

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

From: [REDACTED] com
To: customerassist@daimlerchrysler.com
Date: Wed Aug 23 21:05:12 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2002 Jeep premature equipment failure issues for 3 months and 4 tows
Comments:

I called your customer service 1-800# and spoke to a rep for about 1 hour on the issues I have been having. She was going to contact the dealer and call me back- Never happened! I was ready to trade my vehicle in on a new Jeep- not anymore- your customer service stinks!!! I have had my 2002 vehicle towed 4 times in 3 months and it has been a nightmare in repairs. I have missed work because of breaking down in the middle of the highway. Paid for tow, rental cars, deductables for the same issues. Cracked coils- if they prematurely fail why don't they replace all of them so i don't have to suffer through another tow experience again?? I also have a air bag light that comes on all the time- dealer couldnt find it even though its on all the time??? I guess they just want the 100 deductible again. I can't even trade or sell my vehicle with a major safety problem on my car. I could be killed if the thing decides to pop out while I'm driving it- Good thing I have all this documentation in the event it happens there is going to be one heck of a law suit!! Not only am I highly upset with champion - but with the fact you don't follow up with customer service issues. I am a working mother that needs a dependable vehicle, I work odd hours and drive through not so safe areas to get to work each day. I would love to get rid of my car and get a new one but like I said with an air bag light flashing on and off- no one would be interested and rightly so!!!! I need a new car but must fix this one first to trade in-Not sure how I'm suppose to get it fixed when your service departments dont know how to repair them?? Got any suggestions?? We have a local news station that loves to air issues like these- Please advise how I can get the air bag light fixed without leaving my car with a dealer again for another week or so- paying for a rental car and deductible again even though this was in the shop once before and not fixed.

Sender Information:

Title: Mrs.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED].com
Date: Tue Aug 29 20:08:06 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer. DaimlerChrysler will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Thanks again for your email.

Sincerely,

Tony

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4173938I2\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4173938I2[REDACTED])
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

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VIN:

2W

Mileage:

57000

Servicing Dealer:

champion chrysler Indep. Mo.

Title:

Mrs.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Lee's summit

State:

MO

Zip:

Email:

Home Phone:

DAIMLERCHRYSLER CORPORATION DATE OF MFG 7-92 GROSS 2427 (GROSS LB)

WGT FRONT	WITH TIRES	WTS AT	CU
2448 (GROSS LB)	P215/75R16	1607	227 (PAID) PSI
WGT REAR	WITH TIRES	WTS AT	CU
1429 (GROSS LB)	R215/75R16	1607	227 (PAID) PSI

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GK4BK33W [REDACTED] TYPE: MPV SINGLE X DUAL



VIN: 874315 776AB INT:PAU VEHICLE MADE IN U.S.A. 1991/1992



Jeep

223





8609 ATD

Jeep

3.7L









CRONIC

LIBERTY SP

DISCOVERER
COOPER





223

Jeep

EMPLOYEE
PRICE
PLUS



223

LIBERTY Sport

GOODYER
HIT



























223
BUSINESS REPLY MAIL
NO POSTAGE REQUIRED
FIRST CLASS
PERMIT NO. 1000
NEW YORK, NY 10108
2010-10-10
2010-10-10



WE
CARE
ABOUT
YOU.



**PLEASE
WEAR
YOUR
SAFETY
BELT.**







Jeep

SRS
AIRBAG

Confidential Airbag

☐ IF CRASH DATA RECORDER (CDR) IS INSTALLED, PROVIDE CDR DATA TO THE FOLLOWING:

NAME	ADDRESS	PHONE	FAX
SAFETY CENTER			
SAFETY CENTER			
SAFETY CENTER			

☐ YES ☐ NO

IF YES, ENCLOSE COPIES OF:

ADDRESS	PHONE	FAX
SAFETY CENTER		
SAFETY CENTER		
SAFETY CENTER		

REQUIRE:

NAME	ADDRESS	PHONE	FAX
SAFETY CENTER			
SAFETY CENTER			
SAFETY CENTER			



































WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG
- THE REAR SEAT IS THE SAFEST PLACE FOR CHILDREN
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS

WARNING



ALWAYS WEAR SEAT BELT PROPERLY

ALWAYS BUCKLE UP

SET SEATBELT ASIDE ON CATERPILLAR



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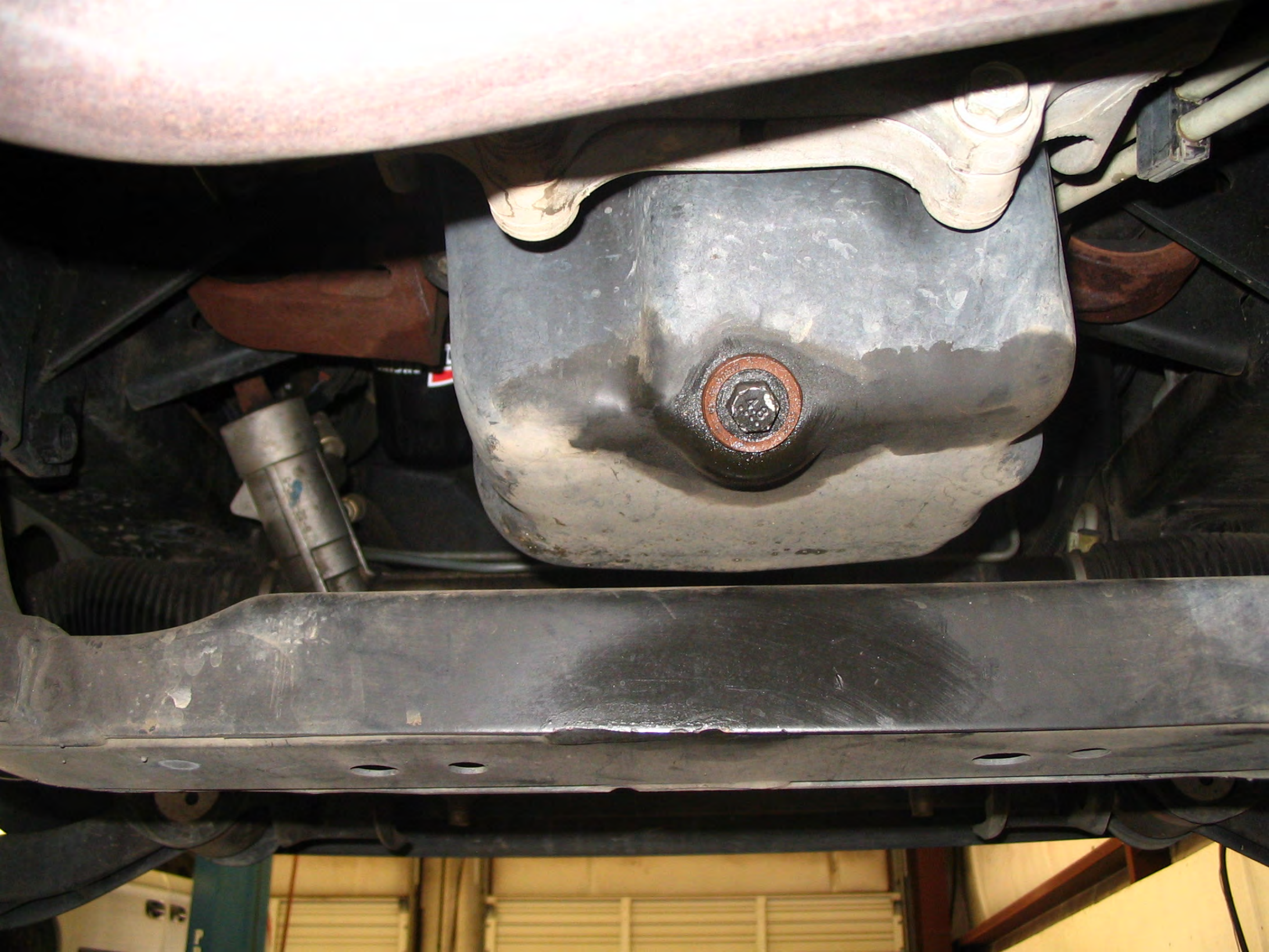


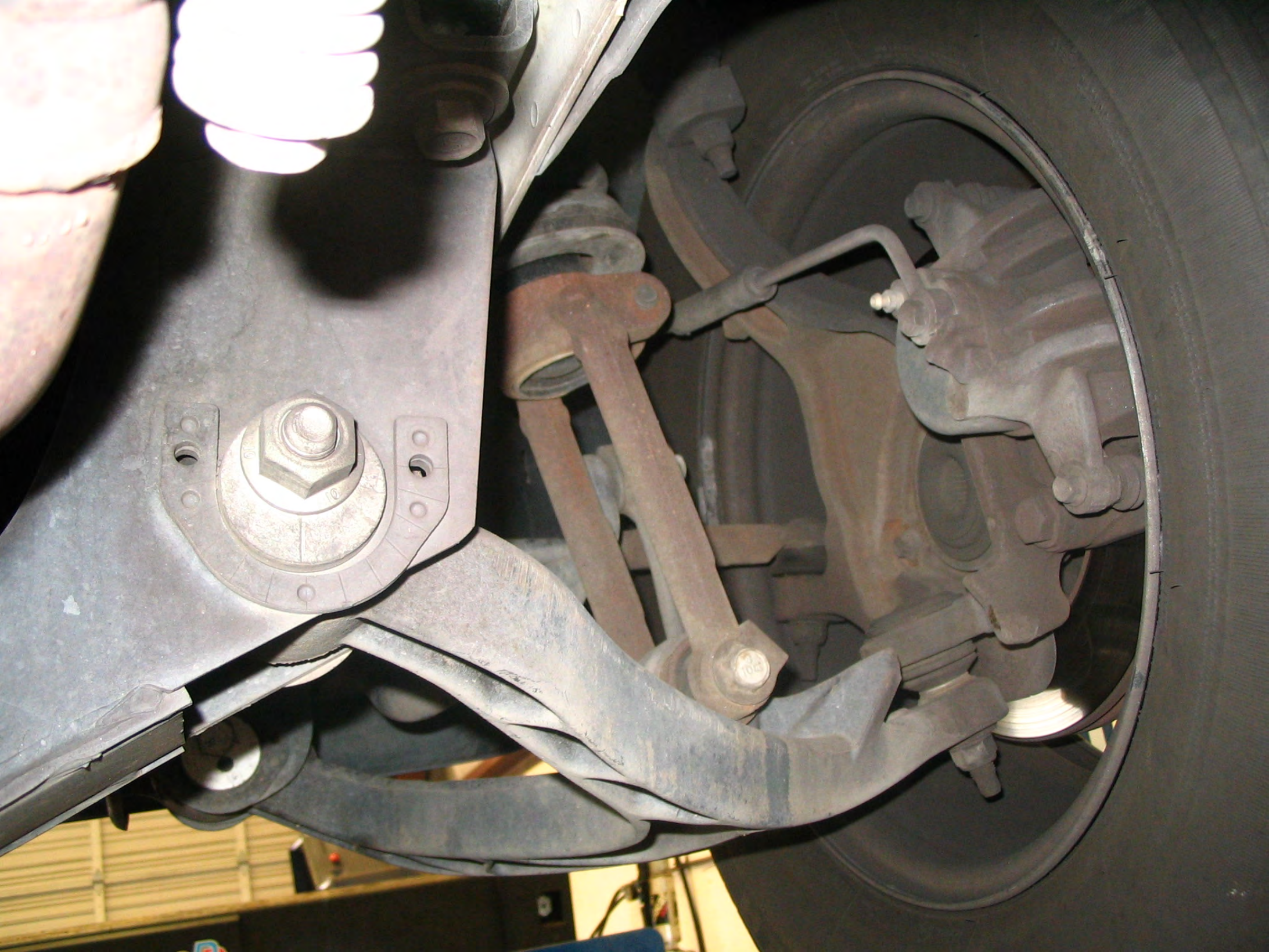


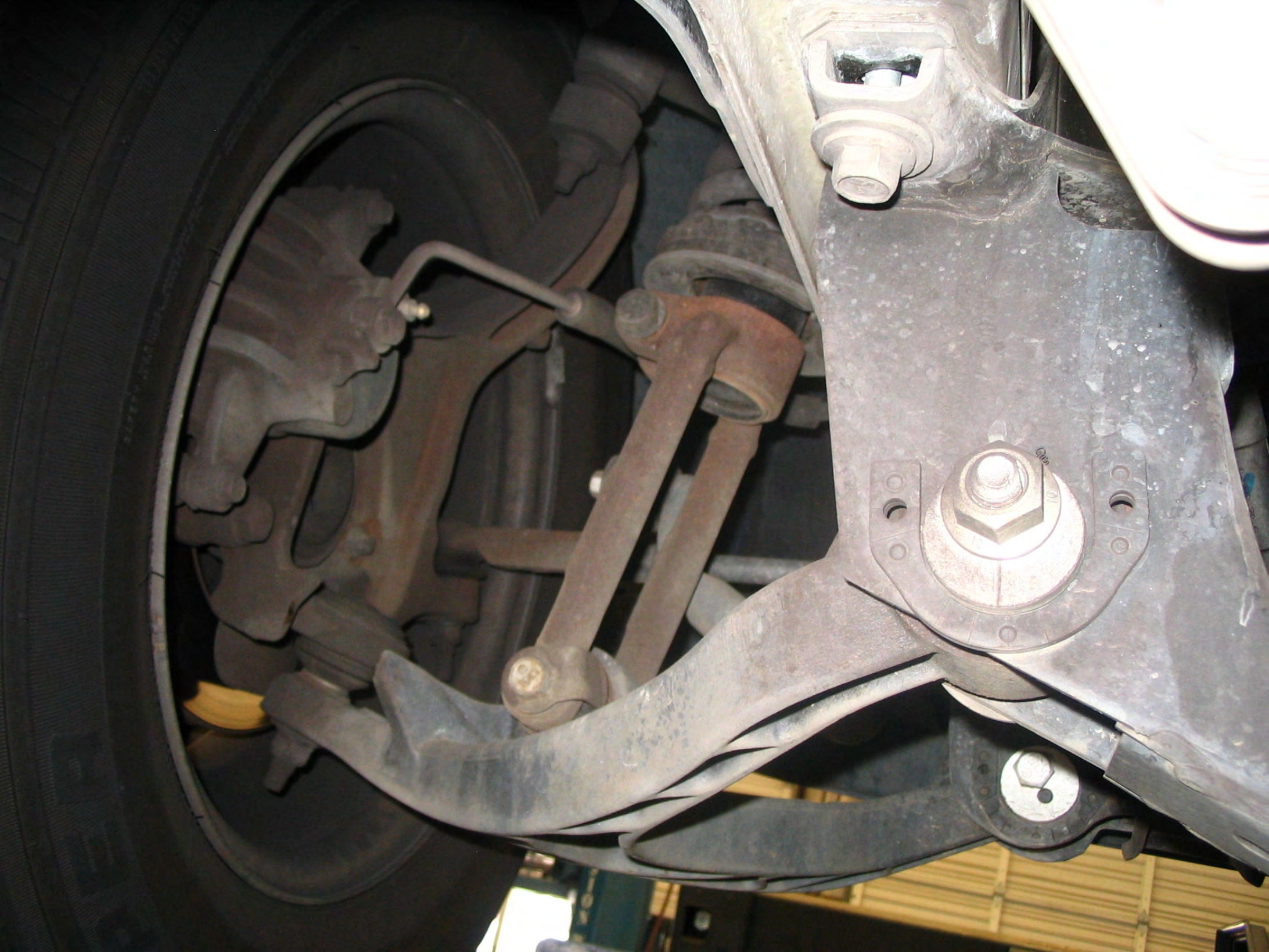


















BEND
PA











Visualiner 3D





REC BICK 1 of 1

NO ONE'S
MESSAGES ARE THERE

CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 15350843

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	1J4GK48K33W [REDACTED]		07-03 15	160531	08/06/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		ROSWELL	GA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Stone White Clear Coat	KJT	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MALL OF GEORGIA CHRYSLER DODGE		66	68510	BUFORD	GA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Thomas Livernois J			EAA-SPX, Inc.		770-368-8383	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 800.00		

INTERVIEW

INTERVIEW WITH:

☒ DRIVER
 ☐ OWNER
 ☐ OTHER
 ☐ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

[REDACTED]

INTERVIEW DATE:

DATE OF INCIDENT:

TIME OF INCIDENT

INSPECTION DATE:

08/29/2006**08/25/2006****07:00** ☐ AM ☒ PM**08/30/2006**

1. DRIVER'S DESCRIPTION OF EVENT: **On GA#3 in Hampton, GA-just turned off HWY#20 at 45 MPH-heard "ding ding"-Airbag light came on-airbags deployed.Did not strike/collide with anything. Had seatbelt fastened. No injuries involved.**

Insurance

Company

Zurich American

Name:

Personal Injury:

Were there

☐ Yes
 ☒ No

If Yes, complete section "B"

Personal

Injuries?

