

MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFR  
11-01

GVWR  
2541 KG (05600 LB)

GVWR FRONT	WITH TIRES	RIMS AT	COLD
1180 KG (2600 LB)	235/70R16	16X7	227 KPA (33 PSI)
GVWR REAR	WITH TIRES	RIMS AT	COLD
1429 KG (3150 LB)	235/70R16	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: 1J4GL58K62[REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 110814 387AA PNT:PX8 VEHICLE MADE IN U.S.A. TRM:XJLS 4648503

Occupant Classification Module  
Body Style:  
S/W Version: 0.0

DTC TYPE

1. Active
2. Stored

NO RESPONSE from UEM

Please make certain of the following items:

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

DTC TYP

1. Active

2. Stored

Unable to ID Module for  
ORC

press any key to continue

















[REDACTED]













FIVE STAR



St. Peters, Mo.

FIVE STAR



MISSOURI

100%

CHRYSLER

Royal Oaks

08

MO.

Jeep



140: 30  
st. Peters  
1550



CHRISLER  
Royal  
7









MPH km/h

139686



# **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.

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4999

Jeep



LIBERTY





Jeep

Jeep  
LIBERTY

3.7L





ARCO  
RECYCLING

Jeep

Jeep  
LIBERTY

3.7L





4111



LONG IN

LONG CAR  
AS FLORIDA

• A customer is  
the most important person  
in the world to us.

• Your satisfaction in  
improving our service  
are always welcome.

**IT HAS BEEN A PLEASURE  
TO SERVE YOU**





WING IN

A PLEASURE  
IF YOU



IF HAS BEEN  
TO S

9th CLASS

7th CLASS

6th CLASS

5th CLASS

4th CLASS

3rd CLASS

2nd CLASS

1st CLASS

0th CLASS







87138940

424013R

MEETS FMVSS 209  
ASSEMBLED IN MEXICO



PRESS



TD044



**TRW**

H01-06

435011R

MEETS FMVSS 209  
MADE IN MEXICO



1H2299 72978

1G341L8AF

1H2299 72978



PRESS















TO SERVE YOU



MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFR  
11-01

GWR  
2541 KG (05600 LB)

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DTC TYP

1. Active

2. Stored

Unable to ID Module for  
ORC

press any key to continue

















Jeep



Jeep  
Spartan













FIVE STAR



St. Peters, Mo.

FIVE STAR



MISSOURI

ACT

CHRYSLER

Royal Oaks

08

MO.

Jeep



10:30  
St. Peters  
1950

CHRISLER  
Royal









MPH km/h

139686

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4999

Jeep



LIBERTY





Jeep

Jeep  
LIBERTY

3.7L



ARCO  
RECYCLING

Jeep

Jeep  
LIBERTY

3.7L







4111

**WELCOME IN**

**WELCOME IN**  
WELCOME IN  
WELCOME IN

A customer is  
the most important person  
in the world to us.

- Your satisfaction is  
improving our service.
- We always welcome.

**IT HAS BEEN A PLEASURE  
TO SERVE YOU**











CH63371L3



424013R

MEETS FMVSS 209  
ASSEMBLED IN MEXICO

1101-07



PRESS



TD044



**TRW**

H01-06

435011R

MEETS FMVSS 209  
MEXICO



1H2299 0078

1G341L8AF

1H2299 0078



PRESS















TO SERVE YOU



October 20, 2008

[REDACTED]  
Saint Charles, MO [REDACTED]

Reference No.: [REDACTED]  
VIN: 1J4GL58K62W [REDACTED]

Dear Ms. [REDACTED]:

This will further acknowledge contact to Chrysler Motors Corporation, regarding your 2002 Jeep Liberty.

Ms. [REDACTED] naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. S. Susalla  
Special Investigations  
(248) 944-7149

JSS/kat

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

CAIR# 17970265

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	1J4GL58K62W [REDACTED]		11-08 14	139686	12/31/2001
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		SAINT CHARLES	MO	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Black Clear Coat	KJJ	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MID RIVERS CHRYSLER JEEP DODGE,		51	26025	SAINT PETERS	MO	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
C Fischer A		EAA		636 978-4736		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ .00		

**INTERVIEW**

INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE Beck Mary

INTERVIEW DATE: 10/08/2008      DATE OF INCIDENT: 10/04/2008      TIME OF INCIDENT: 12:30  AM  PM      INSPECTION DATE: 10/09/2008

1. DRIVER'S DESCRIPTION OF EVENT: **Mrs. [REDACTED] said that she was driving on a Kingshighway in St Charles, MO and the air bags on her Jeep deployed. She said that the air bag light came on and about 10 seconds later both air bags deployed. She said that she had not hit anything prior to the deployment. She said that about 2 years ago she ran into the back of another vehicle with her Jeep. She said that the damage to her vehicle was minor. She said that she was alone in the front seat and two children were in car seats in the back seat. There were no injuries.**

Insurance Company Name: **Allstate**

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: **Air Bag 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

Address **Mid Rivers Chrysler**

- 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

1

Address

2

City **St Peters**

State **MO**

Zip **63376**

Phone **636-962-2072**

## 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

**Windshield not broken - No under carriage damage - Front license plate dented - Scrape marks on the paint on the front bumper cover - Front bumper dented on the right side - Paint on the front bumper cover is cracked - There were no injuries**

Next

**PART C - AIRBAG(S)**

**REQUIRED PHOTOGRAPHS**

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

**AECM INFORMATION**

- SOFTWARE VERSION:

**UNK**

- SERIAL NUMBER :

**UNK**

- PART NUMBER :

**UNK**

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES  NO  N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES  NO  N/A

- RECORD LABEL PART NUMBER

**No numbers**

**COMPLETE PART D**

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

YES  NO IF NO, EXPLAIN **No Comm. with system**

<b>- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :</b>	<b>MIN</b>	<b>COUNT</b>
<b>No Communication with Air Bag System</b>		
<b>- RECORD STORED DTC'S (MINUTES/COUNTS) :</b>	<b>MIN</b>	<b>COUNT</b>

- 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

**A/B 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):

**LF 424013R RF 435011R**  
 - RECORD ALL INFORMATION STAMPED ON LATCHPLATE

**LF and RF - TD044**

- 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

**One notch rearward**

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

**All the way down**

**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

**Full rearward**

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**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**

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**PART - I AXLE/DIFFERENTIAL NOT APPLICABLE**

---

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

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**DRB would not communicate with the Air Bag system - The DRB would communicate with other vehicle systems - Dealership technician checked with Chrysler technical Support and was told that this was possible if the A/B module was blown - Recall A07 Air Bag Wire Chafing was completed on vehicle - Recall involves putting a protective cover on a wiring harness in front of the battery - The harness was inspected and the protective cover was on the harness - When the ignition was turned on the air bag lamp came on for 6 seconds and then went out and then came back on and stayed on - The seat belt retractor lock up mechanism was checked by jerking on the seat belts - When the belts were jerked the retractors locked up**

---

Previous

MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFR  
9-02

GWR  
2427 KG(05350 LB)

GAWR FRONT  
1248 KG(2750 LB) WITH TIRES  
P235/70R16

RIMS AT  
16X7

COLD  
227 KPA(33 PSI)

GAWR REAR  
1429 KG(3150 LB) WITH TIRES  
P235/70R16

RIMS AT  
16X7

COLD  
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: 1J8GK38K33A

TYPE:

MPV

SINGLE X DUAL



MDH: 092010 776AB PNT:PFM

VEHICLE MADE IN U.S.A. TRM:DLL2 4648503



10

20

180

110

200

120

MPH km/h

TYPE 35

068600

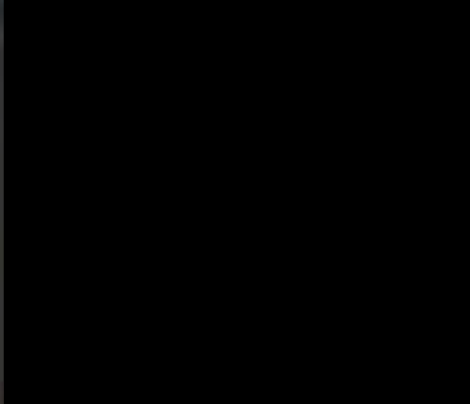


11-09  
10 8 8

Tuesbaum

[Redacted License Plate]

Mopar







CAUTION  
EYE PROTECTION  
REQUIRED

LIBERTY

WRANGLER

WR

S



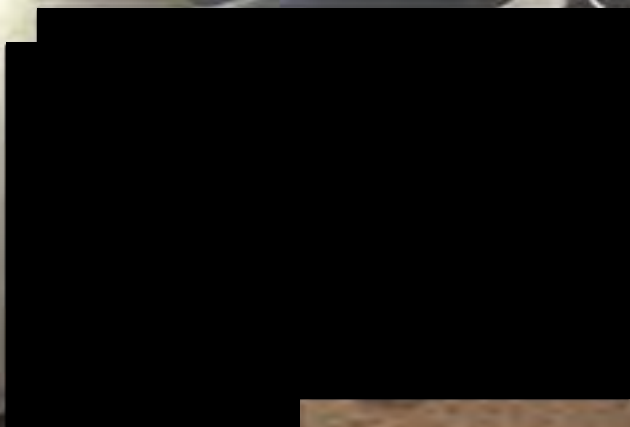
CAUTION  
EYE PROTECTION

HUNT

Jeep  
LIBERTY

Jeep

WRANGLER  
SRA  
GOODYEAR





Tussbaum

Jeep

Jeep<sup>®</sup>  
LIBERTY

3.7L

Tussbaum

Jeep



Jeep  
LIBERTY

3.7L

Jeep

CAUTION  
EYE PROTECTION  
REQUIRED













AIR  
BMS













10123









\*TCOP



\*P553

\*HERS



3272428\*



20AJ\*

LLUNGSJAHR:



02\*



Air/Tag -  
 Druckgasspeicher  
 MP-P6-HGI  
 Hersteller: TRW TSS,  
 Washington, MI, USA  
 Herstellungsstätte: TRWP-5  
 Einführer: z.B. Chrysler  
 Deutschland GmbH,  
 Kerpen  
 Telefonnr.: 02273/957211  
 BAM-PT1-0639

Umgang nur  
 Personal erlau  
 nur in Insass  
 haltesysteme  
 für Kraftfahr  
 Bei Auslösu  
 montierte Ai  
 zum gefährli  
 werden.

















