REDACTED]
MILEAGE	Unknown
OWNER	[REDACTED]
COURT	San Bernardino County Superior Court, CA
DOCKET #	[REDACTED]
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On [REDACTED] was in the driver's seat of her 2017 Jeep Grand Cherokee while parked in her driveway when the vehicle's active head restraint system suddenly and unexpectedly deployed, allegedly resulting in injuries.
ANALYSIS	The case resolved. The vehicle was not inspected because the leased vehicle was returned before an inspection could take place. Photographs were provided but they did not assist the analysis of the cause of the alleged deployment.

MATTER #	[REDACTED]
FILE TYPE	Lawsuit
FILE NAME	[REDACTED] v. FCA US LLC
CAIR #	N/A
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/8/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	
OWNER	[REDACTED]
COURT	U.S. District Court, Austin, Texas
DOCKET #	[REDACTED]
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On [REDACTED] was seated in his 2015 Jeep Grand Cherokee at a drive-through when he alleges the head restraint unexpectedly struck the back of his head while the vehicle was parked and stationary, knocking him unconscious.
ANALYSIS	The case is pending in the discovery phase. The vehicle has not inspected but the AHR is in Plaintiff's custody and still in the vehicle.

MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/8/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	████████████████████
MILEAGE	88,272
OWNER	██████████ ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On ████████████████████ was driving her 2014 Jeep Grand Cherokee when the active head restraint allegedly deployed without sudden impact or change in speed, striking ██████████ in the back of the head. ██████████ was able to control the Jeep and did not crash.
ANALYSIS	The case is pending. The vehicle was not inspected but the AHR is in Plaintiff's custody and still in the vehicle.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	1/8/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	170,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner states while his wife was driving the vehicle; the driver's side head restraint deployed. There was no accident, but he claims his wife's head hurt.
ANALYSIS	An inspection was scheduled, but cancelled by the customer.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	12/10/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states the driver head restraint deployed and is now allegedly having concussion symptoms.
ANALYSIS	No inspection as customer was unresponsive.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/23/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee S
VIN	[REDACTED]
MILEAGE	81,702
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states the head restraint deployed [REDACTED] while driving the vehicle. She claims feeling a hard hit and had to stop at a nearby street to understand what happened. Customer alleges experiencing pain on her neck and lower head. At the time of reporting stated she had a doctor appointment to get checked.
ANALYSIS	FCA US has inspected the AHR ² , which revealed that the AHR deployed. The AHR did not appear to have any physical damage to the outside area of the head restraint. There was no body or undercarriage damage to the vehicle. The vehicle was very clean on the inside and outside.

² This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	8/4/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	87,122
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states while driving the passenger active head restraint deployed, and claims injuring his wife in the back of her head. His wife went to doctor for a sore neck but did not require any further medical attention.
ANALYSIS	The claim resolved before any vehicle inspection was conducted.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/6/2020
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	77,385
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner was driving and her husband was in the front passenger seat when the passenger active head restraint deployed. Husband was allegedly injured after the deployment but was ok at the time of the call.
ANALYSIS	FCA US has inspected the AHR ³ , which revealed that one of the AHR had deployed. The head restraints were laying on the back seat. The other head restraint had no damage or expansion.

³ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/14/2022
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	██████████████████
MILEAGE	160,000
OWNER	██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner was driving and her husband was in the front passenger seat when the passenger active head restraint deployed. Her husband claims his head now bothers him.
ANALYSIS	The vehicle was not inspected as customer never responded to attempts to contact her.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/6/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	88,267
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states she was driving the vehicle when the driver head restraint deployed while on her way to grocery store. Customer claims her head hurts as a result.
ANALYSIS	No inspection of the vehicle, and the head restraint was replaced at dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	1/12/2023
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	119,158
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	Yes
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer advised the head restraint deployed while driving alleging causing an impact on [REDACTED].
ANALYSIS	The vehicle was not inspected, and no further information was collected as to any impact event as customer was unresponsive after attempts to contact him.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	[REDACTED]
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	87,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims while driving the vehicle, the passenger head restraint deployed hitting his pregnant wife in the head and causing her to have a headache.
ANALYSIS	The vehicle was not inspected as customer never responded to attempts to contact him.

MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	2/4/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	██████████████████
MILEAGE	47,946
OWNER	██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims at approximately █████ pm on █████ while driving 55mph, the passenger side head restraint deployed, hitting his wife on the back of the head. The noise was loud and strong as he thought that something had fallen on top of the vehicle. The customer's wife complained of a headache, and after returning home, she went to bed as her head, shoulders, and back of neck were hurting. The next day they went to the ER as her headaches, aches and pains continued. She was diagnosed with a contusion and prescribed medication.
ANALYSIS	Unable to perform inspection as vehicle was repaired via terms of warranty extension.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/7/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	61,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer was driving with her son, and the front passenger seat head restraint came off. Customer claims her son now has whiplash, and he is still very sore.
ANALYSIS	The vehicle was not inspected as customer never responded to attempts to contact her.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	5/11/2022
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	95,300
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner/driver claims while sitting at an intersection waiting for the traffic light to change from red to green, the passenger head restraint deployed and hit the back of her husband's head/neck. No warning lights or other issues noticed before then. Customer claims her father has been down from this for a couple of days now.
ANALYSIS	FCA US has inspected the AHR ⁴ , which revealed that the passenger AHR deployed. There were no signs of any impact to vehicle.

⁴ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	7/22/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	134,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Vehicle owner claims he was on way to a concert with a friend a few months ago when his head restraint flew out of the seat hitting his friend in the back of the head causing a concussion.
ANALYSIS	No inspection was conducted.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	3/31/2023
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee S
VIN	[REDACTED]
MILEAGE	45,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims that when his wife was driving to work the head restraint deployed and hit her in the back of the head. Customer claims his wife is in pain and is having people rub her neck because of how much it hurts from the accident.
ANALYSIS	The vehicle was not inspected but the head restraints were replaced through a dealership. Customer stopped responding to attempts to contact.

MATTER #	████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	1/11/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee S
VIN	████████████████
MILEAGE	54,000
OWNER	████████████████████████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer's head restraint deployed while vehicle was sitting still on either ██████ or ██████, and claims his neck is hurting. Customer claimed he has had headaches and is going to the hospital.
ANALYSIS	No inspection as customer cancelled inspection.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	12/23/2022
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	77,574
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims his wife was leaving home to do some things and as she pulled out of their garage, the head restraint deployed for no reason. There was no impact of any sort to make it deploy; it just did it randomly. Customer's wife claims having a headache since it happened.
ANALYSIS	N/A

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/13/2022
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	108,137
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer's wife was driving the vehicle on the interstate on Thursday [REDACTED] when suddenly the driver side head restraint deployed striking her in the back of the head. This happened without warning and was not the result of a crash.
ANALYSIS	No inspection was conducted, and the head restraint was repaired.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/1/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee S
VIN	[REDACTED]
MILEAGE	112,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer was driving the other day, and his head restraint deployed and hit him in the back of the head. The incident claimed to cause a slight injury to the customer, and it has not yet been diagnosed. Customer had a migraine for two (2) days after the impact and the noise.
ANALYSIS	N/A

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/11/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	78,723
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner/Driver [REDACTED] claims that he and his wife were travelling down [REDACTED] at 65/70 mph when suddenly the driver's head restraint deployed and struck the back of his head. He states he is in the medical field and works at a local hospital and consulted with a colleague regarding the whiplash type injury to his neck. He claims his neck is still sore.
ANALYSIS	FCA US has inspected the AHR ⁵ , which revealed that the driver AHR deployed. There was no discernable impact damage to vehicle found.

⁵ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED] represented by Attorney Robert Delinski
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/22/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee S
VIN	[REDACTED]
MILEAGE	59,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer [REDACTED] was backing out of the driveway at their residence, and before getting to the street they live on, the right front seat head rest unit deployed. [REDACTED] was sitting in the right front seat position and the head rest hit her in the back of her head; she claims head and back pain.
ANALYSIS	FCA US has inspected the AHR ⁶ , which revealed that the passenger AHR deployed. There were no signs of any impact to vehicle during inspection.

⁶ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	9/19/2022
MODEL/MODEL YEAR	2013 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	1
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims the front passenger active head rest deployed, and passenger did get hurt when this happened. Customer is unsure if his passenger went to see a doctor; the incident happened about two to three months ago.
ANALYSIS	No response from customer.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	8/16/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	79,500
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims she was sitting in her driveway in her vehicle cleaning her head rest when her [air] deployed giving her whiplash and suffered severe concussion.
ANALYSIS	No inspection was conducted; the head rest that deployed was replaced under warranty.

MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/10/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	████████████████████
MILEAGE	79,000
OWNER	████████████████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer ██████████ was driving her vehicle with her husband ██████████ in the front passenger seat. As they were turning onto their dirt driveway, approximately 100 yards from the main road, ██████████ turned his head towards his wife while talking to her, when suddenly the right front seat head restraint deployed. The sudden impact to ██████████ head was claimed to have caused bad pain to his head and neck. ██████████ states there was no warning, accident, or warning lights on the dash to cause this to happen.
ANALYSIS	FCA US has inspected the AHR ⁷ , which revealed that the AHR deployed. A small amount of damage is shown the left lower end of the front bumper cover. All seat belt positions functioned correctly. Minimal damage to the vehicle was to the front passenger seat head restraint.

⁷ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	8/3/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee S
VIN	[REDACTED]
MILEAGE	55,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states the head restraint deployed while she was driving to the grocery store. She claims it felt like she was shot in the back of the head and claimed injuries to her neck.
ANALYSIS	The vehicle was not inspected. The customer provided photos of a deployed head rest.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/12/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	80,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states her daughter was driving the vehicle and the driver's head rest deployed. Customer claims her daughter's neck was injured.
ANALYSIS	FCA US has inspected the AHR ⁸ , which revealed that the driver AHR deployed. All seat belts were operational, ALR and ELR functioned normally. No damage to vehicle.

⁸ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/3/2022
MODEL/MODEL YEAR	2016 Jeep Grand Cherokee L
VIN	████████████████████
MILEAGE	96,770
OWNER	██████████ ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states that on ██████████ at ██████ he was driving the vehicle down an interstate near his home at approximately 60 mph. Customer states he thought he was hit from behind and then realized no vehicles were behind him. He claimed the head restraint deployed and hit him in the back of his head and caused whiplash. He claimed his doctor says he needs physical therapy.
ANALYSIS	No inspection of the vehicle. The head restraints were replaced.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/15/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	68,843
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states she was driving the vehicle and the head rest exploded. Customer states nothing happened to cause it to explode, and it just hit her in the head. She claims she has sustained whiplash related injuries.
ANALYSIS	Vehicle was not inspected as customer stated she no longer had the vehicle.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/2/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	87,125
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner/customer states on [REDACTED] she was traveling eastbound on [REDACTED] heading back to St. Louis at approximately 65-70 mph with her daughter in the front passenger seat – both belted. Owner states she felt a massive jolt to the back of her head, and then noticed the driver's front head restraint was broke open and deployed itself. Owner claims the jolt from the head restraint caused her to have a concussion.
ANALYSIS	FCA US has inspected the AHR ⁹ , which revealed that the driver AHR deployed. Vehicle had no exterior or underbody damage present at time of inspection. No interior damage present on vehicle at time of inspection.

⁹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/14/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	86,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims they were travelling on the interstate and heard a loud pop; the safety passenger head restraint mechanism malfunctioned and went off and hit the front passenger on the back of her head. Customer went to ER following the incident.
ANALYSIS	Vehicle was not inspected.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/20/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	99,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states that their head rest deployed on the vehicle on [REDACTED] Customer went to the hospital the next day, had x-rays taken, and claims being advised that they had gotten whiplash.
ANALYSIS	No inspection was conducted and was scheduled to get his head restraints repaired.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/31/2022
MODEL/MODEL YEAR	2016 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	74,394
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states that she was driving the vehicle with her daughter in the front passenger seat resting her head on the head rest when [air bag] deployed. There was no accident, and they were given no warning. The customer's daughter suffered a minor injury.
ANALYSIS	No inspection was conducted. Vehicle's head restraints were repaired by dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/14/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	78,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner claims the vehicle's passenger head rest exploded hitting her on the head, and sustained injury from AHR deployment. She states she went to Urgent Care and had x rays taken.
ANALYSIS	No inspection was conducted. Vehicle's head restraints were repaired by dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/29/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	88,347
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states he was driving the vehicle on [REDACTED] on the highway and the driver head restraint deployed on him for no reason. His claims his neck is sore because of this. He will be going to the doctor in a day or so if it continues to hurt.
ANALYSIS	No inspection was conducted. Vehicle's head restraints were repaired by dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/28/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	63,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner/driver of the vehicle was driving at 35 mph on a local roadway, when a loud bang noise was heard. Owner thought the vehicle was struck from behind, and his wife noted that the head restraint had popped. Due to the passenger head restraint deployment, the passenger claims suffering a neck injury and is seeing a doctor for treatment.
ANALYSIS	FCA US has inspected the AHR ¹⁰ , which revealed that the driver AHR deployed. The seat belt operated properly; when pulling out the belts quickly, they all locked. The vehicle seems to be operating fine with no dash warning lights on. No damage was noticed around vehicle exterior.