Any Indicator/

Warning Lights ☒ Yes ☐ NoIf Yes, What light: **Airbag light**

on Prior?

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:☒ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY
CORNER OF VEHICLE DOWN
BOTH ORIGINAL LATERAL
SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE
SERVICE

☐ YES ☒ NO

☐ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

INFORMATION:☒ POLICE/AGENCY REPORT #:

(None made)

☐ ALL REPORTS/PHOTOS BY
OTHERS

- ADDRESS OF INSPECTION

Address **Cronic Inc.**

1

Address **2515 N Expressway**

2

City **Griffin**

State **GA**

Zip **30223**

Phone **770-227-4271**

- EVIDENCE OF TAMPERING OR PRIOR
DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:☒ WINDSHIELD☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR☐ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE**INFORMATION:**☒ DESCRIBE ANY INJURIES
TO DRIVER AND/OR OTHER
OCCUPANTS☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE

Inspection, tests revealed no collision impact damage to vehicle, no undercarriage, frame or crossmember damage. No evidence of previous repaired damage to vehicle. Both frontal airbags deployed. No injuries involved in incident. "AIRBAG" light on instrument panel comes "ON" 6 seconds after ignition turned "ON", stays "ON".

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☐ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:

1.4

- SERIAL NUMBER :

- PART NUMBER :

56010491AB

- DOES AIRBAG WARNING LIGHT CYCLE ON?

☐ YES ☒ NO ☐ N/A

- ARE WARNING LABELS PRESENT (PHOTO)

☒ YES ☐ NO ☐ N/A

- RECORD LABEL PART NUMBER

(No number)

☒ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☐ YES ☒ NO IF NO, EXPLAIN Failure in BUS wire.

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
N/A		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
No ORC BUS messages received		

- WAS AIRBAG DEPLOYED?

DRIVER ☒ YES ☐ NO

IF NO, EXPLAIN

PASSENGER ☒ YES ☐ NO

IF NO, EXPLAIN

SIDE AIRBAG ☐ YES ☐ NO ☒ N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

☐ LEFT ☐ RIGHT ☒ N/A

BOTH

- TYPE OF SIDE AIRBAG

☐ SEAT ☐ CURTAIN ☒ N/A

- TYPE OF STEERING WHEEL

☒ TILT ☐ STANDARD

- ANY DAMAGE TO STEERING WHEEL

☐ YES ☒ NO

IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

☐ YES ☒ NO

IF YES,

☐ NOTE POSITION OF PASSENGER A/B SWITCH

☐ ON ☐ OFF ☒ N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

☐ YES ☐ NO ☒ N/A

IF YES, EXPLAIN

CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS

- UNDERBODY DAMAGED?

☐ YES ☒ NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED

PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☐ CLOSE UP OF ANY IRREGULARITIES
- ☒ LATCHPLATE WEAR
- ☒ CLOSE UP D-RING TO SHOW LOADING
- ☒ OVERALL OF SEAT
- ☐ CLOSE UP OF DAMAGE
- ☒ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):

P5HG331DVAH

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

33014254

- PRETENSION DEPLOYED?

☐ YES ☐ NO ☒ UNKNOWN

- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING

Fully upright

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

Built into seatback

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY

NOTE RESULTS

- DOES THE BUCKLE LATCH?

☒ YES ☐ NO

IF NO, EXPLAIN

- DO THEY RELEASE?

☒ YES ☐ NO

IF NO, EXPLAIN

- DO THEY RETRACT?

☒ YES ☐ NO

IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

☐ YES ☒ NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

☒ NORMAL

☐ BROKEN

☐ LOOSE

☐ MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

1-2 inches

PART - E TRANSMISSION NOT APPLICABLE

[Previous](#)

[Next](#)

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

☒ **PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

DRB unit could not communicate with Airbag module-"Failure in BUS Wire" Pulled, jerked seatbelt rapidly-locks and holds properly. No evidence of any water intrusion or corrosion on airbag module or wiring connectors. Placed vehicle on service department hoist, inspected entire frame, suspension, crossmember and found no undercarriage, frame or crossmember damage and no evidence of any prior repair damage.

Previous

Form Approved

Returned for corrections













Jeep[®]
LIBERTY



3.7L

GLEN BURN
01/17/2011



WARNING
CHILDREN CAN BE
KILLED OR INJURED
BY PASSENGER AIR BAG.







2504

WARNING

EXCESSIVE WEIGHT CAN BE
HELD IN PLACE BY AIR BAG

WARNING
DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

WARNING: HIGHER ROLLOVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.

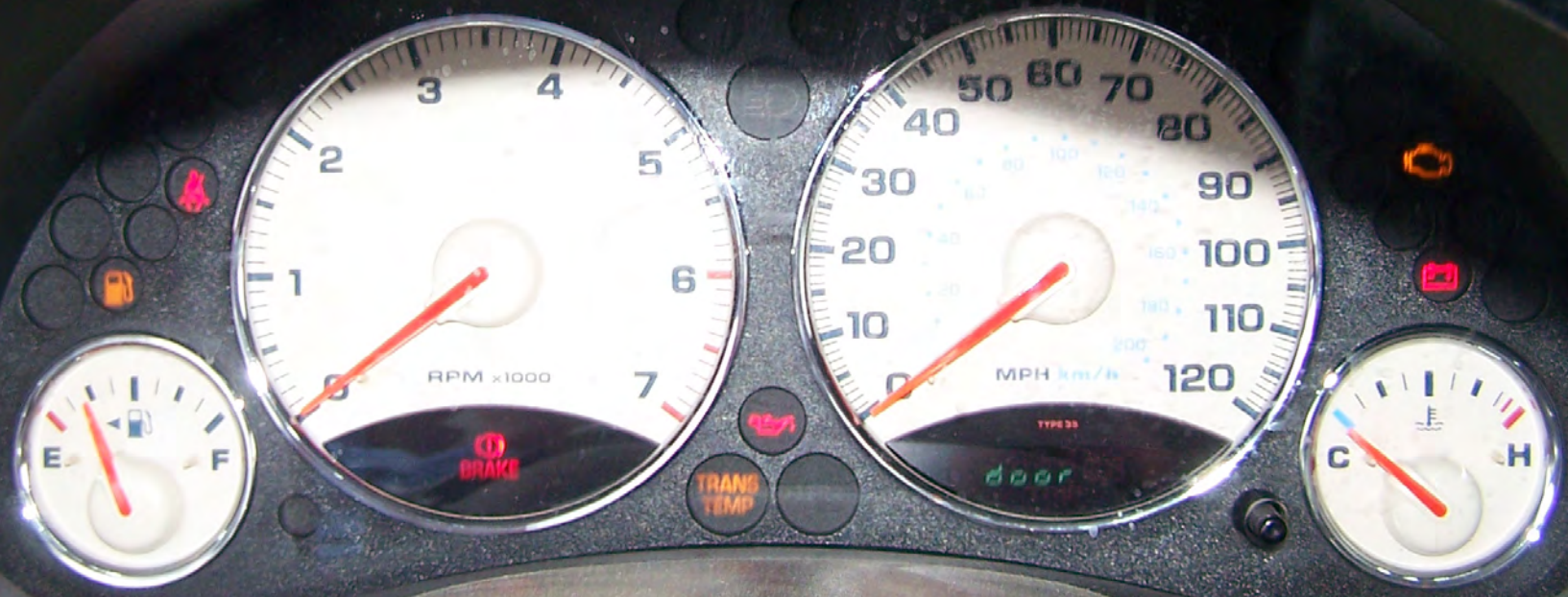




2504

CLAIM CHECK
PLEASE PRESENT THIS STICKER TO GAMMA
WHEN CALLING FOR YOUR VEHICLE.
THANK YOU.

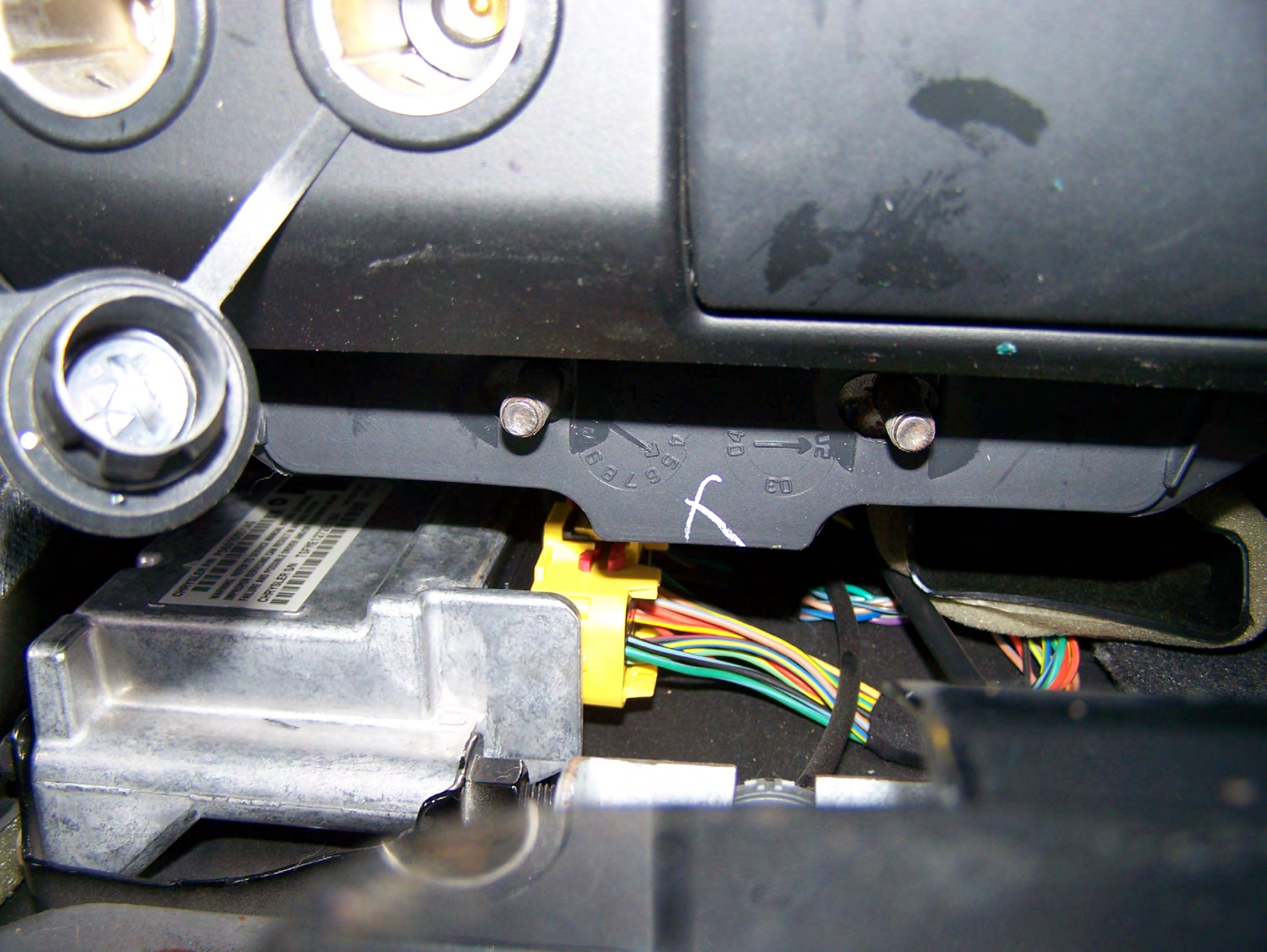
250









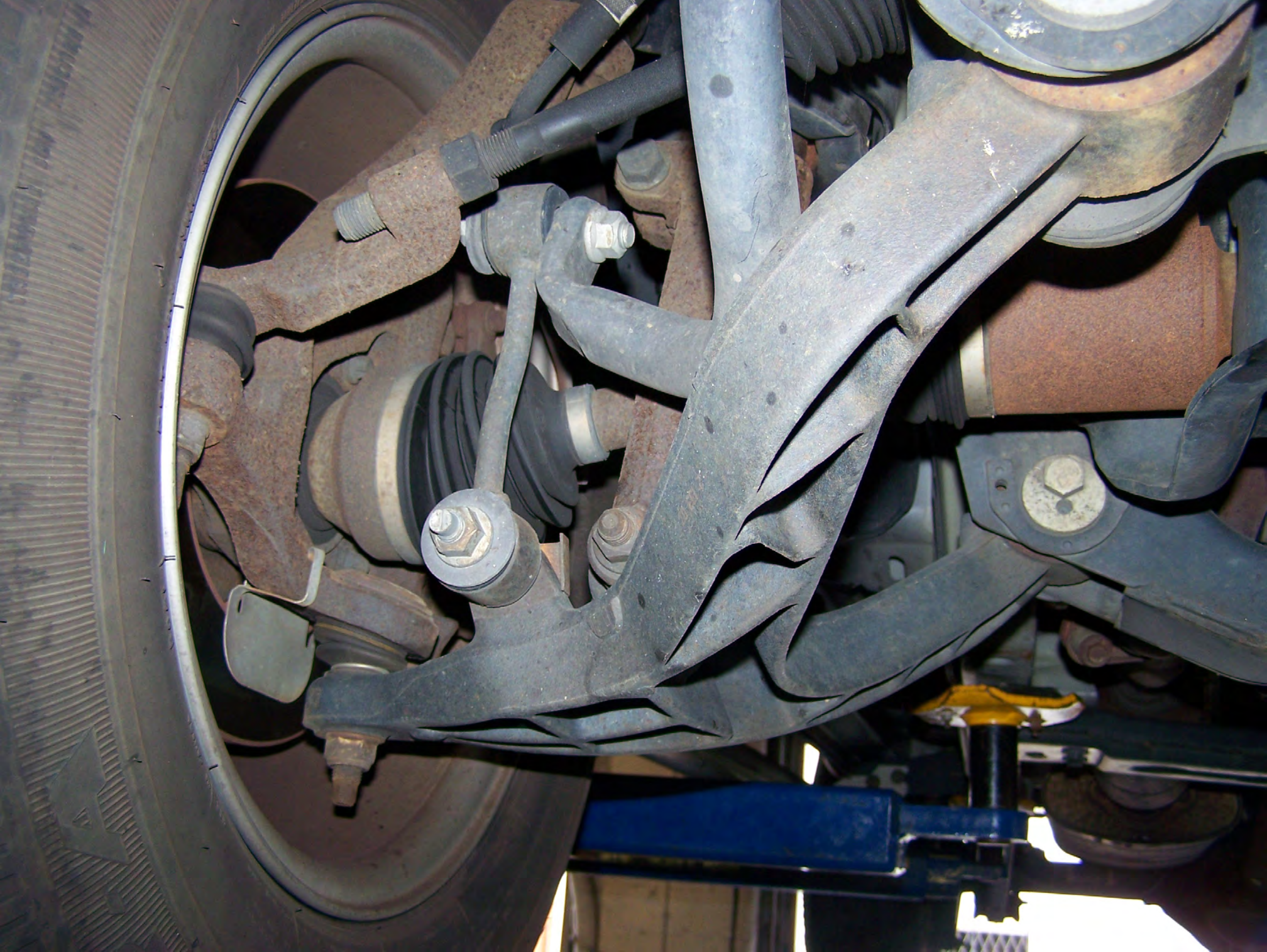




WARNING
CHILDREN
BY PASSENGER
SEAT













DRB III™

This Diagnostic Control
Module is not supported by
this software. Please use the
DRB III with the Supercard
software to diagnose this
vehicle.