5000 DYEAR

WRANGLER RT/S





WRANGLER

SRT-A

MAXXTRA

GOODYEAR

Jeep



CORSE A R

MORAWOLZERA



WOLFSBERG  
SR-A  
GOODRICH





REAR LOWER CONTROL ARM  
PART NO. 12-10000-00  
12-10000-00



0VW26  
22222222

100  
APPROXIMATELY 100 PSI  
100 PSI  
100 PSI



























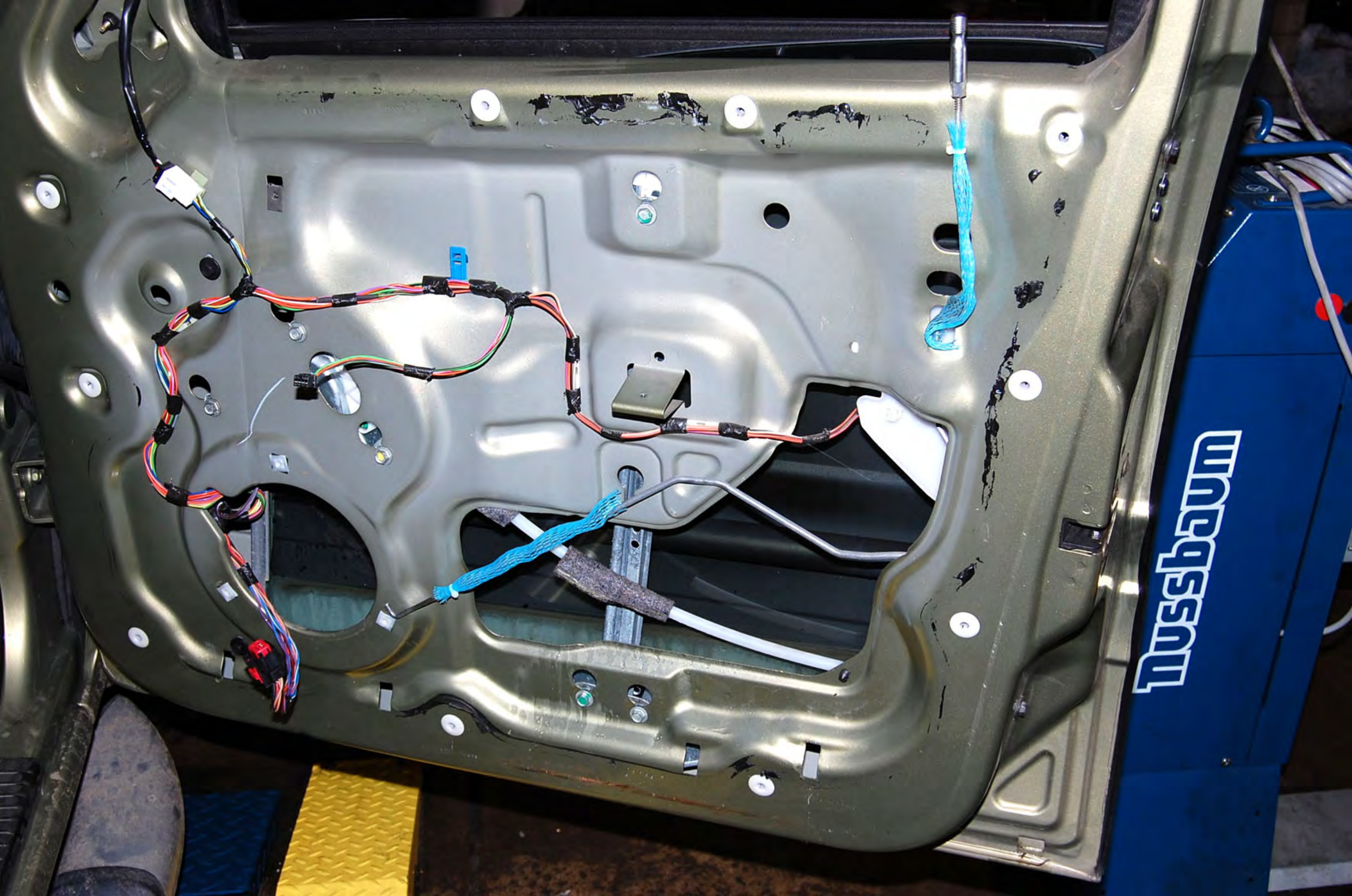
1970022110042  
P52714028AA 2.0L 4CYL

520109441  
M/A 2002

0  
12345







MUSSELMAN

5GF121L2AK 02462E  
400  
VIN: 506528  
4119440

5GF121L2AK  
09/19/2002 13:29  
K03506590DTR

134









AIRBAG DIAGNOSTICS

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SYS

F3  
MAIN

61.0

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

SA

HELP

SYS

64.1

MAIN

Unable to ID Module for  
ORC

press any key to continue

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

CAIR# 18056376

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR	1J8GK38K33W [REDACTED]		09-20 10	68600	11/09/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		DALLAS	TX	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Cactus Green Pearl Coat	KJT	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
PRESTIGE DODGE		63	26621	DALLAS	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Roy Allbritten E		EAA		972-618-3727		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ .00		

**INTERVIEW**

INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **11/11/2008**      DATE OF INCIDENT: **11/01/2008**      TIME OF INCIDENT: **08:00**  AM  PM      INSPECTION DATE: **11/11/2008**

1. DRIVER'S DESCRIPTION OF EVENT: [REDACTED] states that she and a friend were traveling on Marsh Land in Dallas, TX to go to a movie. [REDACTED] states the road was smooth and she didn't hit anything with her vehicle. [REDACTED] states both front airbags "exploded" (deployed) without warning. [REDACTED] states she had some trouble controlling her vehicle without hitting anything. [REDACTED] states there were no warning lamps illuminated on the instrument panel prior to the incident.

Insurance Company Name: **Not provided**

Personal Injury:

Were there

 Yes  No

If Yes, complete section "B"

Injuries?

Any Indicator/

Warning Lights  Yes  No

If Yes, What 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

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

- ADDRESS OF INSPECTION

Address **Park Cities CJD**

1

Address **4801 Lemmon Ave.**

- 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 **Dallas**  
 State **TX**  
 Zip **75219**  
 Phone **214-443-8900**

### 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

[REDACTED] states no one was injured during the incident. The vehicle was inspected at Park Cities CJD in Dallas, TX where the vehicle could be placed on a lift to inspect the entire vehicle included the undercarriage. No damage to the body or the undercarriage was noticed during the inspection of 11/11/2008. The airbag module could not be read with a DRB-III. In fact I used three different DRB-III units in an attempt to read the module. Tom Jacklin of Chrysler LLC suggested removing a door trim panel to see if the vehicle was in a flood. The RF door trim panel was removed and no evidence of flood damage was observed.

Next

**PART C - AIRBAG(S)**

**REQUIRED PHOTOGRAPHS**

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

**AECM INFORMATION**

- SOFTWARE VERSION:

**Not read**

- SERIAL NUMBER :

**Not read**

- PART NUMBER :

**Not read**

- 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-III would not read the airbag module.**

<b>- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :</b>	<b>MIN</b>	<b>COUNT</b>
Unable to ID Module for ORC.		
<b>- RECORD STORED DTC'S (MINUTES/COUNTS) :</b>	<b>MIN</b>	<b>COUNT</b>

- WAS AIRBAG DEPLOYED?

- DRIVER  YES  NO

IF NO, EXPLAIN

- PASSENGER  YES  NO

IF NO, EXPLAIN

- SIDE AIRBAG  YES  NO  N/A

IF NO, EXPLAIN

**Not deployed.**

- 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=TD125 RF=TD118**

- 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 #14 & #23.**

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

**LF=None RF=1.5"**

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 #14 & #23.

---

**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 Damage could be found to the body or undercarriage of the vehicle. Both front airbags were deployed. When the right side airbag deployed the right instrument panel was damaged. The airbag module could not be read with the DRB-III. I used the EAA DRB-III unit which is supplied to me and two of the Park Cities CJD DRB-IIIs. None of the DRB-IIIs would read the airbag module and displayed "Unable to ID Module for ORC". I checked all of the fuses in the vehicle and all were good, not open. The DRB-IIIs would read other vehicle control modules in the this vehicle. I called Tom Jacklin of Chrysler LLC and he advised I should remove a door trim panel and look for flood damage. The RF door trim panel was removed and no flood damage was observed under the trim panel or inside the door.

Previous



MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFR  
5-02

GVWR  
2541 KG(05600 LB)

GVWR FRONT WITH TIRES  
1248 KG(2750 LB) 235/70R16

RIMS AT COLD  
16X7 227 KPA(33 PSI)

GVWR REAR WITH TIRES  
1429 KG(3150 LB) 235/70R16

RIMS AT COLD  
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: 1J4GL58K12[REDACTED] TYPE: MPV SINGLE X DUAL



NUM: 051509 779AA PNT:PS2 VEHICLE MADE IN U.S.A. TRM:XJL5 4648503



3371

Jeep



3871

Jeep









Jeep

5.7L

GOODYEAR

WRANGLER SRA



GOODYEAR  
WRANGLER

3.7L















Jeep

PDR



Jeep

NASC















ABS



TRANS  
TEMP



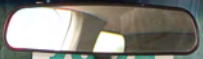
**WARNING**  
DO NOT USE TO STORE  
FLAMMABLE LIQUIDS

**WARNING**  
DO NOT USE TO STORE  
FLAMMABLE LIQUIDS

SW  
10/11/11  
10/11/11

Climate control panel with digital display showing "5 68°".

Sun visor with multiple shades and a "WARNING" label.



3871



















TRZE 1262A4642



TRZE 1262A4642

**⚠ 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.



GEN



INFINITI OF PEORIA  
9167 West Bell Road  
Peoria, Arizona 85382  
623-815-3888

**Next Service**

Date

8-06

Mileage

69568

Grade

5W-30







1795  
1795 1005  
1795 1005  
1795 1005



71168E  
472M  
tyco

20	20	10
10	15	10
51	20	
10	20	15
10	02	10
02		02
	10	10
	10	10

10	RJ45	
15	RJ45	
15	RJ45	
10	RJ45	
	RJ45	
	RJ45	
10	10	10
10	10	10

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3

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28

18

27

17

26

16

DAYTIME  
RUNNING  
LIGHTS

HIGH  
BEAM

SEE OWNER'S MANUAL FOR DETAILS

























TRV 35014254-0 (24)







70083

DAIMLER CHRYSLER



P5HG361L8AG



TR5112287809

PSHK441 L5AB  
TR611327  
537



CHINA

DAIMLER CHRYSLER



P5HG371LRAG

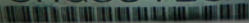


TR4123204585

DAIMLER CHRYSLER



P5HG331L8AF



DAIMLER CHRYSLER



D5HG341L8AE



TR21172879













00321

DRB III CDRB Application  
Chrysler Corp.

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RELEASE 64.1 01

Released: 15:51:24 10/11/2007

Bios Version: 4.02

Database: 8:18:38 7/19/2007

Cable in use: J1962 (CH7000A)

HELP

64.1

00321

-- ORC DTCs 1 of 1 --

INTERNAL 1

00321

-- ORC DTCs 1 of 5 --

INTERNAL 1

MINUTES: 58 IGN CNTS: 0

--- DTC 2 of 5 ---

PASSENGER SQUIB 1  
SHORT TO GROUND

MINUTES: 1 IGN CNTS: 12

00321

-- ORC DTCs 3 of 5 --

STORED ENERGY

FIRING 1

MINUTES: 1 IGN CNTS: 12

--- DTC 4 of 5 ---

DRIVER SQUIB 2

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 12



00321

— ORC DTCs 5 of 5 —

PASSENGER SQUIB 2  
SHORT TO GROUND

MINUTES: 1 IGN CNTS: 12

— DTC 1 of 5 —

INTERNAL 1

MINUTES: 63 IGN CNTS: 0

00321

-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 81

Page back to exit

**PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Vehicle Brand: JEEP

Model: Liberty

CAIR # [REDACTED]

VIN: 1J4GL58K12W [REDACTED]

Customer's Name: [REDACTED]

Inspection Date: 01/08/2008

Inspector Mathason

Number of Rolls Digital

Log Number 1 of 2

Image#    Description

- 1    VIN – Door sticker
- 2    Vehicle - Front
- 3    Vehicle – Front, hood, windshield.
- 4    Vehicle – Sightline view from LF
- 5    Vehicle – Left side.
- 6    Vehicle – Sightline view from LR.
- 7    Vehicle – Rear.
- 8    Vehicle – Sightline view from RR.
- 9    Vehicle – Right side.
- 10    Compartment – Passenger, view from driver door. Note Air Bags deployed.
- 11    Floor – Driver side w/ pedals, floor mat out of place.
- 12    Compartment – Passenger, view from driver side.
- 13    Wheel – Steering, note absence of stains on Air Bag.
- 14    Panel – Control. Air Bag, AC vents. popped out, dash board out of position.
- 15    Compartment – Pass., view from pass. side. Air bag deployed, AC outlets on seat, glove box door.
- 16    Floor – Passenger side. Glove box door, trim out of place.
- 17    Compartment – Rear passenger, view from passenger side.
- 18    Compartment – Rear passenger, view from driver side.
- 19    Compartment – Rear.
- 20    Cluster – Instrument, w/ bulb check. Odometer = 73113
- 21    Headliner – View from rear.
- 22    Compartment – Engine, view from front.
- 23    Compartment – Engine, left side, view from right side.
- 24    Compartment – Engine, right side, view from left side.
- 25    Blockers – Knee, driver side.
- 26    Blocker – Knee, passenger side.
- 27    Panel – RH instrument, Note AC vent popped out, loose trim.
- 28    Sensor – RH impact, rad. support.
- 29    Sensor – LH impact, rad. support.
- 30    Label – Sun visor – Air Bag, driver side.
- 31    Sticker – Luba, assumed to be most recent maintenance service. Odometer 69568, Date 8/06
- 32    Module – Control, LH fender, w/ connectors.
- 33    Module – Control, RH fender, w/ connectors.
- 34    PDC – Underhood. None blown.
- 35    Panel – inside fuse. All have continuity, are of correct value, appear to be original equipment.
- 36    Legend – Inside fuse panel.
- 37    Belt – Driver side seat, overall view.
- 38    Buckle – Driver side, Front side.
- 39    Buckle – Drive side, Back side, TD085
- 40    Buckle – Drive side, Back side, TRW33014254-D
- 41    Belt – Passenger side, overall view.
- 42    Buckle – Passenger, front side, AC vents on seat.
- 43    Buckle – Passenger, back side, TD085.
- 44    Ring – "D" w/ adjuster, driver side.

**PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Vehicle Brand: JEEP

Model: Liberty

CAIR # [REDACTED]

VIN: 1J4GL58K12W [REDACTED]

Customer's Name: [REDACTED]

Inspection Date: 01/08/2008

- 45 Ring - "D" w/ adjuster, driver side.
  - 46 Belts - Rear seat, overall view from driver side.
  - 47 Belts - Rear seat, overall, view from passenger side.
  - 48 Buckle - LR passenger, back side. TRW33014254-D
  - 49 Buckle - Rear center passenger, front side, TC279
  - 50 Buckle - LR, front. TD083.
  - 51 Label - Seat belt, RR pass. R5HG361L8AG/TR5112287809
  - 52 Label - Seat belt - Center rear. P5HK441L5AB/TR6113272537
  - 53 Label - Seat belt, LR pass. P5HG371L8AG/TR4123204585
  - 54 Label - Seat belt, pass. Side P5HG331L8AF/NA
  - 55 Label - Seat belt, driver side R5HG341L8AE/TR2117287930
  - 56 Underbody - Front, view from front.
  - 57 Underbody - Front
  - 58 Underbody - Center
  - 59 Underbody - Rear center
  - 60 Underbody - Rear, view from rear.
  - 61 DRB III - Release 64.1.01, version 4.02
  - 62 DRB III - ORC DTC's Active. "Internal 1"
  - 63 DRB III - ORC DTC's stored. 1of5, Internal 1, min. =58, counts 0;  
2of5, Pass. Squib 1, short to ground. Min. =1, counts=12
  - 64 DRB III - ORC DTC's stored. 3of5, Stored energy firing 1, min. =1, counts=12  
4of5, Driver squib 2, short to ground. Min.=1, counts=12
  - 65 DRB III - ORC DTC's stored, 5of5, Passenger squib 2 short to ground. Min. =1, counts 12
  - 66 DRB III - DTC's stored, PCM, No DTC's detected.
- END

January 13, 2009

Mrs. [REDACTED]  
[REDACTED]  
El Mirage, AZ [REDACTED]

Reference No.: [REDACTED]  
VIN: 1J4GL58K12W [REDACTED]

Dear Mrs. [REDACTED]:

This will further acknowledge contact to Chrysler Motors Corporation, regarding your 2002 Jeep Liberty.

Naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. S. Susalla  
Special Investigations  
(248) 944-7149

JSS/kat

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

CAIR# 18221067

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	1J4GL58K12W [REDACTED]		05-15 09	73133	06/18/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		EL MIRAGE	AZ	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
POWER CHRYSLER JEEP		71	68803	SCOTTSDALE	AZ	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Neal Matheson A		EAA		520-463-0135		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ .00		

**INTERVIEW**INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
01/07/2009	12/30/2008	06:00 <input type="radio"/> AM <input checked="" type="radio"/> PM	01/08/2009

1. DRIVER'S DESCRIPTION OF EVENT: **The clamant, [REDACTED] states that they were going North West on Grand Avenue. Her boyfriend was driving about 45 mph when they heard a dinging sound, (chime?), and the Air Bag light came on. About a minute later both the driver and passenger side airbags deployed for no reason. There was no collision, they didn't hit anything, and there is no damage to the vehicle other than the airbags. She called her insurance company, but they declined to cover repairs because there was no collision. She seeks to know why this happened, and to have the damage repaired.**

Insurance Company Name: **Progressive**

Personal Injury:

Were there Personal Injuries?  Yes  No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior?

 Yes  NoIf Yes, What light: **Air Bag****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

Address **Moore Chrysler Jeep**

- 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

1

Address **8600 W Bell Rd.**

2

City **Peoria**

State **AZ**

Zip **85382**

Phone **623-298-0117**

## 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

The claimant states that her boyfriend had a bruise on his stomach, but no injuries are being claimed. [REDACTED] and her daughter which was in a rear seat, were not injured. There is no visible exterior damage to the vehicle. There is no body damage, nor any impact damage to the underbody. Damage to the interior includes the Airbags, AC vents, and minor instrument panel damage related to the deployment.

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 :

**NA**

- PART NUMBER :

**56010501AG**

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES  NO  N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES  NO  N/A

- RECORD LABEL PART NUMBER

**No PN**

**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
<b>Internal 1</b>		
<b>- RECORD STORED DTC'S (MINUTES/COUNTS) :</b>		
<b>1of5 Internal 1</b>	<b>58</b>	<b>0</b>
<b>2of5 Passenger squib 1 short to ground</b>	<b>1</b>	<b>12</b>
<b>3of5 Stored energy firing 1</b>	<b>1</b>	<b>12</b>
<b>4of5 Driver squib 2 short to ground</b>	<b>1</b>	<b>12</b>
<b>5of5 Passenger squib 2 short to ground</b>	<b>1</b>	<b>12</b>

- 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

**see photos**

- 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

**Photo #12**

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

**Driver= 0" Pass.= 0"**

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  
**Driver +2.5" Passenger -.75"**

---

**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 injuries are being claimed. No collision damage was found on the vehicle. No modifications to the vehicle were found. There is no evidence of repairs or other recent work on the vehicle. There is no evidence of flooding, or corrosion from water damage. Impact sensors are present and connected. All fuses in the inside fuse panel are installed, have continuity and are of the correct value. Fuses all appear to be original equipment. 5 ORC Module DTC's are stored There are no DTC's active or stored in the PCM. The interior is strewn with baby items, cereal, cups, spilled drinks, etc. No Warranty services have been performed. Out of warranty services by Moore Chrysler/Jeep are: Odo 54847, Window regulator. Odo. 64578, Emission repair, Odo. 64578, Window regulators A P/M service sticker from Infinity of Peoria of AZ, Odo. 69568, is on the window.

[Previous](#)

RECEIVED DATE:

2/5/09

POSTED DATE:

2/2/09

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

4W [REDACTED]

CAIR #

[REDACTED]

NON – SCANABLE ITEMS: CIRCLE ONE

**NO**

**YES**

Chrysler Customer Assistance Center  
P. O. Box 21-8004  
Auburn Hills, MI 48321-8004

Reference Number: [REDACTED]  
Email case number: [REDACTED]

SENT BY FAX on February 1, 2009 to: 1-865-425-1592

To Whom It May Concern:

I communicated with you last May regarding my non-functioning, driver-side airbag. See enclosed May 21, 2008 email (Reference # [REDACTED]). Enclosed is a recent invoice regarding the same problem, which indicates that it would cost \$485 to fix my airbag because it is not even covered under an extended warranty. Although it appears the clockspring is the cause of the problem, neither the horn nor the cruise control is affected. Obviously, there is nothing I did as a driver to affect the functioning of the airbag.

I intend to notify Congress (Speaker Pelosi, Majority Leader Reid, and the heads of the relevant House and Senate committees) that Chrysler does not stand by the mandatory safety equipment in its cars. This problem with the airbag arose just as the car passed its paltry 36,000 mi./ 3 yr. warranty. Although I purchased a 70,000 mi./7 yr. extended warranty, I'm told it does not cover the functioning of mandatory safety equipment such as the airbag.

I think this is important information for Congress to consider when Chrysler executives return to Washington, D. C. in March, likely with their hands open asking for more taxpayer money. Contrast Chrysler's lack of concern for safety equipment with the abundance of concern shown by foreign manufacturers, such as that evidenced by the enclosed article regarding a recent Nissan recall due to airbag concerns.

I think it's appalling that Chrysler will not stand by its safety equipment, even for a car under extended warranty. I will wait until February 16<sup>th</sup> to forward these materials to Congress in case you want me to forward your response along with them. Also be aware that I have notified my family of this issue. Should I be killed or injured in an accident that is attributable to the non-working airbag, I have instructed them to sue Chrysler on my behalf.

Thank you for your consideration of this matter; and please send any response you may want me to forward to Congress with these communications and materials.

[REDACTED]  
(contact information on enclosed Maxwell Dodge dealer invoice)

*FAX machine  
wouldn't answer  
sent by  
MAK*

From: [REDACTED].com

To: customerassistsc@chrysler.com

Subject: Re: Chrysler LLC Customer Assistance (KMM5708730I25261L0KM)

Date: Wed, 21 May 2008 10:31 pm

---

Reference Number: [REDACTED]

Email case number: [REDACTED]

I do not have a copy of a repair order to send you. I decided NOT to have the repair done once I was told it was not covered under my extended warranty. The air bag light continues to go on and off, so I don't know if it will work when needed or not. However, it will make an interesting lawsuit if it doesn't work and I end up going through the windshield.

-----Original Message-----

From: customerassistsc <customerassistsc@chrysler.com>

To: [REDACTED].com

Sent: Mon, 19 May 2008 11:56 am

Subject: Re: Chrysler LLC Customer Assistance (KMM5708730I25261L0KM)

Dear [REDACTED]:

Thank you for contacting the Customer Assistance Center for Chrysler, Dodge and Jeep® vehicles.

Please forward your original repair order, and proof of payment receipt for consideration, to the address below:

Chrysler Customer Assistance Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

OR

You can fax a copy of the information for review to telephone # 1-865-425-1592.

The issue will be reviewed and you will be contacted with the response.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative  
Chrysler Customer Assistance Center

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

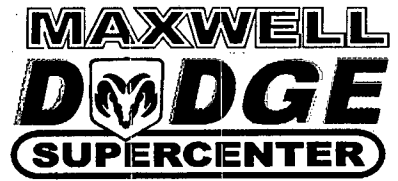
REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM5708730I25261L0KM](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5708730I25261L0KM) [REDACTED]

---

Stay informed, get connected and more with AOL on your phone.



CUSTOMER #: [REDACTED] .com \*INVOICE\*

P.O. BOX 203305
AUSTIN, TEXAS 78720-3305
(512) 219-3634

AUSTIN, TX [REDACTED] PAGE 1
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 2045 JONATHAN KASPAR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: RED, 04, JEEP LIBERTY, 1J4GK58K24W, [REDACTED], 44630/44630, [REDACTED]

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 17SEP04 DD, [REDACTED], [REDACTED], 18:00 29JAN09, [REDACTED], [REDACTED], CASH, 29JAN09

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 07:37 29JAN09, 13:47 29JAN09, STK:4W189226 ENG:3.7 LITER MPI 1) CSC-ADDED 2)WK. EXT-3837

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES GROANING NOISE FROM ENGINE WHEN TURNING, WORSE WHEN COLD--SOP HERE
CAUSE: F
19000115 Gear assembly, Steering - Replace
Steering Gear Rack and pinion type - All Others (B)
[REDACTED] LIC#: [REDACTED] WSC (N/C)
1 52128517AE GEAR-STEERING GEAR (N/C)
2 5166226AA \*FLUID-POWER STEERING (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES AIRBAG LIGHT ON
00 CHECK OUT TIME. CUSTOMER DECLINED WORK.
[REDACTED] LIC#: [REDACTED] INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
Clockspring \$495
parts/labor

C COMPLIMENTARY 23 POINT INSPECTION A \$19.95 VALUE
23P COMPLIMENTARY 23 POINT INSPECTION A \$19.95 VALUE
[REDACTED] LIC#: [REDACTED] ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
NOT covered under warranty

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER...
NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
I am the person or agent acting in behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract...

In addition to the charges for parts, labor, tax, etc., Maxwell Dodge also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized...

CUSTOMER COPY

From: [REDACTED]@state.tx.us>  
To: [REDACTED]@com  
Subject: airbags  
Date: Thu, 16 Oct 2008 4:49 pm

---

Air Bag Concern Prompts Recall of More Than 200,000 Nissan Vehicles  
By KEN THOMAS, AP  
Posted: 2008-10-16 10:07:40

WASHINGTON (AP) - Nissan Motor Co. said Wednesday it was recalling more than 200,000 vehicles to fix a sensor system that could affect the frontal air bag in the car's passenger side.

Nissan said the recall includes 140,000 Nissan Altima cars from the 2007-2008 model years. It also involves 2007-2008 model years of the Infiniti EX35, G35 Sedan, G37 and the Nissan 350Z, Murano and Rogue.

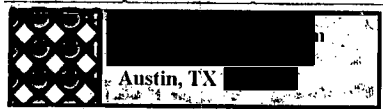
Nissan spokesman Colin Price said there have been no injuries or crashes, and the company discovered the problem during internal testing. Most of the recalled vehicles are in the United States; others are in Mexico, Canada, Puerto Rico and the Persian Gulf.

Nissan said the recall affects vehicles equipped with Continental Automotive Systems' Occupant Classification System control units. An electronic component in the control unit located in the passenger seat cushion may have been made out of specification.

The Japanese automaker said that could interrupt a signal in the sensor system and prevent the passenger air bag from deploying under certain conditions.

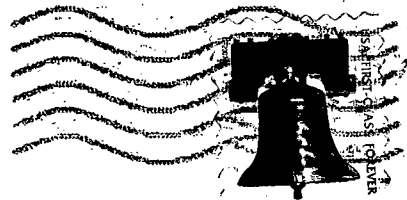
The recall is expected to begin in early November. Owners can contact Nissan at (800) 647-7261 or Infiniti at (800) 662-6200.

