



RECEIVED

By Stephen McHenry at 12:26 pm, Jun 20, 2013

June 20, 2013

Mr. Jeffrey L. Quandt, Chief
Vehicle Controls Division (VCD), NVS-213
U.S. Department of Transportation

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation (ODI)
Room W48-312
1200 New Jersey Avenue SE
Washington, D.C. 20590

Reference: NVS-213swm; PE13-010

Dear Mr. Quandt:

Attached is Chrysler Group LLC's ("Chrysler") response to the referenced inquiry. In performing the analysis and reaching conclusions, and by providing the information contained herein, Chrysler is not waiving its claim to attorney work product and attorney-client privileged communications. Based on the enclosed information, Chrysler believes there is no unreasonable risk to motor vehicle safety and respectfully submits that this investigation should be closed.

Sincerely,

A handwritten signature in blue ink that reads "Kristin Kolodge".

Kristin J. Kolodge

Attachment and Enclosures

Mr. Jeffrey L. Quandt
Reference: NVS-213swm; PE13-010
June 20, 2013

ATTACHMENT

Page 1 of 17

Preliminary Statement

On April 30, 2009 Chrysler LLC, the entity that manufactured and sold the vehicles that are the subject of this Information Request, filed a voluntary petition for relief under Chapter 11 of Title 11 of the United States Bankruptcy Code.

On June 10, 2009, Chrysler LLC sold substantially all of its assets to a newly formed company now known as Chrysler Group LLC. Pursuant to the sales transaction, Chrysler Group LLC assumed responsibility for safety recalls pursuant to the 49 U.S.C. Chapter 301 for vehicles that were manufactured and sold by Chrysler LLC prior to the June 10, 2009 asset sale.

On June 11, 2009, Chrysler LLC changed its name to Old Carco LLC. The assets of Old Carco LLC that were not purchased by Chrysler Group LLC, as well as the liabilities of Old Carco that were not assumed, remain under the jurisdiction of the United States Bankruptcy Court – Southern District of New York (*In re Old Carco LLC, et al.*, Case No. 09-50002).

Note: Unless indicated otherwise in the response to a question, this document contains information through May 2, 2013, the date the information request was received.

1. **State, by model and model year, the number of subject and peer vehicles Chrysler manufactured for sale or lease in the United States and federalized territories. Separately, for each subject or peer vehicle manufactured to date by Chrysler, state the following:**
 - a. **Vehicle identification number (VIN);**
 - b. **Make;**
 - c. **Model;**
 - d. **Model Year;**
 - e. **Subject component part number and design version installed as original equipment;**
 - f. **Date of manufacture;**
 - g. **Date warranty coverage commenced; and**
 - h. **The State in the United States (or federalized territory) where the vehicle was originally sold or leased (or delivered for sale or lease).**

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- A1. The 2004-2010 model year (MY) Dodge Viper US market vehicles are designated as the ZB model and are built in the Conner Assembly Plant in Detroit, Michigan. The total number of subject and peer vehicles manufactured by Chrysler for sale or lease for the United States and federalized territories was 3,341 and 4,590, respectively, which includes only vehicles that are certified for sale as a "motor vehicle" under the National Traffic and Safety Act, as amended ("Vehicle Safety Act"). The ACRX and Competition Coupe versions are sold for display or racing purposes only and are not certified for sale as a "motor vehicle" under the Vehicle Safety Act. These vehicles have been excluded as subject or peer vehicles throughout this response.

The response includes an added field for "Subject Component", which identifies the part numbers that Chrysler believes were installed on the vehicles when built, based on the change history implementation dates and the vehicle build dates.

The detailed response that lists the production data is provided in Enclosure 1 – Production Data as Microsoft Access 2010 tables titled "PRODUCTION DATA (PE13-010) SUBJECT .mdb" and "PRODUCTION DATA (PE13-010) PEER.mdb".

2. **State the number of each of the following, received by Chrysler, or of which Chrysler is otherwise aware, which relate to, or may relate to, the alleged defect in the subject and peer 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. Property damage claims;**
- e. Third-party arbitration proceedings where Chrysler is or was a party to the arbitration; and**
- f. Lawsuits, both pending and closed, in which Chrysler is or was a defendant or codefendant.**

For subparts “a” through “f” 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” provide a summary description of the alleged problem and causal and contributing factors and Chrysler’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f” 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.

- A2. The following summarizes the reports identified by Chrysler that relate to, or may relate to, the alleged defect in the subject and peer vehicles. Chrysler has conducted a reasonable and diligent search of the normal repositories of such information.
- a. There are 3 consumer complaints (Customer Assistance Inquiry Request or CAIR) that may relate to the alleged defect for the subject vehicle, which represent 3 unique VINs. There are 5 CAIRs that may relate to the alleged defect for the peer vehicles, which represent 5 unique VINs.
 - b. There are no field reports that may relate to the alleged defect.
 - c. There are 3 consumer complaints and 2 legal claims alleging a crash in the subject vehicles that may relate to the alleged defect, with 1 consumer complaint injury claim and 1 legal injury claim on the same vehicle. There are 5 consumer complaints alleging a crash in the peer vehicles that may relate to the alleged defect, with no injuries. There are 3 legal reports alleging a crash in the peer vehicles.
 - d. There are 3 consumer complaints and 2 legal claims alleging property damage in the subject vehicles that may relate to the alleged defect. There are 5 consumer complaints and 3 legal claims alleging property damage in the peer vehicles that may relate to the alleged defect.
 - e. There are no third-party arbitration proceedings involving Chrysler for the subject or peer vehicles.

- f. There are 2 legal claims involving the subject vehicles that may relate to the alleged defect. There are 3 legal claims involving the peer vehicles that may relate to the alleged defect.

Based on the analysis of these complaints for the subject and peer vehicles, Chrysler has determined that all of the responsive reported data relates to 8 unique VINs.

Summary descriptions of the alleged problem, causal and contributing factors, and Chrysler's assessment of the problem, to the extent available, are included in Enclosure 4 – Field Data. These summaries include the significant underlying facts and evidence, when available.

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's file number or other identifier used;**
 - b. **The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);**
 - c. **Vehicle owner or fleet name (and fleet contact person), address and telephone number;**
 - d. **Vehicle's VIN;**
 - e. **Vehicle's make, model and model year;**
 - f. **Vehicle's mileage at time of incident;**
 - g. **Incident date;**
 - h. **Report or claim date;**
 - i. **Whether a crash is alleged;**
 - j. **Whether property damage is alleged;**
 - k. **Number of alleged injuries, if any; and**
 - l. **Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2010, or a compatible format, entitled "COMPLAINT DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- A3. The detailed response that lists the customer complaints and legal claims from Request No. 2, as requested in Items a. through l. is provided in Enclosure 3 – Request Number Two Data in a Microsoft Access 2010 table, titled "REQUEST NUMBER TWO DATA (PE13-010) – SUBJECT.mdb" and "REQUEST NUMBER TWO DATA (PE13-010) – PEER.mdb".
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 used for organizing the documents.**

- A4. Copies of all documents within the scope of Question No. 2 are provided in Enclosure 4 – Field Data. The documents for the subject and peer vehicles contain CAIR reports and legal claims. The CAIR summaries are submitted in one .pdf file and the related documents are arranged in folders by CAIR number.
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 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’s claim number;**
- b. **Vehicle owner or fleet name (and fleet contact person) and telephone number;**
- c. **VIN;**
- d. **Repair date;**
- e. **Vehicle mileage at time of repair;**
- f. **Repairing dealer’s or facility’s name, telephone number, city and state or ZIP code;**
- g. **Labor operation number;**
- h. **Problem code;**
- i. **Replacement part number(s) and description(s);**
- j. **Concern stated by customer;**
- k. **Cause and correction as indicated by the dealership; and**
- l. **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”. See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- A5. The total number of warranty claims that may relate to the alleged defect for the subject vehicles are listed below.

Year and Model	Knuckle, left, PN 05134995AA	Knuckle, right, PN 05134994AA	Knuckle, left, PN 05086731AA	Knuckle, right, PN 05086730AA
2005MY Viper Coupe	0	0	0	0
2005MY Viper Convertible	1	0	0	0
2006MY Viper Coupe	0	0	0	0
2006MY Viper Convertible	2	0	0	0

Not all of the warranty claims are necessarily related to the alleged defect, as there are other reasons for rear suspension knuckle replacements. Both the ball joint and rear suspension knuckle are included in the above part number assemblies (left and right). Thus, the rear suspension knuckle may have also been replaced when only the ball joint required service. For example, a claim for a noisy lower ball joint, a condition unrelated to the alleged defect, could be binned as "broken," which is one of the failure codes that potentially includes claims related to the alleged defect and have been excluded from the warranty submission.

Chrysler's analysis of the three subject vehicle warranty claims shows that none of the three claims appear to be related to a broken rear suspension knuckle. Two of the three claims appear to relate to stripped threads or loose fasteners. The dealer technician narrative supplied with the third claim shows the warranty claim is due to grease leakage from the hub seal. Chrysler therefore concludes that there are no warranty claims relating to the alleged defect within the subject vehicles.

The detailed response that lists the warranty claims is provided in Enclosure 5 – Warranty Data, "WARRANTY DATA (PE13-010) Subject.mdb".

- 6. Describe in detail the search criteria used by Chrysler to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Chrysler on the subject and peer 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 offered for the subject vehicles that would extend coverage to the subject component.**
- A6. Chrysler used rear suspension knuckle part numbers to identify warranty claims in response to Request No. 5. Part numbers, rather than LOP codes, is a more accurate way to identify warranty claims which may be related to this alleged defect, because the only warranty repair for a broken rear suspension knuckle is replacement. Chrysler identified all rear suspension knuckle part numbers, including production, service assemblies and machined rear suspension knuckles (including all part revisions). In conducting its search, Chrysler included warranty claims where a rear suspension knuckle (right or left) was replaced. The part numbers used by Chrysler to identify warranty claims are noted in chart 6A below.