F1
HELP

F2
SYS

63.0

F3
MAIN

F1

F2

F3

F4

ENTER

ENTER







DRB III™

Unable to ID Module for
ORC

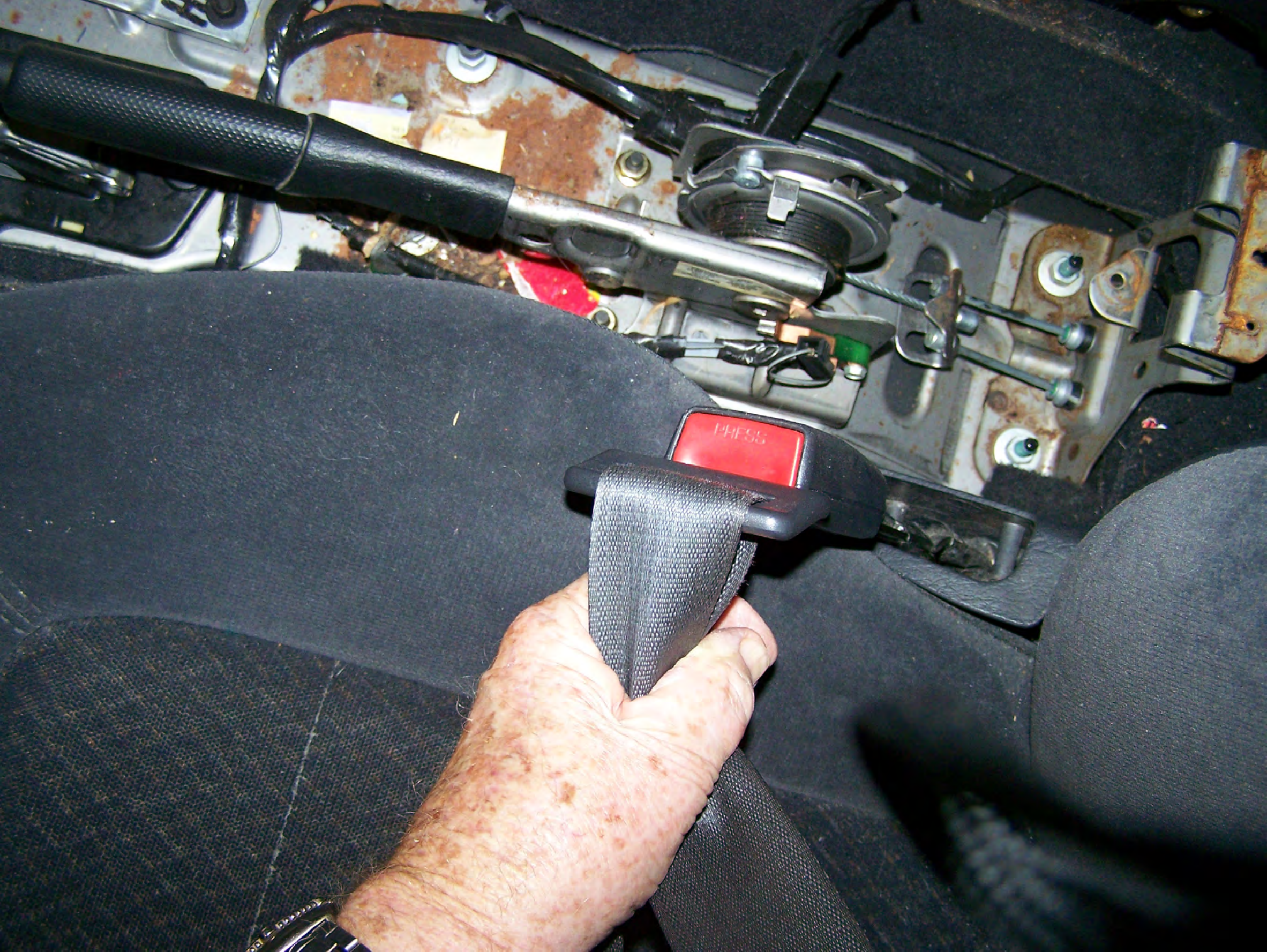
press any key to continue

F1

F2

F3

F4





October 8, 2006

Daimler Chrysler Motors
Corporation Customer Center
P.O. Box 21-8004
Auborn Hills, MI 48321-8004

TO WHOM IT MAY CONCERN:

Below is the information my ownership manual defines as acceptable identification. I am writing this complaint letter about poor and truly inefficient customer service provided by your Bayside Chrysler dealership that I feel your Corporate Headquarters should be apprised of.

Please allow me to introduce myself:

[REDACTED]

Oakland Gardens

NY [REDACTED]

Home phone: ([REDACTED]) Cell: [REDACTED]

Bayside Chrysler Jeep Dodge

212-19 Northern Blv'd.

Bayside, NY

VIN#: 1J4GL48K8W [REDACTED]

Delivery date: 6-29-04 with 10 miles

Time Line

7-19-06: Brought my jeep into Bayside Chrysler dealership at 7:05 am, by appointment. Problem: Both my air bag light's remained on 24 hours a day. Later that same evening, on stopping by the dealership, my jeep had not been repaired. I took it home (jeep lights were still on, unrepaired) In Patrick's (my advisor) absence, a polite counter lady advised me they might need to order a part in order to do the repair.

7-20-06: Phoned Bayside Chrysler— spoke with my "Advisor" Patrick. He said they had checked my jeep out the day before, decided it needed a part and ordered it. He said he would phone me when the part comes in and to come in and pick up my jeep. I informed him I had taken my Jeep home the night before. Enough said for vehicle security?

7-25-06: Not having received a response I phoned and Patrick advised part was in.

7-26-06: Brought my jeep in at 7:05am. Advised Patrick jeep could also use oil and lube, and to also please repair back left center brake light.

7-28-06: On arriving to pick up my jeep (or so I thought) I was dumbfounded to find they had ordered the wrong part for the air bag repair. Patrick again said that he would phone me when the correct replacement part comes in; with no apology for inconvenience caused me – but there was some good news-the other two repairs were done. Wow!-hope springs eternal.

8-29-06: @ 7:05am: Brought my jeep back in again to dealership following my phone call to “ my Advisor” HA! Later, same day I phoned and spoke to Patrick at 4:30pm. He said “Your jeep will be done in a few minutes, come on down”. I arrived at 4:45 pm to find jeep is still being worked on. To my utter dismay, at 6:30pm, Patrick told me “your jeep won’t be ready to-day” with reason given? None-he just used his “hands in air gesture” with no verbal response. (Incidentally, by this time, I have some advice of my own for this advisor, but managed to contain myself, hence this complaint letter). I left to walk home-in the rain.

8-30-06 -STILL NOT READY

8-31-06 -STILL NOT READY

9-01-06 1:30pm-I called Patrick who stated “they are working on it right now. I will call you”. (heard that before). I called back again-now it’s 5:00pm - I asked for Patrick and was told he left for the day. He didn’t even have the common courtesy to make a phone call, as he had promised. He knew I was waiting for his call, but he just left me waiting like a jerk. This is definitely not the type of individual I would do future business with, or recommend anyone to either. On the contrary, I will advise my friends to go elsewhere.

My call was then transferred over to Patrick’s counterpart-whose name, I believe, was Matt. He promised me he would do his best to have my jeep repaired by 6:30pm. Miracle of miracles-at 6:30pm on the dot, my vehicle was ready to go.

On entering my vehicle I found paper scraps of the floor and small clippings left strewn about-left there following the air bag repair job, certainly not the way it was brought in.

Needless to say I found this service to be totally unacceptable. I purchased my jeep from a dealer near my home with the logical thought off having it serviced there in a timely efficient and courteous manner. To add insult to injury I have been receiving mail to my home from Chrysler suggesting I purchase their extended warranty and have my jeep serviced from the dealer I purchased it from.

Shortly after bringing my jeep home from Bayside Chrysler, I noticed a small stain on my driveway. I assumed my water pump was going. Needless to say I avoided Bayside Chrysler like the plague after having been treated like dirt there.

I then conferred with three friends who are currently jeep owners and who initially recommended I purchase a Jeep Liberty. One suggested I use "East Hills" dealership and the unanimous consensus was that I should take my business there too, which I did.

I phoned East Hills dealership the following day and set up an appointment. The gentleman answering the phone asked about a rental vehicle and when could I bring my jeep in?. I felt I had made a wise decision.

9-20-06 @ 7:10am: I arrived at the "East Hills" dealership where I met advisor Jon Biansky who treated me as if I had been a customer there for many years. Mr. Biansky asked about the problem and entered my response into his computer.

To my amazement he proceeded to advise me that my front lower ball joints had a factory recall on them, and asked if I would like them replaced? I immediately wondered why Bayside Jeep dealership neglected to inform me of this?. It occurred to me I was now in a responsible dealership. I left my Jeep with Mr. Biansky who promised to phone me after checking out my vehicle.

Later that same day Mr. Biansky actually called me back, saying my water pump had been replaced, also the ball joint. He also informed me of rear break pads showing wear and asked if I wanted them replaced? I gave my o.k. Just after 2:00pm THAT SAME DAY Mr. Biansky phoned to report all work was completed and that my jeep was **READY for pick-up. I found all the staff at "East Hills" to be efficient, courteous and helpful. Hurrah for that kind of service! In the future I will strongly recommend "East Hills" to my Family and friends.**

I sincerely hope, you will take corrective action with the unbelievable service (or lack thereof) Bayside Chrysler is offering their customers, for the sake of your future potential customers.

Thank you.

Sincerely

A large black rectangular box used to redact the signature of the sender.

cc: Better Business Bureau-NYC

Bayside Chrysler-212-19 Northern Blv'd. Bayside, NY 11364

East Hills Chrysler Dealership

Oakland Gardens, NY

QUEENS NY 113

07 OCT 2006 PM 3 T

United
May



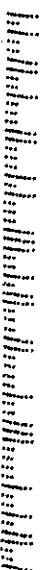
RECEIVED

OCT 12 2006

Daniel Chrysler Motors
Corporation Customer Center
P.O. Box 21-8004

408082N WILS, N I 48321-8004

48321-8004

























536
bap
to

Brett Kirschenmann
Sales Representative
ALL INFORMATION
IS UNCLASSIFIED
DATE 09/04/01 BY 60324

WARNING



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AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED

ALWAYS BUCKLE UP

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION



MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFG
11-91

GVWR FRONT

1248 KG (2750 LB)

WITH TUBES

P215/75SR15

RIMS AT

16X7

GVWR

2358 KG (5200 LB)

COLD

227 KPA (33 PSI)

GVWR REAR

1308 KG (2950 LB)

WITH TUBES

P215/75SR15

RIMS AT

16X7

COLD

227 KPA (33 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PROTECTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GL4B142

TYPE

MPV

SINGLE X JAIL



MSRP

112217 20400 MSRP

VEHICLE MADE IN U.S.A. CHRYSLER ADVANTAGE

Thank you
it's all
to serve you

The Protocol









DTC TYPE

1. Active

2. Stored

Page 1 of 1

MAIN

F1

F2

F3

F4

DRBIII

ORC DTCs 1 of 1

INTERNAL 1

AT A- GENERAL

Small Group

759828

71828

ORC DTCs 1 of 4

MINUTES: 103 IGN CNTS: 0

DIC 2 of 4

DRIVER SQUIB 1

STIMULI: 1 IGN CNTS: 12

E1

E2

E2

F4

QRC-DICR 3 of 4

STORED ENERGY

FIRING 1

MINUTES: 1 IGN CNIS: 12

DIC 4 of 4

DRIVER SEAT BELT

TENSIONER SHORT TO GROUND

MINUTES: 1 IGN CNIS: 12

F1

F2

F3

F4

PART 2 - GENERAL

AIRBAG Module Information
2002 Body Style: KJ
Part#: 568105010F
S/V Version: 05.04
IRW Gen V
Front Dr and Pass/PCT Bus SAB
and Lemo Dr w/On/Off Sw or AOSIM

F1

F2

F3

F4















**PEOPLE'S
FOLSOM LAKE
CHRYSLER • JEEP • HYUNDAI**
BETTER PEOPLE... BETTER DEALS!

12530 AUTOMALL CIRCLE - FOLSOM, CA 95630
(916) 608-1300

RECEIVED 71828
DEC 11 REC'D

SPECIAL INVESTIGATIONS

BAR # AE186 19

EPA # CAFI 00045146
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
26CHZR	ROTATE TIRES	MI	20.00	09CHZZ10	TIMMING BELT	MI	1.00
26CHZ60	CHRYSLER 60K SERVICE	MI	0.00	26CHZ90	CHRYSLER 90K SERVICE	MI	1.00
28CHZ-TBELT3.5	TIMING BELT 3.5	MI	420.00	28CHZ-TBELT2.7	TIMING BELT 2.7L	MI	5.00
28CHZ-TBELT COUPT	T-BELT SEB/STRAT COU	MI	490.00	28CHZ-TBELTPT	T-BELT PT CRUISER	MI	4.00
28CHZ-TBELT TSS	T-BELT SEB/STRAT SED	MI	380.00	28CHZ-TBELTVAN	T-BELT 2.4 VAN	MI	3.00

SERVICE HISTORY

DATE	REPAIR UNDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/20/06	71160	79889	145	261	W	40CHZR	RECALL
10/31/06	69892	79093	107	68	C	07CHZ	COOLING SYS CONCERNS
				68	C	28CHZ-CSF	MOC COOLANT FLUSH
				125	C	24CHZ	HEATER-A/C CONCERN

SALESPERSON NO.

S E R V I C E

STATE REG# 4

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE TERMS STRICTLY CASH OR APPROVED CREDIT CARD <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VEHICLE ID NO. 111GL48142W	YEAR/MAKE/MODEL 02/JEEP/LIBERTY	PRODUCTION DATE [REDACTED]	STOCK NO. [REDACTED]	LICENSE NO. 7118	
	CUSTOMER NO. [REDACTED]	SERVICE CONTRACT [REDACTED]	DELIVERY DATE [REDACTED]	DELIVERY MILES [REDACTED]	SELLING DEALER NO. [REDACTED]	R.C. # 12/1/06
	COLOR SILVER/	CONTRACT NO. [REDACTED]	EXPIRATION DATE [REDACTED]	EXPIRATION MILES [REDACTED]	TAG # [REDACTED]	
	TURBO CHZZ	M/MC [REDACTED]	AIR COND. [REDACTED]	P.B. [REDACTED]	TRANS [REDACTED]	MILEAGE 80,536
	RES IDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	ADVISOR NO. 107	ADVISOR BEN SHAW		
TIME RECEIVED 07:33am	DATE/TIME PROMISED 12/01/06 05:30pm	PRIORITY [REDACTED]	I hereby authorize the repair work herein on form to be done along with the necessary material and agree that you are not responsible for damage to vehicle or articles left in vehicle in case of fire, theft or any other cause or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree that Folsom Lake Chrysler Jeep Hyundai have a lien on the herein-described vehicle for parts and labor furnished under this repair order. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE. ESTIMATE DOES NOT INCLUDE TAX.			
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.					

ORIGINAL CUSTOMER ESTIMATE: TOTAL **0.00**

ELECTRICAL CONCERN
CUSTOMER STATES WHEN COMING TO A STOP THE AIR BAG ON DRIVERS SIDE DEPLOYED AND DRIVERS SEAT BELT WILL NOT RETRACT ANY LONGER.

Plan to check ref at Pem 10320 when up 4 5 6
Active in response
Starts
Back has damage on frame
Vehicle was in 4WD

Ref # [REDACTED]

Called Shop 12-5-06 @ 10:30 They had found file we need to wait
called car 12-5-06 10:30am with financial info, they are good business
that car will be in "was told cost was 5000" when Brian

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

71828

718 8

EPA # CAH 000045146

BAR # AE1 3319

[REDACTED]

CUSTOMER NO. 34297	ADVISOR BEN SHAW	TAG NO. 107	INVOICE DATE 12/07/06	INVOICE NO. CHCS72: 79
[REDACTED]	LICENSE NO.	MILEAGE 80,536	COLOR SILVER/	STOCK NO.
RANCHO CORDOVA, CA	YEAR / MAKE / MODEL 02/JEEP/LIBERTY	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 J 4 G L 4 8 1 4 2 W	SELLING DEALER NO.	PRODUCTION DAT	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/07/06	
REPAIR ORDER #	BUSINESS PHONE	COMMENTS	MO: 8C 36	

JOB# 1 CHARGES

LABOR
 OF 1208CHCS72: 79 ELECTRICAL CONCERN TECHSY 125 49.00
 CUST REPORTS AIR BAG DEPLOYED WHILE JUST DRIVING CAR.
 VEHICLE INSPECTED BY EA ASSOCIATES.

