

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

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	[REDACTED]
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring-I
VIN	2C4RC1CG0 [REDACTED]
MILEAGE	68,500
OWNER	[REDACTED] St. Alexandria, VA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	[REDACTED] stated that he had driven to check on a rental house and then drove to a restaurant to eat. About an hour later, he exited the restaurant and started the vehicle. Once he started the engine, he began to notice a slight burning smell almost like brakes over-heating. He thought it was the vehicle next to him. He noticed the fresh air vent was on, so he shut that off to re-circulate the air. He still noticed the smell, so he drove to the driveway exit and could still smell it. There was an abandoned commercial building site nearby so he thought maybe it was a fire over there. As he crossed an intersection, he noticed smoke in the vehicle and the smell of plastic-burning got much worse. He drove into a gas station parking lot and pulled over immediately. He stated, "it was obvious the electrical issue began when I started the vehicle. From the time it started until I stopped next door, the time it took was about 30 seconds. The toxic smoke was so bad I had to exit the vehicle immediately. I ran to the back and open[ed] the rear door of the van, smoke was already pouring out. I did not see anything in the rear. I then opened the left-side electric door, it opened as usual....when the door opened, I could see wires shorting, aggressively, behind the 110V outlet at the bottom of the control panel. Honestly I do not how this was possible for 2 reasons: 1) The master power switch for that outlet under the radio (front- center of the dashboard) was in the off position. 2) It does not appear that any fuses were blown until I put the fire out. I was gone less than a minute to find that control panel burned away and that wall engulfed in flames. I found a fire extinguisher at the gas station. An employee and witness to this went with me and I doused the area with dry chemical fire retardant. I also sprayed from behind the 3rd row seat. The fire was put out and I opened the hood to see if I could pull fuses in the interim."

	Mr. [REDACTED] reported "they" got a little sick from the plastic burning, but it is not clear if he was speaking about himself and another person, or just himself. He did not mention having any passengers in his vehicle.
ANALYSIS	FCA US's vehicle inspection ¹ revealed that the power outlet, connectors and associated wiring in the media hub were severely damaged and burned away. Three fuses for power outlets were blown - M6 power outlet #1, M7 power outlet #2 and M36 power outlet #3 (all 20 amp fuses). Mr. Alwine stated he did not switch the 110v power switch to the on position. It defaults to the off position after vehicle is shut off. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause could not be determined. Mr. Alwine reported the mileage was 68,500 when he reported this incident. The inspector was not able to read the odometer because the battery had been disconnected.

¹ The 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 #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	██████████
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring-I
VIN	2C4RC1CG ██████████
MILEAGE	42
OWNER	██████████ Grosse Pointe ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ reported that this vehicle caught fire 72 hours after he purchased it. His children were in the vehicle. Before FCA US inspected the subject vehicle, Mr. ██████████ provided additional information. He stated that his wife was driving the vehicle when it started to fill with smoke. She exited the vehicle and called her husband. He called the nearest dealership and had the vehicle towed to the dealership. Mr. ██████████ also stated that the smoke appeared to be coming from the rear near the liftgate.
ANALYSIS	FCA US's vehicle inspection ² revealed no evidence of fire or open flame. The most damage was to the USB port wiring located in the power panel behind the left sliding door. The wiring behind the USB ports on the left rear power panel was melted. There were two open fuses - M6 (power outlet #1) and M36 (power outlet #3). The origin of the thermal event in the 2014 Town & Country minivan was the media hub in the driver's side C-pillar. The cause was internal failure of the USB. The mileage was recorded as being 50 miles when the CAIR Record was opened, but the CAIR narrative notes that Mr. ██████████ said there were 42 miles on the vehicle. Mr. ██████████ mentioned he had a similar incident in a minivan he had purchased 2-3 years prior. FCA US notes that this other incident occurred in December of 2011. It involved Mr. ██████████ 2008 Chrysler Town & Country minivan. That vehicle was inspected and it was determined that there was a thermal event due to the K14 recall condition for