Chart 6A - Knuckle Part Numbers & Description	
Part Number	Description
05086730AA	Knuckle, Rear (assembly), right
05086731AA	Knuckle, Rear (assembly), left
05134994AA	Knuckle, Rear (assembly), right
05134995AA	Knuckle, Rear (assembly), left
05290126AB	Knuckle, Rear (machining), right
05290127AB	Knuckle, Rear (machining), left
05290126AC	Knuckle, Rear (machining), right
05290127AC	Knuckle, Rear (machining), left
05290124AA	Knuckle, Rear (assembly), right
05290125AA	Knuckle, Rear (assembly), left
05290124AB	Knuckle, Rear (assembly), right
05290125AB	Knuckle, Rear (assembly), left
05290124AC	Knuckle, Rear (assembly), right
05290125AC	Knuckle, Rear (assembly), left
05290124AD	Knuckle, Rear (assembly), right
05290125AD	Knuckle, Rear (assembly), left
05290124AE	Knuckle, Rear (assembly), right
05290125AE	Knuckle, Rear (assembly), left
05290124AG	Knuckle, Rear (assembly), right
05290125AG	Knuckle, Rear (assembly), left

Chart 6B is a list of all labor operation codes and failure codes that may apply to the alleged defect. Chart 6C shows the failure codes that could apply to the alleged defect. As stated above, Chrysler conducted its warranty search using only part numbers.

Chart 6B – Description of Labor Operation Codes	
Description of Repair	Labor Operation
Knuckle, rear suspension - Replace Left	02040101
Knuckle, rear suspension - Replace Right	02040102
Knuckle, rear suspension - Replace Right	02100102
Knuckle, rear suspension - Replace Left	02100103

Chart 6C – Description of Failure Codes	
Failure Code	Description
X8	Stripped Threads
05	Bearing Defect
06	Bent
11	Broken or Cracked
51	Improperly Installed

The standard warranty coverage offered for the subject and peer vehicles was 36 months / 36,000 miles. LOPS 02040101, 02040102, 02100102 and 02100103 shown in chart 6B are covered by Chrysler's full mechanical optional warranty Maximum Care and the Certified Pre Owned Vehicle (CPOV) limited warranty during the first 3 months. The coverage choices available within these plans range from 36 months / 45,000 miles to lifetime unlimited mileage.

- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject and peer vehicles, that Chrysler 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 is planning to issue within the next 120 days.**
- A7. Chrysler issued one collision bulletin, relating to subject and peer vehicles, that discusses replacement of rear suspension knuckles due to collision damage. This collision bulletin is provided in Enclosure 7 – Dealer Communications. There are no additional responsive communications or informational documents, relating to subject or peer vehicles. Currently, no such communications are planned for the next 120 days.
- 8. 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. This should include all laboratory reports and metallurgical analyses of failed rear suspension knuckles. 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.

A8. Chrysler has conducted or is conducting the following assessments related to the alleged defect:

Assessment 1: Complaint Analysis by Report Open, Build Dates, Mileage, Months in Service, Model Year & Geographic Location

Start Date	End Date	Engineering Group Responsible
06/01/2013	06/11/2013	Regulatory Affairs

Objective: Determine if there are any identifiable trends in the complaint vehicles, any subject and peer vehicles with unique VINs sorted by geographic location of the complaint VIN, complaint open date (date of complaint), vehicle build date, vehicle months in service and mileage when the complaint occurred.

Analysis Results: No discernible trends were noted within the CAIR data. There are no responsive field reports associated with the alleged defect.

This document is provided in Enclosure 8a – Complaint Analysis.

Assessment 2: Consumer Complaint Mileage/Ownership Analysis – Purchase until Complaint

Start Date	End Date	Engineering Group Responsible
06/11/2013	06/14/2013	Regulatory Affairs

Objective: Determine if there are any identifiable trends in ownership time and/or vehicle usage prior to complaint date. Combining CarFax and CAIR data to determine the average mileage and ownership duration to evaluate customer experience with the vehicle.

Analysis Results: The average ownership period for subject and peer was 9 months and an accumulated 5,206 miles prior to the incident date.

This document is provided in Enclosure 8b – Ownership Analysis.

9. Describe all modifications or changes made by, or on behalf of, Chrysler 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 and peer 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 is aware of which may be incorporated into vehicle production within the next 120 days.

A9. The rear suspension knuckle change history (as distinguished from the production or service rear suspension knuckle assembly) is provided in Enclosure 9 – Component Change History CONF BUS INFO which has been submitted under separate cover to the NHTSA Chief Counsel's Office with a request for confidential treatment. Chrysler is not aware of any modification or changes which may be incorporated into the subject vehicle components within the next 120 days.

10. State the number of each of the following that Chrysler has sold that may be used in the subject and peer 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. Any kits that have been released, or developed, by Chrysler 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 is aware that contain the identical component, whether installed in production or in service, and state the applicable dated of production or service.

A10. The requested information for the subject components is provided in Enclosure 10 – Component Part Sales CONF BUS INFO which has been submitted under separate cover to the NHTSA Chief Counsel's Office with a request for confidential treatment.

The subject component replacement parts are also used on 2003MY Dodge Vipers and all Dodge Viper Competition Coupe and ACRX race cars (both Competition Coupe and ACRX models are not certified for use on-road), but are not used on any other Chrysler vehicles. Due to Chrysler's records management program, the part sales data is only retained for 5 years.

The table in Enclosure 10 – Component Part Sales CONF BUS INFO includes all subject component service part sales and supplier contacts, whether or not they are related to the alleged defect. It is difficult to determine whether the alleged defect prompted these part sales as there are unrelated circumstances that generate sales. In particular, the subject component is only available from service as an assembly. This assembly includes a lower ball joint. Subject component replacements due to customer induced damage, accidents or miscellaneous warranty claims will increase subject component part sales and are all unrelated to the alleged defect. Thus, Chrysler has concluded that the use of part sales data will not be conclusive to assess any trend related to the alleged defect.

11. Furnish Chrysler's assessment of the alleged defect in the subject vehicle, 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.**

A11. In reviewing the field data, Chrysler has concluded that the causal factor of rear suspension control knuckle failure is damage due to collision forces. Six of the eight subject and peer vehicles identified as having experienced rear suspension control knuckle failure were inspected by Chrysler representatives. In each of these six cases, Chrysler was able to conclude that the rear suspension knuckle broke as a result of a collision, and was not the cause of any collision.

The physical evidence from subject and peer vehicle inspections supports Chrysler's conclusion that rear suspension knuckle failure is the result of collision damage. For example, Figure 1 (CAIR 13413131; photo 1003141ef.jpg) shows the severe impact damage to the right rear wheel. The lateral force of such impact to the wheel was transferred to the rear suspension knuckle, overloading the knuckle and resulting in damage to the knuckle. CAIRs 14654413 and 18596334 include similar photos with similar severe damage to the wheel and tire, causing the rear suspension knuckle to break. The collision forces depicted in Figure 3 (CAIR 18596334; photo 1150321af.jpg) were so severe that the wheel cracked circumferentially for several inches.

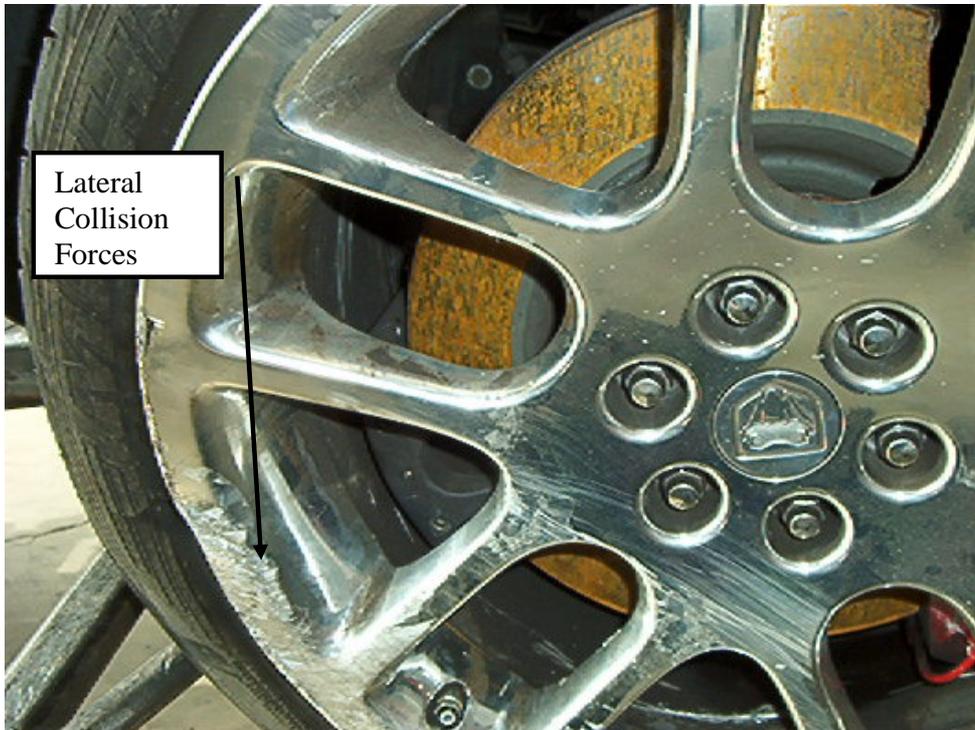


Figure 1 - CAIR 13413131, Photo 1003141ef.jpg



Figure 2 - CAIR 14654413, Photo 0216131af.jpg



Figure 3 – CAIR 18596334, Photo 1150321af.jpg

Additional compelling evidence from the fractured surfaces also supports Chrysler's conclusions. Clean, granular fracture surfaces are seen in Figures 4 through 9 (depicting CAIR 13413131, photo 1003141sf.jpg; CAIR 14654413, photo 0216131ff.jpg; CAIR 18596334; photo11503227f.jpg; CAIR 20824404, photo 0118301mf.jpg; CAIR 22857460, photo 0851502bf.jpg; and CAIR 22949130, photo 0137221nf.jpg, respectively). The lack of characteristically smooth fatigue surfaces indicates that the fractures were due to collision (single event) induced overload rather than to fatigue. Chrysler notes that such clean, granular fracture surfaces are found on the vehicles identified within VOQ 10492180 (CAIR 22949130) and VOQs 10492169 /10491122 (CAIR 22857460), which prompted the investigation.