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AUSTIN TX 787

02 FEB 2009 PM 5 T



CHRYSLER CUSTOMER ASSISTANCE CTR.  
P. O. BOX 21-8004  
AUBURN HILLS, MI  
48321-8004

48321+8004





From: [REDACTED].com  
To: customerassist@chrysler.com  
Date: Mon Mar 02 12:09:07 EST 2009  
Subject: Reply to Chrysler LLC (KMM6231543I252 [REDACTED])  
Reply Comments:

-----  
Regarding Ref. # [REDACTED]  
Email case # [REDACTED]

I am still awaiting the email response regarding "the reimbursement consideration" (as you call it) in relation to my non-working driver side airbag. I received the following response to my inquiry on 2/12:  
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Jeep Liberty. We apologize for the inconvenience caused to you. In response to your email, we would like to inform that the reimbursement department is still working on the issue that you have mentioned in your email with Reference # [REDACTED]. One of our Customer Service Representatives will contact you regarding the reimbursement consideration.

Thanks again  
for your email.

Sincerely,

Natasha Odyuo  
Customer  
Service Representative  
Chrysler Customer Assistance Center

Please  
reply by email as to how much Chrysler will reimburse toward the  
repair of  
my airbag. [REDACTED] ([REDACTED].com)

From: customerassist@chrysler.com  
To: [REDACTED].com  
Date: Mon Mar 02 12:45:30 EST 2009  
Subject: Re: Reply to Chrysler LLC (KMM6231543I252 [REDACTED])  
Dear Marilyn:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Jeep Liberty.

In response to your email, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). It is necessary to discuss the issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR: [REDACTED]) number and the following information handy:

Thanks again for your email.

Sincerely,

Natasha Odyuo  
Customer Service Representative  
Chrysler 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=KMM6268218I252\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6268218I252[REDACTED])

Original Message Follows:

-----  
Comments:  
Regarding Ref. # [REDACTED] Email case # [REDACTED] I am still awaiting the email response regarding "the reimbursement consideration" (as you call it) in relation to my non-working driver side airbag. I received the following response to my inquiry on 2/12: Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Jeep Liberty. We apologize for the inconvenience caused to you. In response to your email, we would like to inform that the reimbursement department is still working on the issue that you have mentioned in your email with Reference # [REDACTED]. One of our Customer Service Representatives will contact you regarding the reimbursement consideration. Thanks again for your email. Sincerely, Natasha Odyuo Customer Service Representative Chrysler Customer Assistance Center Please reply by email as to how much Chrysler will reimburse toward the repair of my airbag. [REDACTED] ([REDACTED].com)

From: [REDACTED].com  
To: customerassist@chrysler.com  
Date: Thu Feb 12 14:57:25 EST 2009  
Subject: Chrysler LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
-----

notify Congress of your response re non-working airbag  
Comments:  
-----

To Whom It May Concern re Ref # [REDACTED] (email case # [REDACTED]):

I just spoke to someone on the phone from Chrysler Customer Assistance Center about a note and invoice I sent regarding the non-working airbag in my 2004 Jeep Liberty, the fact that it would cost \$485 to fix, and that it's not included in my extended warranty. I intend to send the information regarding this situation to several representatives in Congress and wanted to know if Chrysler wanted me to include any response to my communications about the matter. I think this is relevant information for Congress to consider when the auto execs return at the end of March, no doubt asking for more money.

The Customer Assistance representative I spoke with stated that the "resolution" of my prior inquiry (by email in May, 2008) was that "Chrysler agreed to partial reimbursement as a goodwill gesture." However, he said that there was no indication as to the actual amount that would constitute "partial reimbursement." I suppose \$10.00 would be considered partial reimbursement.

I never received any communication indicating an agreement to reimburse any amount for the cost of repair; so please provide that response in writing by email so I can forward it with copies of my communications to the Congressmen and Senators I intend to contact. If you can indicate what would constitute partial reimbursement for a \$485 repair in the email, I would think that might be important information to include. I will wait until next Tues, 2/17, to receive your written reply before sending the information about this matter to Congress. Thanks in advance for your timely reply.

[REDACTED]  
Austin, TX [REDACTED]  
[REDACTED]

Sender Information:

-----

Title: Ms.

First Name:

Middle Initial:

Last Name:



From: customerassist@chrysler.com  
To: [REDACTED].com  
Date: Thu Feb 12 17:31:24 EST 2009  
Subject: Re: Chrysler LLC Customer Assistance  
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Jeep Liberty.

We apologize for the inconvenience caused to you. In response to your email, we would like to inform that the reimbursement department is still working on the issue that you have mentioned in your email with Reference # [REDACTED]. One of our Customer Service Representatives will contact you regarding the reimbursement consideration.

Thanks again for your email.

Sincerely,

Natasha Odyuo  
Customer Service Representative  
Chrysler 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=KMM6231543I252\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6231543I252[REDACTED])

Original Message Follows:  
-----

US Customer Service - Chrysler Brand Site

Brief Description:

notify Congress of your response re non-working airbag

Comments:

To Whom It May Concern re Ref # [REDACTED] (email case # [REDACTED]): I just

spoke to someone on the phone from Chrysler Customer Assistance Center

about a note and invoice I sent regarding the non-working airbag in my 2004

Jeep Liberty, the fact that it would cost \$485 to fix, and that it's not

included in my extended warranty. I intend to send the information regarding this situation to several representatives in Congress and wanted

to know if Chrysler wanted me to include any response to my communications

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copies of my communications to the Congressmen and Senators I intend to

contact. If you can indicate what would constitute partial reimbursement

for a \$485 repair in the email, I would think that might be important

information to include. I will wait until next Tues, 2/17, to receive

your written reply before sending the information about this matter to

Congress. Thanks in advance for your timely reply. [REDACTED]

[REDACTED] Austin, TX [REDACTED]

VIN:

4W [REDACTED]

Mileage:

45000

Servicing Dealer:

Maxwell Dodge Supercenter

Title:

Ms.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Austin

State:

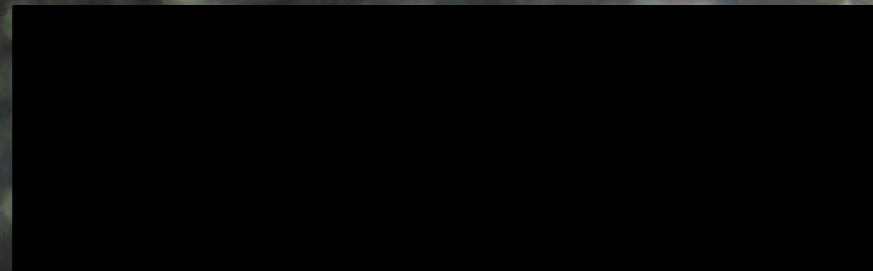
TX

Zip:

Email:

Home Phone:

1J4GK58K43W



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 7-02

GVWR 2427 KG(05350 LB)

GAWR FRONT WITH TIRES  
1248 KG(2750 LB) P235/70R16

RIMS AT  
16X7

COLD  
227 KPA(33 PSI)

GAWR REAR WITH TIRES  
1429 KG(3150 LB) P235/70R16

RIMS AT  
16X7

COLD  
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: 1J4GK58K43W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 072410 776AB PNT:PW1 VEHICLE MADE IN U.S.A. TRM:DLL2 4648503





0685  
SERVICE

Jeep

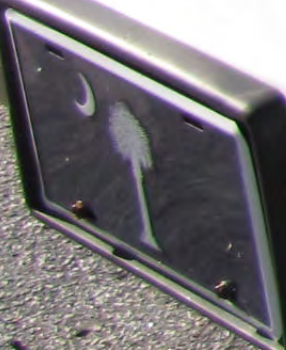




0685  
SERVICE

Jeep

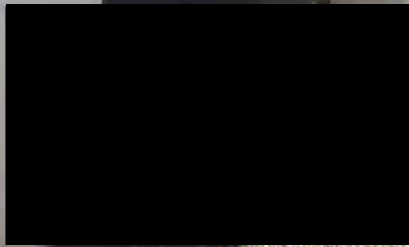
LIBERTY





LIBERTY LIMITED



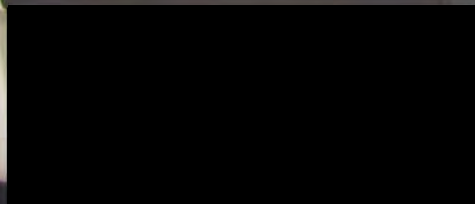




NALEY  
Jeep

Jeep<sup>®</sup>  
LIBERTY

3.7L











LIBERTY LIMITED



LIBERTY

0685  
SERVICE

Jeep











10106









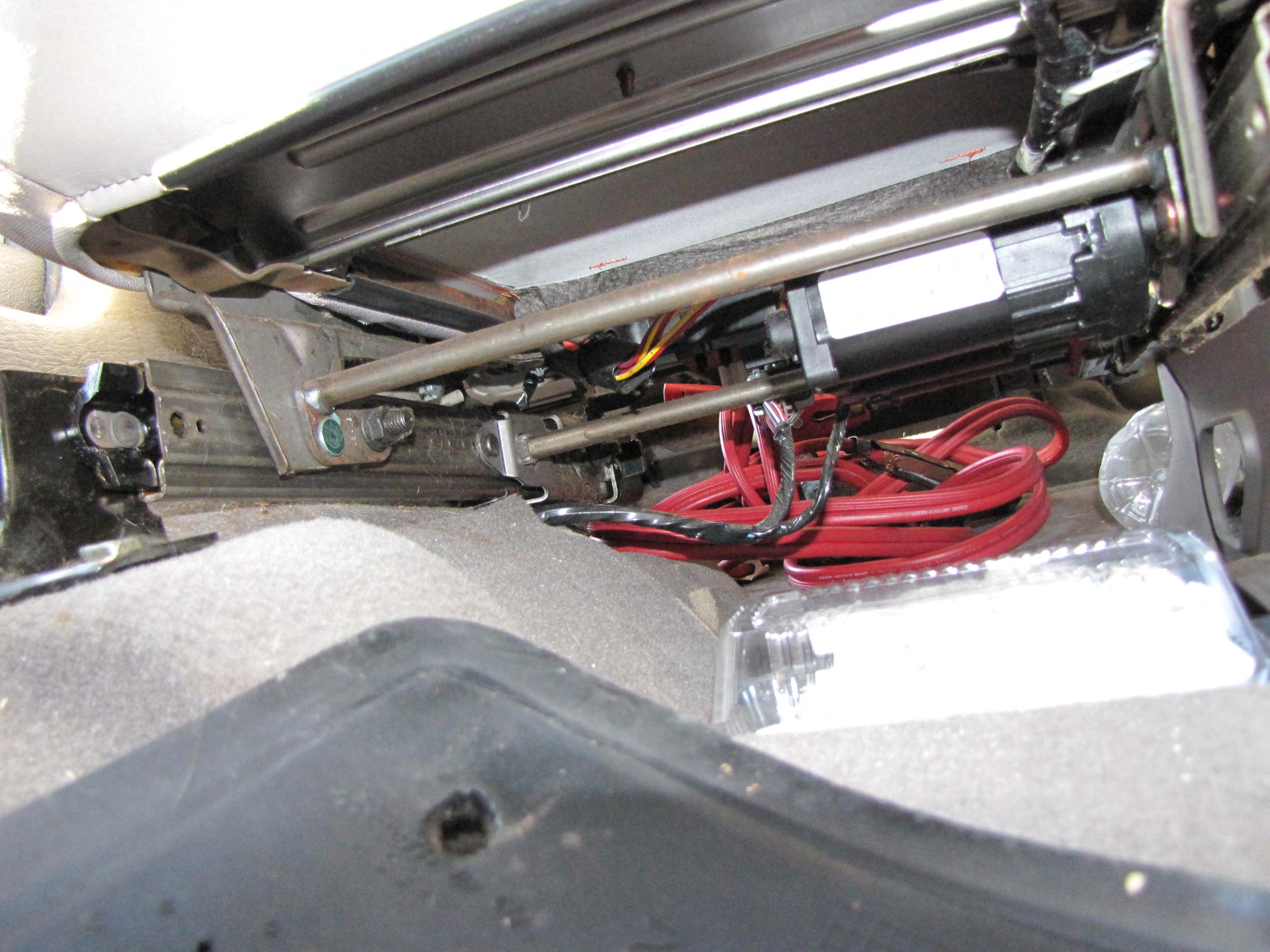






ECCENTRUM  
ECCENTRUM  
ECCENTRUM  
ECCENTRUM







Nestlé  
Pure Life  
AGUA PURIFICADA  
100% PURIFICADA CON MEMBRANA  
1.5L (50.7 FL OZ)







2640  
NETS











Jeep

RAM  
AIRBAG

RES-ACCEL  
CRUISE  
COAST

3 4 5 6  
2 1  
RPM x1000  
E F  
H

50 60

SEEK  
PUSH ON/VOL  
BASE TRES  
AM FM  
TAP  
MODE  
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EXIT  
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TIME  
SCAN  
SET  
PTT

2 3 4  
O

OFF | AUTO





068



**! 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**

**OVER RISK**



VEHICLE ID 34506504  
NEXT SERVICE DATE 06/18/2009  
NEXT SERVICE MILEAGE 102502  
LAST OIL USED 530



WE APPRECIATE YOUR BUSINESS

2VA



ROLLOVER RISK



**WARNING**  
**DEATH OR SERIOUS INJURY CAN OCCUR**

- CHILDREN 12 AND UNDER CAN BE SEVERELY INJURED OR KILLED IF SEATED IN THE FRONT SEAT.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT SEAT.
- SIT AS FAR BACK AS POSSIBLE FROM THE FRONT SEAT.
- ALWAYS USE SEAT BELTS AND SEATBELT CLIPS.

