

From: Hansen, Jackie
Sent: Monday, November 29, 2021 3:31 PM
To: PCC Scan Center Backend
Subject: BE: "Midwest Consulting report" FW: [External] Re: [REDACTED] Inspection needed

Content downloaded & attached. [REDACTED]

Jackie Hansen, AINS
Claims Representative II | Claims Department

West Bend Mutual Insurance Company
1900 South 18th Avenue
West Bend, WI 53095
Ph: 262-357-0135 | Fx: 262-335-7000
Email: jhansen@wbmi.com



From: [REDACTED] >
Sent: Monday, November 22, 2021 11:15 AM
To: Hansen, Jackie <JHansen@WBMI.com>
Subject: Re: [External] Re: [REDACTED] Inspection needed

Jackie,

Hope all is well. My apologies for the delay as I was battling the flu all week last week. Below is the short synopsis you requested for this file. Additionally, I copied the OneDrive link with photographs from my examination. Please let me know if you need anything further.

This email will serve as the short form synopsis for the vehicular fire loss at [REDACTED] Wisconsin. MCA met with the insureds, [REDACTED] on November 10, 2021. They informed me of the following: They purchased the 2017 Chrysler Pacifica in August of 2020. They purchased the vehicle with approximately 25,000 miles and the vehicle currently has approximately 46,000 miles on it. There were no issues with the vehicle prior to the fire and general maintenance was performed on the vehicle in the form of oil changes and 2 new front tires. The date of loss was [REDACTED] at approximately 7:45 am. [REDACTED] noticed a smoke smell in the house and went to investigate the issue when she saw smoke coming from the vehicle in the garage area. The vehicle had been plugged in overnight to reach a full charge. They exited the property and called 911.

Fire pattern analysis indicates the origin of this fire is located in the interior area of the vehicle. Significant soot damage was observed throughout the vehicle. The engine compartment was in very good condition, with no fire damage observed. The battery located in the rear of the vehicle was in very good condition, with no fire damage. The point of origin is where localized thermal damage was observed under the floor plate in the middle of the vehicle. MCA observed electrical conductors routed through this space, however, further destructive analysis would be necessary to identify any and all potential heat sources at the point of origin. It is unknown if the listed recall for the Chrysler Pacifica is related to this fire cause at this time.

This finding is based on the data and information collected at this time and I reserve the right to add to or amend this report if further information and data arises.

OneDrive Link:

[REDACTED]

Thank you,

On Tue, Nov 9, 2021 at 11:03 AM Hansen, Jackie <JHansen@wbmi.com> wrote:

Great, thank you. Attached is the loss notice and the Lot # is 65138421.

Please keep me updated.

Thank you,

Jackie Hansen, AINS

Claims Representative II | Claims Department

West Bend Mutual Insurance Company

1900 South 18th Avenue

West Bend, WI 53095

Ph: 262-357-0135 | Fx: 262-335-7000

Email: jhansen@wbmi.com



From: [REDACTED]
Sent: Tuesday, November 9, 2021 10:54 AM
To: Hansen, Jackie <JHansen@WBMI.com>
Cc: Rachel Foster <rachelmidwestconsulting@gmail.com>; [REDACTED]
Subject: [External]Re [REDACTED] Inspection needed

From: "Blankenburg, Cara" <CBlankenburg@WBMI.com>
Date: 11/30/21 11:54:08 AM
To: "L/S Scan Center" <L_SScanCenter@WBMI.com>
Subject: FE "Chrysler Recall Info" PC [REDACTED]
Attachments: [REDACTED]



Safety Issues & Recalls

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

17/17



Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#) →

2017

CHRYSLER PLATINUM





Recall data refreshed on Nov 30,2021

1 Unrepaired Recalls

associated with this VIN

Jun 09,2020

Manufacturer Recall Number W46

NHTSA Recall Number 20V-334

Recall Status Recall Incomplete

Summary

In some circumstances, the 12 volt isolator post may experience a high resistance electrical connection due to inadvertent liquid intrusion. High resistance electrical connections can lead to prolonged heating and a potential vehicle fire with the vehicle on or off.

Safety Risk

A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.

