

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

Field Report

VIN	2C4RC1BG4F	Model Year	2015	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	11/21/2014	Market	U	US	Plant	R	Windsor Assembly
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1320410212
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISS				Serial#	K2204D0828
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	335415162	Report Version	1	Open Date	08/10/2016
Close Date		Narrative Date	08/11/2016	Category	0	Mileage	49,000
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.0
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.0	Return Date	 	Report Authorization		CAG Report Type	

Complaint: 116 Audio/Entertainment/Navigation , Other audio/entertainment. CHARGER FOR CELL PHONE PLUGGED INTO USB PORT. OVERHEATED AND MELTED

Cause:

Correction:

Field Report

VIN	2C4RC1BC	Model Year	2014	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/19/2014	Market	U	US	Plant	R	Windsor Assembly
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1042410072
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISS				Serial#	K0434D0449
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	9165037	Report Version	1	Open Date	02/03/2015
Close Date	02/03/2015	Narrative Date	02/03/2015	Category	Reliability	Mileage	28,497
TID	T6126RC	Richard Carlson					

Dealer	41798	AUTONATION CHRYSLER DODGE JEEP RAM			Phone	(817) 276-7700
Dealer City	NORTH RICHLAND HILLS	State	TX	Zip	76180 8303	
Dealer Zone	63	South West - Dallas				

Part Number	NA	Part Description	NA	Part Quantity	0
LOP	NA	NA			
Report Authorization	Richard Carlson	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: Customer stated that they smell something burning in the vehicle.

Cause: The USB bezel and connector at the left siding door "C" pillar had melted.

P/N: 68160513AC

LOP: 08907513

Cost of repair: \$1719.99

Keywords: Durability/Reliability Design/Issue Supplier/Quality

CPA audit level: S100

Correction: The USB bezel and the entire body harness were replaced.

Details: Customer stated that they smell something burning in the vehicle. The tech traced the source of the smell to the USB bezel and connector at the left siding door "C" pillar. When he removed the bezel he could see that it had melted and the wiring harness that leads to the bezel was also melted. He checked the fuses that protect that circuit to make sure that they had not been replaced with a higher amp fuse but that was not the case. He also checked for any modifications to the vehicles wiring that may have caused the circuit to be overloaded but nothing had been modified. At this point all he could do was replace USB bezel and the entire body harness and check the operation of the circuits once the repairs were made. After the repairs, everything was working as intended. It is unclear what caused the issue at this time.