U.S. Department of Transportation
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, DC 20590

August 15, 2022

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. Jennifer Shute
Head, Safety Compliance & Product Analysis
Fiat Chrysler Automobiles US LLC
800 Chrysler Drive
CIMS 482-00-83
Auburn Hills, Michigan 48326

NEF-102sw
RQ22-002

Dear Ms. Shute,

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Recall Query (RQ22-002) to investigate allegations of intermittent operation of the crankshaft or camshaft sensor in vehicles similar to those identified in Recall 16V-907, but not included in the scope. These vehicles include certain model year (MY) 2016 Dodge Journey (JC), Jeep Compass and Patriot (MK) vehicles manufactured by Chrysler Group LLC.

This office has received 127 reports of crankshaft or camshaft sensor failures in certain vehicles listed above, where consumers allege experiencing crankshaft or camshaft failures in similar vehicles not included in Recall 16V-907. A copy of the reports will be provided to you electronically for your review and information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** 2016 Dodge Journey (JC), Jeep Compass and Patriot (MK) vehicles manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.

- **Subject component:** Crankshaft or camshaft sensor originally equipped on the subject vehicles.

- **Alleged defect:** The engine stalls (i.e., stops running and must be restarted) while being driven, thus causing vehicle to lose motive power.

- **Chrysler Group LLC:** Chrysler Group LLC, all of *its/their* past and present officers and employees, whether assigned to *its/their* principal offices or any of *its/their* field or other locations, including all of *its/their* divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices

and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Chrysler Group LLC (including all business units and persons previously referred to), who are or were involved in any way as of 2016, with any of the following related to the alleged defect in the subject vehicles:

a. Design, engineering, analysis, modification or production (e.g. quality control);
b. Testing, assessment or evaluation;
c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, lawsuits or arbitrations; or
d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by *Chrysler Group LLC* , any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether

verified by *Chrysler Group LLC* or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 C.F.R. § 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as *Chrysler Group LLC* has previously provided a document to ODI, *Chrysler Group LLC* may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After *Chrysler Group LLC* 's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles *Chrysler Group LLC* has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by *Chrysler Group LLC* , state the following:

   a. Vehicle identification number (17-character VIN);
   b. Make;
   c. Model;
   d. Model Year;
   e. *Subject component part number and design version installed as original equipment;*
   f. *The manufacturer of the subject component;*
   g. Date of manufacture (MM/DD/YYYY);
   h. Date warranty coverage commenced (MM/DD/YYYY); and
   i. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation).

   Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." *A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.*

2. State the number of each of the following, received by *Chrysler Group LLC* , or of which *Chrysler Group LLC* is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

a. Consumer complaints, including those from fleet operators;
b. Field reports, including dealer field reports;
c. Reports involving a crash, injury or fatality;
d. *Reports involving a fire;*
e. Property damage claims; *and*
f. *Third-party arbitration proceedings, both pending and closed, where Chrysler Group LLC is or was a party to the arbitration; and*
g. *Lawsuits, both pending and closed, in which Chrysler Group LLC is or was a defendant or codefendant*.

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

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

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

a. *Chrysler Group LLC* 's file number or other identifier used;
b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
e. Vehicle's 17-character VIN;
f. Vehicle's make, model and model year (please use distinct fields for each data type);
g. Vehicle's mileage at time of incident;
h. Incident date (MM/DD/YYYY);
i. Report or claim date (MM/DD/YYYY);
j. Whether a crash is alleged;
k. Whether a fire is alleged;
l. Whether property damage is alleged;
m. Number of alleged injuries, if any; and
n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." *A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.*

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method *Chrysler Group LLC* used for organizing the documents. Describe in detail the search methods and search criteria used by *Chrysler Group LLC* to identify the items in response to Request No. 2. For each vehicle identified in the responsive data to Request No. 2, provide a complete dealer service history within 6 months of (before and after) the alleged incident or report date (whichever is earliest) and report close date.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by *Chrysler Group LLC* to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

   Separately, for each such claim, state the following information:

   a. *Chrysler Group LLC* 's claim number;
   b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
   c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
   d. 17-character VIN;
   e. Repair date (MM/DD/YYYY);
   f. Vehicle mileage at time of repair;
   g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
   h. Labor operation number(s);
   i. Problem code(s);
   j. *Diagnostic trouble code(s);*
   k. Replacement part number(s) and description(s);
   l. Concern stated by customer;
   m. Cause as stated on the repair order;
   n. Correction as stated on the repair order; and
   o. Additional comments, if any, by dealer/technician relating to claim and/or repair.

   Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." *A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.*

6. Describe in detail the search methods and search criteria used by *Chrysler Group LLC* to identify the claims in response to Request No. 5, including the labor operations, problem codes, *diagnostic trouble codes,* part numbers and any other pertinent parameters used.

7. Provide a list of all labor operations, labor operation descriptions, problem codes, *and* problem code descriptions, *diagnostic trouble codes and diagnostic trouble code descriptions* applicable to the alleged defect in the subject vehicles. *State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.*

8. State, by make and model year, the terms of the new vehicle warranty coverage offered by *Chrysler Group LLC* on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that *Chrysler Group LLC* offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

9. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that *Chrysler Group LLC* has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that *Chrysler Group LLC* is planning to issue within the next 120 days.

10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, *Chrysler Group LLC* . For each such action, provide the following information:

    a. Action title or identifier;
    b. The actual or planned start date;
    c. The actual or expected end date;
    d. Brief summary of the subject and objective of the action;
    e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
    f. A brief summary of the findings and/or conclusions resulting from the action.

    For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

11. Describe all modifications or changes made by, or on behalf of, *Chrysler Group LLC* in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

    a. The date or approximate date on which the modification or change was incorporated into vehicle production;
    b. A detailed description of the modification or change;

c. The reason(s) for the modification or change;
d. The part number(s) (service and engineering) of the original component;
e. The part number(s) (service and engineering) of the modified component;
f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
g. When the modified component was made available as a service component; and
h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that *Chrysler Group LLC* is aware of which may be incorporated into vehicle production within the next 120 days.

12. State the number of each of the following that *Chrysler Group LLC* has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale *(including the cut-off date for sales, if applicable)*:

    a. Subject component; *and*
    b. *Add any further requests or delete all, including requests for similar or substantially similar components; and*
    c. Any kits that have been released, or developed, by *Chrysler Group LLC* for use in service repairs to the subject component/assembly.

    For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which *Chrysler Group LLC* is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

13. Furnish *Chrysler Group LLC* 's assessment of the alleged defect in the subject vehicles, including:

    a. The causal or contributory factor(s);
    b. The failure mechanism(s);
    c. The failure mode(s);
    d. The risk to motor vehicle safety that it poses; *and*
    e. *What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring, or subject component was malfunctioning; and*
    f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to *Chrysler Group LLC* pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports. It constitutes a new request for information.

Civil Penalties

Chrysler Group LLC 's failure to respond promptly and fully to this letter could subject *Chrysler Group LLC* to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to $*24,423* per violation per day, with a maximum of $*122,106,996* for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 C.F.R. § 578.6(a)(3). This includes failing to respond completely, accurately, or in a timely manner to ODI information requests.

If *Chrysler Group LLC* cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, *Chrysler Group LLC* does not submit one or more requested documents or items of information in response to this information request, *Chrysler Group LLC* must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

If *Chrysler Group LLC* 's response contains any information that you claim is confidential business information, *Chrysler Group LLC* must request two secure electronic file transfer links from Dr. Samuel Wilson at Samuel.wilson2@dot.gov. One secure electronic file transfer link is for your request for confidential treatment and will be directed to NHTSA's Office of the Chief Counsel. Please see *enclosure 2* for additional instructions on submitting a request for confidential treatment that is compliant with 49 C.F.R. Part 512 (specifically, a request for confidential treatment must include the four required parts that are discussed in *enclosure 2*). The second secure electronic file transfer link is for your non-confidential response to this letter. Do not submit any confidential business information along with your non-confidential submission. Please refer to RQ 22-002 in *Chrysler Group LLC* 's response to this letter and in a request for confidential treatment that *Chrysler Group LLC* may submit.

Due Date

Chrysler Group LLC 's response to this letter must be submitted to this office by **September 26, 2022**. If *Chrysler Group LLC* finds that it is unable to provide all of the information requested within the time allotted, *Chrysler Group LLC* must request an extension from me at (202) 366-*insert D.C. extension* no later than five business days before the response due date. If *Chrysler Group LLC* is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information *Chrysler Group LLC* then has available, even if an extension has been granted.

If you have any technical questions concerning this matter, please call Dr. Samuel Wilson of my staff at (202) 366-9535.

Sincerely,

BRUCE B YORK

Digitally signed by BRUCE B YORK
Date: 2022.08.15 11:06:59 -04'00'

Bruce York, Chief
Vehicle Defects Division
Office of Defects Investigation