Figure 4 - CAIR 13413131, Photo 1003141sf.jpg

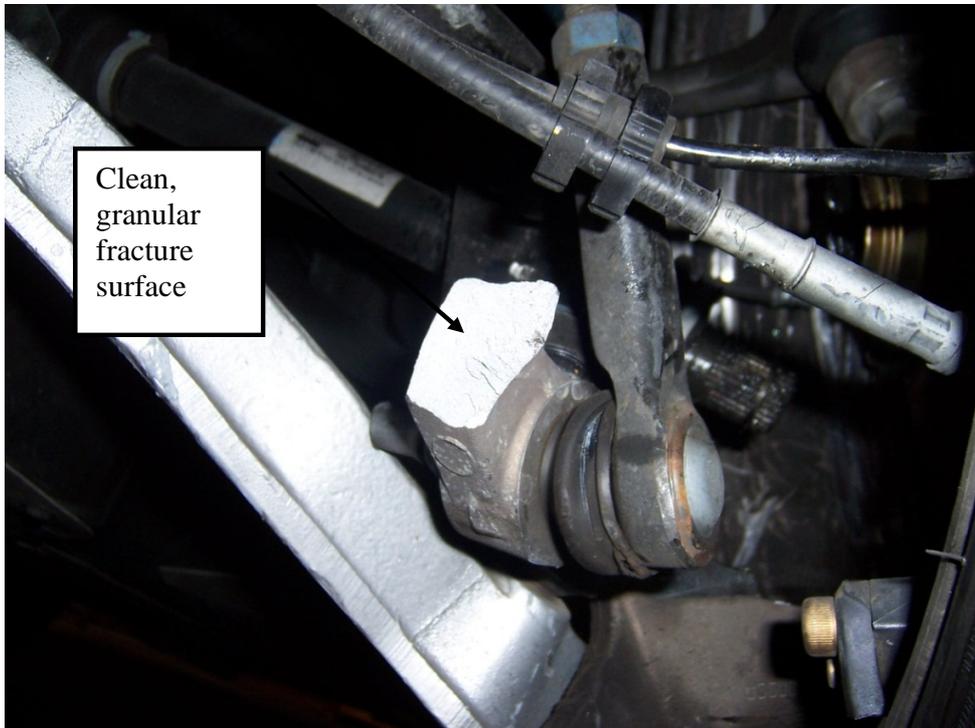
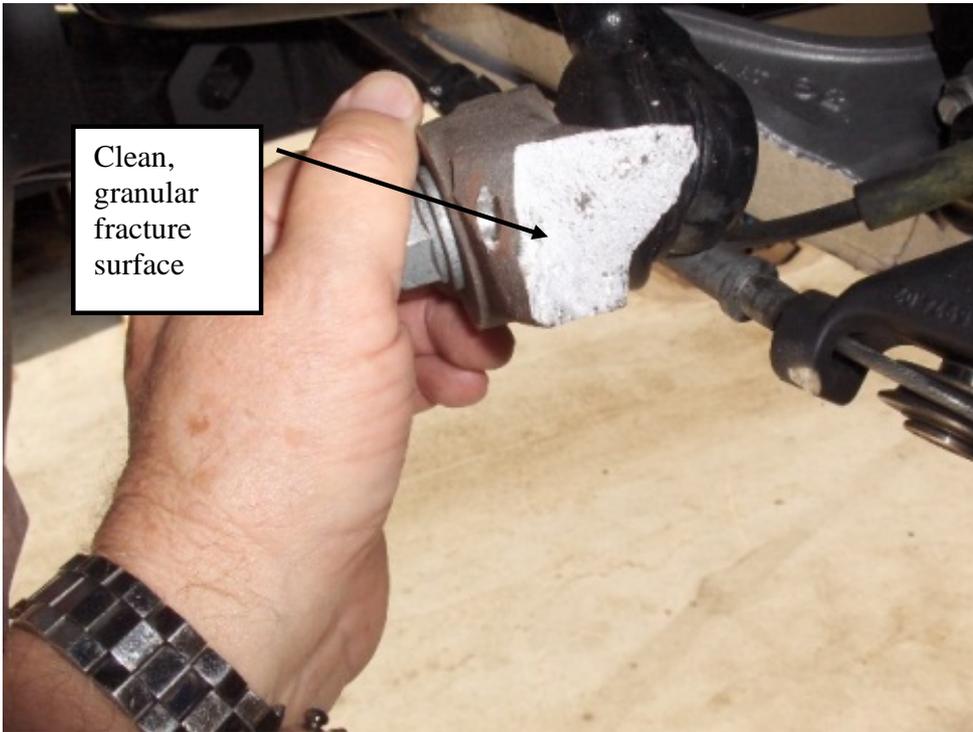


Figure 5 - CAIR 14654413, Photo 0216131ff.jpg



Clean,
granular
fracture
surface

Figure 6 - CAIR 18596334, Photo 11503227f.jpg



Clean,
granular
fracture
surface

Figure 7 - CAIR 20824404, Photo 0118301mf.jpg

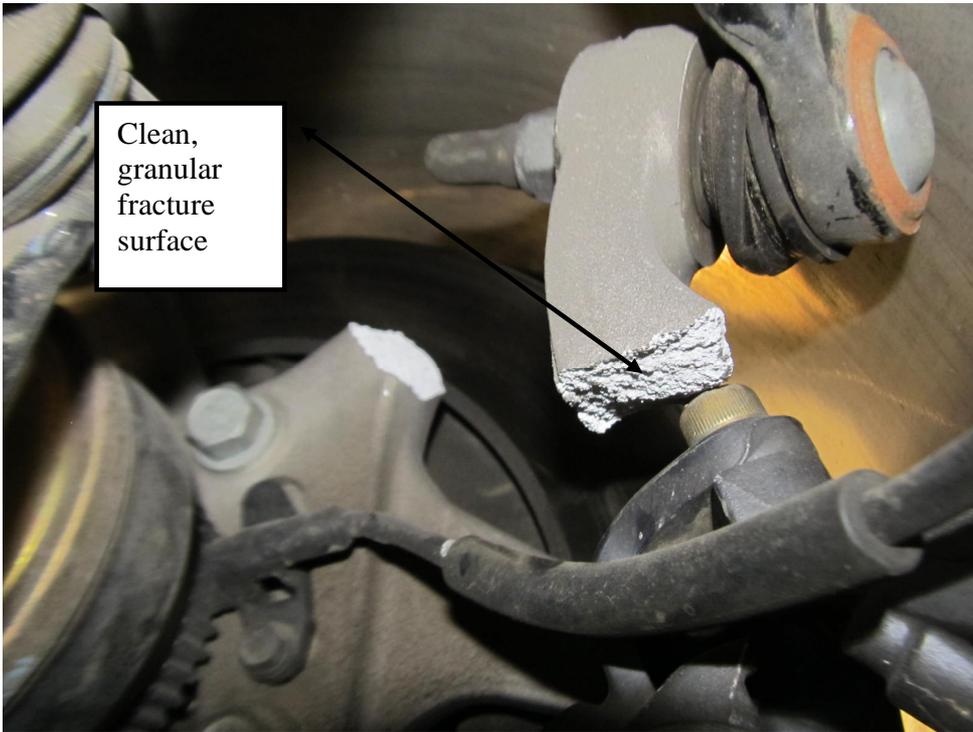


Figure 8 – VOQs 10492169 /10491122 (CAIR 22857460), Photo 0851502bf.jpg



Figure 9 – VOQ 10492180 (CAIR 22949130), Photo 0137221nf.jpg

Furthermore, an analysis of the vehicle mileage and ownership duration for the owner of subject and peer vehicles at the time of incident, as noted in Question 8, Assessment 2 indicates low "seat time" with the vehicles (average of 5,206 miles and 9 months of ownership, based on CarFax and CAIR dates and mileage). The combination of a powerful vehicle and a driver inexperienced with that vehicle may result in unintended/uncontrolled wheel spin, loss of control, and impact with curbs or other objects that places lateral stress on the rear suspension knuckle causing it to fracture.

Lastly, Chrysler's analysis of the three subject vehicle warranty claims shows that none of the three claims appear to be related to a broken rear suspension knuckle. Two of the three claims appear to relate to stripped threads or loose fasteners. The dealer technician narrative supplied with the third claim shows the warranty claim is due to grease leakage from the hub seal. Chrysler therefore concludes that there are no warranty claims relating to the alleged defect within the subject vehicles.

In summary,

- Six of the eight customer complaints were inspected and, in each case, the rear suspension knuckle fracture was found to be a result of collision and not the cause of the collision.
- When an impact related rear suspension knuckle fracture occurs, it tends to occur soon after a new owner takes possession of the vehicle.
- Based on a review of the three subject vehicle warranty repairs, there are no warranty claims that relate to the alleged defect in the subject vehicles.

In conclusion, based on Chrysler's analysis, a defect does not exist in the subject vehicles. For this reason, Chrysler believes that there is no risk to motor vehicle safety and respectfully submits that this investigation should be closed.