**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.

Interior control panel featuring two dome lights, an 'AUTO' button, and a row of buttons labeled 'C/T', 'RESET', three dots, 'STEP', and 'MENU'.



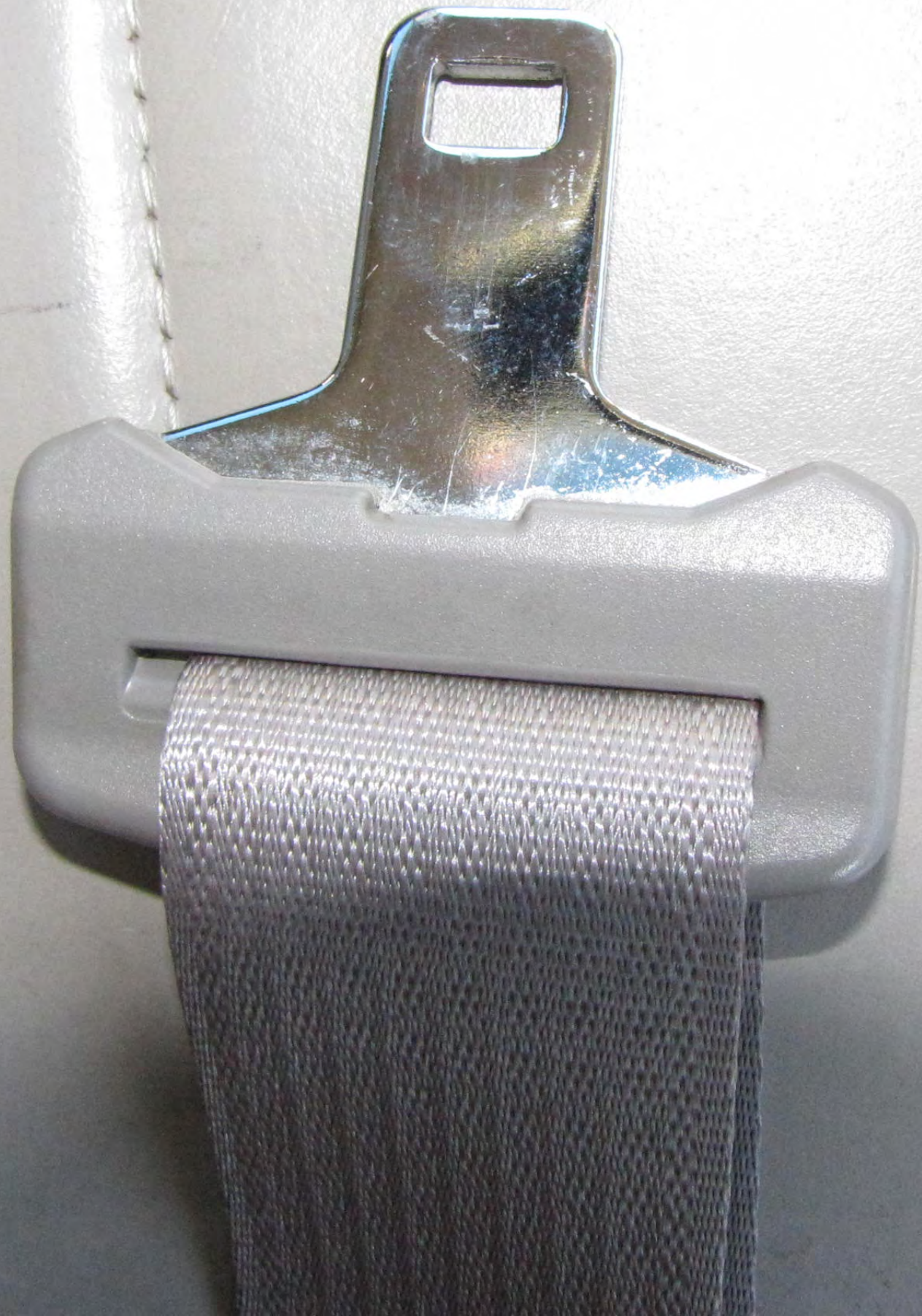




PRESS























H01-06  
3R







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378764 845892

SHIT  
OF  
TECH













282022



PRESS





PRESET 1  
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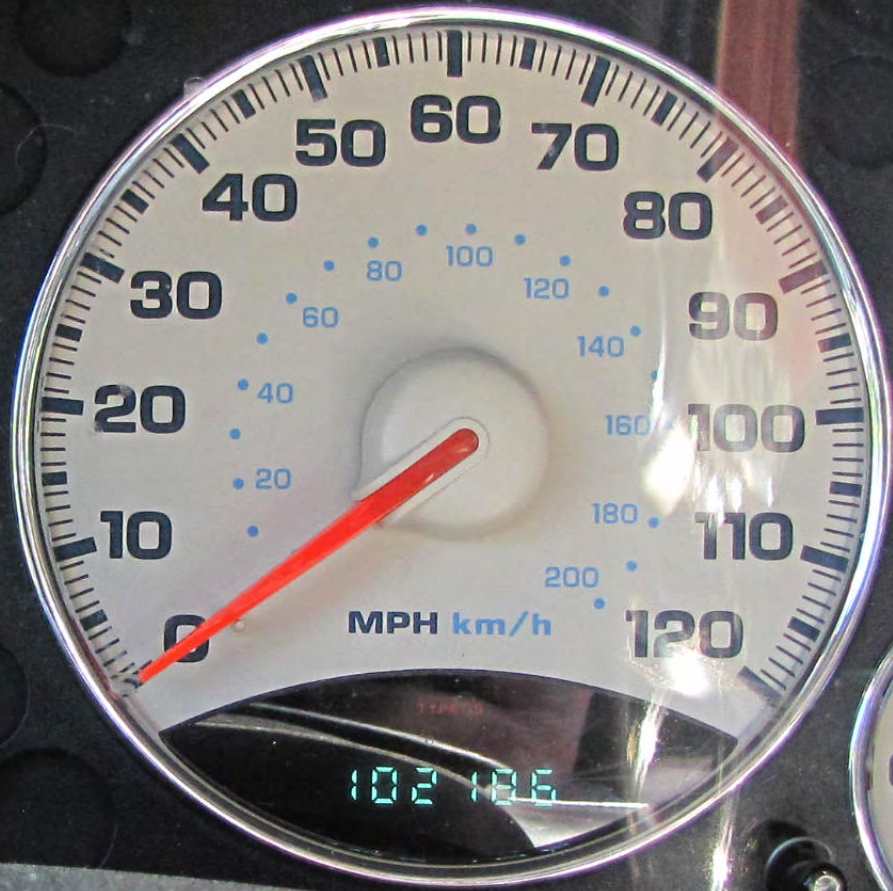
30 40 50 60 70 80 90 100 110 120

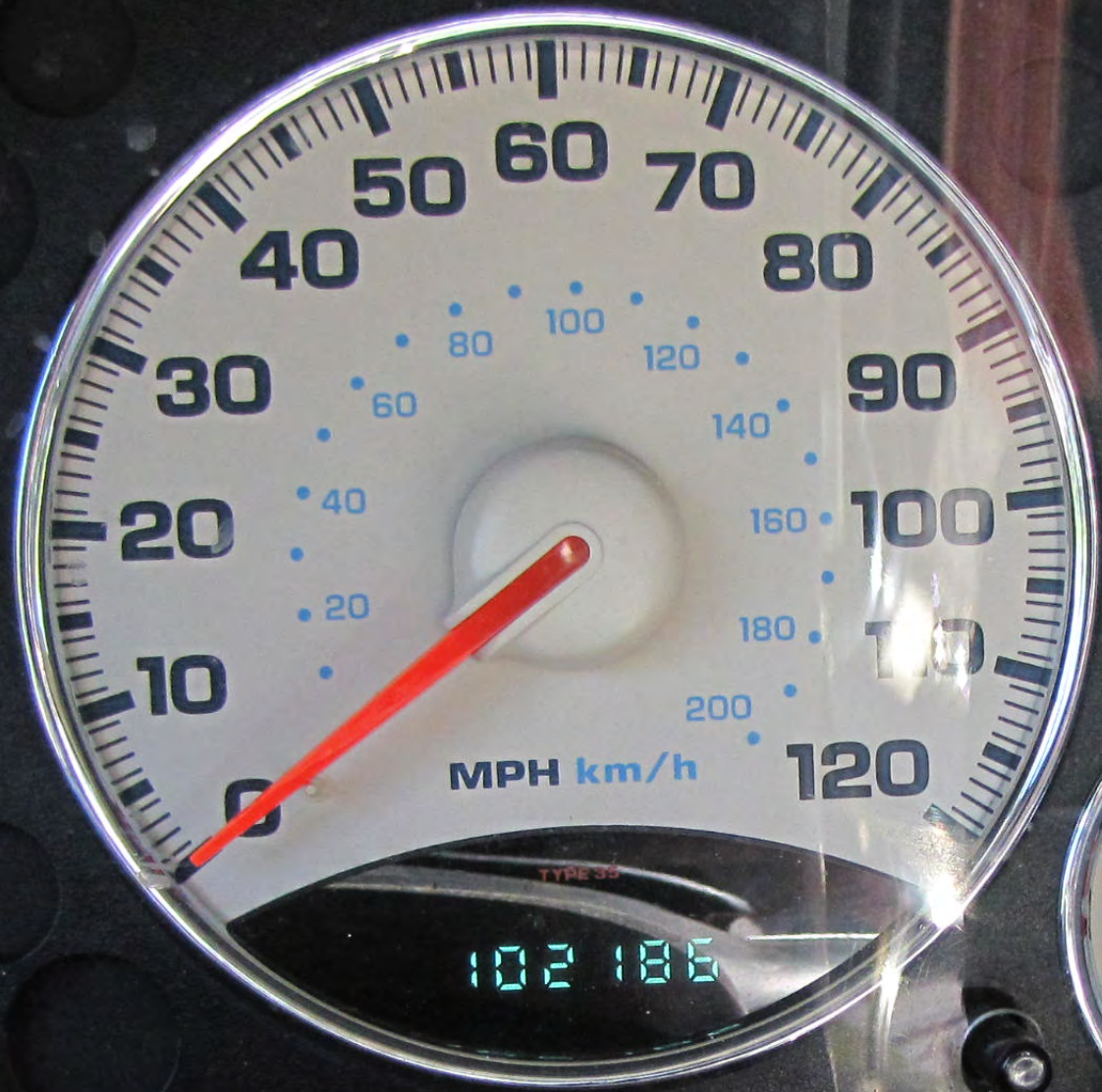
PUSH ON/VOL SEEK  
DISC M M FF TUNE RW  
BASS TREB  
BALANCE L R  
FACE F  
AM FM TAPE  
MODE DISC  
DOLBY B NR AUTO METAL RDS  
EJECT TAPE EJECT TAPE  
PTY SCAN  
TIME SET