JOB# 1 TOTALS
 LABOR 49.00
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 49.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$50.00 (+TAX)
 TECHNICIAN CERTIFICATION
 125 ALAN G. WESTON 8436

TOTALS
 * ALL REPAIRS HAVE BEEN EXPLAINED TO MY SATISFACTION
 * CASH AMOUNT CHECK# AMOUNT *
 * CREDIT CARD AMOUNT 49.00 @ *
 * CHARGE CO. CONTROL# AMOUNT *
 * IF A SERVICE CONTRACT IS INVOLVED IN THE PAYMENT OF YOUR *
 * BILL AND FAILS TO PAY YOU ARE RESPONSIBLE FOR THE PAYMENT *
 * PART # PRECEDED BY AN R MEANS IT'S REMANUFACTURED.
 * BY LAW THE CUSTOMER MAY CHOOSE ANOTHER SMOG CHECK STATION *
 * TO PERFORM NEEDED OR *
 * SUBSEQUENT TESTS. *
 * REPAIR WARRANTY IS *
 * FACTORY PAINT WARR *
 * WARRANTY WORK ONLY IS *

TOTAL INVOICE \$ 49.00

ALL PARTS ARE NEW
 UNLESS PART NUMBER S
 PRECEDED BY A "R" (R
 "JR" OR UNLESS
 OTHERWISE SPECIFIED

X
 CUSTOMER'S SIGNATURE

**THANK
 YOU**

CUSTOMER SIGN
 TERMINAL ID: 001018514
 MERCHANT #: 923500672889
 VISA
 #XXXXXXXXXXXX7674
 SALE
 BATCH: 000200 INVOICE: 000043
 DATE: DEC 07, 06 TIME: 11:53
 SO: 011 AUTH NO: 077478

TOTAL \$49.00

CUSTOMER COPY

December 14, 2006

Mr. [REDACTED]
[REDACTED]

Rancho Cordova, CA [REDACTED]

Reference No.: [REDACTED]

VIN: 1J4GL48142W [REDACTED]

Dear Mr. [REDACTED]:

This will further acknowledge your recent contact with DaimlerChrysler Motors Corporation, regarding an incident in the above-mentioned vehicle.

I have had the opportunity to review the inspection report generated by our engineering firm, as well as the photographs of your vehicle.

Our inspection indicates that there was sufficient underbody damage to cause the air bags to deploy.

With this in mind, I can only suggest allowing your insurance carrier to continue the handling of this claim.

Should they determine a DaimlerChrysler Motors Corporation responsibility exists, they have full subrogation rights under the terms of your policy.

Sincerely,

M. H. Martell
Special Investigations
(248) 944-7038

MHM/kat

CONFIDENTIAL - Prior Approval Required Before Duplicating
Preliminary Vehicle Investigation Report(PVIR)

CAIR# 15724251

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	1J4GL48142W [REDACTED]		11-21 17	80583	12/19/2001
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		RANCHO CORDOVA	CA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Bright Silver Metallic Clear Coat	KJJ	[REDACTED]			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
AUTOWEST CHRYSLER PLYMOUTH JEEP		71	68097	ROSEVILLE	CA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
BOB LEWIS E		EAA		916-782-8712		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 600.00		

INTERVIEW

INTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE JASON ROBINSON

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
12/06/2006	12/01/2006	03:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	12/06/2006

1. DRIVER'S DESCRIPTION OF EVENT: 12-06-06 INTERVIEWED MRS. [REDACTED]. HER HUSBAND WAS DRIVING THE VEHICLE AND WORKS NIGHTS. MR. [REDACTED] IS ONLY AVAILABLE BETWEEN 12:00 AND 3:00. VEHICLE WAS PURCHASED USED IN MARCH, 2005, MILAGE UNKNOWN. MR. [REDACTED] WAS DRIVING ABOUT 15 MPH ON ANTOLOPE ROAD AND ROSEVILLE ROAD IN SACRAMENTO, CA. WHEN THE DRIVER'S AIR BAG DEPLOYED WITHOUT ANY IMPACTS. THE VEHICLE WAS LAST OFF ROAD ON 11-08-06 AND THERE WAS NO IMPACT AT THAT TIME.

Insurance Company Name: **NONE INVOLVED**Personal Injury: Were there ☐ Yes ☒ No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior? ☐ Yes ☒ No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:☐ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

INFORMATION:☒ POLICE/AGENCY REPORT #:**NONE**☐ ALL REPORTS/PHOTOS BY OTHERS
- ADDRESS OF INSPECTION

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

- ANY RECENT VEHICLE
SERVICE

☐ YES ☐ NO

☒ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

Address **FOLSOM J-C**

1

Address **12530 AUTO MALL**

2

City **FOLSOM**

State **CA**

Zip **95630**

Phone **916-608-1300**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- ☐ WINDSHIELD
- ☐ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- ☐ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- ☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- ☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
 - ☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE
-

**INJURIES- NONE DAMAGE- NO EXTERIOR DAMAGE. UNDERBODY DAMAGE:
*FRONT SKID PLATE GOUGED. NOTE: DIRT IN ACCESS HOLES ON SKID
PLATE. *RIGHT REAR LOWER CONTROL ARM DENTED IN 2 INCHES. *RIGHT
SIDE FRAME RAIL BENT IN 2 INCHES. SEE PHOTOS.**

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☐ STEERING WHEEL
- ☐ AIRBAG(S)
- ☐ KNEE BLOCKERS
- ☐ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
05.04
- SERIAL NUMBER :
TRW-GEN.V
- PART NUMBER :
56010501AI
- DOES AIRBAG WARNING LIGHT CYCLE ON?
☐ YES ☒ NO ☐ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
☐ YES ☐ NO ☐ N/A
- RECORD LABEL PART NUMBER
NONE
- ☐ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
INTERNAL I		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
1-INTERNAL	102	0
2-DRIVER'S SQUIB 1	102	0
SHORTED TO THE GROUND		
3-STORED ENGERY FIRING	1	12
4-DRIVER'S SEAT BELT TENSIONER SHORT TO GROUND.	1	12

- WAS AIRBAG DEPLOYED?
DRIVER ☐ YES ☐ NO
IF NO, EXPLAIN
PASSENGER ☐ YES ☒ NO
IF NO, EXPLAIN
SIDE AIRBAG ☐ YES ☐ NO ☒ N/A
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
☐ LEFT ☐ RIGHT ☒ N/A ☐ BOTH
- TYPE OF SIDE AIRBAG
☐ SEAT ☐ CURTAIN ☒ N/A
- TYPE OF STEERING WHEEL
☐ TILT ☒ STANDARD
- ANY DAMAGE TO STEERING WHEEL
☐ YES ☒ NO
IF YES, EXPLAIN

SEE COMMENTS

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
☐ YES ☒ NO
IF YES,
☐ NOTE POSITION OF PASSENGER A/B SWITCH
- ☐ ON ☐ OFF ☒ N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
☐ YES ☐ NO ☒ N/A
IF YES, EXPLAIN

- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
☒ YES ☐ NO
IF YES, EXPLAIN

SEE PART B

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☐ OVERALL SEAT BELTS I/B & O/B
- ☐ CLOSE UP OF ANY IRREGULARITIES
- ☐ LATCHPLATE WEAR
- ☐ CLOSE UP D-RING TO SHOW LOADING
- ☐ OVERALL OF SEAT
- ☐ CLOSE UP OF DAMAGE
- ☒ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
NOT AVAILABLE
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
DRIVER'S 1D044 PASSENGER-7D044
- PRETENSION DEPLOYED?
☒ YES ☐ NO ☐ UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING
SEE PHOTOS
- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
ONEPIECE SEAT

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY

- NOTE RESULTS
- DOES THE BUCKLE LATCH?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RELEASE?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RETRACT?
☐ YES ☒ NO
IF NO, EXPLAIN
PASSENGER YES DRIVER'S NO
- ANY LOOSENESS OR BROKEN PARTS
☐ YES ☒ NO
IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
☒ NORMAL
☐ BROKEN



LOOSE



MISSING

- NOTE AND RECORD APPROX. SEAT TRACK
OVERLAP
SEE PHOTOS

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART I - AXLE/DIFFERENTIAL

**REQUIRED
PHOTOGRAPHS:**

☐ ENTIRE AXLE AND
CLOSE UP OF LEAKS

INFORMATION:

- VEHICLE ON HOIST:
- ☐ REAR WHEEL DRIVE:
- RECORD AMOUNT OF LATERAL AXLE MOVEMENT OF EACH SIDE AND WILL WHEELS
TURN:
- ☐ TRANS. AXLE - ROTATE WHEELS
- NOTE FUNCTION:

☒ **PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

**12-06-2006 INSPECTED VEHICLE AND PLACED ON A HOIST. INSPECTED THE UNDERCARRIAGE FOR
DAMAGE. IMPACT EVIDENCE WAS FOUND AND DOCUMENTED. AIR BAG LIGHT STAYS ON. PASSENGER SEAT
BELT PRETENSIONER DEPLOYED. (SEE DRB CODES).**

Previous

Form Approved

Returned for corrections

From: [REDACTED].net
To: customerassist@daimlerchrysler.com
Date: Thu Nov 30 17:50:33 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Premature Airbag deployment
Comments:

I stopping a stoplight & my AirBag deployed. I wonder why this happened & would like to know what I should. I would like some assistance with this matter.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED].net
Date: Mon Dec 04 12:40:37 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Jason:

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your email concerning the airbag incident you had was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We apologize, but these types of issues are handled on a personal basis, over the telephone. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, 916-369-7344. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69859.

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

- ? Vehicle Identification Number (VIN)
- ? Vehicle owner name and address
- ? Day and evening phone numbers
- ? Current vehicle mileage

We have trained Senior Staff agents available to address your concerns and advise you of the next steps concerning your inquiry.

I look forward to speaking with you. Thank you for contacting the Chrysler Group.

Thank you again for your email.

Sincerely,

Sheila

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4488427I25\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4488427I25[REDACTED])
M&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:

Premature Airbag deployment

Comments:

I stopping a stoplight & my AirBag deployed. I wonder why this happened & would like to know what I should. I would like some assistance with this matter.

VIN:

2W [REDACTED]

Mileage:

80502

Servicing Dealer:

Folsom Lake Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Rancho Cordova

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED].net

Home Phone:

[REDACTED]











Jeep

3.7L

FORD CHRYSLER		DATE OF MFG	
CORPORATION		3-83	
WGT FRONT	WGT TRAIL	WGT AT	WGT
1240 KG (2750 LB)	PE15/75R16	1607	2541 KG (5600 LB)
WGT REAR	WGT TRAIL	WGT AT	WGT
1425 KG (3150 LB)	RE15/75R16	1607	227 KPA (33 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4G248K23 [REDACTED] TYPE: MPV SINGLE X BULK



NO: 631917-578AA INT: POU VEHICLE MADE IN U.S.A. TORONTO











AIR
BAG

RPM x1000

MPH km/h

056041



ACCEPTED
IN MEXICO













Have
a
Nice
Day!







*TC



PT071372406



*P5



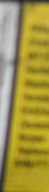
018020AJ



*HE

*STELLUNGSJAHR:

2003*









REAR

H01-07

112031R

MEETS FMVSS 209

ASSEMBLED IN MEXICO



TRW

H01-06

106031R

MEETS FMVSS 209
ASSEMBLED IN MEXICO



Main Menu

1. DRB III Standalone
2. Connect to TechCONNECT
3. Generic Scan Tool
4. PEP Module Tools
5. Run Memory Card Program
6. DRB Utilities
7. Vehicle Flash
8. Legacy MDS1 Support

Page 1 of 1

HELP

63.8

DRB III CDRB Application
DaimlerChrysler

Copyright © 1993-2006
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RELEASE 63.0 01

Released: 14:09:07 2/23/2006
Bios Version: 4.02

Database: 15:59:29 1/23/2006

Cable in use: J1962 (CH7000A)

HELP

63.0

1998 - 2006 DIAGNOSTICS

1. ALL (Except Below)
2. 01 - 05 Stratus/Sebring Coupe
3. 98 - 00 Avenger/Sebring Coupe
4. 1998 Talon
5. 2004 - 2006 Crossfire
6. 2002 - 2006 Sprinter

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

63.8

SELECT RESTRAINT SYSTEM

1. Airbag
2. Side Airbags
3. Airbag On/Off Switch System
4. Occupant Classification Sys

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

63.0

SELECT FUNCTION

1. System Tests
2. Read DICS
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. Miscellaneous

Page 1 of 1

ORE

F1
HELP

F2
SYS

F3
MAIN

63.8

AIRBAG Module Information

2002 Body Style: KJ

Part#: 56010501AI

S/W Version: 05.05

TRW Gen V

Front Dr and Pass/PCI Bus SAB
and Lamp Dr w/On/Off Sw or AOSIM

DTC TYPE

1. Active
2. Stored

Page 1 of 1

ORC

F1
HELP

F2
SYS

F3
MAIN

63.8

— DMC DTCs 1 of 1 —

INTERIOR 1



DTC TYPE

1 No Live
2 Stored

Page 1 of 1

TIME

HELP

SYS

MAIN

6.8

-- ORC DTCs 1 of 6 --

INTERNAL 1

MINUTES: 17 IGN CNTS: 0

-- DTC 2 of 6 --

PASSENGER SQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 6

-- ORC DTCs 3 of 6 --

STORED ENERGY
FIRING 1

MINUTES: 2 IGN CNTS: 6

--- DTC 4 of 6 ---

DRIVER SQUIB 2
CIRCUIT OPEN

MINUTES: 2 IGN CNTS: 6

-- ORC DTCs 4 of 6 --

DRIVER SQUIB 2
CIRCUIT OPEN
MINUTES: 2 IGN CNTS: 6

--- DTC 5 of 6 ---

DRIVER SQUIB 2
SHORT TO GROUND
MINUTES: 1 IGN CNTS: 6

-- ORC DTCs 5 of 6 --

DRIVER SQUIB 2
SHORT TO GROUND
MINUTES: 1 IGN CNTS: 6

--- DTC 6 of 6 ---

PASSENGER SQUIB 2
SHORT TO GROUND
MINUTES: 2 IGN CNTS: 6























3.7L



Jeep
4x4







CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 15807230

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	1J4GL48K23W [REDACTED]		03-19 17	56041	03/25/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		ROCK ISLAND	IL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Dk. Garnet Red Pearl Coat	KJJ	[REDACTED]			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MIKE ANDERSON CHRYLER DODGE JEEP,		42	68757	ROCHESTER	IN	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Walter Danes		EAA		630-983-6942		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEWINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
01/08/2007	12/24/2006	04:30 <input type="radio"/> AM <input checked="" type="radio"/> PM	01/08/2007

1. DRIVER'S DESCRIPTION OF EVENT: **Following is a description of the event as described to the writer in phone interview by the owner and driver of this vehicle Mrs. [REDACTED]. The incident occurred in shopping mall parking lot across the street from the 26294 dealer. After driving the vehicle for about 10 min, with the engine still running and key in the ignition, the driver used remote to open the rear latch window. She got out of the vehicle to remove a blanket from the cargo area when both air bags deployed with her husband still sitting in the passenger seat. It all happened within about 10 seconds after pushing the remote.**

Insurance Company Name: **State Farm**
Personal Injury:
Were there Personal Injuries? ☐ Yes ☒ No
Any Indicator/Warning Lights on Prior? ☐ Yes ☒ No

If Yes, complete section "B"

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)[Help Key](#)**PART A- GENERAL****REQUIRED PHOTOGRAPHS:**☐ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL

INFORMATION:☐ POLICE/AGENCY REPORT #:☐ ALL REPORTS/PHOTOS BY OTHERS
- ADDRESS OF INSPECTION

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

SIGHT LINES(8 TOTAL)
- ANY RECENT VEHICLE
SERVICE

☐ YES ☒ NO

☐ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

Address **Courtesy Chrysler**

1

Address **2301 39th Ave.**

2

City **Moline**

State **IL**

Zip **61265**

Phone **309-764-6700**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: **No visible damage to the interior or exterior except for deployed front driver and passenger air bags. No injuries sustained by driver or passenger.**

☐ WINDSHIELD

☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR

☐ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH

☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS

☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☐ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
05.05
- SERIAL NUMBER :
Not found
- PART NUMBER :
56010501 AI
- DOES AIRBAG WARNING LIGHT CYCLE ON?
☐ YES ☒ NO ☐ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
☐ YES ☒ NO ☐ N/A
- RECORD LABEL PART NUMBER