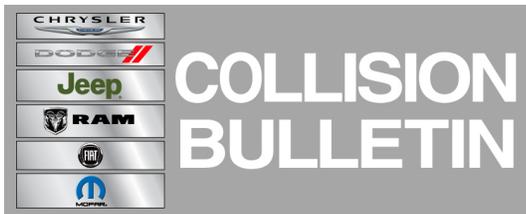
PE13-010

CHRYSLER

6/20/2013

ENCLOSURE 7

Dealer Communication -
Collision repair bulletin



NUMBER: 31-001-12

GROUP: Collision Bulletin

DATE: January 11, 2012

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

SUBJECT:

Wheel Bearing and Hub Replacement/Inspection Guidelines During Collision Repairs

OVERVIEW:

This bulletin involves wheel bearing and hub replacement/inspection during collision repairs.

DISCUSSION:

During a collision repair where suspension damage has occurred from direct impact to a wheel, the wheel bearing and hub will be addressed as follows:

- If there is damage to the steering knuckle or control arm(s) and ball joints, the bearing and hub are to be replaced.
- If there is damage to suspension or steering components, wheel(s), or the cradle, other than the steering knuckle or control arm(s) and ball joints mentioned above, the wheel bearing and hub should be inspected and replaced if any concern exists.

POLICY:

Information Only.