1 2 3 4  
FAN SPEED  
TEMPERATURE  
TEMPERATURE

APPLY BRAKE

AIR BAG







520

270

10











DEPLOYED





Jeep

SRS  
AIR BAG

PULL  
MIST

SEEK  
PUSH ON / VOL

BASE TUNE  
BAND  
MODE

AM FM  
TAP

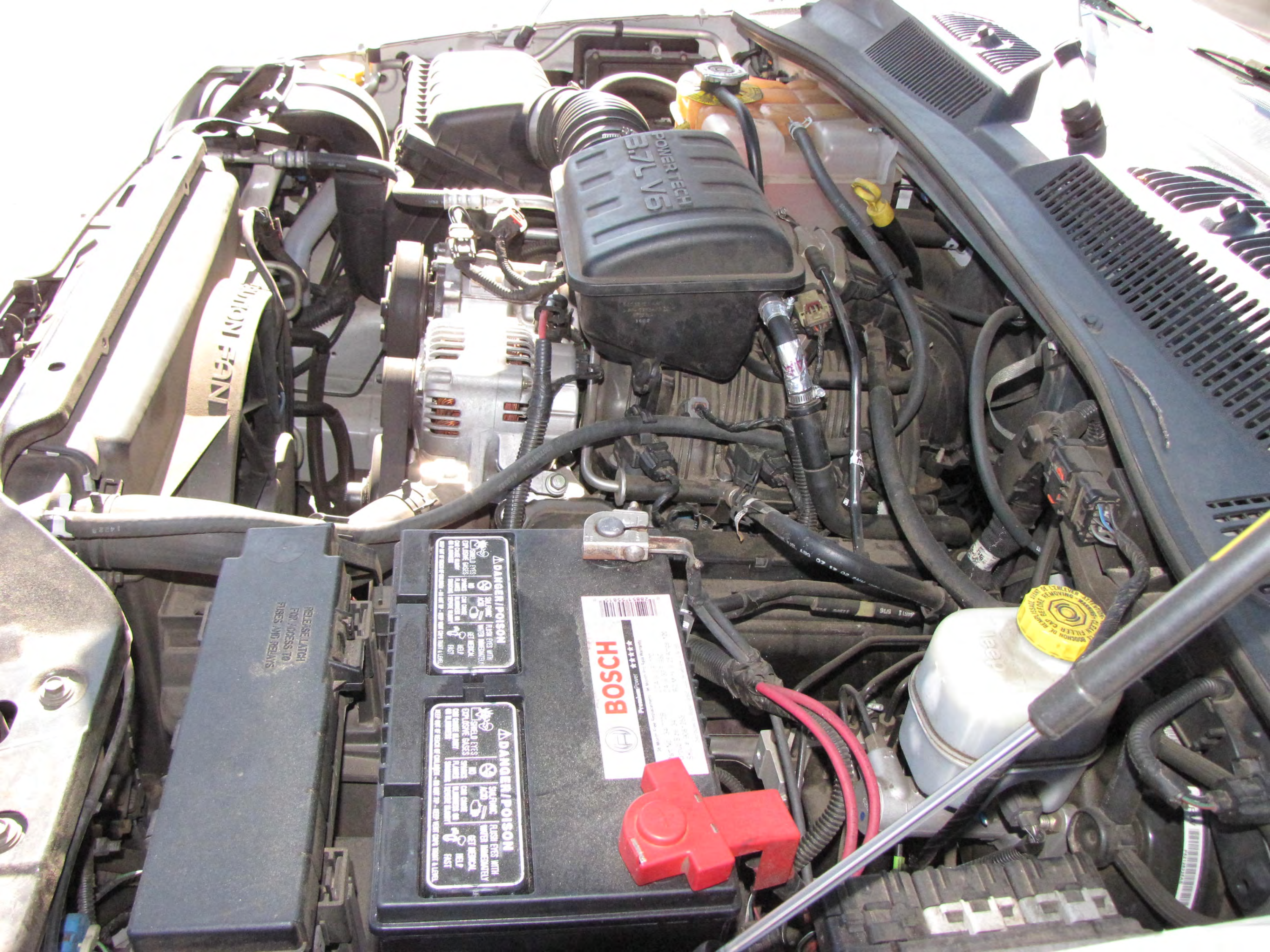
EXIT  
TUNE  
PRESET

94.6

1 2 3 4

MODE

OFF



3.7L V6  
POWERTECH

AIR FAN

RELEASE LATCH  
FOR ACCESS TO  
FUSES AND RELAYS

**DANGER/POISON**  
FLUSH EYES WITH WATER IMMEDIATELY  
GET MEDICAL  
HELP  
FAST

**DANGER/POISON**  
FLUSH EYES WITH WATER IMMEDIATELY  
GET MEDICAL  
HELP  
FAST

**BOSCH**  
PowerPlus Power  
\*\*\*\*\*

CAUTION: DO NOT REMOVE AIR FILTER CAP  
OR AIR FILTER ELEMENT  
UNTIL THE ENGINE IS  
COMPLETELY COOL

0685

POWER TECH  
E-7C V6



**WARNING**

87764

Model	87764
Year	2000
Make	Chrysler
Part Name	CATALYST
Part Number	48044440AB
Quantity	1
Notes	

A technical wiring diagram showing electrical connections for the catalytic converter area.



USE  
STEERING

40	40	50	15
50	50	50	50
40	50	50	50
50	40	40	50

72472M	4671168E	4671168E	72472M
4671168E	38911794	04848879AA	4671168E
72472M	72472M	VF4-15F21-Z05	72472M
4671168E	4671168E	04848879AA	72472M
4671168E	38911794	VF4-15F21-Z05	72472M
72472M	4671168E	72472M	72472M

PBT-RUBBER

BLOWER MOTOR	RADIATOR FAN	JB POWER
1 40A	2 40A	3 50A
ABS PUMP	EATX	ASD
		JB POWER

ASD FEED			
16	15A	17	18

FUEL PUMP
29

BLOWER MOTOR
--------------

A/C CLUTCH
------------





Part No.: 34-770B  
Group Size: 34  
SKU #: 9081253  
Distributed by Robert Bosch, LLC, Broadview, IL 60155  
RC Mins @ 25 Amps: 120  
CA @ 32°F: 950  
CCA @ 0°F: 770  
36 Month Free Replacement / 96 Month Pro Rata Warranty  
PremiumPower  
\*\*\*\*\*  
BOSCH  
0 2885155815 0

**⚠ DANGER/POISON**

 SHIELD EYES EXPLOSIVE GASES CAN CAUSE INJURY OR BLINDNESS	 NO SPARKS FLAMES SMOKING	 SULFURIC ACID CAN CAUSE BLINDNESS OR SEVERE INJURY	FLUSH EYES WITH WATER IMMEDIATELY GET MEDICAL HELP FAST 
---	---	---	---

KEEP OUT OF REACH OF CHILDREN - DO NOT TIP - KEEP VENT CAPS TIGHT & LEVEL

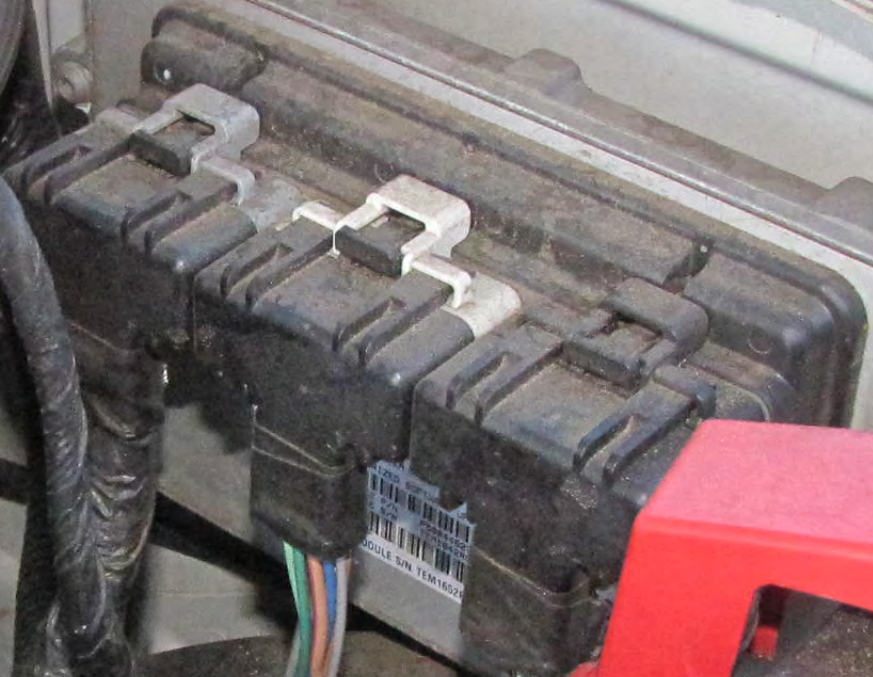
**⚠ DANGER/POISON**

 SHIELD EYES EXPLOSIVE GASES CAN CAUSE INJURY OR BLINDNESS	 NO SPARKS FLAMES SMOKING	 SULFURIC ACID CAN CAUSE BLINDNESS OR SEVERE INJURY	FLUSH EYES WITH WATER IMMEDIATELY GET MEDICAL HELP FAST 
---	---	---	--

KEEP OUT OF REACH OF CHILDREN - DO NOT TIP - KEEP VENT CAPS TIGHT & LEVEL



REPAIR OR REPLACE BEFORE REUSE  
AVANT DE REUTILISER  
NETTOYER LE BORD DU  
CLEAN FILTER CUP  
REPAIR OR REPLACE BEFORE REUSE



  
**BOSCH**  
 PremiumPower  
 36 Month Pro Rate Warranty  
 CCA @ 0°F: 770  
 RC Mins @ 25 Amps: 120  
 CCA @ 32°F: 950  
 Distributed by Robert Bosch, LLC, Broadview, IL 60155  
 Part No.: 34-770B  
 Group Size: 34  
 SKU #: 9081253  
 36 Month Free Replacement

**⚠ DANGER / DANGER ⚠**  
 EXPLOSIVE GASES  
 CAN CAUSE BLINDNESS  
 IF SPARKS  
 NO SHIELD EYES  
 AND WEAR GOGGLES  
 SULLING ACID  
 NO FLAME  
 SELF-IGNITING  
 NO FUMES





CAUTION



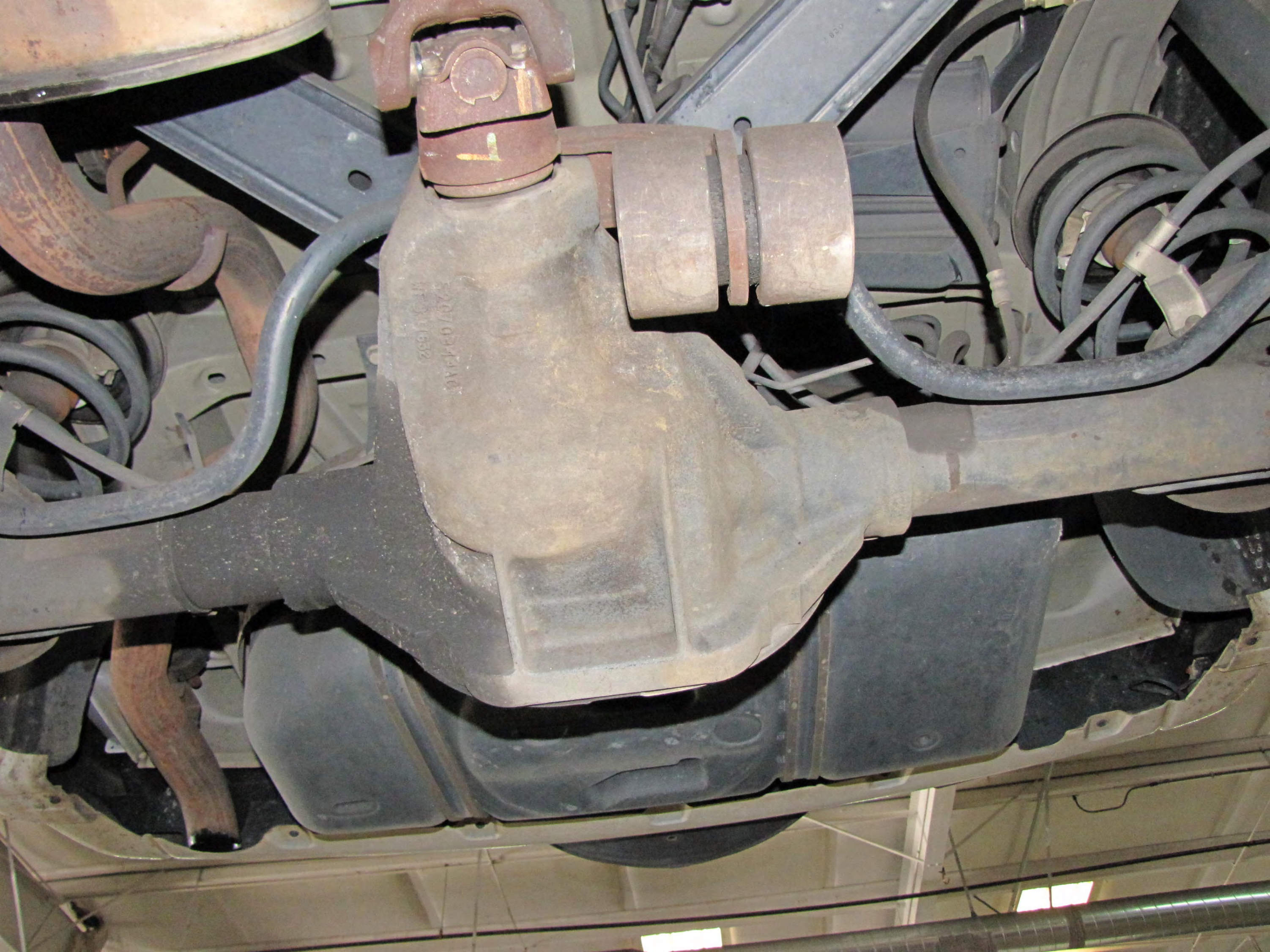






52101120M11  
10832-D  
3-1-1987

(P) 521155240





4671168E  
72A72M  
© 2000

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

10	15	
15	15	
10	10	
10	10	10
10	10	10





CHRYSLER  
CORPORATION

DRB III™

DRB III CDRB Application

Chrysler Corp.