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	the power sliding door wiring harness.
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	██████████
MODEL/MODEL YEAR	2015 Chrysler Town & Country Touring
VIN	2C4RC1BG4██████████
MILEAGE	8,000
OWNER	██████████ Miami, FL ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that the subject vehicle exploded. The vehicle was parked in front of his home next to his Nissan Altima. He was working from home that day and had walked out to his vehicle around 11 am to get some things from inside. He did not notice any sounds or smells coming from the vehicle at that time. He then walked back into his home. At around 3 pm, as he was heading to his kitchen for dinner, he heard a boom and when he went outside he found his vehicle was on fire. An insurance subrogation letter was received by FCA US for damage to Mr. ██████████ home. FCA US does not know if the other vehicle was damaged as well.
ANALYSIS	FCA US's vehicle inspection ³ revealed that the vehicle was a total loss. The fuse box was melted. It appeared the fire progressed from the rear of the interior forward and through to the rear half of the engine compartment based on the condition of sheet metal, paint, and right rear tire compared to other tires. The origin and cause of the fire could not be determined. Mr. ██████████ reported the mileage on the vehicle at the time of this incident was 8,000. This could not be verified at the inspection due to the extent of the damage to the vehicle. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	02/18/2016
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring-I
VIN	2C4RC1CG ██████████
MILEAGE	25,428
OWNER	██████████ Winneconne, WI ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Wiring Harness:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The vehicle was at the dealer for service when this incident occurred. On 2/18/2016 FCA US the dealership notified of this thermal incident which was recorded in the CAIR originally opened on 1/22/2016 when Mr. ██████████ called regarding some electrical issues he was having with the vehicle. A repair order detailed report dated 2/15/2016 at 25,427 miles, states "customer states wipers still come on at any time. History shows wiper motor replaced twice. Customer stated the 12 volt outlet inoperable on passenger front." While the dealer tech was inspecting the vehicle, it caught on fire. On 2/17/2016, the owner advised FCA US that the dealer told him the wiring harness was "fried." On 2/18/2016, FCA US was notified that the vehicle was brought into the dealer for a 12 volt outlet issue and rattle noise. After replacing a blown fuse, a rattle noise was heard and the pillar at the driver's side middle seating area was on fire melting the surrounding area. The power inverter (115v) at the C-pillar and the whole body wiring harness needed to be replaced. Prior to FCA US's vehicle inspection, the dealer advised that when the vehicle was brought in for the 12 volt outlet issue and a rattle noise, they replaced a blown fuse. After replacing the fuse, a rattle noise was heard and the pillar at the driver's side middle seat area was on fire melting the surrounding area. The dealer tech then pulled the fuse that had been replaced (#36). The dealer advised that all circuits, including the ignition, were off at the time of the incident.

ANALYSIS	FCA US's vehicle inspection ⁴ revealed that a fire extinguisher was used by the dealer. The left side/rear power outlet/inverter was melted and related wiring was burnt. The inverter wiring showed balled ends. The power outlet fuses open were M7, M6, and M36 (all 20 amp). Inverter fuse # M5 (25 amp) was good. The fire progressed from the power outlet mounting, upward to the seatbelt mounting and headliner. All damages were contained between panel covering and body sheet metal. The front center console right power outlet was inoperative. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause could not be determined.
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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	12/05/2014
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG9 [REDACTED]
MILEAGE	11,712
OWNER	[REDACTED] Mansfield, OH [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The vehicle was at the dealer for service when this incident occurred. The Dealership's Service Manager reported that the owner brought the vehicle in for an oil change and asked them to check out why his cellphone would not charge when plugged in. They found the M36 fuse was blown. When the dealer tech installed the new fuse, the tech noticed smoke and fire coming from the right rear inside of the vehicle at the 115v outlet behind the panel. A fire extinguisher was used to put out the fire.
ANALYSIS	FCA US's vehicle inspection ⁵ revealed that most of the damage was to the right rear 115v outlet behind the left rear panel and the wiring harness. There were no balled ends. All the fuses looked good. The origin of the thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	12/17/2018
MODEL/MODEL YEAR	2015 Dodge Grand Caravan R/T
VIN	2C4RDGEG ██████████
MILEAGE	72,000
OWNER	██████████ Gulf Port, FL ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors;Fire
CRASH	No
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner's insurance company contacted FCA US reporting that the vehicle was being driven when the driver noticed a burning smell. When the left sliding door was opened, fire was noted where the USB charger port and cigarette lighter/12v port are located. Prior to FCA US's vehicle inspection, ██████████ reported that the fire had damaged her Subaru that was parked next to the van. She stated she had been driving about 20 minutes and was in Park with the vehicle running. She was on her phone. She smelled smoke from the rear area of the vehicle. Then she observed smoke. She shut the vehicle off and proceeded to remove her children from the vehicle. A young child was sitting in seat next to where the fire started. She then saw flames from the plug area by the left sliding door. She stated they had never used the plug and that the cover was already melted and flames were shooting from that area. She contacted 911. The fire was extinguished with water. The owner provided FCA US with a copy of the Fire Department's Report (see CAIR attachments).
ANALYSIS	FCA US's vehicle inspection⁶ revealed the vehicle was a total loss. The entire interior was burned out. The inspector was unable to check the fuse panel for proper routing because the hood could not be opened. The origin and cause of this fire could not be determined. The owner reported there were 72,000 miles on the vehicle at the time of this incident. This could not be verified at the inspection due to the extent of the damage. Based upon the facts known