☐ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
Internal 1		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
Internal 1	17	0
Pass Squib 1 Short to Ground	1	6
Stored energy Firing 1	2	6
Driver Squib 2 circuit Open	2	6
Driver squib 2 Short to Ground	1	6

- WAS AIRBAG DEPLOYED?
DRIVER ☒ YES ☐ NO
IF NO, EXPLAIN
- PASSENGER ☒ YES ☐ NO
IF NO, EXPLAIN
- SIDE AIRBAG ☐ YES ☐ NO ☒ N/A
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
☐ LEFT ☐ RIGHT ☒ N/A ☐ BOTH
- TYPE OF SIDE AIRBAG
☐ SEAT ☐ CURTAIN ☒ N/A
- TYPE OF STEERING WHEEL
☒ TILT ☐ STANDARD
- ANY DAMAGE TO STEERING WHEEL
☐ YES ☒ NO
IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
☐ YES ☒ NO
IF YES,
☐ NOTE POSITION OF PASSENGER A/B SWITCH
☐ ON ☐ OFF ☒ N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
☐ YES ☒ NO ☐ N/A
IF YES, EXPLAIN
- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
☐ YES ☒ NO
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☐ CLOSE UP OF ANY IRREGULARITIES
- ☐ LATCHPLATE WEAR
- ☒ CLOSE UP D-RING TO SHOW LOADING
- ☐ OVERALL OF SEAT
- ☐ CLOSE UP OF DAMAGE
- ☒ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
see photos
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
- PRETENSION DEPLOYED?
☐ YES ☒ NO ☐ UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING
see photos
- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
see photos

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY

- NOTE RESULTS
- DOES THE BUCKLE LATCH?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RELEASE?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RETRACT?
☒ YES ☐ NO
IF NO, EXPLAIN
- ANY LOOSENESS OR BROKEN PARTS
☐ YES ☒ NO
IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
☒ NORMAL
☐ BROKEN
☐ LOOSE

 MISSING
NOTE AND RECORD APPROX. SEAT TRACK
OVERLAP
see photos

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

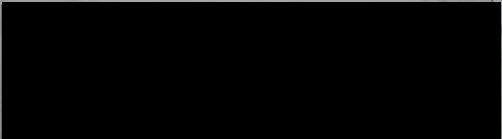
PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

☒ PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)

Additional stored code #6: Passenger Squib 2 short to Ground 2 min, 6 ign. counts Vehicle was purchased used in early November 2006 from DC dealer in Davenport, IA. No service records are available. The inspection revealed no body damage that would cause the air bags to deploy. The undercarriage is clean with no signs of scrapping or visible previous collision damage. The remote is a factory issue and the rear latch window when tested with the remote, functioned normally. No aftermarket equipment was found. Customer is upset and plans to trade-in the vehicle for another make.

[Previous](#)[Form Approved](#)[Returned for corrections](#)

CAIR #



SELECT RESIDENT SYSTEM

1. Side Airbags
2. Airbag Cutoff Switch System
3. Occupant Classification Sys

Page 1 of 1

HELP

SYS

MAIN

ATKINS DIAGNOSTICS
Determining Controller
Type

Please Wait...

KICP

SVS

MSD

This Diagnostic Control
Module is not supported by
this software. Please use the
DMB III with the Superscan
software to diagnose this
vehicle.



Unable to ID Module for
UNC

press any key to continue

Vehicle Scan Tool

1. 3/7/2010 10:00
2. ECM 4500E J1958
3. BCM KJ
4. * HIC KJ
5. VIC KJ
6. RSP Radio
7. SW IN PCI

of 1



Searching 24 of 24









LIBERTY

LIMITED



ON DAVIS

Jeep

TO GROUP



3.7L

DON DAVIS
Jeep

DON
DAVIS
Jeep



3.7L

AUTO GROUP



DON
DAVIS
Jeep



LIBERTY Limited









MPG BY	DODGE/CHRYSLER	DATE OF MFG	DATE
	CONVERSION	10-92	2427 (21/25/28 LB)
2448 FRONT	40% TIRE	2100	21.3
1248 (21/25/28 LB)	2100/70R15	2100	21.3 (21/25/28 PSI)
2448 REAR	40% TIRE	2100	21.3
1248 (21/25/28 LB)	2100/70R15	2100	21.3 (21/25/28 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND EMISSIONS STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1A6000000 [REDACTED] 2P4 0000000000



000 10000 77000 00000 00000 00000 00000 00000







WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER LIVE IN VEHICLES BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- INFANTS MUST BE REAR-FACING CHILD SEAT IN THE FRONT.
- GET AWAY FROM BACK AS POSSIBLY FROM THE AIR BAG.
- ALWAYS USE SEAT BELT AND CHILD RESTRAINTS.

WARNING NEVER DRINK & DRIVE



ALCOHOL IMPAIRS
YOUR ABILITY TO
DRIVE SAFELY.

STAY SOBER.

SEE DRIVERS MANUAL
FOR EXACT LIMITS.













WARNING



**DEATH OR SERIOUS
INJURY CAN OCCUR**

- ALWAYS USE BOTH SEAT BELT & CAR SEAT
- ALWAYS USE THE SAFETY INSTRUCTIONS FOR THE SEAT
- NEVER DRINK AND DRIVE
- NEVER DRINK AND DRIVE
- NEVER DRINK AND DRIVE

































AIR
BAG

RPM x1000

MPH

063:39



















































CARQUEST

60















This Diagnostic Control
Module is not supported by
this software. Please use the
DRB III with the Supercard
software to diagnose this
vehicle.

F1
HELP

F2
SYS

F3
MAIN

64.0



TRi

HO

401011R

MEETS FMVSS 209
ASSEMBLED IN MEXICO









P5HG A1D
TR227015



(P)35GUT90X9A0

WARNING

**SERIOUS
ACCUR**

...BY THE AIR BAG.
...FOR CHILDREN.
...THE FRONT.
...AIR BAG.
...CONSTRAINTS.

WARNING: HIGHER ROLLOVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAGS
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT
- SIT AS FAR BACK AS POSSIBLY FROM THE AIR BAGS
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS



CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 16084665

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	1J4GL58K92W [REDACTED]		10-06 08	86769	11/13/2001
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		NEW HAVEN	CT	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Bright Silver Metallic Clear Coat	KJJ	[REDACTED]			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
FITZPATRICKS INC		32	37002	ANSONIA	CT	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Nicholas Cannistra E		EAA		845-462-4739		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEWINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
04/01/2007	03/28/2007	02:30 <input type="radio"/> AM <input checked="" type="radio"/> PM	04/02/2007

1. DRIVER'S DESCRIPTION OF EVENT: **The driver stated that she was driving home and the air bag light came on she then turned into her street and the drivers air bag deployed. She then phoned her husband to help her out.**

Insurance Company Name: **Amprise**
Personal Injury: Were there ☒ Yes ☐ No
Personal Injuries?
Any Indicator/Warning Lights ☒ Yes ☐ No
on Prior?

If Yes, complete section "B"

If Yes, What light: **AIR bag Light on Dash****IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**[Help Key](#)**PART A- GENERAL****REQUIRED PHOTOGRAPHS:**

☒ ALL FOUR SIDE VIEWS
IF CRASH DAMAGED:
PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)
- ANY RECENT VEHICLE SERVICE

INFORMATION:

☒ POLICE/AGENCY REPORT #: **No report**
☒ ALL REPORTS/PHOTOS BY OTHERS
- ADDRESS OF INSPECTION
Address **430 e main st**
1
Address

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO
- IF YES, DESCRIBE AND PHOTOGRAPH

☐ YES ☒ NO

☐ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

2

City **Ansonia**

State **CT**

Zip **06401**

Phone **203-734-3318**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- ☒ WINDSHIELD
- ☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- ☒ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- ☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- ☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
- ☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE

There was no damage to vehicle other then drivers air bag deployment.

Driver claimed she was bruised and sore all over her body due to the air bag deployment.

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☒ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
N/A

- SERIAL NUMBER :
N/A

- PART NUMBER :
N/A
- DOES AIRBAG WARNING LIGHT CYCLE ON?

☐ YES ☒ NO ☐ N/A

- ARE WARNING LABELS PRESENT (PHOTO)

☒ YES ☐ NO ☐ N/A

- RECORD LABEL PART NUMBER

☐ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☐ YES ☒ NO IF NO, EXPLAIN

DRB was unable to retrieved codes

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT

- WAS AIRBAG DEPLOYED?

DRIVER ☒ YES ☐ NO

IF NO, EXPLAIN

PASSENGER ☐ YES ☒ NO

IF NO, EXPLAIN **Unknown**

SIDE AIRBAG ☐ YES ☐ NO ☒ N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

☒ LEFT ☐ RIGHT ☐ N/A ☐ BOTH

- TYPE OF SIDE AIRBAG

☐ SEAT ☐ CURTAIN ☒ N/A

- TYPE OF STEERING WHEEL

☒ TILT ☐ STANDARD

- ANY DAMAGE TO STEERING WHEEL

☒ YES ☐ NO

IF YES, EXPLAIN

Air bag deployed

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

☐ YES ☒ NO

IF YES,

☐ NOTE POSITION OF PASSENGER A/B SWITCH

☐ ON ☐ OFF ☒ N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

☐ YES ☒ NO ☐ N/A

IF YES, EXPLAIN

CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS

- UNDERBODY DAMAGED?

☐ YES ☒ NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☒ CLOSE UP OF ANY IRREGULARITIES
- ☒ LATCHPLATE WEAR
- ☒ CLOSE UP D-RING TO SHOW LOADING
- ☒ OVERALL OF SEAT
- ☒ CLOSE UP OF DAMAGE
- ☒ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

- PRETENSION DEPLOYED?

☒ YES ☐ NO ☐ UNKNOWN

- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING

up right

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

none

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY

NOTE RESULTS

- DOES THE BUCKLE LATCH?

☒ YES ☐ NO

IF NO, EXPLAIN

- DO THEY RELEASE?

☒ YES ☐ NO

IF NO, EXPLAIN

- DO THEY RETRACT?

☐ YES ☒ NO

IF NO, EXPLAIN

Left front pretensioner deployed

- ANY LOOSENESS OR BROKEN PARTS

☐ YES ☒ NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

☒ NORMAL

☐ BROKEN

☐ LOOSE

☐ MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

2"

PART - E TRANSMISSION NOT APPLICABLE

[Previous](#)

[Next](#)

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

☒ PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)

At the dealer I raised the vehicle on a lift to check for undercarriage damage. I found no damage other than the drivers air bag deployment.I tried to get DTC readings but DRB was unable to find module.

[Previous](#)[Form Approved](#)[Returned for corrections](#)

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Wed May 09 12:10:34 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

Thank you for your email to the Chrysler Group Customer Assistance Center regarding the airbag module on your 2004 Jeep Liberty.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [REDACTED]. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69004.

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Current vehicle mileage
- ? An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

I look forward to speaking with you. Thank you for contacting the Chrysler Group.

Thank you again for your email.

Sincerely,

Pat

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4837844I28 [REDACTED]
M&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Air Bag Module Failure
Comments:

My air bag light came on while driving at approximately 25 mpg. last Thursday evening. I called my dealer and they said to come in right away. I took the Jeep in yesterday a.m. and was charged \$75 to be told that a part would need to be ordered - an air bag module control unit that had failed. This will be approximately \$120 plus another \$100+ for labor - so a total of over \$300 into replacement of this part. I think this is outrageous - this is a safety requirement. I have never been in an accident with this vehicle and I don't think something like this should go out so quickly! I have driven Chrysler products for the last 14 years and will be in the market for another vehicle sometime next year. This type of thing will make me consider all options when making that selection. My husband is currently going to school and I am the sole support of my family of 3 - making less than \$14/hr. This type of repair will take an entire week of take home pay for me...not at all in my budget. I will appreciate anything you can do for me and will await an answer from you. Thank you.

[REDACTED]

VIN:

1J [REDACTED]

Mileage:

[REDACTED]

Servicing Dealer:

Dick Mariano, Kennebunk, ME

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Kennebunk

State:

ME

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Tue May 08 13:18:44 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Air Bag Module Failure

Comments:

My air bag light came on while driving at approximately 25 mpg. last Thursday evening. I called my dealer and they said to come in right away. I took the Jeep in yesterday a.m. and was charged \$75 to be told that a part would need to be ordered - an air bag module control unit that had failed. This will be approximately \$120 plus another \$100+ for labor - so a total of over \$300 into replacement of this part.

I think this is

outrageous - this is a safety requirement. I have never been in an accident with this vehicle and I don't think something like this should go out so quickly! I have driven Chrysler products for the last 14 years and will be in the market for another vehicle sometime next year. This type of thing will make me consider all options when making that selection.

My

husband is currently going to school and I am the sole support of my family of 3 - making less than \$14/hr. This type of repair will take an entire week of take home pay for me...not at all in my budget.

I will appreciate

anything you can do for me and will await an answer from you.

Thank

you.
[REDACTED]

Sender Information:

Title: Mrs.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

















AIR
BAG

E

F

RPM x1000

BRAKE



WARNING

**DEATH OR SERIOUS
INJURY CAN OCCUR**



- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 10-01 GVWR 2541 KG(05600 LB)

GVWR FRONT	WITH TIRES	RIMS AT	COLD
1180 KG(2600 LB)	P215/75SR16	16X7	227 KPA(33 PSI)
GVWR REAR	WITH TIRES	RIMS AT	COLD
1429 KG(3150 LB)	P215/75SR16	16X7	227 KPA(33 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GL48K12W [REDACTED] MPV SINGLE X DUAL



MDH: 102407 387AA PNT:PS2 VEHICLE MADE IN U.S.A. TRM:M5DU 4648503







KEEP OUT OF THE REACH OF CHILDREN
DO NOT INGEST. IF SWALLOWED, CALL YOUR DOCTOR IMMEDIATELY.
IF EYES ARE CONTACTED, RINSE WITH WATER FOR 15 MINUTES.
CAUTION: FOR SAFE CARBON STARTING, ALWAYS FOLLOW THE INSTRUCTIONS ON THE BATTERY LABEL. DO NOT ATTEMPT TO RECHARGE OR REPAIR THE BATTERY. CALL YOUR DEALER FOR SERVICE ASSISTANCE.

MANUAL OR
STANDARD
PROCEDURES

⚠ DANGER / POISON

SHIELD EYES EXPLOSIVE GASES CAN CAUSE BLINDNESS OR DEATH	NO SPARKS, FLAMES, SMOKING	SULFURIC ACID CAN CAUSE BLINDNESS OR SEVERE BURNING
----------------------------------------------------------------	----------------------------	--------------------------------------------------------



RAM 1500

CAUTION FAN

FUSE BOX LOCATION
FOR ACCESS TO
FUSES AND RELAYS



































4671168F
72472M

20	02	10
10	15	10
15	20	10
10	20	15
10	02	10
02	02	02
10	10	10
10	10	10

15	15	10
10	10	10
10	10	10

This Diagnostic Control
Module is not supported by
this software. Please use the
DMB 111 with the Supercard
software to diagnose this
vehicle.

HELP

SYS

MAIN

This Diagnostic Control
Module is not supported by
this software. Please use the
DRB III with the Supercard
software to diagnose this
vehicle.