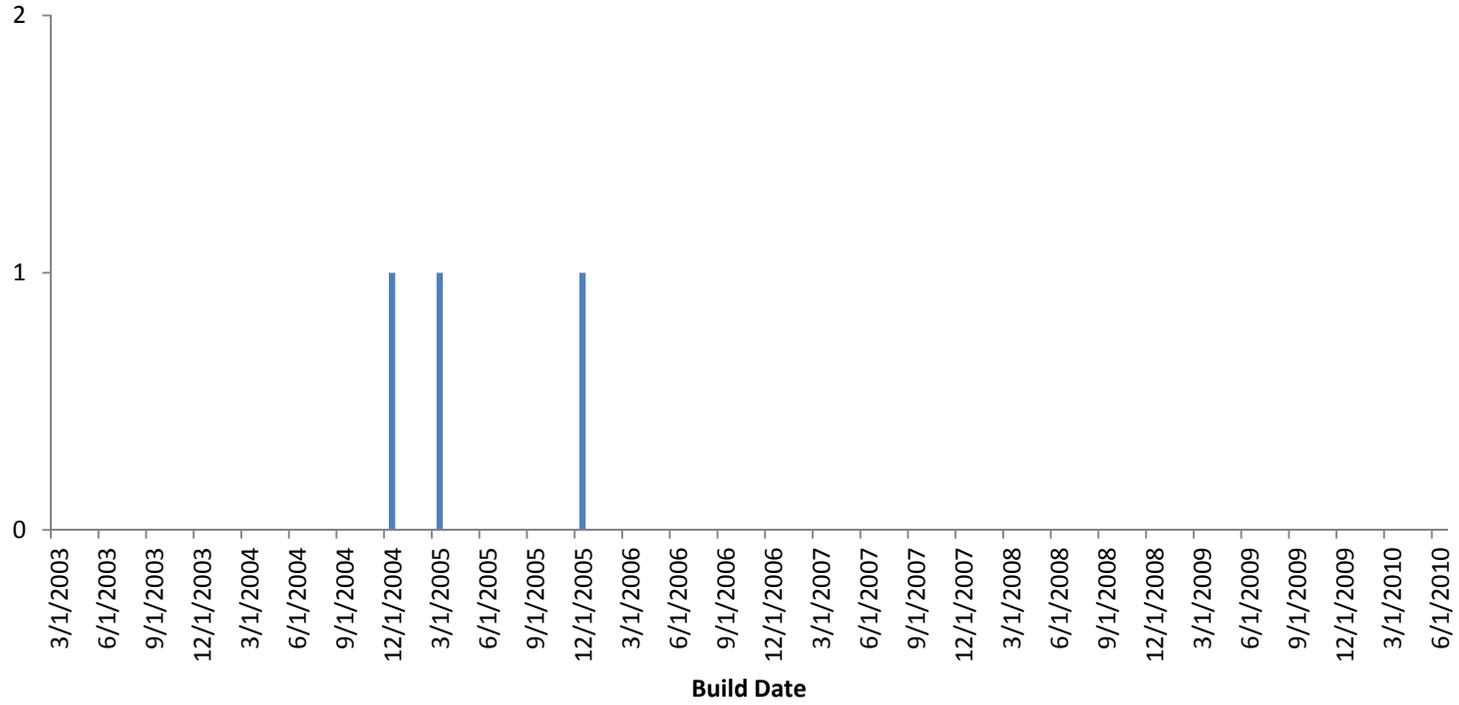
PE13-010

CHRYSLER

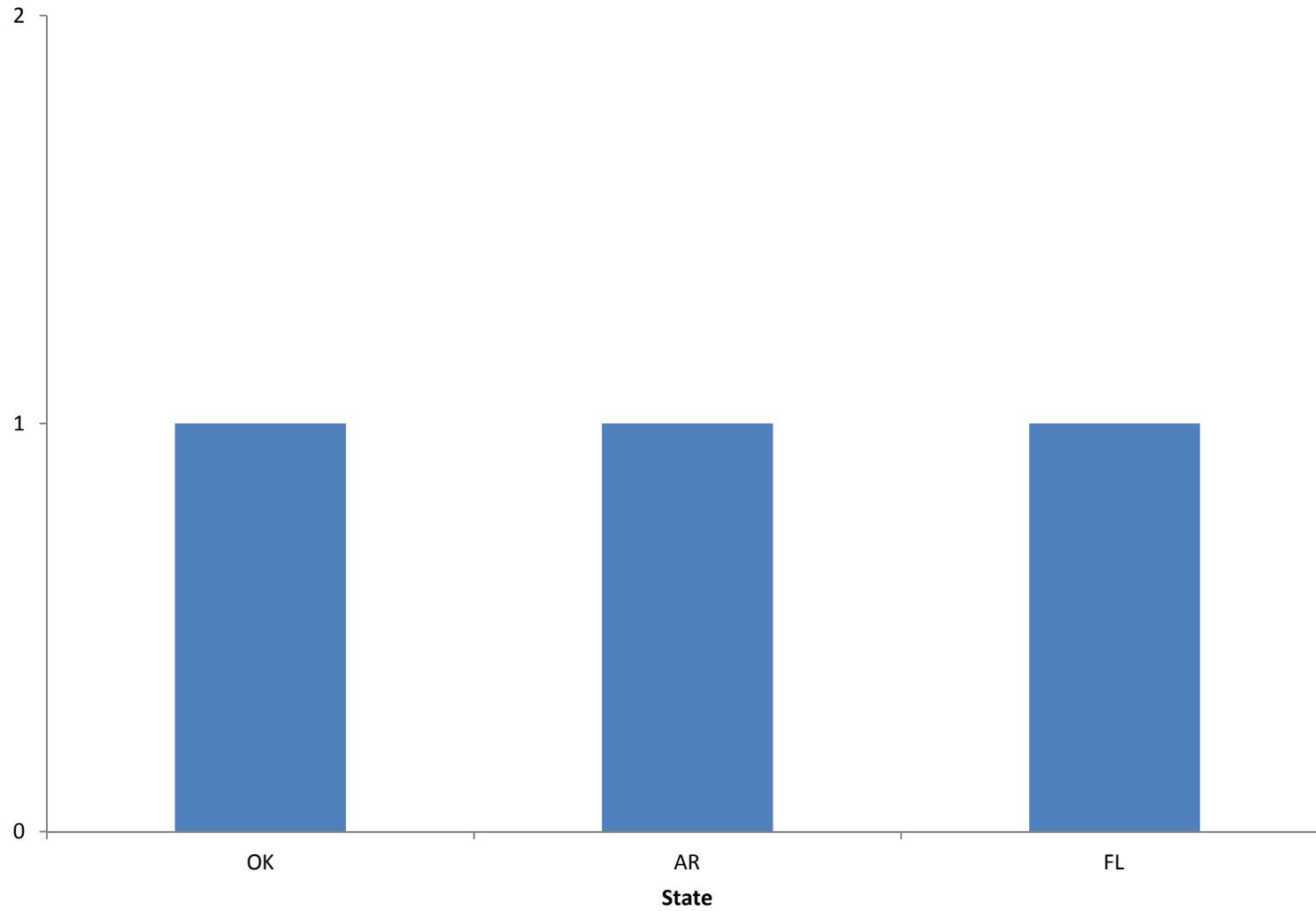
6/20/2013

ENCLOSURE 8A,
COMPLAINT ANALYSIS,
Histograms for Subject and Peer
Vehicles

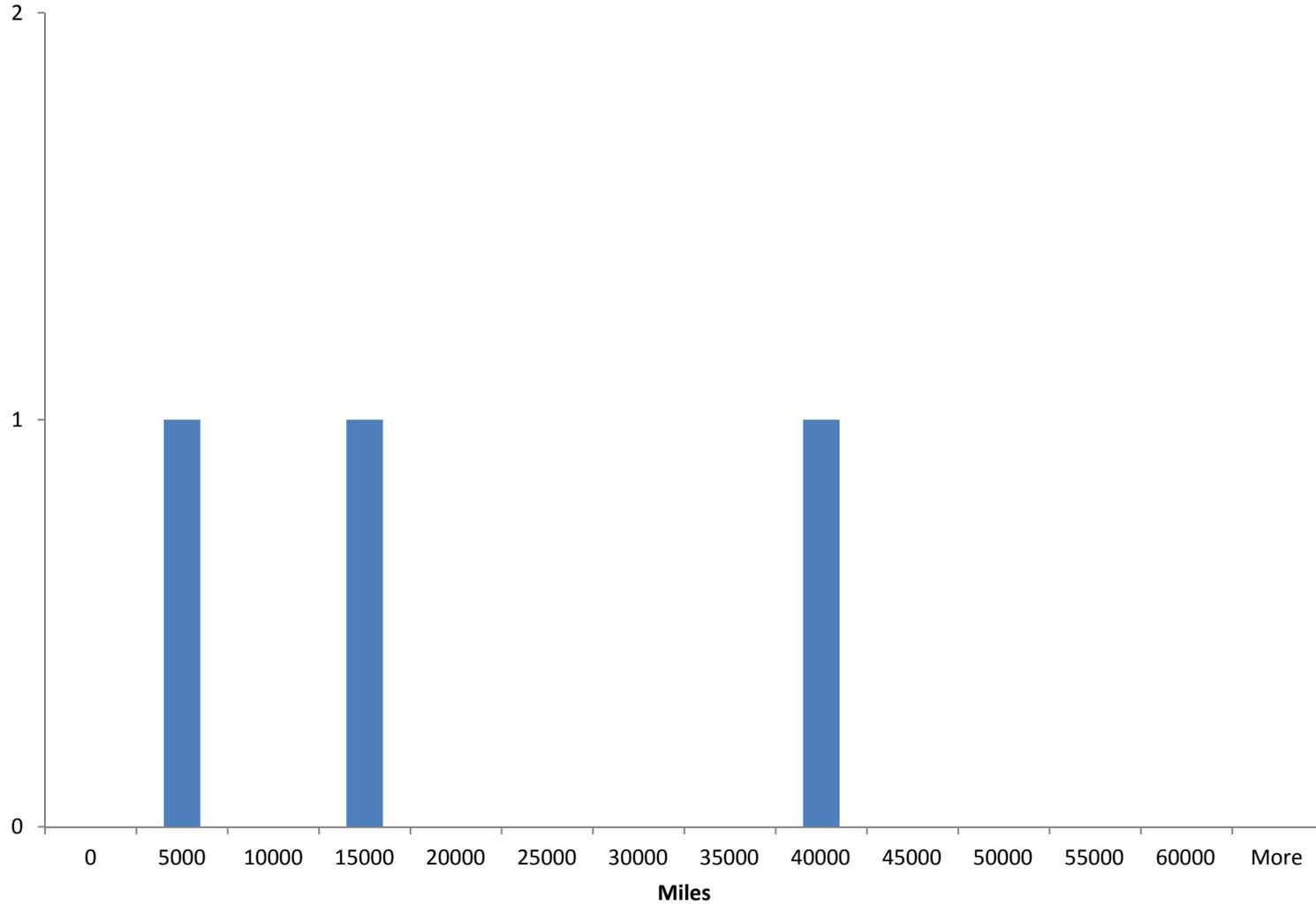
PE13-010 Subject Vehicle Customer Complaints By Build Date



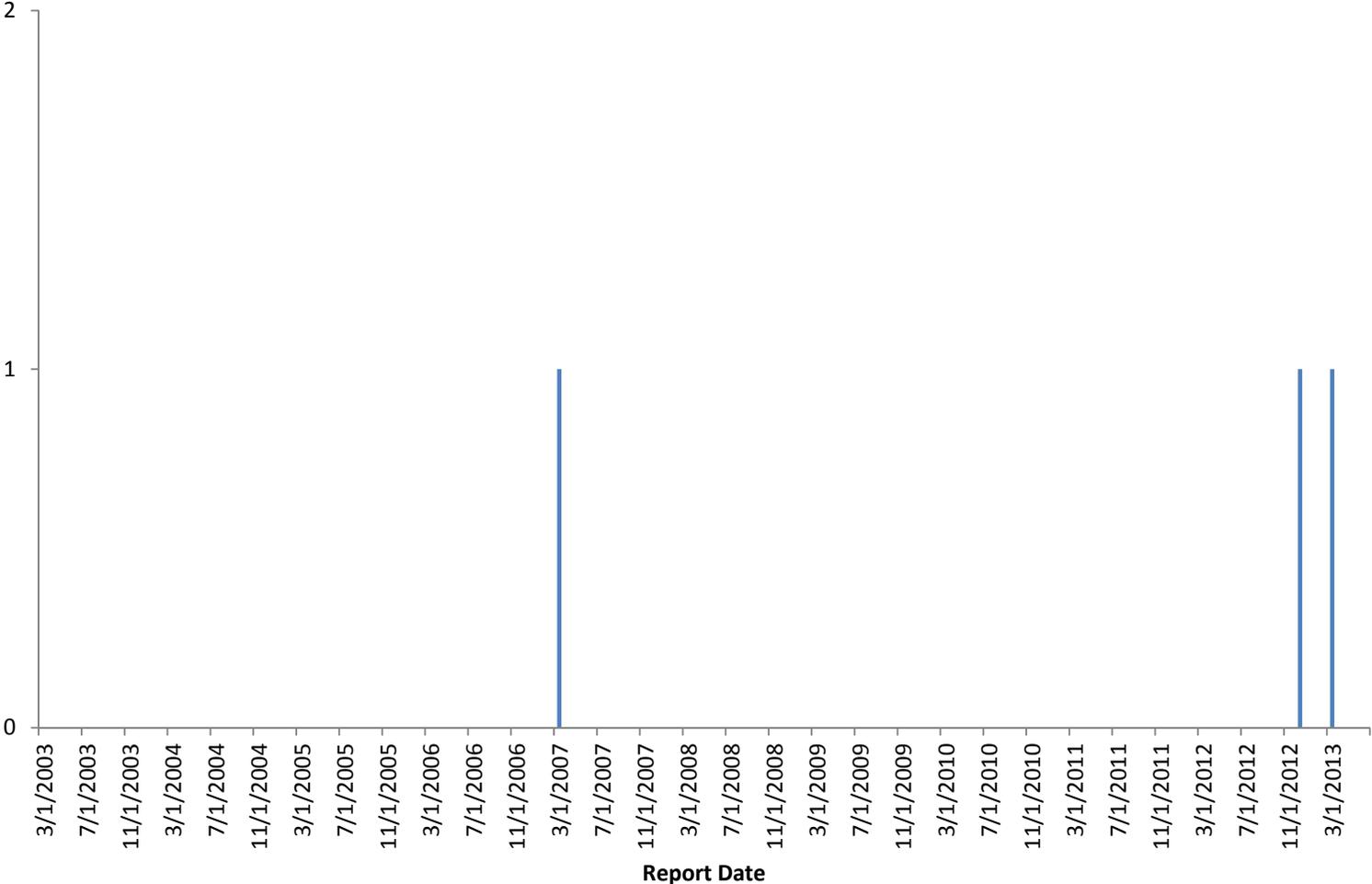
PE13-010 Subject Vehicle Customer Complaints By State



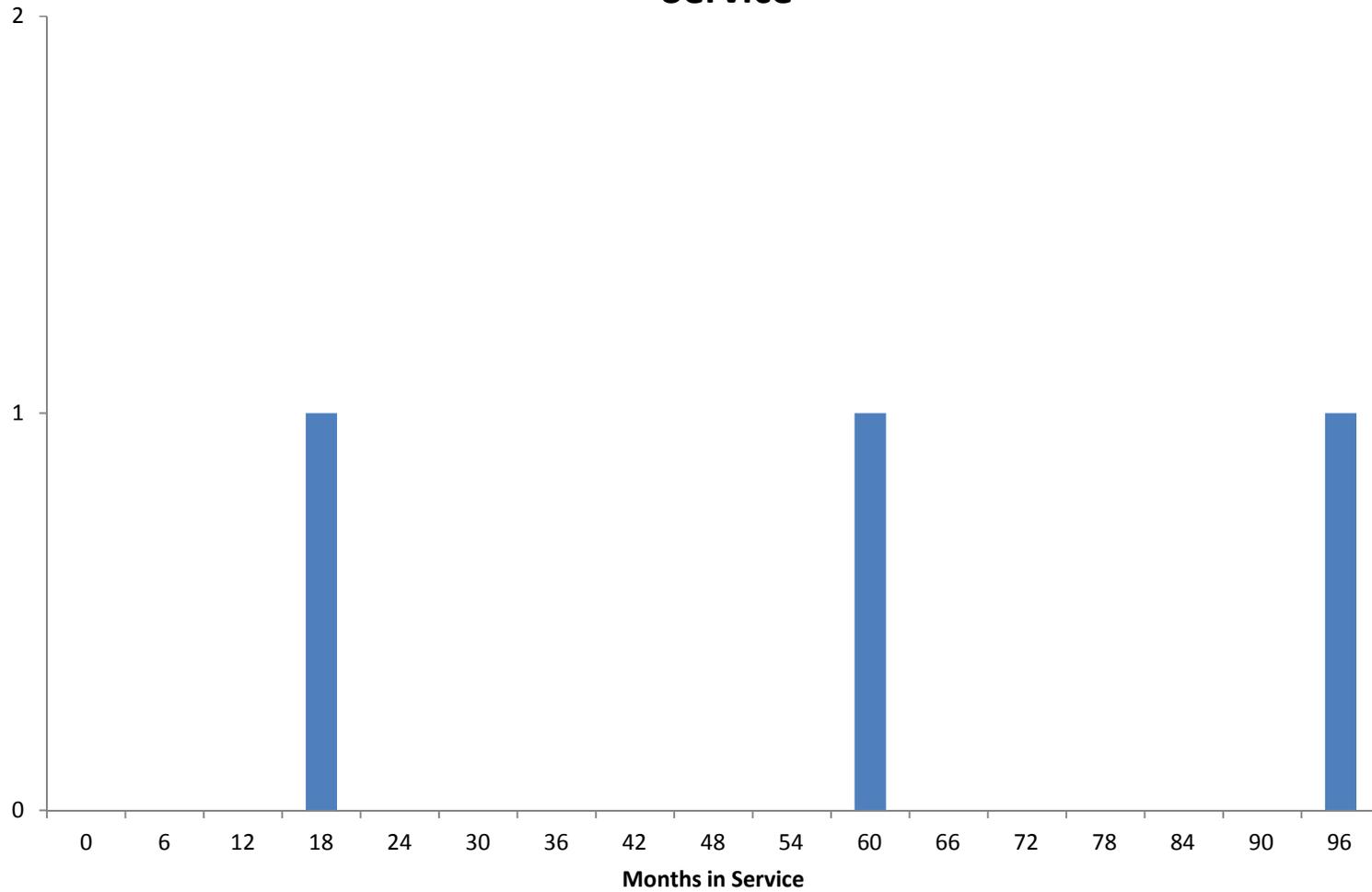
PE13-010 Subject Vehicle Customer Complaints by Mileage