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	to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.
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MATTER #	[REDACTED]
FILE TYPE	Arbitration
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	04/21/2015
MODEL/MODEL YEAR	2013 Chrysler Town & Country Touring
VIN	2C4RC1BG6 [REDACTED]
MILEAGE	50,000
OWNER	[REDACTED] Spotsylvania, VA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	[REDACTED] stated that she looked out of the front window of her home and saw the vehicle was on fire in her driveway. Her house was damaged by the fire. She had to take the children and jump off the back deck to get away from the fire. The doors were opening and closing by themselves and the vehicle was full of smoke. Prior to FCA US's vehicle inspection, an expert for Ms. [REDACTED] insurance company provided additional information that had been provided by [REDACTED]. The vehicle had 51,000 miles on the odometer at the time of the fire. The vehicle had been parked in [REDACTED] driveway for two days. On the day of the incident at around 11:30-12:00 am, she remotely unlocked the vehicle and took some papers out of the rear cargo area. She did not start the vehicle. Around 2:00 pm, her 4 year old son told her he saw smoke outside. When she went outside she noticed all the windows on the vehicle were black. When she opened the driver's side door, she noticed a small flame around the driver's side sliding door. Then the driver's side sliding door began to open and close. 911 was called.
ANALYSIS	FCA US's vehicle inspection ⁷ revealed the vehicle was a total loss. The interior was totally destroyed. Arced wiring was observed at several locations within the interior compartment of the vehicle - the rear stop lamp wiring and wiring on both sides on the floor near the passenger sliding door. The origin and cause of this fire could not be determined. Due to the extent of the

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	damage to the vehicle, the inspector could not determine what the mileage was on the vehicle at the time of this incident. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	03/29/2017
MODEL/MODEL YEAR	2015 Chrysler Town & Country Touring
VIN	2C4RC1BG ██████████
MILEAGE	Unknown
OWNER	████████████████████ Ct Lakeland, FL ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Wiring Harness:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that they were driving in the mountains of Tennessee when they heard a popping noise and the rear of the vehicle filled with smoke. He had to rip out the left rear armrest. The wiring was smoking and the USB port had melted. The wiring that was burned was cut out to prevent further fires, then they drove home to Florida. Prior to FCA US's vehicle inspection, ██████████ provided additional information. His son was driving the subject vehicle with his wife in the right front seat and his three grandchildren in the rear seats watching movies on the monitors. ██████████ was driving another vehicle in front of his son as they were on vacation with two vehicles. His son heard a pop sound, then saw and smelled smoke within the interior. He pulled the vehicle over and both, ██████████ and his son quickly pulled the interior trim panels away from the left side quarter panel where the smoke was coming from. They saw that the smoke was coming from the dual USB port receptacle. His son opened the hood and removed the 20 amp fuse from the M36 position of the fuse panel (marked power outlet #3). They then cut the wire going to the USB switch and taped the ends to prevent any other issues. ██████████ took the vehicle to the selling dealer after returning home from their vacation.
ANALYSIS	FCA US's vehicle inspection ⁸ revealed all the damage was contained to the dual USB port and connector in the LT Q/P trim above the A/C D/C inverter.

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	Water and water droplets were found in the fuse panel under the hood, in and around the area of the open fuses that were found in the M6 and M36 positions. The 20 amp open fuse had been removed by the owner from position M36. The owner stated nothing had ever been plugged into the dual USB ports as long as he had owned the vehicle. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB. The owner had continued to use the vehicle after the incident. There were 64,769 miles on the odometer at the time of the inspection (2 weeks after the incident).
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	01/16/2017
MODEL/MODEL YEAR	2014 Dodge Grand Caravan SE
VIN	2C4RDGBG0 ██████████
MILEAGE	Unknown
OWNER	██████████ Wilmington, NC ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors;Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated she was driving, with the heat on, when smoke started coming out of the vehicle. She pulled over and saw the sliding door behind the driver seat smoking. She noted a very powerful smell like electrical smoke. The next day the bluetooth stopped working and the fan stopped working as well. She stated that he looked into recalls and believed the issues were due to Recall P25 (Vent Window Switch). Prior FCA US's vehicle inspection, ██████████ provided additional information. She stated that about 3-4 months prior she noticed a strange odor inside the vehicle, but she could not locate the source of the odor and did not see any smoke. This only happened one time. On the date of the subject incident, she detected the same strange odor. She was looking around the interior of the vehicle and she detected smoke and when she looked in the rear view mirror, she saw much more smoke in the interior of the vehicle, to the rear of the driver's seat. She immediately pulled over into a parking lot and shut the engine off. She opened the driver's door and the left side sliding door. When she positioned herself to get a better look inside, she saw dense, white smoke coming from around the upper ring for the left side seat belt. She called her husband who arrived at the scene in about 10 minutes. The smoke seemed to subside after she shut off the engine and when her husband arrived there was little smoke coming from around the upper ring for the left side seat belt.