HELP

SYS

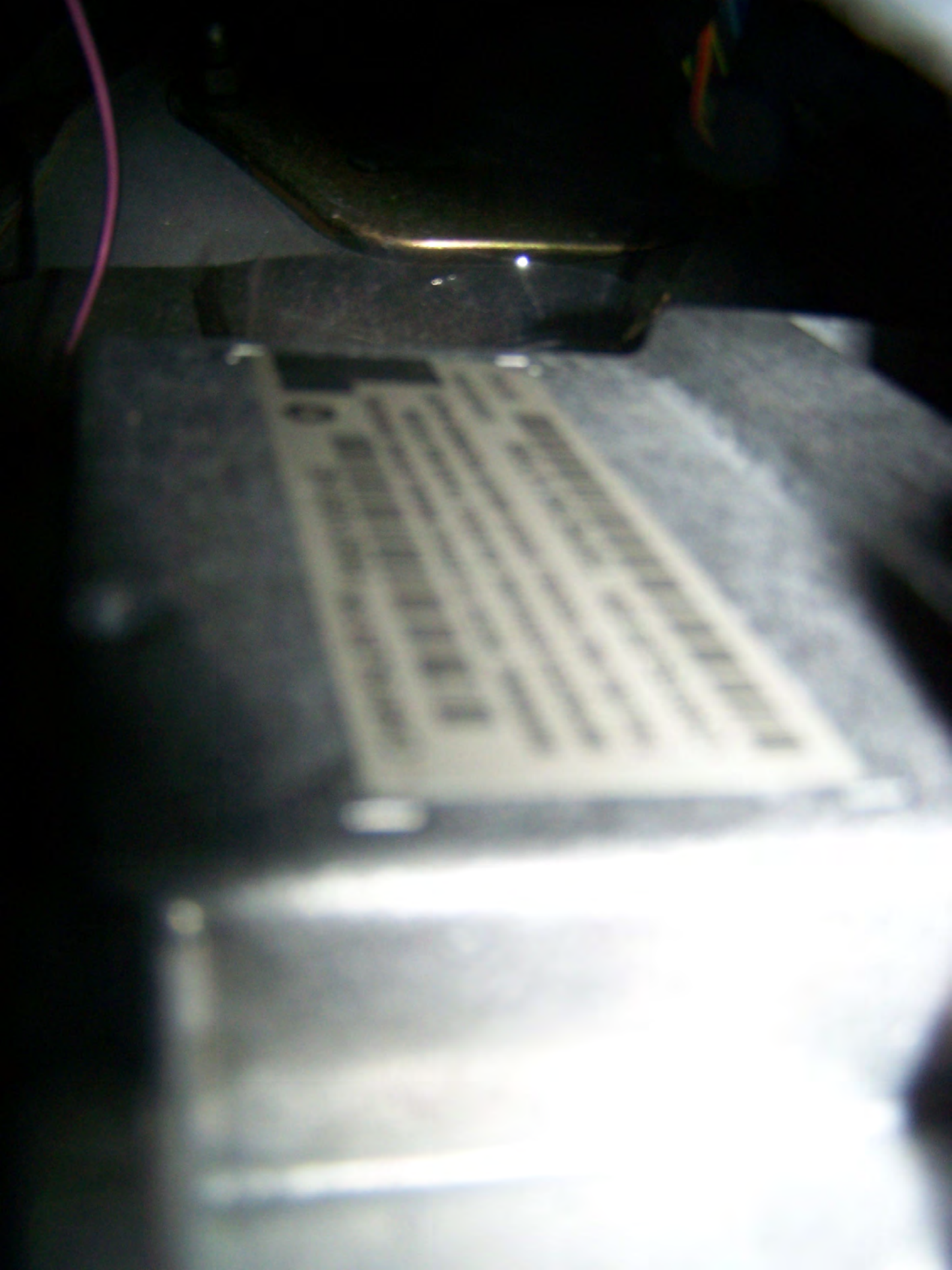
MAIN

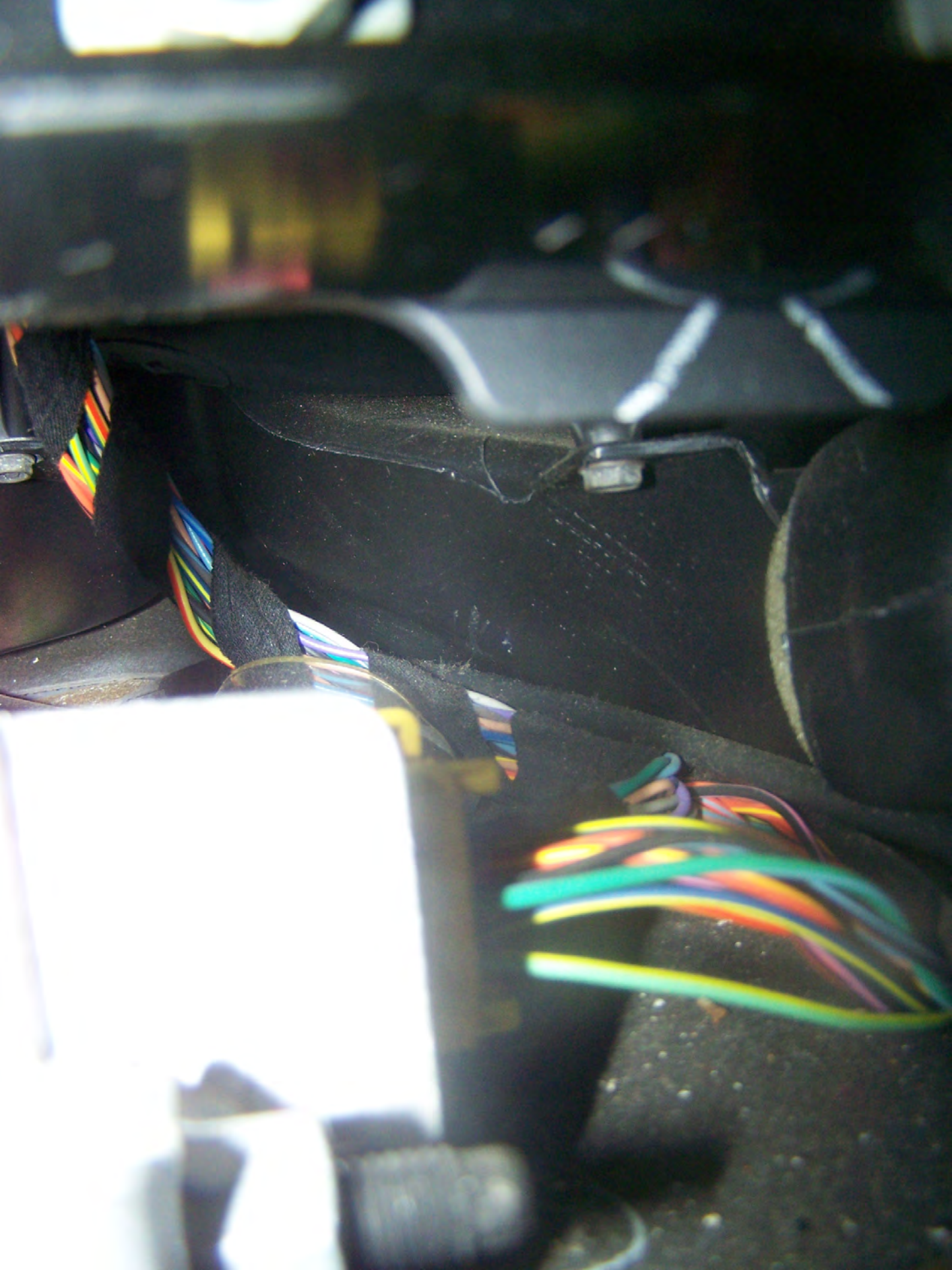
ALL DTCs 1 of 1

NO OBD BUS
MESSAGES RECEIVED





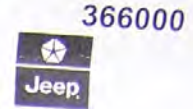






92002
VICE ADVISOR
2408
R.O. #

HERITAGE DODGE - JEEP
Top 212 Reisterstown Road
Owings Mills, Maryland 21117
(410) 356-1800



366000

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	TWC Inc						

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

VEHICLE I.D. NO. 1J4GL48K12W
YEAR MAKE MODEL 02/JEEP/LIBERTY/4 DOOR UTILITY
STATE REG# 5301-A
CUSTOMER [REDACTED]
REISTERSTOWN, MD [REDACTED]
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]
TIME RECEIVED 10:19am DATE/TIME PROMISED 08/08/07 07:00pm PRIORITY 4
APPOINTMENT X Yes No
CUSTOMER E-MAIL ADDRESS [REDACTED]
CELL: [REDACTED]
JOB 1 C 60DOZ
CUSTOMER STATES THE AIR BAG WENT OFF WHILE THE CAR WAS SITTING STILL. CHECK OUT GIVE EST

SERVICE

DOZZ

92,002 2215 GREGORY STEPHENS

UNLESS OTHERWISE SPECIFIED, CHARGES ARE COMPUTED BY FLAT RATE IN ACCORDANCE WITH INDUSTRY MANUALS, NOT ACTUAL TIME SPENT. A TOKEN CHARGE EQUIVALENT TO UP TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS MAY INCLUDE NON-SPECIFIC NUTS & BOLTS, WASHERS, PINS, AEROSOL, SOLVENTS, RAGS, TOWELS AND BATTERY CLEANER. STORAGE FEES WILL BE CHARGED AT A RATE OF \$25.00 A DAY (OR ANY PART THEREOF) FOR ALL VEHICLES LEFT ON PREMISES MORE THAN 24 HOURS AFTER NOTIFICATION TO OWNER THAT WORK HAS BEEN COMPLETED. THIS NOTIFICATION WILL BE MADE TO THE DAYTIME TELEPHONE NUMBER LISTED ON THE INVOICE. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE MECHANIC'S WORK WAS PERFORMED IN A SATISFACTORY MANNER.

MANAGER

CUSTOMER'S RIGHTS

SALESPERSON NO.

VEHICLE I.D. NO.

1J4GL48K12W

SERVICE

STAT

02/JEEP/LIBERTY/4 DOOR UTILITY

PRODUCTION DATE

STOCK NO.

REISTERSTOWN, MD

SERVICE CONTRACT

DELIVERY DATE

DELIVERY M

CONTRACT NO.

EXPIRATION

RESIDENCE PHONE

BUSINESS PHONE

DOZZ

AIR COND

P/S

TRANS

MILEAGE

92,002

2215

TIME RECEIVED

10:19am

DATE/TIME PROMISED

08/08/07

07:00pm

PRIORITY

4

APPOINTMENT

☒ YES
☐ NO

CUSTOMER E-MAIL ADDRESS

CELL:

I hereby authorize the repair work herein set forth to be done by you, together with the use of your material, for your repair and agree that you are not responsible for any delays caused by you or anyone for any reason. That you neither assume nor authorize any other person to act for you or your company in any way. That you shall not be responsible for loss or damage to the above vehicle, or its contents or other items beyond your control, that an express mechanic's lien is hereby acknowledged and that your employees may operate the above vehicle on street.

X

JOB

1

C 60DOZ

ELECTRICAL LVL A
CUSTOMER STATES THE AIR BAG WENT OFF WHILE THE CAR WAS
SITTING STILL. CHECK OUT GIVE EST

1900



UNLESS OTHERWISE SPECIFIED BY FLAT RATE IN ACCORDANCE WITH THE MANUALS, NOT ACTUAL TIME. EQUIVALENT TO UP TO 10% INCLUDED FOR MATERIALS. APPLICABLE SUPPLY ITEMS. NUTS & BOLTS, WASHERS, RAGS, TOWELS AND BATTERIES. STORAGE FEES WILL BE CHARGED FOR ANY PART THEREOF. PREMISES MORE THAN 24 HOURS TO OWNER THAT WORK HAS NOTIFICATION WILL BE MADE. PHONE NUMBER LISTED ON CARD. I CERTIFY THAT THIS VEHICLE WAS DRIVEN WHEN NEEDED AND THE WORK WAS PERFORMED IN A SATISFACTORY MANNER.

MANAGER

CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 16611172

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	1J4GL48K12W [REDACTED]		10-24 07	92002	12/04/2001
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		REISTERSTOWN	MD	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Bright Silver Metallic Clear Coat	KJJ	[REDACTED]			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
LEN STOLER DODGE CHRYSLER JEEP		35	26141	WESTMINSTER	MD	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
TOM SAMUELS C		SPX-EAA		410-571-5743		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1000.00		

INTERVIEWINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
08/13/2007	08/05/2007	10:30 <input checked="" type="radio"/> AM <input type="radio"/> PM	08/14/2007

1. DRIVER'S DESCRIPTION OF EVENT: **Owner/driver stated, the ignition key was in the switch, but was turned off, when the driver's side air bag deployed. The Jeep had been parked for a couple of days. Driver can not find any damage to vehicle. Owner wants to know why the air bag deployed for no reason.**

Insurance Company Name: **BRETHRENS INS. CO.**

Personal Injury:

Were there Personal Injuries? ☐ Yes ☒ No

If Yes, complete section "B"

Any Indicator/

Warning Lights on Prior? ☐ Yes ☒ No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL**REQUIRED PHOTOGRAPHS:**☒ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE

INFORMATION:☒ POLICE/AGENCY REPORT #:**NONE**☒ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **HERITAGE JEEP**

1

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

SERVICE

☐ YES ☒ NO☐ UNKNOWNIF YES, ENCLOSE COPIES OF
REPAIR ORDERSAddress **REISTERSTOWN RD**

2

City **OWING MILLS**State **MD**Zip **21117**Phone **410-356-2277****PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE**

REQUIRED PHOTOGRAPHS: **NO DAMAGE WAS FOUND ON THE EXTERIOR OR THE UNDER CARRIAGE. THE INTERIOR WAS DAMAGED WHEN THE AIR BAG DEPLOYED IN THE DRIVER'S STEERING WHEEL. OWNER SAID, THERE WERE NO INJURIES.**

☒ WINDSHIELD☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR☒ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE**INFORMATION:**☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE[Next](#)

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☒ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
UNKNOWN
- SERIAL NUMBER :
UNKNOWN
- PART NUMBER :
UNKNOWN
- DOES AIRBAG WARNING LIGHT CYCLE ON?
☐ YES ☒ NO ☐ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
☒ YES ☐ NO ☐ N/A
- RECORD LABEL PART NUMBER
NONE
- ☒ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
NO ORC BUS MESSAGE RECEIVED		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
NO ORC BUS MESSAGE RECEIVED		

- WAS AIRBAG DEPLOYED?
DRIVER ☒ YES ☐ NO
IF NO, EXPLAIN
PASSENGER ☐ YES ☒ NO
IF NO, EXPLAIN
SIDE AIRBAG ☐ YES ☐ NO ☒ N/A
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
☐ LEFT ☐ RIGHT ☒ N/A ☐ BOTH
- TYPE OF SIDE AIRBAG
☐ SEAT ☐ CURTAIN ☒ N/A
- TYPE OF STEERING WHEEL
☐ TILT ☒ STANDARD
- ANY DAMAGE TO STEERING WHEEL
☒ YES ☐ NO
IF YES, EXPLAIN
AIR BAG DEPLOYED

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
☒ YES ☐ NO
IF YES,
☒ NOTE POSITION OF PASSENGER A/B SWITCH
☐ ON ☐ OFF ☐ N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
☐ YES ☒ NO ☐ N/A
IF YES, EXPLAIN
- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
☐ YES ☒ NO
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART - D SEATS/SHOULDER BELTS NOT APPLICABLE

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE**PART - G BRAKES NOT APPLICABLE****PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE****PART - I AXLE/DIFFERENTIAL NOT APPLICABLE****☒ PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

The vehicle is equipped with handicap equipment. A handicap electrical scooter is in the rear area of the Jeep, with a electrical hoist. A after market electrical wire is connected directly to the battery`s positive post and runs along the frame into the handicap area`s lift.

[Previous](#)[Form Approved](#)[Returned for corrections](#)

DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
8-02

GVWR
2427 KG(05350 LB)

FRONT	WITH TIRES	RIMS AT	COLD
KG(2750 LB)	P215/75R16	16X7	227 KPA(33 PSI)
REAR	WITH TIRES	RIMS AT	COLD
KG(3150 LB)	R215/75R16	16X7	227 KPA(33 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1J4GK48K33V [REDACTED] TYPE: MPV SINGLE X DUAL



082000 776AB PNT:P87 VEHICLE MADE IN U.S.A. TRM:M5L5 4648503

6 9 2007

1J4GK48K33W

6 9 2007

This Diagnostic Control
Module is not supported by
this software. Please use the
DRB III with the Supercard
software to diagnose this
vehicle.

F1
HELPF2
SYS

64.0

F3
MAIN

6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



Jeep

3.7L

6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



ANKS FOR COMING IN

6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007

THANK



6 9 2007

! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

6 9 2007

! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- **ALWAYS** USE SEAT BELTS AND **CHILD RESTRAINTS**.