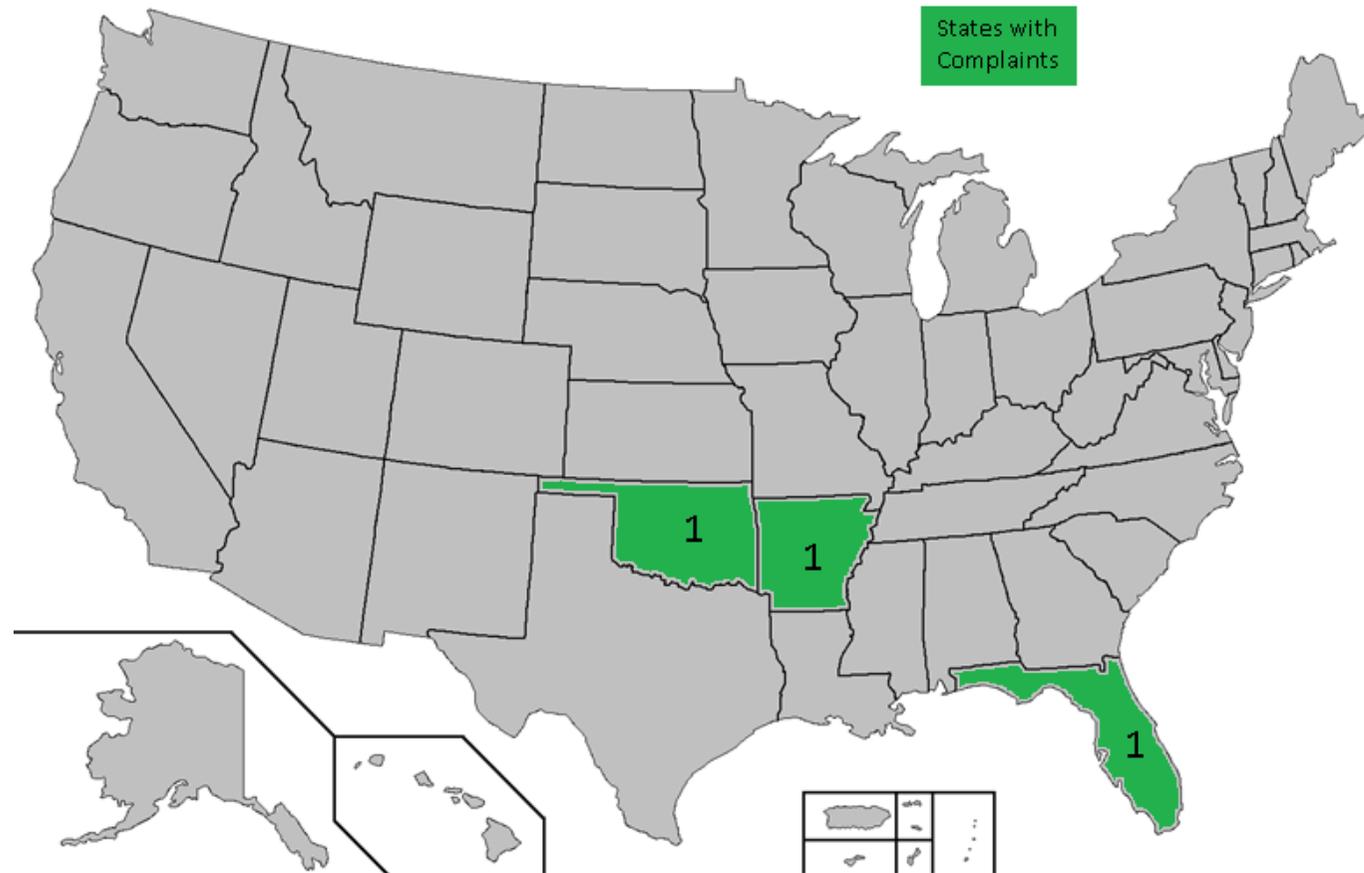
PE13-010 Subject Vehicle Customer Complaints By Report Date



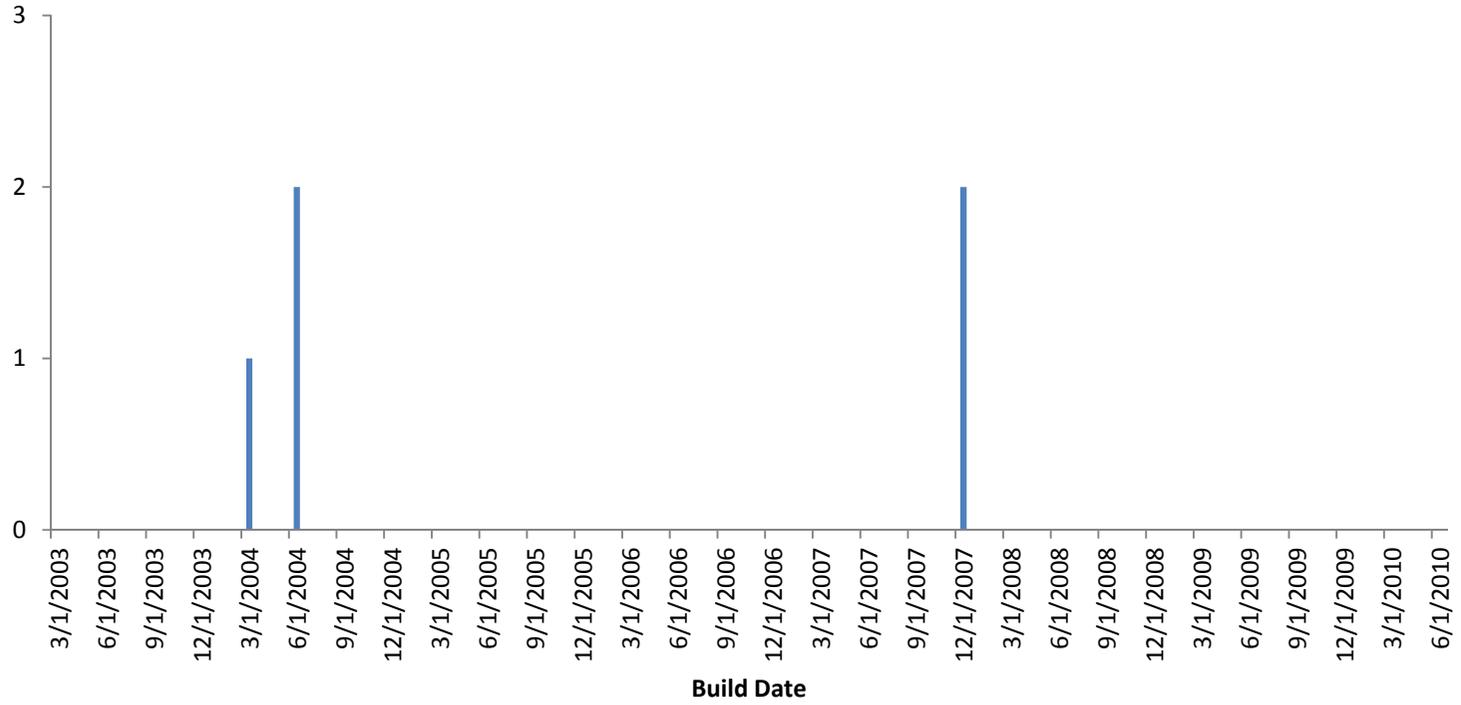
PE13-010 Subject Vehicle Customer Complaints by Months in Service