ANALYSIS	FCA US's vehicle inspection ⁹ revealed localized damage to the USB port in the C-Pillar area. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB. There were 48,293 miles on the vehicle at the time of the inspection (10 days after the incident).
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	10/30/2019
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG ██████████
MILEAGE	171,737
OWNER	██████████ Lumberton, MS ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Interior:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that the electrical component of the back panel for the driver's side USB plug burned. There was smoke and the Fire Department came out. She stated the entire USB area melted. Prior to FCA US's vehicle inspection, ██████████ provided additional information. She stated "as I started down my driveway my son said something smells. I stopped and my son said there is smoke in the back. I told him to get out and I also got out. Then I called the Fire Department." The windshield wipers, HVAC system and radio were on prior to and during the event. She did not see a flame during the event. The last item connected to the USB Port was a cell phone. It was connected approximately one week prior to this incident.
ANALYSIS	FCA US's vehicle inspection ¹⁰ revealed there were no signs of any fire or flames. The wiring connector at the USB Port was melted as well as the external housing. The insulation pad located inside of it had a small black spot visible in one area. The Power Distribution Center/Fuse Block was inspected. All of the Fuses were the Proper Size/Rating per the PDC Lid Cover; however, the 20 AMP Fuse in the M36 Cavity for the Power Outlet #3 was open/blown. WiTech Data was downloaded. No related DTCs were found. Vehicle is equipped with two USB ports in this side console. One is a "Single Outlet" and the failed one is a "Dual Outlet". The "Single Outlet" had visible corrosion that was blue in color with the texture of powder. The origin of this thermal event

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	was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	03/13/2019
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG5██████████
MILEAGE	Unknown
OWNER	██████████ Oxford, MI 4██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated he parked the vehicle in his driveway around 2:00 pm. At approximately 5:00 pm, his wife looked out window and noticed the vehicle engulfed in fire. He stated, the fire appeared to have started in the rear of vehicle.
ANALYSIS	FCA US's vehicle inspection ¹¹ revealed that the vehicle was a total loss. The origin and cause of this fire could not be determined due to the extent of the damage. The mileage at the time of this incident is unknown. The vehicle inspection photographs also show damage to the rear of another vehicle and the owner's home (siding melted). Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	07/03/2013
MODEL/MODEL YEAR	2013 Chrysler Town & Country Touring
VIN	2C4RC1BG6██████████
MILEAGE	242
OWNER	████████████████████ Brooklyn, NY ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that he was driving the vehicle when he noticed smoke coming out of the rear end. He called for roadside assistance. ██████████ stated they said there was faulty wiring the vehicle and they had to disconnect the battery. Prior to FCA US's vehicle inspection, Mr. ██████████ provided additional information. He was driving when he started hearing a crackling or sizzling sound. He began to smell smoke and the sounds were getting louder. When he looked through his rear view mirror, he noticed smoke coming out of the left side sliding door panel. He pulled the vehicle to the side of the road to see what was burning and noticed burn marks and melted plastic around the USB port. He was not using the USB port at the time of the incident. A passerby stopped to help him and they disconnected the negative battery cable.
ANALYSIS	FCA US's vehicle inspection¹² revealed, the USB port assembly was severely damaged. In and around the USB port assembly there were burn marks and melted plastic. The wiring harness and plug going to USB port assembly were burned. The plug off the wiring harness going to the USB port assembly was burned and melted completely. Both USB power outlet fuses were open. Both 20amp USB power outlet fuses M36 and M6 were open. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