6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007



6 9 2007





6 9 2007





6 9 2007



6 9 2007





CONFIDENTIAL - Prior Approval Required Before Duplicating**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 16697243

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	1J4GK48K33W [REDACTED]		08-28 08	109679	10/30/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		NAVARRE	FL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Patriot Blue Pearl Coat	KJT				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
LEE JEEP		66	23936	FT WALTON BEACH	FL	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Robert Walls L		EAA		850-933-2678		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 2000.00		

INTERVIEWINTERVIEW WITH: ☐ DRIVER ☐ OWNER ☐ OTHER ☒ DRIVER/OWNER

NAME: LAST,FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
09/06/2007	09/03/2007	11:15 <input checked="" type="radio"/> AM <input type="radio"/> PM	09/06/2007

1. DRIVER'S DESCRIPTION OF EVENT: **Owner Stated" The jeep was parked in my garage, we had guest and I went to move the jeep to make more room. I put the key in and started it and put it into reverse and both air bags deployed".**

Insurance Company Name: **Progressive**
Personal Injury:
Were there Personal Injuries? ☐ Yes ☒ No
Any Indicator/Warning Lights on Prior? ☐ Yes ☒ No

If Yes, complete section "B"

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**Help Key****PART A- GENERAL****REQUIRED PHOTOGRAPHS:**☐ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)
- ANY RECENT VEHICLE SERVICE

INFORMATION:☐ POLICE/AGENCY REPORT #:☐ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION
Address **235 Miracle Pkwy**
1

Address

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

☐ YES ☐ NO

☒ UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

2
City **FT Walton Beach**
State **FL**
Zip **32548**
Phone **850-243-3123**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- ☒ WINDSHIELD
- ☒ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- ☐ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- ☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- ☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
 - ☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE
-
-

At time of my inspection I found the driver and passenger air bags deployed. The windshield showed no damage. My inspection The undercarriage revealed no indication of major impact. Inspection of the interior carpet showed no water damage, inspection of the exterior shows no indication of repairs. The driver stated the white power and impact of the driver side bag caused a burn feeling to his hands at the time of deployment.

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☒ KNEE BLOCKERS
- ☐ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
4.02

- SERIAL NUMBER :
2051519416

- PART NUMBER :
CH8515
- DOES AIRBAG WARNING LIGHT CYCLE ON?
☐ YES ☒ NO ☐ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
☒ YES ☐ NO ☐ N/A
- RECORD LABEL PART NUMBER

☐ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?
☐ YES ☒ NO IF NO, EXPLAIN
- Unable to connect to air bag module

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT

- WAS AIRBAG DEPLOYED?
DRIVER ☒ YES ☐ NO
IF NO, EXPLAIN
- PASSENGER ☒ YES ☐ NO
IF NO, EXPLAIN
- SIDE AIRBAG ☐ YES ☐ NO ☒ N/A
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
☐ LEFT ☐ RIGHT ☒ N/A ☐ BOTH
- TYPE OF SIDE AIRBAG
☐ SEAT ☐ CURTAIN ☒ N/A
- TYPE OF STEERING WHEEL
☒ TILT ☐ STANDARD
- ANY DAMAGE TO STEERING WHEEL
☐ YES ☒ NO
IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
☐ YES ☒ NO
IF YES,
☐ NOTE POSITION OF PASSENGER A/B SWITCH
☐ ON ☐ OFF ☒ N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
☐ YES ☒ NO ☐ N/A
IF YES, EXPLAIN
- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
☐ YES ☒ NO
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☐ CLOSE UP OF ANY IRREGULARITIES
- ☐ LATCHPLATE WEAR
- ☐ CLOSE UP D-RING TO SHOW LOADING
- ☐ OVERALL OF SEAT
- ☐ CLOSE UP OF DAMAGE
- ☐ RECORD DTC'S:

- INFORMATION:
- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
LF TD114 M,RF DT114 M,LR TD114 M,RR TD113 M
- PRETENSION DEPLOYED?
☐ YES ☐ NO ☒ UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

- IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY
- NOTE RESULTS
- DOES THE BUCKLE LATCH?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RELEASE?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RETRACT?
☒ YES ☐ NO
IF NO, EXPLAIN
- ANY LOOSENESS OR BROKEN PARTS
☐ YES ☒ NO
IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
☒ NORMAL
☐ BROKEN
☐ LOOSE
☐ MISSING
- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

☒ **PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

The DRB used by the dealership technician did not communicate with the AIR BAG Module, when connected to this vehicle. The DRB was connected to another vehicle and did work. All seat belts were tested for operation and all latched and retracted. All belts locked when tested with a quick tug.

Previous	Form Approved	Returned for corrections
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MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFD
11-02

2427

GVWR FRONT

1248 KG(2750 LB)

WITH TIRES

P215/75R16

RIMS AT

16X7

GVWR REAR

1429 KG(3150 LB)

WITH TIRES

R215/75R16

RIMS AT

16X7

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN

VIN: 1J4GK48K834

TYPE:

MPV

ENGINE













SAE Trouble Code :
MIL Status :
Starts Since Set :

NO RESPONSE from ORC

Please make certain of the following items:

- 1) Ignition is turned on
- 2) DRB III is properly connected to the Data connector.

NO RESPONSE from SRM
Please make certain
following items:

- 1) Ignition is turned on
- 2) RPP TTT is proper





















[REDACTED]
Corpus Christi, TX [REDACTED]
[REDACTED] **Phone**
[REDACTED] **Fax**

Fax

To: M.R. [REDACTED]	From: [REDACTED]
Fax: [REDACTED]	Pages: 8
Phone:	Date: 10/03/2007
Re: DAIM-2007	C.C.No. CAIR [REDACTED]

☐ **Urgent** ☒ **For Review** ☐ **Please Comment** **Please Reply** ☐ **Please Recycle**

● **Comments:** Attached Photo description page.VIP REPORT, and repair order print out.

Thanks,

Will

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED] Inspection Date: 10/03/2007
Vehicle Brand: {Chrysler} Model: {2003 JEEP LIBERTY SPORT 4-DR.
File # {CAIR 16793687} VIN: {1J4GK48K83W [REDACTED]}

Inspector W.R.Bippert E.A.A. Date: 10/03/2007

Number of Rolls _____

Roll Number

<u>Neg.#</u>	<u>Description</u>
0	
1.	<u>Vehicle VIN. Sticker located on left front door.</u>
2.	<u>Left front Air-Bag deployed and repacked back into steering wheel capsule. No other damage observed.</u>
3.	<u>Right front Air-Bag deployed and repacked into compartment. No other damage observed.</u>
4.	<u>Left front seat belt normal and functions properly.</u>
5.	<u>Right front seat belt normal and functions properly.</u>
6.	<u>Current odometer reading.</u>
7.	<u>DRB engine codes present.</u>
8.	<u>No codes obtained from Air-Bag system. Module would not respond.</u>
9.	<u>No response from SRM Module No codes available in Air-Bag system.</u>
10.	<u>Front of vehicle no damage or impact areas observed on any component.</u>
11.	<u>Rear of vehicle no damage observed.</u>
12.	<u>Right side no damage observed.</u>
13.	<u>Left side of vehicle no damage observed.</u>
14.	<u>Front grille and hood area no damage observed.</u>
15.	<u>Vehicle instrument cluster with Air-Bag light and engine light on.</u>
16.	<u>Front cross member no damage or impact damage observed.</u>
17.	<u>Front frame cross member no damage or impact marks observed.</u>
18.	<u>Rear transmission cross member no damage observed.</u>
19.	<u>No damage observed on any area of vehicle undercarriage.</u>
20.	_____
21.	_____
22.	_____
23.	_____
24.	_____
25.	_____
26.	_____
27.	_____
28.	_____
29.	_____
30.	_____
31.	_____
32.	_____
33.	_____
34.	_____
35.	_____
36.	_____
37.	_____

CAIR #

VIP Summary Report

Dealer: 36495 - BURNS MOTORS

Date: October 3, 2007 Time: 11:04:26

VIN: 1J4GK4BK83W

Dealer Entered Name: GAME

Dealer Entered Odometer: 67,197 Miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with DaimlerChrysler Motors Company LLC. All information provided is based on entries provided by DEALER.

Warning Messages

THE OWNER INFORMATION LISTED BY THE CORPORATION DOES NOT MATCH WHAT YOU ENTERED GAME.

VEHICLES PLACED IN POLICE, TAXI, LIMOUSINE, POSTAL OR AMBULANCE SERVICE ARE EXCLUDED FROM THE 7 YEAR/70,000 MILE POWERTRAIN LIMITED WARRANTY.

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information

Year/Model:	2003 JEEP LIBERTY SPORT 4X2 SPORT UTILITY	Last Odometer:	61,128 Miles on March 23, 2007
Body Style:	KJTH74	In-Service Date:	December 12, 2002
Engine:	EKG-3.7L V6 Engine	In-Service Odometer:	7 Miles
Transmission:	DG4-Multi-Speed Auto 4SRFE Transmission	Odometer Type:	Miles
Color 1:	PS2-Bright Silver Metallic Clear Coat	Car Line:	K
Color 2:	QS2-Bright Silver Metallic Clear Coat	Build Date:	November 15, 2002
Current Market Register:	U	Hour:	21
Book:	R		

Vehicle Owner Information

Name:	MR [REDACTED]	Preferred Name:	MARIO
Address:	[REDACTED]	City:	MCALLEN
State/Province:	TX	Postal Code:	[REDACTED]
Country:	USA	Language Preference:	English
Telephone-Home:		Telephone-Business:	
Fax:		Original Owner:	[REDACTED]

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

Recall Number	Description	Launch Date	Repair Date
F23	LOWER BALL JOINTS	September 6, 2006	March 23, 2007

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

* \$100 DEDUCTIBLE BEYOND 3/36 BASIC TRANSFERS: ALL OWNERS NO CHARGE **2004 MY VEHICLES BUILT PRIOR TO 10/1/03(EXCLUDES DURANGO)

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36,000 Miles	0	December 12, 2006	Expired (Time)

CAIR # [REDACTED]

VIP Summary Report

Dealer: 36495 - BURNS MOTORS

Date: October 3, 2007 Time: 11:04:26

VIN: 1J4GK48K83W589798

Dealer Entered Name: GAME

Dealer Entered Odometer: 67,197 Miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with DaimlerChrysler Motors Company LLC. All information provided is based on entries provided by DEALER.

POWERTRAIN	84 Months or 70,000 Miles	100	December 12, 2009	26 Months or 2,803 Miles
PERFORATION	60 Months or 100,000 Miles	0	December 12, 2007	3 Months or 32,803 Miles
EMISSIONS	36 Months or 36,000 Miles	0	December 12, 2005	Expired (Time)
ADJUSTMENT	38 Months or 38,000 Miles	0	December 12, 2005	Expired (Time)
AIR CONDITIONING	36 Months or 36,000 Miles	0	December 12, 2005	Expired (Time)
EXTENDED FEDERAL EMISSIONS	96 Months or 80,000 Miles	0	December 12, 2010	38 Months or 12,803 Miles

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty
770	No	Yes	N/A	No

Service Contract Information

Service Contract(1 of 1)

THIS VEHICLE HAS A SERVICE CONTRACT WHICH IS NOT IN EFFECT FOR THE ODOMETER VALUE SUPPLIED/ENTERED.

Service History (24 Month)

ACCESS TO CHRYSLER'S WARRANTY HISTORY IS TO ASSIST WITH VEHICLE REPAIR DIAGNOSIS AND IMPROVE CUSTOMER SATISFACTION. UNAUTHORIZED ACCESS, USE, OR DISCLOSURE OF INFORMATION IS PROHIBITED AND IS SUBJECT TO CIVIL AND/OR CRIMINAL PROSECUTION.

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
March 23, 2007	36495 - BURNS MOTORS 02F23182 - Safety Recall No.F23 - Front S	[REDACTED]	61,126 Miles	2007034	RECALL REPAIR

Vehicle Sale Information

Selling Dealer:	62382 - ED PAYNE MOTORS LLP	Sales Type:	1 - DIRECT RETAIL
City:	WESLACO	State/Province:	TX
Country:	USA	Telephone:	(956)968-2158

CAIR - No Open CAIR Information Available

OCT 3, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5015 3651

CUSTOMER NAME

SERIAL NO. 1J4GK48K83W

TOTAL R/O'S

5

TOTAL SERV. DAYS 13

MAKE JE JEEP

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	369	2	I 15CHZ	OIL & FILTER
				T	369	3	I 14CHZZM10	AIR FILTER REPLA
				T	638	4	I 10CHZ	DRIVEABILITY-WRO

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (DV=DOCUMENT VIEW)

OCT 3, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5015 3651

CUSTOMER NAME		SERIAL NO. 1J4GK48K83W	
TOTAL R/O'S	5	TOTAL SERV. DAYS	13
		MAKE JE JEEP	
LN#	RO.NO.	RO. DATE..	MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION.....
1	398791	03/23/2007	61127 A 90
			T 312 1 W 01CHZ RECALL
2	360034	09/01/2005	39275 A 57
			T 872 1 C 15CHZ OIL & FILTER
3	355489	06/21/2005	36158 A 10
			T 369 1 C 15CHZ OIL & FILTER
			T 34 2 C 04CHZ 1 YR. ST INSP.
4	347996	03/10/2005	33428 A 10
			T 369 1 C 15CHZ OIL & FILTER
			T 369 2 C 15CHZ OIL & FILTER
			T 369 3 C 14CHZZM10 AIR FILTER REPLA
			T 638 4 W 10CHZ DRIVEABILITY-WRO
			T 858 5 W 08CHZ ELECTRICAL-WRO
5	347507	03/04/2005	33428 A 10
			T 369 1 I 15CHZ OIL & FILTER

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

OCT 3, 2007

RO# 413643 - DISP# 1

3350

CUSTOMER NAME

SERIAL NO. 1J4GK48K83W

R.O. NO.

RO.DATE 10/03/2007

RO.TYPE (S/B/P) S SERVICE

JOB NO. 1

MILEAGE 67197

ADVISOR NO. 94

OPERATION NO. 08CHZ

OP. DESC. ELECTRICAL-WRO

SALE TYPE (C/W/I) C

TECHNICIAN NO(S).

COMPLAINT

CUSTOMER STATES AIR BAGS DEPLOYED WHILE DRIVING LESS THAN
10 MPH

1 CAUSE

2 CORRECTION

3 RO COMMENTS

4 RO RECOMMENDATIONS

5 NOTE

(CC=CCC SCREEN) (E=ENTER) (LINE#)

OCT 3, 2007 R/O CLOSE OUT

Store 01 SERVC01 PORT 5015 3651

X. R/O NO. [REDACTED] TYPE SERVICE D# 1 PR 3 ST S		11. ADVISOR 94
1. CUSTOMER [REDACTED]		12. DATE IN 10/03/2007
MCALLEN TX [REDACTED]		13. TIME IN 08:10am
PHONE(B) [REDACTED]	PHONE(H) [REDACTED]	14. DATE PR 10/05/2007
2. SERIAL# 1J4GK48K83W [REDACTED] PROD DT		15. TIME PR 05:00pm
LICENSE# [REDACTED] STK#	DEL	16. TAG NO. 2671
DESC. JE 03		17. MI I/O 67197/
3. JOBS (J#) 1		18. PO NO.
STATUS		19. COMMENTS
4. LABOR 0.00	0.00	20. RECOMMEN
5. PARTS 0.00	0.00	21. JRNL PFX PICKUP
6. SUBLET 0.00	0.00	22.
7. G.O.G. 0.00	0.00	
8. MISC 0.00	0.00	
9. TAX 0.00	0.00	
10. EST \$ [] TOTALS [C] 0.00 [W] 0.00 [I] 0.00		

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (ST=STATUS) (TAB)

CONFIDENTIAL - Prior Approval Required Before Duplicating
Preliminary Vehicle Investigation Report(PVIR)

CAIR# 16793687

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	1J4GK48K83W [REDACTED]		11-15 21	67197	12/12/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		MCALLEN	TX	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Bright Silver Metallic Clear Coat	KJT	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
ED PAYNE MOTORS LLP		63	52382	WESLACO	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Will Bippert R		E.A.A.		361-937-4975		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 2000.00		

INTERVIEW

 INTERVIEW WITH: ☐ DRIVER ☒ OWNER ☐ OTHER ☐ DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
10/03/2007	09/29/2007	05:30 <input type="radio"/> AM <input checked="" type="radio"/> PM	10/03/2007

1. DRIVER'S DESCRIPTION OF EVENT: **Driving 10 mph in R.V. Park Air-Bag light came on and then both Air-Bags deployed. Vehicle did not hit or run over any object in street.**

Insurance Company Name: **NO**
 Personal Injury:
 Were there Personal Injuries? ☐ Yes ☒ No
 Any Indicator/Warning Lights on Prior? ☒ Yes ☐ No

If Yes, complete section "B"

If Yes, What light: **Air-Bag light came on.**

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:☒ ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE SERVICE

☐ YES ☐ NO**INFORMATION:**☐ POLICE/AGENCY REPORT #:☒ ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **Burns Motors**

1

Address **1300 E. HWY.83**



2

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

☐ YES ☒ NO

- IF YES, DESCRIBE AND PHOTOGRAPH

UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

City **McAllen**
State **TX**
Zip 
Phone 

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: **No impact damage on ant area of vehicle. Both Air-Bags deployed.No injuries mention during interview.**

- ☒ WINDSHIELD
- ☐ ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- ☐ CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- ☒ EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- ☒ DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
 - ☒ SEE SEAT BELT/SEATS
SECTION IF APPLICABLE
-
-

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- ☒ STEERING WHEEL
- ☒ AIRBAG(S)
- ☐ KNEE BLOCKERS
- ☐ ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:

- SERIAL NUMBER :
2072428419

- PART NUMBER :

DRB 8515 111

- DOES AIRBAG WARNING LIGHT CYCLE ON?
☐ YES ☒ NO ☐ N/A
- ARE WARNING LABELS PRESENT (PHOTO)
☐ YES ☐ NO ☒ N/A
- RECORD LABEL PART NUMBER

☐ COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

☒ YES ☐ NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
NO CODES RECIEVED FROM MODULE		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
NO CODES RECIEVED FROM MODULE.		

