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

OCT - 6 2015

1200 New Jersey Avenue SE.
Washington, DC 20590

**CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Mr. David Smith
Product Investigations and Campaigns
Chrysler FCA US, LLC
800 Chrysler Drive, CIMS 482-00-91
Auburn Hills, MI 48326-2757

NVS-213 swm
PE15-030

Dear Mr. Smith:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE15-030) to investigate allegations that the vehicle goes into motion after the driver places the shifter into the Park position, in certain model year (MY) MY 2014 and 2015 Jeep Grand Cherokee vehicles manufactured by Fiat Chrysler Automobiles (FCA), and to request certain information.

This office has received 51 reports alleging that the vehicle goes into motion after the driver places the shifter into the Park position in certain MY 2014 and 2015 Jeep Grand Cherokee vehicles. A copy of each of the reports is enclosed for your information.

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

- **Subject vehicles:** all MY 2014 and 2015 Jeep Grand Cherokee vehicles equipped with automatic transmissions that have been 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.

- **Peer vehicles:** all MY 2014 and 2015 Dodge Durango and Jeep Patriot vehicles equipped with automatic transmissions that have been 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 system:** the Speed Park System used for shifting to and from Park gear position, including the shifter, park lock system, park position sensor, engine start/stop button control logic and all associated control modules, software, communication networks, wiring, connectors, actuators, solenoids and sensors, or mechanical linkages and manual detent lever in vehicles so equipped.

- **FCA:** Fiat Chrysler Automobiles N.V., FCA US LLC, Chrysler Group LLC, all of their past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of 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 FCA (including all business units and persons previously referred to), who are or, in or after January 1, 2010, were involved in any way with any of the following related to the alleged defect in the subject and peer 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, or lawsuits; 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.

- **Alleged defect:** any one or more of the following symptoms or conditions:

  1. Vehicle movement after attempted shift to Park after the engine has been turned Off;
  2. Vehicle movement after attempted shift to Park while the engine is running; or
  3. Any allegations of difficulty or confusion shifting the vehicle to or from Park, including all complaints reporting incidents of failing to, or requiring multiple attempts to, achieve Park when attempting to shift to Park.

- **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 FCA, 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 FCA 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 CFR 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 FCA has previously provided a document to ODI, FCA 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 FCA'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 and peer vehicles FCA has manufactured for sale or lease in the United States or federalized territories. Separately, for each subject and peer vehicle manufactured to date by FCA, state the following:

   a. Vehicle identification number (VIN);
   b. Make;
   c. Model;
   d. Model Year;
   e. Date of manufacture;
   f. Date warranty coverage commenced;
   g. Shifter type (e.g., monstable, polystable, etc.);

h. Whether the vehicle has the Hill Start Assist feature; and
i. 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 that provides further details regarding this submission.

2. State by model, model year and alleged defect subcategories the number of each of the following, received by FCA, or of which FCA 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 FCA is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which FCA 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 FCA'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.

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. FCA'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), street address, email 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;
   l. Number of alleged fatalities, if any;

m. The direction of movement, if known;
n. Whether the report alleges movement after attempting to shift to Park: 1) while the operator was still in the vehicle; 2) immediately after the operator exited the vehicle; 3) following a short delay after the operator exited the vehicle; 4) following a long delay after the operator exited the vehicle; 5) any combination of the above; or 6) time from shift to vehicle movement is unknown;
o. FCA's assessment of whether the report alleges one or more incidents of unpowered rollaway (i.e., incidents occurring with the engine off);
p. FCA's assessment of whether the report alleges one or more incidents of powered rollaway (i.e., incidents occurring with the engine running);
q. FCA's assessment of whether the report alleges difficulty shifting to Park;
r. Whether the incident was investigated by FCA;
s. Whether the dealer or FCA identified a vehicle fault that caused or contributed to the incident, with a short description of the fault;
t. A summary of all subject system repairs performed after the alleged incident(s); and
u. FCA's assessment of the most likely cause of the incident.

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

4. Produce copies of all documents, including photographs, videos, and EDR downloads, 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 FCA used for organizing the documents. Describe in detail the search methods and search criteria used by FCA to identify the items in response to Request No. 2.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by FCA to date that relate to, or may relate to, the alleged defect in the subject and peer 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. FCA's claim number;
   b. Vehicle owner or fleet name (and fleet contact person), street address, email address 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(s);
   h. Problem code(s);
   i. Diagnostic trouble code(s);
   j. Replacement part number(s) and description(s);

k. Concern stated by customer;
l. Cause as stated on the repair order;
m. Correction as stated on the repair order; and
n. 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 that provides further details regarding this submission.

6. Describe in detail the search methods and search criteria used by FCA 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.

   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 and peer 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.

   State, by make and model year, the terms of the new vehicle warranty coverage offered by FCA 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).

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 FCA 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 FCA is planning to issue within 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 (including any human factors analysis done with regards to what warning indications are provided to the driver) in the subject and peer vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, FCA. 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.

9. Describe all modifications or changes made by, or on behalf of, FCA in the design, material composition, manufacture, quality control, supply, or installation of the subject system (including all changes in software), 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 system;
   e. The part number(s) (service and engineering) of the modified system;
   f. Whether the original unmodified system was withdrawn from production and/or sale, and if so, when;
   g. When the modified system was made available as a service system; and
   h. Whether the modified system can be interchanged with earlier production systems.