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MATTER #	1342204
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	01/27/2020
DATE OF NOTICE	01/27/2020
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG5 [REDACTED]
MILEAGE	100,662
OWNER	[REDACTED] rt New Orleans, LA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	Mr. [REDACTED] stated his wife was driving the vehicle when the inside filled with smoke. There no visible flames. Prior to FCA US's vehicle inspection, Mrs. [REDACTED] provided additional information. While driving with her two small children in child seats, the driver's side rear USB port started smoking. Nothing was plugged into the port. They had to exit the vehicle as the smoke was too bad. She called the Fire Department and they pulled out the trim panel and cut the wire to the USB.
ANALYSIS	FCA US's vehicle inspection revealed ¹³ there were no signs of a fire or open flame. The USB port melted through and the wire harness to the USB melted. There was smoke damage on the USB trim panel. A WiTech scan was done. There were no related DTCs. No blown fuses were found. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	04/20/2015
MODEL/MODEL YEAR	2015 Chrysler Town & Country Touring
VIN	2C4RC1BG ██████████
MILEAGE	14,250
OWNER	██████████ Saint Louis, MO ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	This is an Enterprise rental vehicle. ██████████, a Dealer Service Manager, reported Enterprise brought the vehicle in for an electrical fire. The service manager stated that he was advised that Enterprise's Renter had noticed there was a bad fuse and replaced it. After the fuse was replaced, the vehicle smoke was noted around the power outlet and USB. Prior to the vehicle inspection, FCA US was provided additional information. Enterprise advised that the Renter was in-route to work, when a navigation system was plugged into the power-outlet [believed to be the front outlet]. The outlet did not operate. The renter contacted Enterprise. Enterprise's response was maybe the fuse was not pushed in all the way or the fuse was blown. The Renter stopped at a local auto parts store to purchase fuses. The Renter then installed the proper fuses and as soon as the fuses were install the Renter smelled smoke and noticed fire at the left rear panel just behind the left sliding door. She ran into the auto parts store and asked for a fire extinguisher. The fire and smoke was extinguished. The Renter contacted Enterprise and a replacement vehicle was sent to her and the subject vehicle was taken to the dealership.
ANALYSIS	FCA US's vehicle inspection ¹⁴ revealed that the burn was at the left rear interior panel at the power outlet and other audio sockets. One holding screw was found out of place (on the floor behind the interior panel when the panel

¹⁴ The 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.

	was removed to inspect wires) that holds a bracket for the wires and sockets. The other bracket had one screw not fully installed properly. The wires appeared to be pinched/shorted. The inspector checked all fuses and relays. They were all proper size. The M-36, M7 power out #3 and 2 fuses were blown/open. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.
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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	02/09/2015
MODEL/MODEL YEAR	2103 Chrysler Town & Country
VIN	2C4RC1C [REDACTED]
MILEAGE	12,464
OWNER	[REDACTED] Staten Island, NY [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors; Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	[REDACTED] contacted FCA US stating that although the switch subject to Recall P25 had been disconnected, the back driver's window caught on fire while he and his children were in the vehicle. He stated that prior to the fire, he felt dizzy and then the smoke started to come out. He called the police, however he got no response for 40 minutes. It is not clear if the police or the fire department responded to the scene. He stated he was stranded on the highway. The vehicle was towed to an independent repair facility. The IRF did not inspect the vehicle, which was then towed to an authorized FCA US dealer. Prior to FCA US's vehicle inspection, Mr. Matthews provided additional information. He had just pulled off the New Jersey turnpike. His wife, his young daughters and their babysitter were all in the vehicle when the driver's side rear window caught on fire. He smelled smoke and felt dizzy. They all got out of the vehicle. He wanted to know why this happened because the window switch subject to Recall P25 was disconnected at the time of this incident.
ANALYSIS	FCA US's vehicle inspection ¹⁵ revealed no damage to the driver's door and no indication that Recall P25 was related to this incident (the switch was disconnected). No open fuses were found. The damage was contained in the inside of the driver's side C-pillar panel. One photograph taken by the inspector appears to show a charger plugged into the charger hub and another photograph showing nothing plugged in. It is not clear if there was

¹⁵ The 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.

	anything plugged in at the time of this incident. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	03/09/2017
MODEL/MODEL YEAR	2016 Chrysler Town & Country
VIN	2C4RC1BGX ██████████
MILEAGE	18,588
OWNER	██████████ Palm Coast, FL ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors:Door-Sliding:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	FCA US was first received notice of this incident when the dealer called to report the vehicle had caught fire. No additional information was provided at that time. Prior to FCA US's vehicle inspection, ██████████ provided a statement regarding the incident. The vehicle was being driven by her husband when occupants smelled smoke. They continued to drive for about one more minute when the odor became more pronounced and the inside of the vehicle was filled with smoke. Her husband got the vehicle to the shoulder of the roadway. He exited the vehicle and began to look for the source. As soon as he opened the tailgate he saw flames just behind the left side sliding door. He began to pull the left interior trim panels off the interior of the vehicle to get to the flames. He extinguished the flames with a bottle of water. Shortly thereafter, the Fire Department arrived and they opened the hood of the vehicle and disconnected the positive battery cable from the battery. The vehicle was subsequently towed to the selling dealership. Her husband's left hand was burned, but he did not seek medical attention.
ANALYSIS	FCA US's vehicle inspection revealed ¹⁶ the origin of the fire was near the accessory plug and inverter location on the C-pillar. Most of the plastic was melted in that part of the trim panel. There was significant bare wiring in the area of the left rear quarter panel interior trim. The fire progression was from bottom up toward the seat belt retractor. The positive battery terminal had