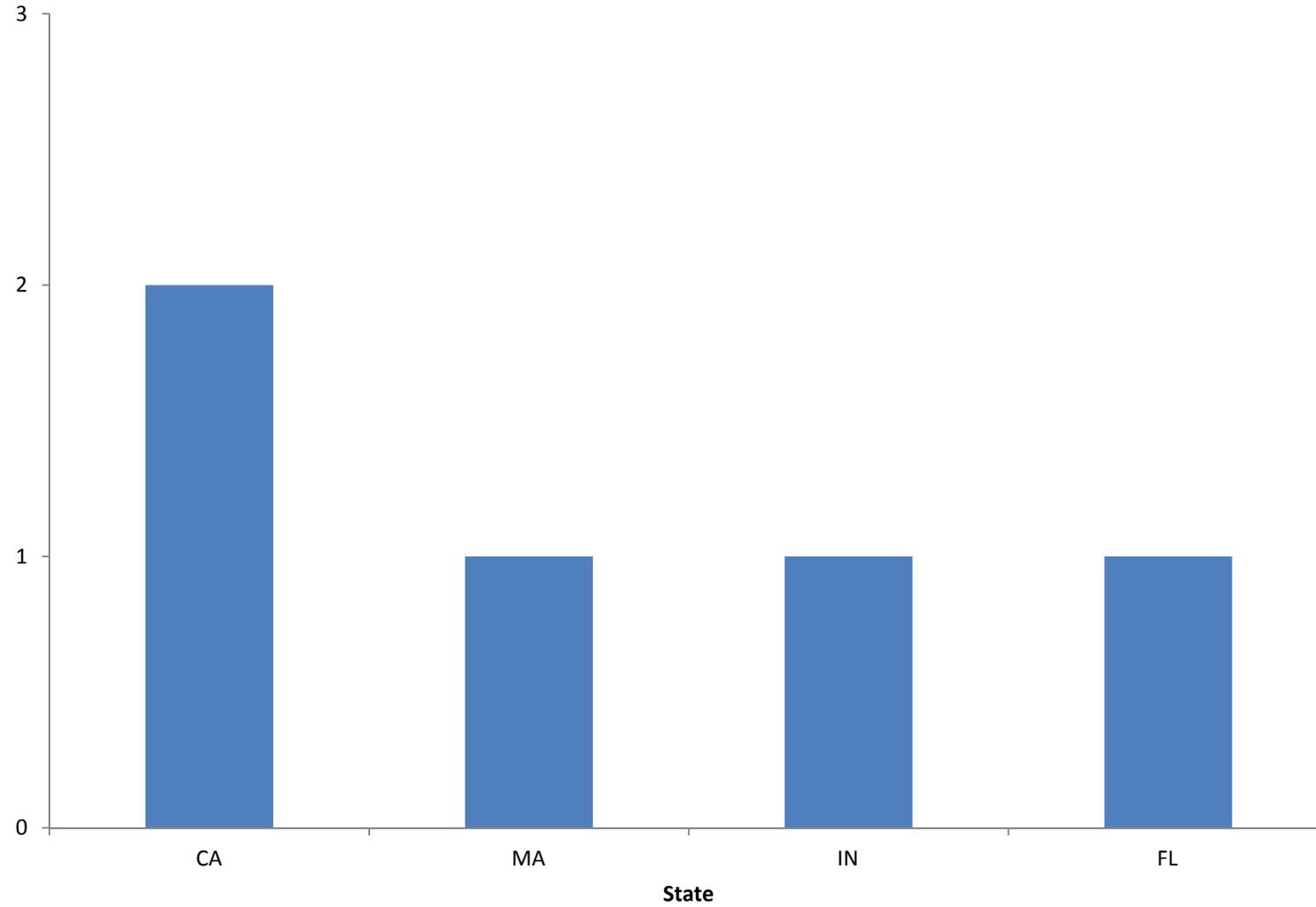
PE13-010 Subject Vehicle Customer Complaints – Geographic Distribution



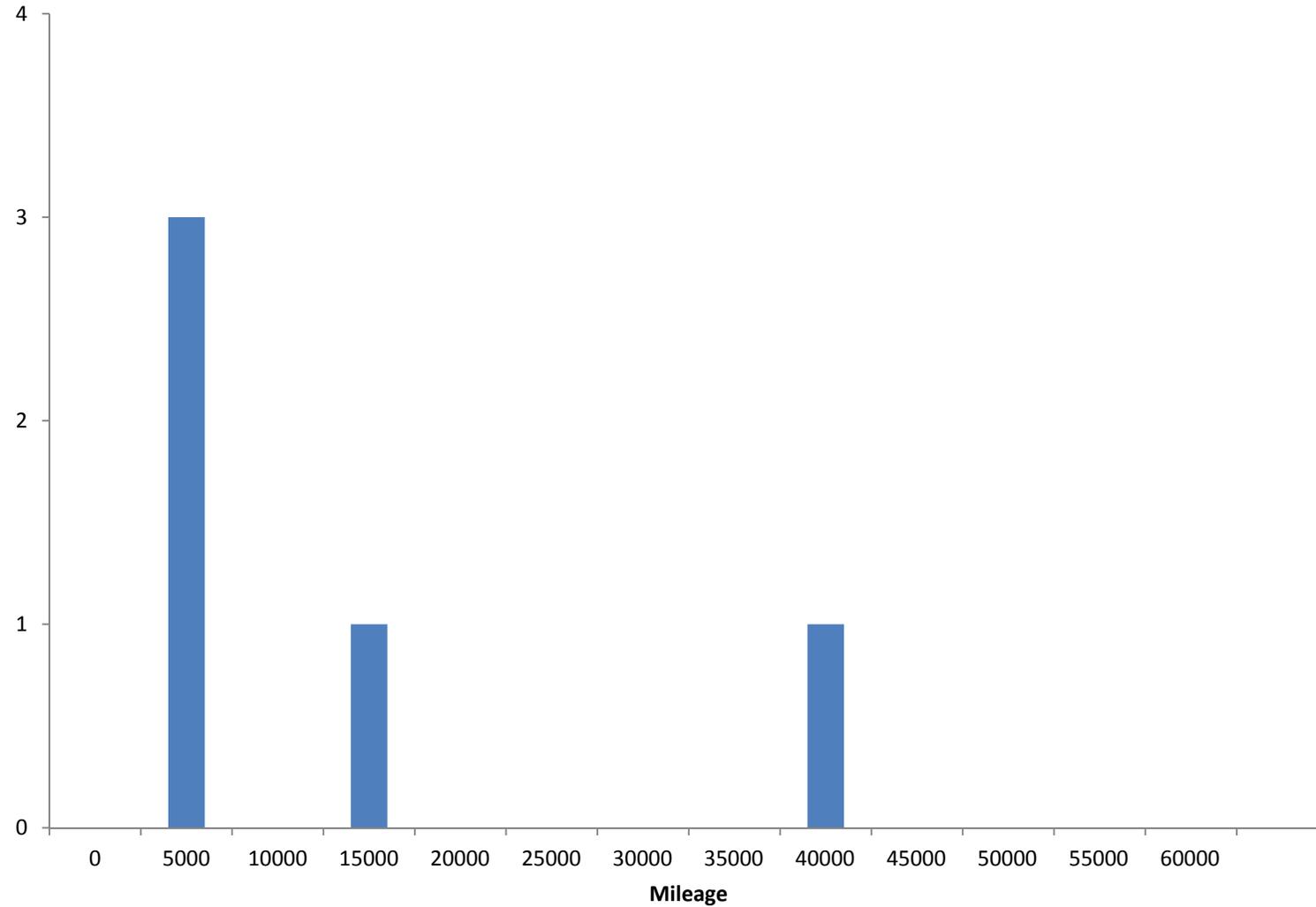
PE13-010 Peer Vehicle Customer Complaints By Build Date



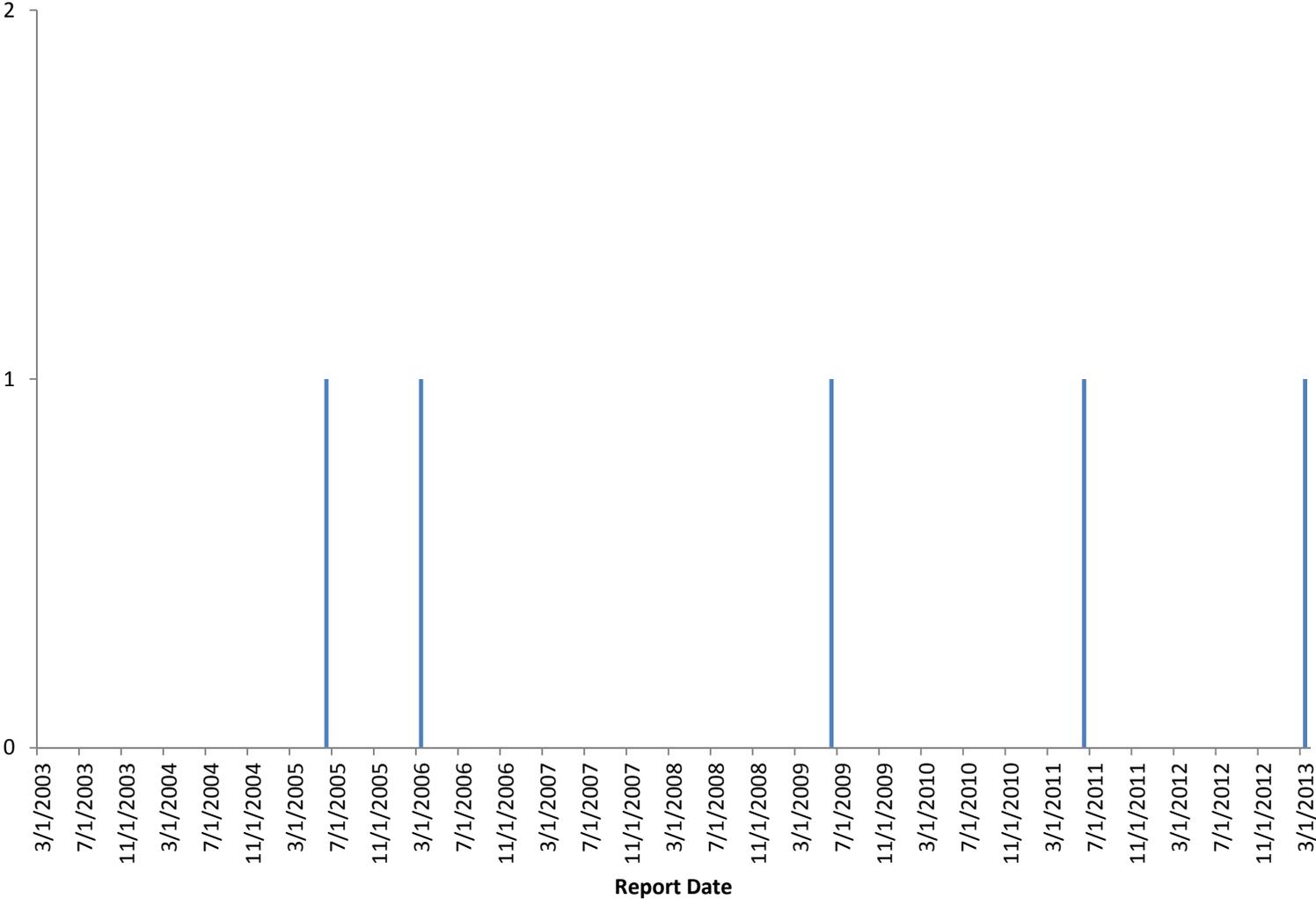
PE13-010 Peer Vehicle Customer Complaints By State