Remedy

Remedy is to increase the torque and install a waterproof gasket to the 12v isolator post, the post will also be inspected for signs of contamination. In the event the post is compromised, the 12v isolator post and associated cables will be replaced. In addition, customers are advised to exercise the following precautions until the vehicle has the final repair completed: do not park these vehicles inside of buildings or structures, or near other vehicles. In addition, keep liquids out of the backseat area, including but not limited to beverages, wet items, umbrellas.

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.

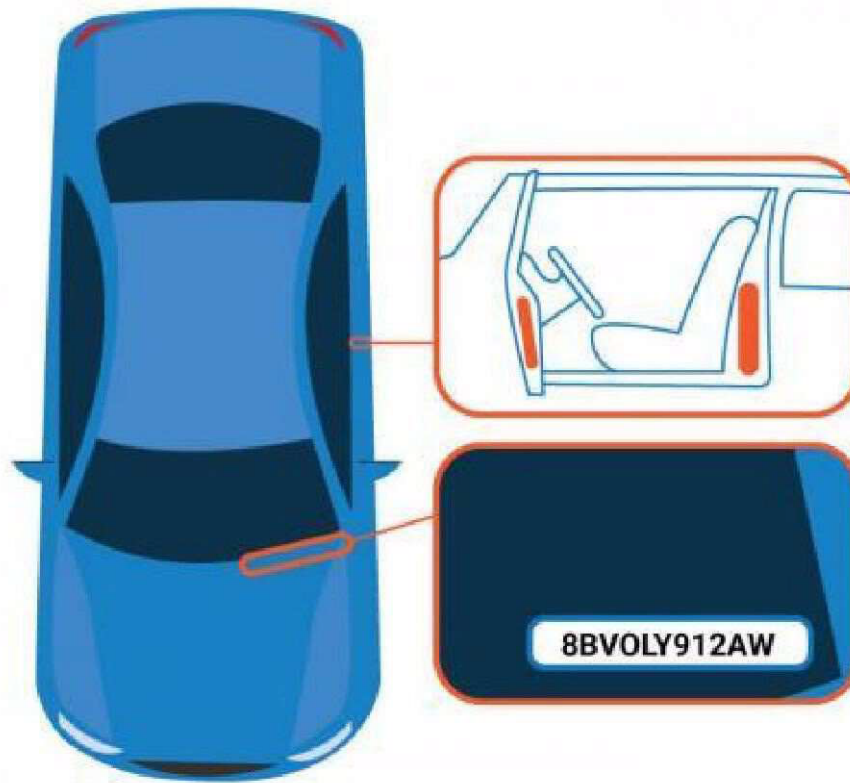
 **GO**

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from [major light auto automakers](#), [motorcycle manufacturers](#) and [some medium/heavy truck manufacturers](#)

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

Get Recall Alerts on Your Phone

Download NHTSA's free SaferCar app and set up your virtual garage. When SaferCar discovers a safety recall for the vehicle or equipment you entered, it will send you an alert on your mobile device.

SAFERCAR FOR IOS

SAFERCAR FOR ANDROID

The Steps From Complaint To Recall

What happens to my complaint?

Your complaint fuels our work. Learn about the different steps that lead to recalls and safer vehicles.

The Steps From Complaint To Recall →

From your complaints to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipment that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect. [Monthly investigation reports →](#)

D. RECALL MANAGEMENT

NHTSA monitors the effectiveness and management of recalls, including the filing of recall notices with NHTSA, communicating with owners regarding the recalls and tracking the completion rate of each recall.

[Data dashboard: Recalls by manufacturer →](#)

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

[Go to search by VIN →](#)

Takata recall spotlight

The latest updates on Takata recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

[Takata recall spotlight →](#)

Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know

Download this brochure to get more information about how and why recall campaigns are initiated, and to know your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

[VIEW BROCHURE](#)

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.



You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

Tips For Your Safety

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Sign Up for Recall Alerts via Email

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

NHTSA Information▼

Information For▼

NHTSA Sites▼

Website Information▼

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, D.C. 20590

1-888-327-4236

1-800-424-9153 (TTY)



[Submit Feedback >](#)