- WAS AIRBAG DEPLOYED?
DRIVER ☒ YES ☐ NO
IF NO, EXPLAIN
PASSENGER ☒ YES ☐ NO
IF NO, EXPLAIN
SIDE AIRBAG ☐ YES ☐ NO ☒ N/A
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
☐ LEFT ☐ RIGHT ☐ N/A ☒ BOTH
- TYPE OF SIDE AIRBAG
☐ SEAT ☐ CURTAIN ☒ N/A
- TYPE OF STEERING WHEEL
☒ TILT ☐ STANDARD
- ANY DAMAGE TO STEERING WHEEL
☐ YES ☒ NO
IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
☐ YES ☒ NO
IF YES,
☐ NOTE POSITION OF PASSENGER A/B SWITCH
☐ ON ☐ OFF ☒ N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
☐ YES ☒ NO ☐ N/A
IF YES, EXPLAIN

CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS

- UNDERBODY DAMAGED?
☒ YES ☐ NO
IF YES, EXPLAIN

No damage observed.

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- ☒ OVERALL SEAT BELTS I/B & O/B
- ☐ CLOSE UP OF ANY IRREGULARITIES
- ☐ LATCHPLATE WEAR
- ☐ CLOSE UP D-RING TO SHOW LOADING
- ☐ OVERALL OF SEAT
- ☐ CLOSE UP OF DAMAGE
- ☐ RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
RF Belt TD146 LF Belt TD146
- PRETENSION DEPLOYED?
☐ YES ☐ NO ☒ UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING
- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

IF ALLOWED. FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY
NOTE RESULTS

- DOES THE BUCKLE LATCH?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RELEASE?
☒ YES ☐ NO
IF NO, EXPLAIN
- DO THEY RETRACT?
☒ YES ☐ NO
IF NO, EXPLAIN
- ANY LOOSENESS OR BROKEN PARTS
☐ YES ☒ NO
IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
☒ NORMAL
☐ BROKEN
☐ LOOSE
☐ MISSING
NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

PART - E TRANSMISSION NOT APPLICABLE

[Previous](#)

[Next](#)

PART - F UNINTENDED ACCELERATION NOT APPLICABLE**PART - G BRAKES NOT APPLICABLE****PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE****PART - I AXLE/DIFFERENTIAL NOT APPLICABLE****☒ PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

No codes were obtained from Air-Bag module No response from module. All fuses were tested and wiring connections were tested on module and ALDL connector all were good. Dash Air-Bag light was on as long as ignition switch was turned on. Attempted test several times and no response from module was noted each time. Complete vehicle under carriage was inspected and no impact damage was observed. Two engine codes were obtained #1 SAE Trouble code P:455 #2 MIL Status OFF, Starts since set 255.

[Previous](#)[Form Approved](#)[Returned for corrections](#)

Chrysler Customer Care Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

To whom it may concern:

This letter is in regards to reference # [REDACTED]

I have attached the original receipt for the repair and the original credit card receipt.

Again my reference number is:

[REDACTED]
[REDACTED]
Houston, TX [REDACTED]
[REDACTED] .NET
2003 Jeep Liberty
VIN # 1J4GL58K83W [REDACTED]
CELL A [REDACTED]



HELFMAN

RIVER OAKS CHRYSLER-JEEP

4807 KIRBY DRIVE
HOUSTON, TEXAS 77098
DIRECT SERVICE LINES (713) 831-2802

Jeep

CELL: 713-828-7173

CUSTOMER NO. 65033	ADVISOR FRED KLINKHAMMER	TAG. NO. 207 119	INVOICE DATE 09/12/07	INVOICE NO. CHCS521230
HOUSTON, TX	LABOR RATE	LICENSE NO.	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 03/JEEP/LIBERTY	MILEAGE 42,117	DELIVERY DATE 08/22/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 J 4 G L 5 8 K 8 3 W	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P.O. NO.	R. O. DATE 09/10/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 08CHZ ELECTRICAL DIAG TECH(S):637 184.00

CUST STATES AIR BAG LITE IS ON
CODE IGNITION START/RUN CIRCUIT OPEN
REPLACED THE OCCUPANT RESTRAINT CONTROL MODULE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	56010501-AI	MODULE OC 8035034	155.00	155.00
JOB # 1 TOTAL PARTS				155.00	155.00
JOB # 1 TOTAL LABOR & PARTS				339.00	

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
TOTAL - MISC			13.34

COMMENTS
REF#
MS-INVOICE

TOTALS

TOTAL LABOR....	184.00
TOTAL PARTS....	155.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.34
TOTAL MISC DISC	0.00
TOTAL TAX.....	13.89
TOTAL INVOICE \$	366.23

ALL REPAIRS WERE EXPLAINED TO ME.

X:.....

Book an appointment on line at, www.riveroakschrysler.com
and receive 10% off your visit

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, HELFMAN CHRYSLER-JEEP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HELFMAN CHRYSLER-JEEP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

CUSTOMER'S SIGNATURE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF

RIVER OAKS CHRYSLER-JEEP
4807 KIRBY DRIVE
HOUSTON, TX 77098

TIME 5:35 PM DATE 09/12/07
TERM 00781566 MER# 000451212561992
TRAN TYPE SALE
#XXXXXXXXXXXX
CARD TYPE VISA
SER # 021
TICKET #
AUTH CODE

TOTAL \$366.23

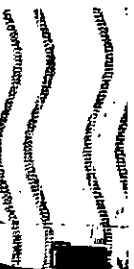
CUSTOMER COPY

ORIGINAL

Houston TX

SEP 20 2007

HOUSTON, TX 77211
17 SEP 2007 PM 5 LT



1470452907



426670



Florida State
University



STUDENT
PARKING

9JAEK48102M262455

















AAA

THERE'S ONLY ONE



COUNTRY CHRYSLER DESIGNS

JEEP



























































214021R H01 06
METS FORD 200

Page View
MAIN MENU
1. Connect to Techline
2. Generic Scan Test
3. J19 Module Tools
4. Run Memory Card Program
5. USB Utilities
6. Vehicle Flash
8. Legacy KDS1 Support

Page 1 of 1

HELP

04.0

F1

F2

F3

F4

- STANDARD WIRE WIRE
1. 1990 - 2000 Chevrolet
 2. 1980 - 1990 Diagnostic
 3. Vehicle Module Scan
 4. Customer Preference
 5. Junction Port Tool
 6. TechTOOLS DataRecorder

Page 1 of 1

HELP

HOME

4.4.8

F1

F2

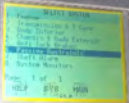
F3

F4

1994 - 2001 (continued)
WILLIAMS ELECTRIC CHAIRS
1. 01 - 45 Standard Type and Color
2. 98 - 99 Removable Plastic Top, Color
3. 1990 Table
4. 2000 - 2001 (Red) Standard
5. 2002 - 2004 Sorbusor

Page 1 of 1
WLT 578 HSN
www

F1 F2 F3 F4



SELECT TESTPOINT SYSTEM
1. Airbag
2. Side Airbags
3. Airbag On/Off Switch System
4. Occupant Classification Sys

Page 1 of 1



F1

F2

F3

F4

Insert in ID Module for
DAC

press any key to continue

F1

F2

F3

F4























































































































December 31, 2007

Daimler Chrysler Customer Assistance Center
P.O. Box 4639
Oak Ridge, TN 37831

Reference: [REDACTED] Jeep Liberty

Per a conversation with Pat on 5/9/07, I am submitting my original receipts for reimbursement under your customer Assistance Program.

I was told that you would reimburse all but \$50 of the expense incurred to replace the passenger airbag module which failed as I was 10,000 miles over the warranty period.

Thank you for your assistance.

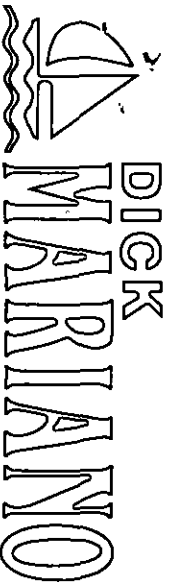
Sincerely,

[REDACTED]

[REDACTED]

Arlington, WA [REDACTED]

[REDACTED] com



CHRYSLER • PLYMOUTH • DODGE • JEEP

48 Portland Road • Route 1
KENNEBUNK, ME 04043

(207) 985-0200

INVOICE NUMBER	CHCS68338
CUSTOMER NUMBER	19279
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR	TAG NO.
DAN SMITH	LICENSE NO.
LABOR RATE	43,861
YEAR / MAKE / MODEL	04 / JEEP / LIBERTY
VEHICLE ID. NO.	1 J 4 G L 4 8 K 7 4 W
F.T.E. NO.	PO. NO.
COLOR	STOCK NO.
COMMENTS	MO: 43861
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE	INVOICE DATE
05/18/07	05/18/07
REPRINT NUMBER	DELIVERY DATE
	PRODUCTION DATE

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

LABOR & PARTS
J# 1 04CH203 AIR BAG LIGHT ON TECH(S): 257
REPLACE SOP AIR BAG CONTROL MODULE FROM PREVIOUS
DIAGNOSTIC PER SI
REPLACED AIR BAG CONTROL MODULE - CLEARED CODE
OPERATING AS DESIGNED

PARTS: QTY: 1 FP: NUMBER: 56038862-AF DESCRIPTION: MODULE OC 8035034 UNIT PRICE: 120.00
JOB # 1 1 56038862-AF MODULE OC 8035034 JOB # 1 TOTAL PARTS 120.00

MISC: CODE: 100 DESCRIPTION: ENVIRONMENTAL FEE JOB # 1 TOTAL LABOR & PARTS 195.00
JOB # A 100 ENVIRONMENTAL FEE CONTROL NO. TOTAL - MISC 5.25

ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$220.00 (+TAX)
TECHNICIAN CERTIFICATION: 257 GREGORY R. HODGDON 3874

TOTALS: *****
* [] CASH [] CHECK CHECK [#] *
* [] VISA/MC [] DISCOVER [] AMEX *

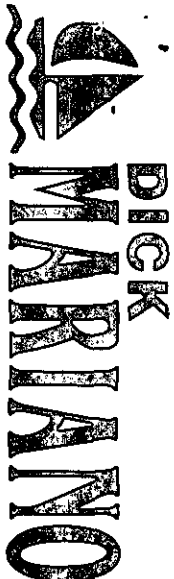
TOTAL LABOR 75.00
TOTAL PARTS 120.00
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG. 5.25
TOTAL MISC DISC 0.00
TOTAL TAX 6.26
TOTAL INVOICE \$ 206.51

THANK YOU FOR CHOOSING DICK MARIANO'S FIVE STAR CHRYSLER
FOR YOUR SERVICE NEEDS. YOUR SATISFACTION IS WHAT ENABLES
US TO MAINTAIN OUR FIVE STAR RATING. THEREFORE, IF YOU HAVE
ANY CONCERNS PLEASE FEEL FREE TO CALL YOUR SERVICE ADVISOR
DAN SMITH OR SERVICE MANAGER BRIAN JONES.

Thank You
Your Business is Appreciated and
We Hope to Serve You Again

CUSTOMER SIGNATURE

ORIGINAL



CHRYSLER • PLYMOUTH • DODGE • JEEP

48 Portland Road • Route 1
KENNEBUNK, ME 04043

(207) 985-0200

INVOICE NUMBER		CHCS68165	
CUSTOMER NUMBER		19279	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
DAN SMITH		389	
LABOR RATE		MILEAGE	
YEAR / MAKE / MODEL		43,455	
VEHICLE ID. NO.		04/JEEP/LIBERTY	
F.T.E. NO.		P.O. NO.	
1146148K74W			
COLOR		STOCK NO.	
MAROON/			
COMMENTS		MO: [REDACTED]	
DELIVERY MILES		SELLING DEALER NO.	
R.O. DATE		INVOICE DATE	
05/07/07		05/07/07	
REPRINT NUMBER		DELIVERY DATE	
		PRODUCTION DATE	

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Therefore, with respect to this seller, the product is sold "as is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

LABOR & PARTS
#1 04CH203 AIR BAG LIGHT ON TECH(S):257 75.00
CHECK AND ADVISE
CONFIRMED CONCERN, PERFORMED DIAGNOSTIC-FOUND AIR
BAG CONTROL MODULE MALFUNCTIONING- EST \$220
ORDERED PART

#2 80CHZ STATE INSPECTION TECH(S):257 75.00
CUSTOMER REQUEST MAINE STATE INSPECTION
PERFORMED MAINE STATE INSPECTION -AFFIXED STICKER
Unabe to issue Sticker *Ordered part*

MISC. CODE DESCRIPTION CONTROL NO.
JOB # A 100 ENVIRONMENTAL FEE 12.50
TOTAL - MISC 6.13

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$94.00 (+TAX)
TECHNICIAN CERTIFICATION
257 GREGORY R. HODGSON 3874

TOTALS

* [] CASH [] CHECK CHECK [#] *
* [] VISA/MC [] DISCOVER [] AMEX *

TOTAL LABOR 87.50
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG. 6.13
TOTAL MISC DISC 0.00
TOTAL TAX 0.31
TOTAL INVOICE \$ 93.94

THANK YOU FOR CHOOSING DICK MARIANO'S FIVE STAR CHRYSLER
FOR YOUR SERVICE NEEDS. YOUR SATISFACTION IS WHAT ENABLES
US TO MAINTAIN OUR FIVE STAR RATING. THEREFORE, IF YOU HAVE
ANY CONCERNS PLEASE FEEL FREE TO CALL YOUR SERVICE ADVISOR
DAN SMITH, OR SERVICE MANAGER BRIAN JONES.

CUSTOMER SIGNATURE
ORIGINAL
75.31

Thank You
Your Business is Appreciated and
We Hope to Serve You Again

DICK MARIANO CHRYSLER LLC
48 PORTLAND ROAD
KENNEBUNK ME 04043
207-985-0200

XXXXXXXXXXXX08179 8179

DATE 05/18/07 TIME 08:41 AM

ITEM: 001 VPC SALE OP: 00
ACCT: XXXXXXXXXXXX2395 EXP XXXX S
RESP: AUTH/TKT 04521A
INV: 68338

TOTAL: \$206.51

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

ORIGINAL

SIGNATURE

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

DICK MARIANO CHRYSLER LLC
48 PORTLAND ROAD
KENNEBUNK ME 04043
207-985-0200

XXXXXXXXXXXX08179 8179

DATE 05/07/07 TIME 08:29 AM

ITEM: 001 VPC SALE OP: 00
ACCT: XXXXXXXXXXXX2395 EXP XXXX S
RESP: AUTH/TKT 02596A
INV: 68165

TOTAL: \$75.31

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

ORIGINAL

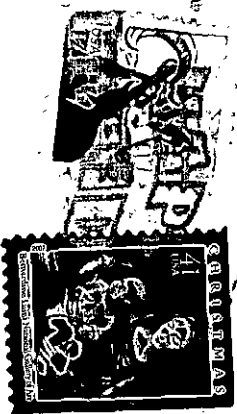
SIGNATURE

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

Arlington, WA

EVERETT WA 982

2007 PM 1 T



Daimler Chrysler Customer
Assistance Center

P.O. Box 4639

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Oak Ridge, TN 37831

37831+4639