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	been removed by the Fire Department. The inspector reconnected it for about a minute to verify the mileage. When reconnected there was no additional smoke or odor. The accessory plug on the left rear quarter panel had an open 20 amp fuse in location M5 for accessory plug #1. The origin of this fire was the media hub in the driver's side C-pillar. The cause could not be determined.
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	06/22/2015
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1E██████████
MILEAGE	9,000
OWNER	██████████ Middlebury, VT ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors;Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that the vehicle caught fire in her driveway. She had just started the vehicle and strapped her daughter in when the vehicle caught on fire and the rear driver's side door would not open. It had to be forced open to get her daughter out. Her daughter had been in a child safety seat in the center right seat position. Prior to FCA US's vehicle inspection, ██████████ provided additional information. She stated that after starting her vehicle, she placed her daughter ██████████ in a child safety seat in the left center row seat. She had already placed her other daughter ██████████ in a child safety seat in the center right seat position. She closed the left sliding door using the power door switch on the left side pillar behind the driver's seat. She got in the driver's seat and then saw smoke above the left center seat. The vehicle had been running for about three minutes prior the smoke becoming evident. She exited the vehicle and could not open the left sliding door. Her father, came to the vehicle and pried the left sliding door open and removed the child. The Fire Department was called to the scene and responded in about 10 minutes. The vehicle was towed to the dealer. She stated the A/C adapter was only used once, in November 2014. She claimed the fire department personnel told her the cause of the fire was the left rear A/C adapter. She said she had a copy of the fire department's report, but did not provide a copy to FCA US.

ANALYSIS	FCA US's vehicle inspection revealed¹⁷ that the interior trim at the front of the left rear wheel well was heavily damaged. The wiring harness above the left rear power outlet, USB ports, audio/visual input and 115V adapter was heavily damaged. The left rear seat and the headliner had some damage. There was water in all of the rear seat hideaway wells. The battery had been disconnected and the positive lead was taped upon the vehicle's arrival at the dealership. Damage to the wiring prevented the battery from being safely reconnected. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause could not be determined.
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¹⁷ The 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	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	05/28/2020
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG [REDACTED]
MILEAGE	65,204
OWNER	[REDACTED] Traverse City, MI [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	[REDACTED] stated that he experienced the exact situation detailed in Recall P25 where the vehicle caught on fire. He believed this incident was due to the P25 recall. He stated he was slightly burned while putting the fire out by hand with a towel (burns to hands). Prior to FCA US's vehicle inspection, Mr. Saylor provided additional information. He stated he was traveling at 40mph when he observed smoke at the driver's door panel. He then observed the vent windows in the rear were open and smoke was coming from the left rear interior.
ANALYSIS	FCA US's vehicle inspection ¹⁸ revealed that the entire media hub at the left rear C-pillar was melted. The origin of the thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB. There was no indication of fire or overheating in the driver's door and there was no indication that Recall P25 was related to this incident.

¹⁸ The 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 #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	03/09/2018
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG ██████████
MILEAGE	40,855
OWNER	██████████ Concord, NC ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that while operating the vehicle her son, who was occupying the third row seat, stated he smelled an unusual odor. Seconds later, she observed smoke in the rear passenger area. After pulling off the road and exiting the vehicle, she called 911. A first responder pulled the convenience power outlet from the trim panel exposing the source of the odor/smoke. The wire harness was cut and wire ends taped. She stated that they never used the USB outlet.
ANALYSIS	FCA US's vehicle inspection ¹⁹ revealed no evidence of fire or open flames. The heat was confined to the Media Hub USB port. The fuse protecting this circuit was not open. Two files opened for this vehicle due to an error in recording the VIN. File ID # ██████████ has correct VIN. File ID # ██████████ is not correct VIN. The correct VIN (2C4RC1BG2 ██████████) was confirmed by review of inspection photos. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

¹⁹ The 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	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
[REDACTED]	[REDACTED]
DATE OF NOTICE	03/09/2018
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG [REDACTED]
MILEAGE	40,855
OWNER	[REDACTED] Concord, NC [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Interior:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	[REDACTED] stated that while operating the vehicle her son, who was occupying the third row seat, stated he smelled an unusual odor. Seconds later, she observed smoke in the rear passenger area. After pulling off the road and exiting the vehicle, she called 911. A first responder pulled the convenience power outlet from the trim panel exposing the source of the odor/smoke. The wire harness was cut and wire ends taped. She stated that they never used the USB outlet.
ANALYSIS	FCA US's vehicle inspection ²⁰ revealed no evidence of fire or open flames. The heat damage was confined to the Media Hub USB port. The fuse protecting this circuit was not open. Two files opened for this vehicle due to an error in recording the VIN. File ID # [REDACTED] has correct VIN. File ID #1 [REDACTED] is not correct VIN. The correct VIN (2C4RC1BG2E [REDACTED]) was confirmed by review of inspection photos. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