¹⁰ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/22/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	22,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states the head rest deployed and hit her in the back of the neck. She claims it felt as if she was punched in the back of the neck.
ANALYSIS	No inspection was conducted. Vehicle's head restraints were repaired by dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/16/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	103,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims while driving from FL after having service done at a dealership, the head restraint deployed and hit him in the back of the head.
ANALYSIS	The vehicle was not inspected.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/26/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	83,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states they were driving down the road at around 35-40 mph and without cause, the driver headrest safety mechanism deployed and made violent impact with the back of their head. Customer claims it injured their head, neck, and back.
ANALYSIS	No inspection was conducted. Vehicle's head restraints were repaired by dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/30/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	70,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer claims his neck is messed up from deployment of the head restraint; he was at a light and was flung towards steering wheel. He claims his neck is stiff and has not seen doctor yet.
ANALYSIS	The vehicle was not inspected.

MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	1/19/2021
MODEL/MODEL YEAR	2017 Jeep Grand Cherokee L
VIN	████████████████████
MILEAGE	44,000
OWNER	████████████████████ ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Driver/owner states she was driving on ██████████ in Riggins, Idaho when the front passenger active head restraint deployed. She was traveling at approximately 25 mph and made a right-hand turn on ██████████ when the incident occurred. She states the road was smooth with no irregularity. She claims her ██████████ daughter was sitting in the front passenger seat and sustained a concussion when the head restraint hit the back of her head.
ANALYSIS	FCA US has inspected the AHR ¹¹ , which revealed that the passenger AHR deployed. No impact damage at exterior body or undercarriage.

¹¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown.
DATE OF NOTICE	6/22/2021
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	98,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states the head restraint malfunctioned and hit his wife in the head. Customer was driving the vehicle when the head rest deployed, and claims she has a headache.
ANALYSIS	The vehicle was not inspected.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/5/2020
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee O
VIN	[REDACTED]
MILEAGE	49,060
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	On [REDACTED] the owner driver was stopped in a takeout line for fast food with his wife sitting in the passenger seat. The passenger head rest deployed, hitting his wife in the head, but did not cause any injury and only minor discomfort.
ANALYSIS	FCA US has inspected the AHR ¹² , which revealed that the passenger AHR deployed. No major damage to the interior, exterior, or underbody of this vehicle. A CDR download was completed but did not show any DTCs in the ORC. All seat belts were checked with a quick downward pull on the belt webbing that caused the seat belts to lock up.

¹² This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	
FILE TYPE	Pre-Litigation Claim
FILE NAME	
CAIR #	
DATE OF INCIDENT	
DATE OF NOTICE	5/5/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	
MILEAGE	103,000
OWNER	
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states while driving, the vehicle hit a pothole and the passenger head restraint exploded and the explosion caused seatbelt to open and his wife in the passenger seat slammed her both hands forward in the dashboard damaging glove box and AC. Customer claims wife's hands were injured, and she is still not recovered from injuries and not able to close open zip or buttons.
ANALYSIS	Inspection requested but not permitted by owner of the vehicle.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	1/20/2021
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	92,846
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Vehicle driver claims that the front passenger seat head restraint "popped off" while he was vacuuming the interior of the vehicle, and head restraint hit him in the face which caused a tooth to break. Driver said the vehicle was stationary with the ignition in the off position. Driver was kneeling on the driver's seat and reached over to vacuum the passenger seat when the head restraint deployed. Driver states there were no previous warning indicators, abnormal noises, or smells.
ANALYSIS	FCA US has inspected the AHR ¹³ , which revealed that the passenger AHR deployed. There is no impact exterior damage on the vehicle.

¹³ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney client privilege and work-product doctrine.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	12/20/2022
MODEL/MODEL YEAR	2016 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	62,052
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Owner claims they were injured from Active Head Restraint (AHR) deployment on [REDACTED]
ANALYSIS	No inspection was conducted. Vehicle's head restraints were repaired by dealership.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	4/25/2022
MODEL/MODEL YEAR	2015 Jeep Grand Cherokee L
VIN	[REDACTED]
MILEAGE	55,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Active Head Restraint-Inadvertent Deployment
FIRE	No
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	Customer states he was backing the vehicle slowly into driveway and the passenger head restraint inadvertently deployed. Customer claims it hit his wife in the back of the head and is being seen by her doctor today for possible neck injury.
ANALYSIS	The vehicle was not inspected.