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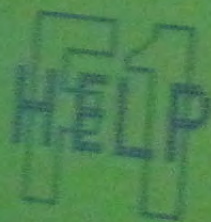
RELEASE 64.1 01

Released: 15:51:24 10/11/2007

Bios Version: 4.02

Database: 8:18:38 7/19/2007

Cable in use: J1962 (CH7000A)



64.1

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

64.1



**DRB III™**

AIRBAG DIAGNOSTICS

Determining Controller  
Type

Please Wait...

HELP

F2

64.1

F3  
MAIN



**DRB III™**

BCM Module Information

PART NUM: 56010420AA  
2003 KJ Premium BCM

Country: United States  
VIN 3W [REDACTED]



**DRB III™**

Electro/Mech Cluster

Software Version 1.4  
KJ Body

Part #: 56010511AB  
Airbag Present  
SKIM Present  
W/Tach  
Gas



DRB III™

IMC Module Information

Part ID: 560103490B

Software Version: 1.3

Body Style: KJ



**DRB III™**

PCI SKIM II Inform

Version: 13.1  
Part #: 56010209AC



DRB III™

Modules Present on the BUS

- PCM
- ECM
- TRM/TCM
- ASC
- IVIC
- Radio
- SKIN

Page 1 of 1

HELP

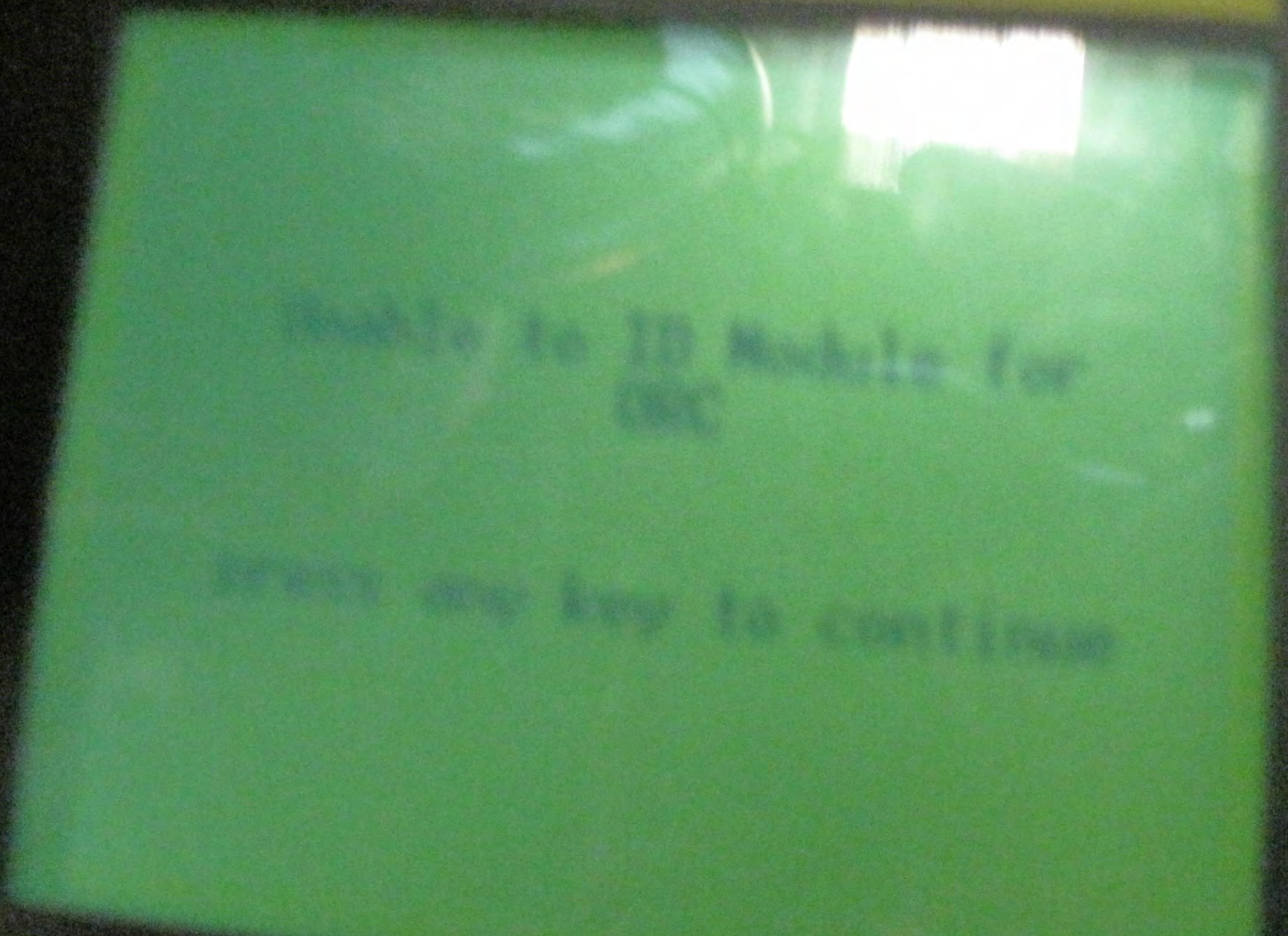
SYS

MAIN



 SIEMENS

DRB III





**CHRYSLER  
CORPORATION**

**DRB III™**

Unable to ID Module for  
ORC

press any key to continue







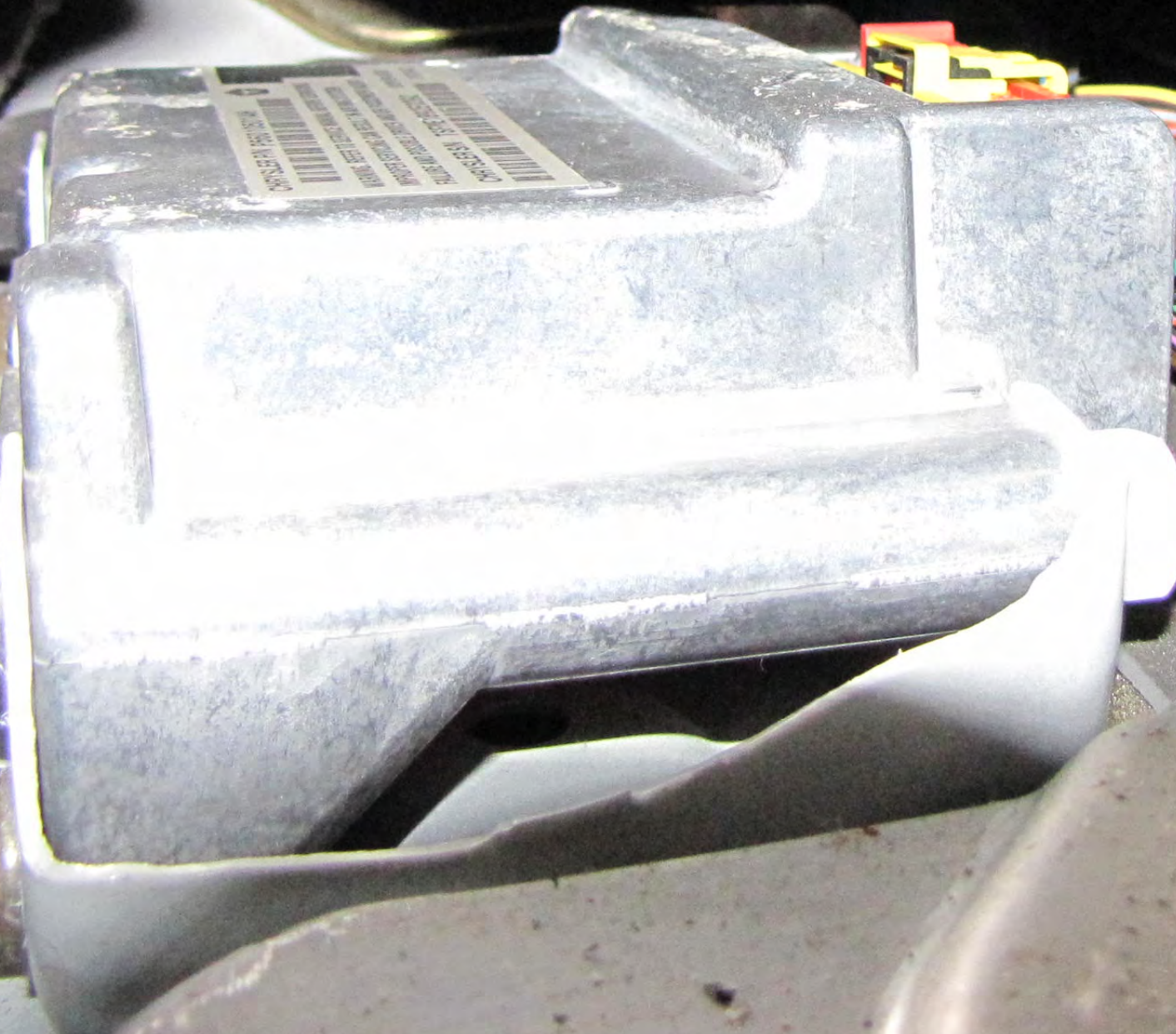
VG1386

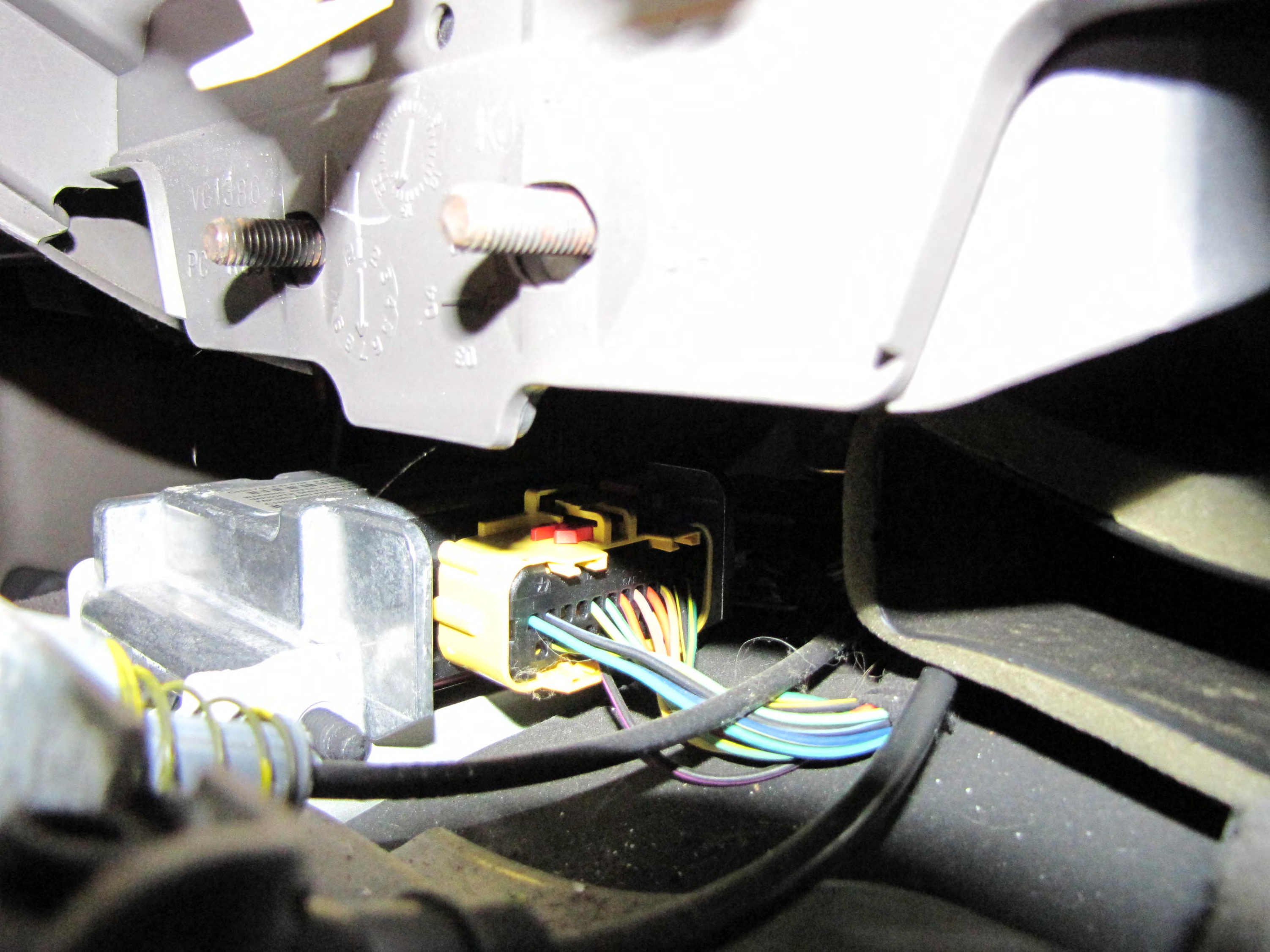
PC-ABS

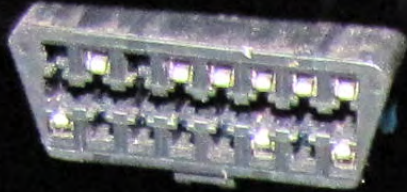


Kd. TR. PAILE

AV% 2

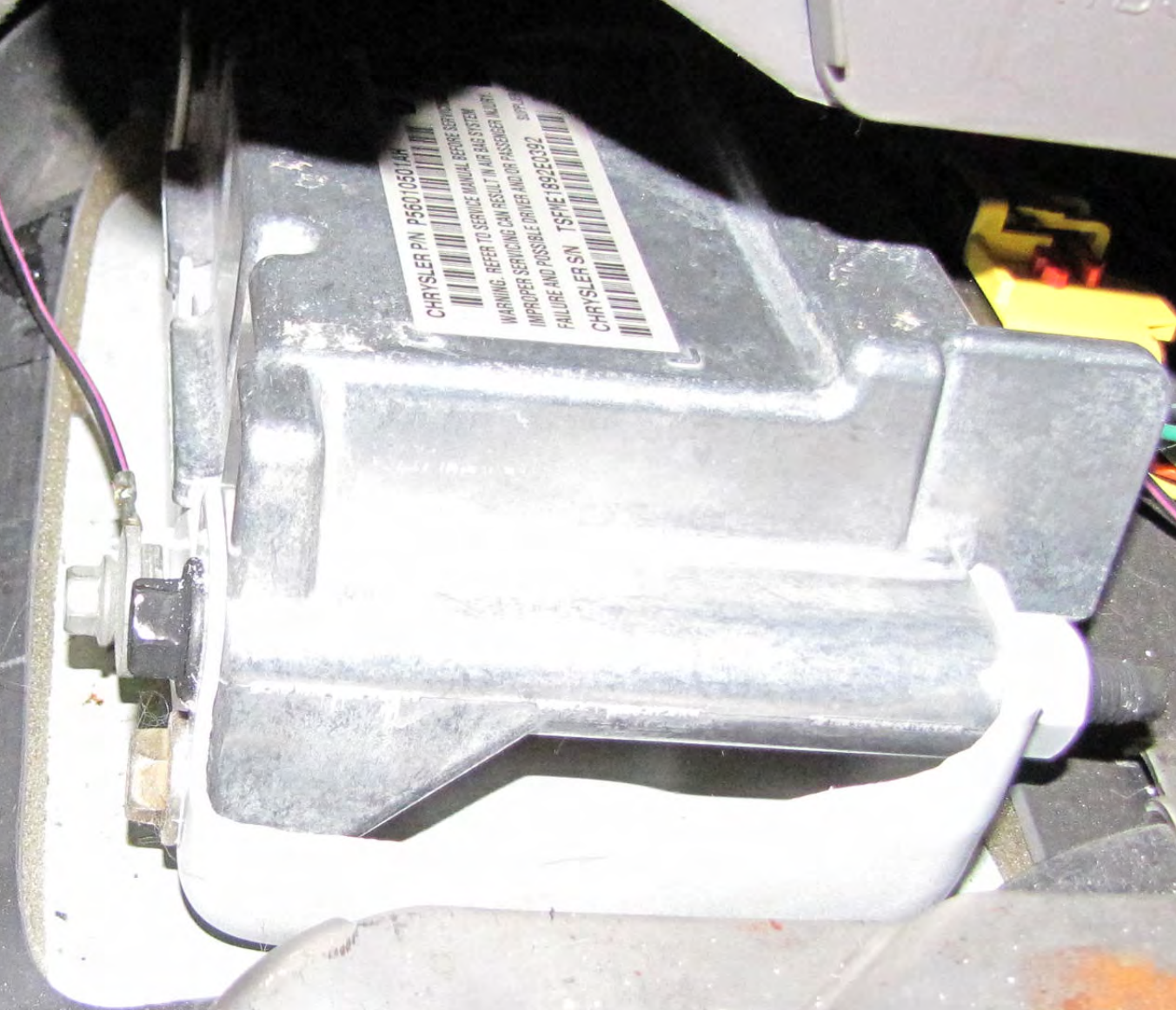




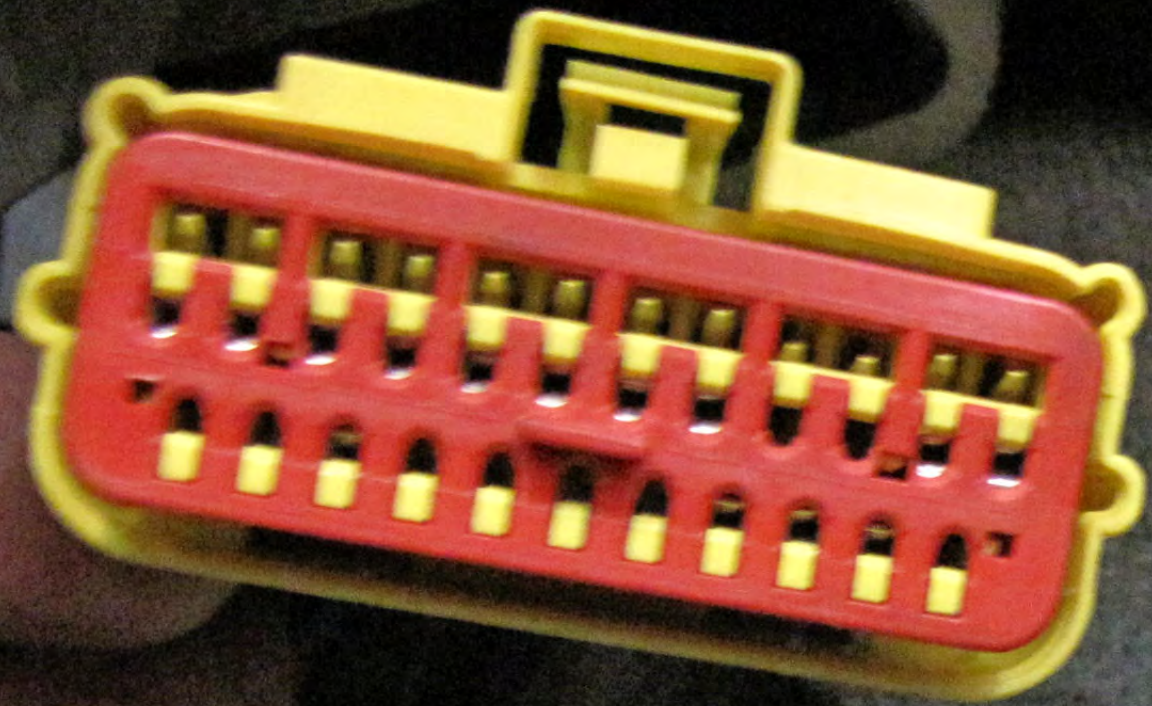


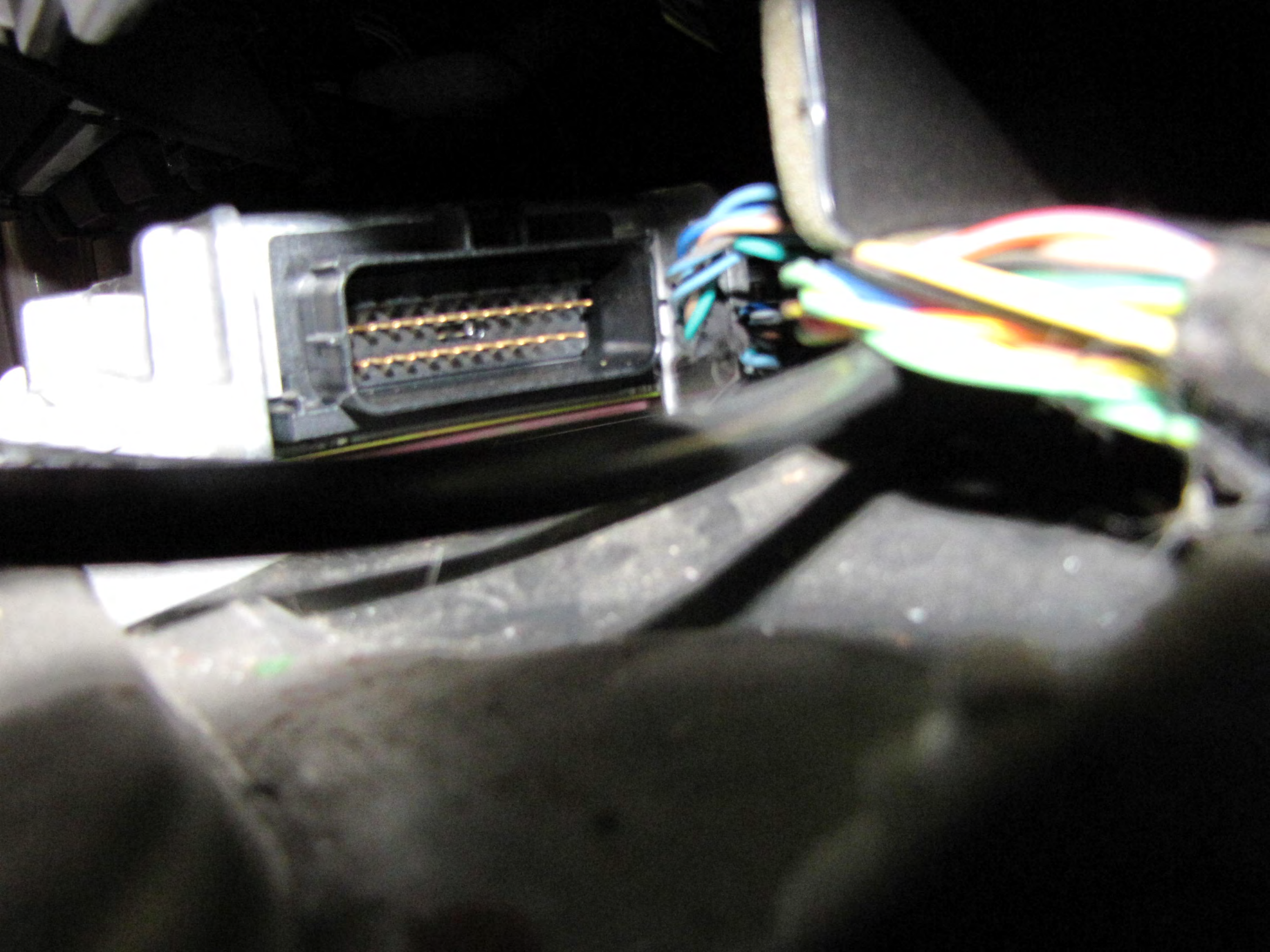