²⁰ The 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 #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/21/2017
MODEL/MODEL YEAR	2016 Chrysler Town & Country Touring-I
VIN	2C4RC1CG ██████████
MILEAGE	11,000
OWNER	██████████ Grove City, OH ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	Mrs. ██████████ stated he was coming home from work. She stopped at a drive thru at a ██████████ and then continued the drive home to have a late lunch. She started smelling what she described as tar. She did not think that was a big deal as it is was summer and there had been a lot of road repair. But she kept smelling it, so she rolled down the passenger side front window (power) then rolled it back up. She looked at the gauges and everything was fine, but she still felt something was not right. As she made a turn, she looked in the rear view mirror and saw flames inside the vehicle between the two bucket seats and behind those seats (middle seats behind front seats). She rapidly pulled over, turned the vehicle off, opened the door and got out as fast as she could. She was so shook up she could not dial 911, but someone else did and the fire department came and put out the fire.
ANALYSIS	FCA US's vehicle inspection ²¹ revealed the vehicle was a total loss. A laptop was on the middle passenger side seat. There was an aftermarket DVD system and a trailer hitch. This was a joint inspection with experts/consultants retained by the owner's insurance company and by Acer Computers. Using the pointer method the fire started in the interior and worked its way to the front, rear, sides, top and bottom of the vehicle. The laptop was removed from the vehicle by the expert/consultant for Acer for further evaluation. The origin and cause of this fire could not be determined. When this incident was

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	reported to FCA US, the mileage was reported to be 11,000. Due to the extent of the damage to the vehicle, this could not be verified at the inspection. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.
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MATTER #	1 [REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	03/18/2019
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1 [REDACTED]
MILEAGE	150,000
OWNER	[REDACTED] Niles, MI [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Component-Other:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	[REDACTED] stated he was driving with his spouse and child in the vehicle when he smelled something burning. He turned around and saw that by where his son was sitting, the USB cable/cord was on fire. He quickly pulled over and everyone exited vehicle. The vehicle then went up in flames.
ANALYSIS	FCA US's vehicle inspection ²² revealed the vehicle was totally consumed by the fire. The owner reported the USB cable/cord was on fire. The origin and cause of this fire could not be determined. The reported mileage on the vehicle at the time of the incident was 150,000 miles. This could not be verify at the inspection due to the extent of the damage to the vehicle. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

²² The 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 #	1 [REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	1 [REDACTED]
DATE OF NOTICE	10/17/2019
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring-I
VIN	2C4RC1CG [REDACTED]
MILEAGE	130,000
OWNER	[REDACTED] Woodstock Valley, [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	Mr. [REDACTED] stated he had returned home after driving the vehicle for approximately one hour. Another family member noticed that the interior of the vehicle was on fire. The Fire Department came and investigated. Mr. [REDACTED] stated the Fire Department determined the fire was due to an electrical issue. Prior to FCA US's vehicle inspection, Mr. [REDACTED] confirmed that the vehicle was parked when this incident occurred.
ANALYSIS	FCA US's vehicle inspection ²³ revealed the left rear interior trim panel was partially melted and the headliner was burnt. The wiring harness sheathing was melted off at the fire source. The fire burned the inside edge of the headliner, the carpet below the fire, trim panel and melted the seatbelt for the left outside middle row seat. All the fuses were ok. The origin of this fire was the media hub in the driver's side C-pillar. The cause could not be determined. When this incident was reported to FCA US, the stated mileage was 130,000. The inspector could not verify this due to the extent of the damage to the vehicle.

²³ The 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 #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	12/17/2014
MODEL/MODEL YEAR	2014 Dodge Grand Caravan SXT
VIN	2C4RDGCG ██████████
MILEAGE	32,407
OWNER	██████████ Garden City, NY ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors;Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ of Avis Budget reported to FCA US that their Renter brought back the vehicle and explained that the panel caught fire while driving. Prior to FCA US's vehicle inspection, Mr. ██████████ of Avis provided additional information. The Renter was not available for an interview. Mr. ██████████ stated the Renter said he was driving the vehicle when suddenly smoke began coming from the electrical outlet located at the forward edge of the left quarter inner trim panel, outboard from the left edge of the left quarter panel inner trim panel, outboard from the left end of the 2nd seat. The Renter said the outlet was not in use at the time of the incident. Mr. ██████████ did not know how the fire was extinguished.
ANALYSIS	FCA US's vehicle inspection ²⁴ revealed damage located at the interior trim outboard from the left end of the 2nd seat. The USB connection was melted. The USB connection was found on the carpet beneath the cited connection. The inspector did not have authorization to disassemble anything, so the bezel could not be removed to expose the underside of the electrical connections and associated wiring. The inspector's observations were limited to what could be "fished" from the mounting hole or peering through the hole. Inspection did not reveal any markings inside the throat of the power outlet. No visible damage to the plastic around the 115v plug-in. One of the two USB port receptacles was not in its proper mounting. There was a melted "glob" which