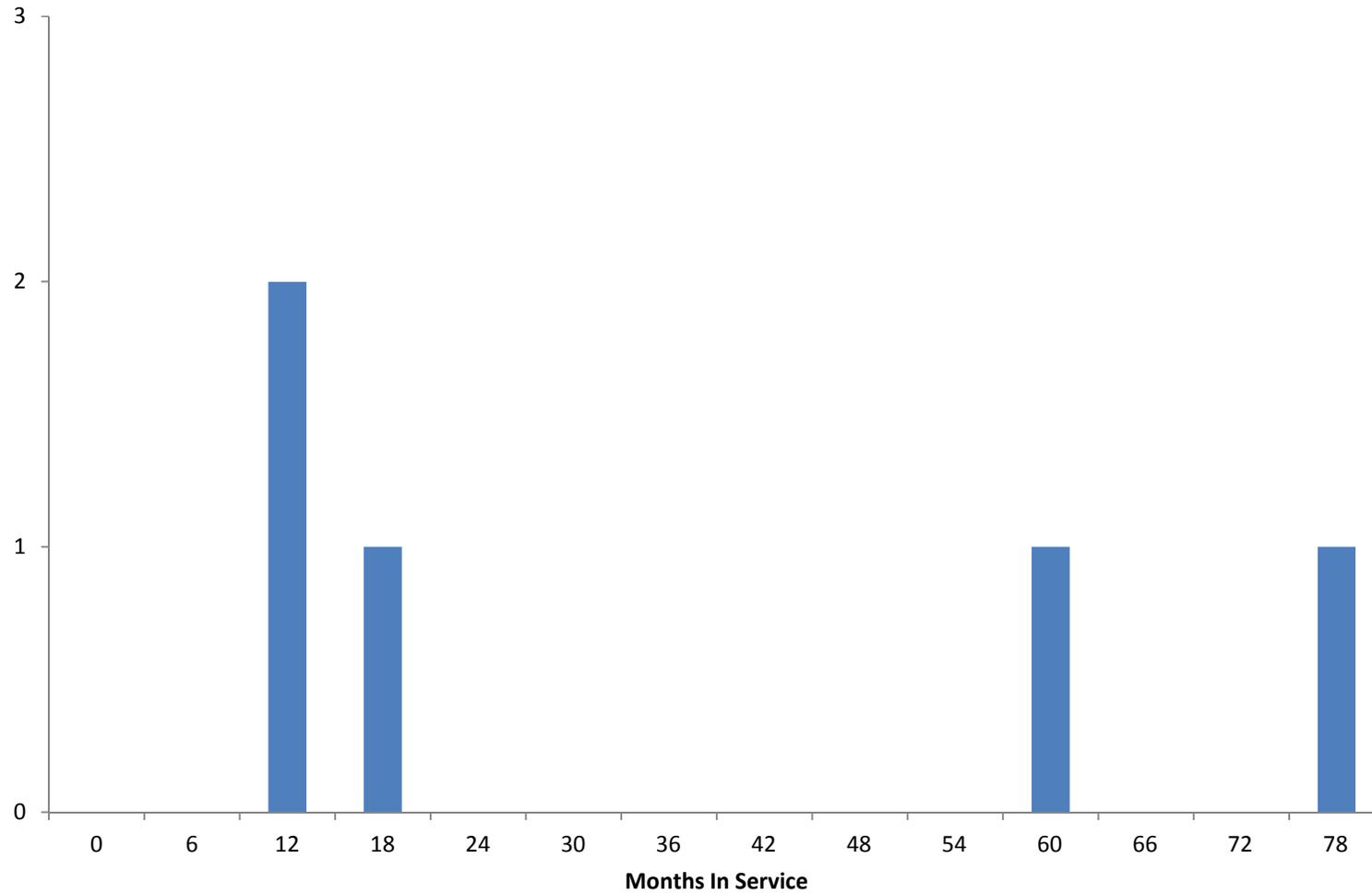
PE13-010 Peer Vehicle Customer Complaints by Mileage



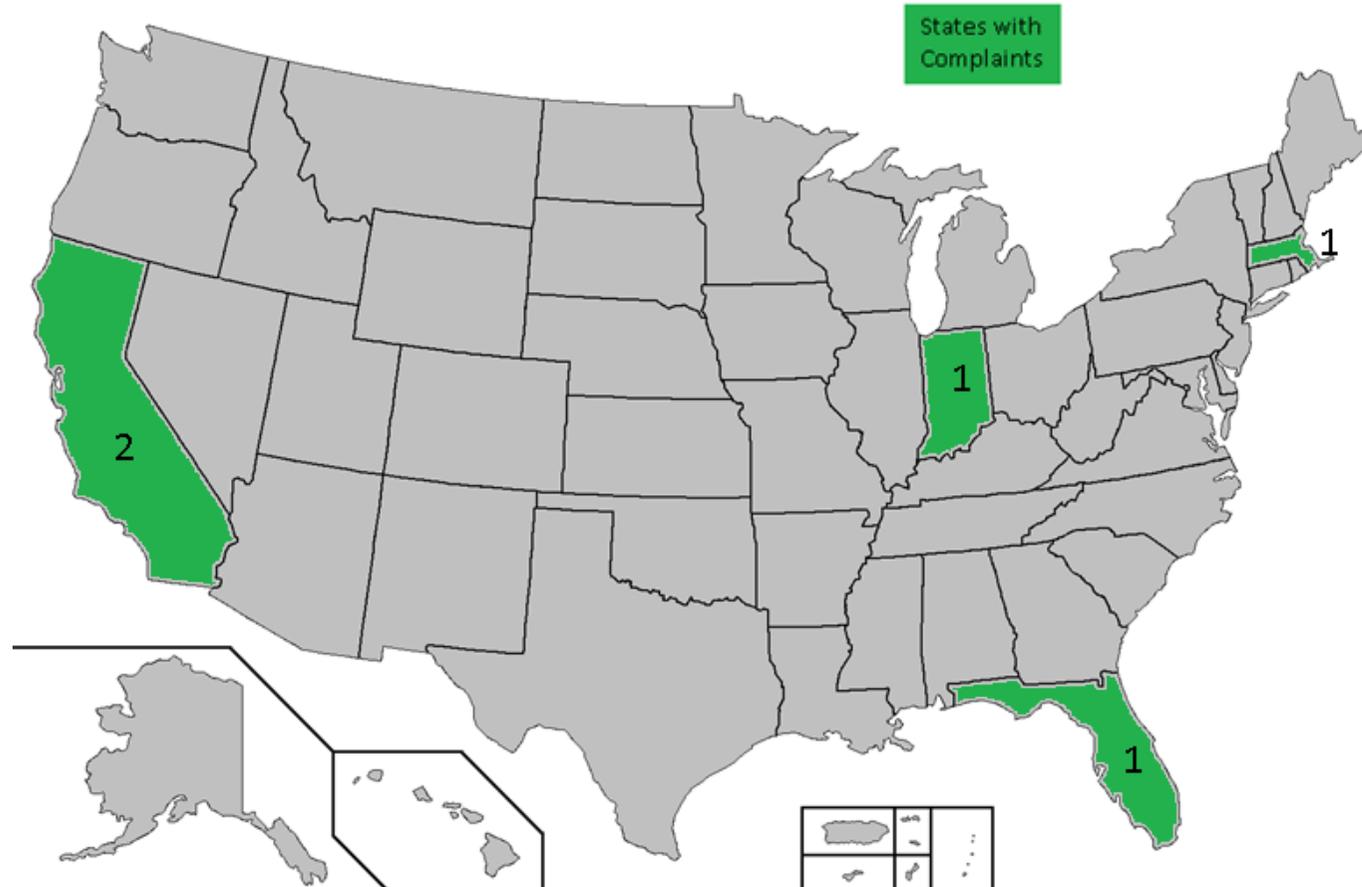
PE13-010 Peer Vehicle Customer Complaints By Report Date



PE13-010 Peer Vehicle Customer Complaints By Months in Service



PE13-010 Peer Vehicle Customer Complaints – Geographic Distribution



PE13-010

CHRYSLER

6/20/2013

ENCLOSURE 8B

ownership mileage and months
until incident 

PE13-010 Assessment 8b - Consumer Complaint Mileage/Ownership Analysis

OwnerFleetAddress	OwnerFleetPhone	VIN	CarFax Mileage when purchased	Mileage	Date Purchased	Date Reported	estimated ownership mileage	estimated months of ownership
[REDACTED]	[REDACTED]	1B3JZ65Z54V	11	4006	7/29/2004	4/11/2005	3995	8.4
		1B3JZ65Z35V	2735	4000	9/30/2005	2/2/2007	1265	16.1
		1B3JZ65Z74V	10901	11181	3/12/2011	5/15/2011	280	2.1
		1B3JZ69Z66V	11479	12000	9/27/2012	12/3/2012	521	2.2
		1B3JZ65Z95V	9912	36000	4/20/2011	1/3/2013	26088	20.5
		1B3JZ69Z28V	39986	40000	1/18/2013	1/28/2013	14	0.3
		1B3JZ65Z64V	306	5000	8/3/2005	2/28/2006	4694	6.9
		1B3JZ65Z88V	8	4800	1/11/2008	5/19/2009	4792	16.2
		Average Value	red is estimated					5206