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

10. Provide detailed descriptions of the design and operation of the subject system for all versions used in the subject and peer vehicles, including:

    a. The shifter assembly, including how the operator selects Park from initial gear positions of Drive, Neutral and Reverse and how the vehicle is shifted from Park;
    b. How the driver's shift to and from Park is sensed by the shifter and relayed/ communicated to the transmission;
    c. All interlocks, audible/visual warnings and other safeguards associated with shifting to and from Park and turning the engine Off when the vehicle is moving or stopped;
    d. How the transmission executes the commanded shift to and from Park, including the electronic and hydraulic circuit diagrams associated with each state;
    e. The system state diagrams and the functionality of all Auto-Park, Automatic Neutral, and engine Start/Stop button including the control logic when the vehicle is moving and when the vehicle is stopped;
    f. Describe all software and hardware filtering (including that related to debounce) and built-in fault maturity mechanisms for ignition/gear shifter signals on both the ignition/gear shifter assemblies and the Transmission Control Module (TCM); and
    g. How the transmission senses and relays/communicates the actual gear position back to the operator, including any warnings/alerts provided if an attempted shift to Park results in a shift to another gear (e.g., Neutral).

11. For each version of the subject system used in the subject and peer vehicles, describe and provide video and audio recordings of, all warnings provided to the operator when the driver's door is opened in the following situations:

a. The engine is running and the vehicle shifter is in Park;
b. The engine is running and the vehicle shifter is not in Park; and
c. The engine is off and the vehicle shifter is not in Park.

12. Describe all inspection and data collection procedures used by FCA to investigate allegations of property damage, crashes or injuries that may be related to the alleged defect, including whether and how information stored in the Event Data Recorder or other control modules is used.

13. Provide the following powertrain operation information for the subject and peer vehicles:
    a. Engine idle speeds based on operating temperature and auxiliary loads;
    b. Associated powertrain torques in Drive and Reverse gear positions; and
    c. Creep speeds on flat/level surfaces.

14. Provide service histories related to the subject components, including all software updates, for each of the vehicles associated with the referenced ODI complaints.

15. Furnish FCA's assessment of each of the three elements of the alleged defect in the subject and peer vehicles, including:
    a. All circumstances FCA has identified that could result in the subject system shifting to, or remaining in, Neutral when the driver attempts to shift to Park;
    b. All vehicle design and human factors causal or contributory factor(s) related to the potential for unintentional/unexpected shift to Neutral when a driver is attempting to park a subject vehicle, include specific event sequence diagrams for the operator control actions/inputs necessary for each scenario described;
    c. The causal or contributory factor(s);
    d. The failure mechanism(s);
    e. The failure mode(s);
    f. The risk to motor vehicle safety that it poses;
    g. 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 system was malfunctioning; and
    h. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to FCA 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 and the production of things. It constitutes a new request for information.

Civil Penalties

FCA's failure to respond promptly and fully to this letter could subject FCA 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, as

amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to $7,000 per violation per day, with a maximum of $35,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond completely, accurately, and in a timely manner to ODI information requests. The maximum civil penalty of $7,000 per violation per day is established by 49 CFR 578.6(a)(3). The maximum civil penalty of $35,000,000 for a related series of daily violations of 49 U.S.C. § 30166 is authorized by 49 U.S.C. § 30165(a)(3) as amended by § 31203(a)(1)(B) of the Moving Ahead for Progress in the 21st Century Act, Public Law 112-141.

If FCA 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, FCA does not submit one or more requested documents or items of information in response to this information request, FCA 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

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE15-030 in FCA's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If FCA claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, FCA must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. FCA is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. *See* 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Otto Matheke, Senior Attorney, Office of Chief Counsel at otto.matheke@dot.gov or (202) 366-5253.

Due Date

FCA's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **November 27, 2015**. FCA's response must include all non-confidential attachments and a redacted version of all documents that contain confidential information. If FCA finds that it is unable to provide all of the information requested within the time allotted, FCA must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If FCA 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 FCA then has available, even if an extension has been granted.

Please send email notification to Stephen McHenry at stephen.mchenry@dot.gov and to ODI_IRresponse@dot.gov when FCA sends its response to this office and indicate whether there is confidential information as part of FCA's response.

If you have any technical questions concerning this matter, please call Stephen McHenry of my staff at (202) 366-4883.

Sincerely,

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation

Enclosure 1, Data Collection Disc, containing pre-formatted Data Collection tables, and copies of the subject reports referenced in the introduction of this letter identified by the following ODI reference numbers:
Jeep Grand Cherokee: 10775391, 10766494, 10763333, 10763284, 10763082, 10762457, 10761498, 10761339, 10760980, 10760729, 10760702, 10760081, 10759979, 10759669, 10759622, 10759568, 10759548, 10759453, 10759433, 10759419, 10759287, 10759278, 10759198, 10759187, 10759186, 10759171, 10759157, 10759131, 10759102, 10759082, 10759066, 10759047, 10759046, 10733158, 10730952, 10725429, 10716526, 10715401, 10711893, 10683556, 10679497, 10676998, 10668651, 10662619, 10662308, 10631167, 10605865, 10583366, 10567538, 10555901, and 10537653.
Dodge Durango: 10764187, 10761819, 10744809, 10726180, 10724727, and 10648455.