²⁴ The 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.

	was “fished” from the area behind the trim. Inspector did not know if the “glob” was the remains of the missing USB port. A group of wires were “fished” from behind the trim and one such wire displayed a large bead. It appeared the bead was on the wire displayed with blue insulation. The inspector noted that the owner’s manual indicates the outlet is protected by a fuse and the misuse of the outlet could result in having to replace the fuse. All fuses were of proper size and were closed, including the 20 AMP fuse controlling the subject outlet. The origin of this thermal event was the media hub in the driver’s side C-pillar. The cause could not be determined.
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MATTER #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	04/13/2016
MODEL/MODEL YEAR	2015 Chrysler Town & Country
VIN	2C4RC1BG ██████████
MILEAGE	38,547
OWNER	██████████ Ct Southerlin, OR ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors;Door-Sliding;Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	1
FATALITIES	0
DESCRIPTION	██████████ was driving her seven-year-old daughter to school. Five minutes after leaving, she turned on the heat and then began to notice a plastic smell. On the freeway, her daughter (in 2nd row seat) saw smoke, so Mrs. ██████████ pulled off of the freeway. She got out of the vehicle and looked behind the driver's door to see that the electrical panel was in flames. She took her daughter out of the vehicle. Other traveler's came and assisted in putting out the fire. The vehicle was then towed to the dealer where it had been purchased five days before this incident. She claims the dealer told her the fire was electrical. Her daughter was treated at the hospital for smoke inhalation.
ANALYSIS	FCA US's vehicle inspection ²⁵ revealed that the media hub was completely melted away. The left rear seat belt was burned through and there was a mass of melted plastic at the base of the belt anchor. The fire scorched the headliner and the paint on the outer rear quarter panel was slightly blistered. There were three open fuses (M6, M7, M36). The origin of this fire was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

²⁵ The 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 #	██████████
FILE TYPE	Pre-Litigation Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	04/12/2017
MODEL/MODEL YEAR	2014 Chrysler Town & Country
VIN	2C4RC1BG ██████████
MILEAGE	39,530
OWNER	██████████ Huntington Beach, CA ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors; Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	██████████ stated that he was driving when the rear driver's side USB port started smoking and then caught fire. He stated that he took the vehicle to his dealer and they advised him to call CAC. Prior to FCA US's vehicle inspection, Mr. Ugie provided additional information. He stated that while driving on a city street, he smelled smoke. He checked his outside driver mirror and saw smoke coming from the gas fill door. He pulled the vehicle into a parking lot and opened the driver's side sliding rear door and saw flames coming from the driver side rear console. He pulled the console out and saw that the back of the console was burning. He used a bottle of water to extinguish the fire. There were no external components connected to the rear driver's side console at the time of this incident.
ANALYSIS	FCA US's vehicle inspection ²⁶ revealed that damage was contained to the inside of the left rear quarter panel at the media hub. All fuses were of proper size in working condition. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

²⁶ The 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 #	1 [REDACTED]
FILE TYPE	Pre-Litigation Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	05/07/2017
MODEL/MODEL YEAR	2014 Chrysler Town & Country Touring
VIN	2C4RC1BG [REDACTED]
MILEAGE	56,852
OWNER	[REDACTED] Marion, AR [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Dashboard:Fire
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	[REDACTED] stated she was driving when she smelled wire burning and the vehicle began to fill with smoke. She pulled to the side of the road, turned the ignition off, got everyone out of the vehicle, and opened the doors to let the smoke dissipate. The USB port behind the left rear seat had burned. She then drove the vehicle home. Prior to FCA US's vehicle inspection, Mr. [REDACTED] advised that when his wife arrived home, he began to remove the side interior panel and found the burned area.
ANALYSIS	FCA US's vehicle inspection revealed ²⁷ all damage to the vehicle was contained within the area of the dual USB port behind the left rear seat. It appeared that nothing was plugged into the left rear USB at the time of the incident, but there was a cell phone plugged into the USB in the front dash. Open Fuses: M6-20A-Power Outlet 1 (ACC), Rain Sensor-M36-20A-Power Outlet 3. The origin of this thermal event was the media hub in the driver's side C-pillar. The cause was internal failure of the USB.

²⁷ The 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.