V61386  
PC-ABS

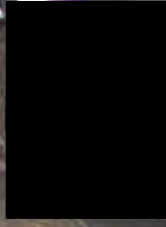
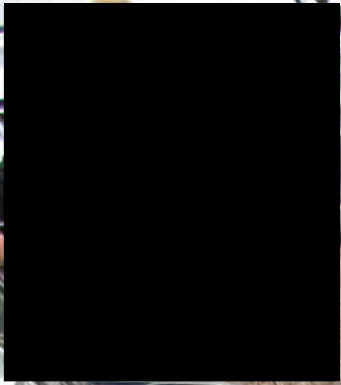
CHRYSLER P/N P56010501AK  
WARNING: REFER TO SERVICE MANUAL BEFORE SERVICE  
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM  
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.  
CHRYSLER S/N TSPHE1892C032















From: [REDACTED].com  
To: customerassist@chrysler.com  
Date: Wed Jun 03 20:22:35 EDT 2009  
Subject: Reply to Chrysler LLC (KMM6409735I252 [REDACTED])  
Reply Comments:

-----  
the window that currently is broken is the passenger rear door. I have not contacted a dealership since the warranty expired @ 70000 miles. I looked up the price of a regulator and found them to be over \$100. As I have stated EACH one has been replaced TWICE and this is the third time for this window. I have contacted Chrysler in the past about this but since it was under warranty did not get an adequate response. Has the part been redesigned??? We don't even open the windows because the car has air conditioning, which now is making noises!

From: [REDACTED].com  
To: customerassist@chrysler.com  
Date: Fri Jun 05 13:10:52 EDT 2009  
Subject: Reply to Chrysler LLC (KMM6409735I252 [REDACTED])  
Reply Comments:

-----  
REFERENCE NUMBER: [REDACTED] EMAIL CASE NUMBER: [REDACTED]

I will not take it to Chrysler because they will charge me \$75 to tell me it is broken again!!!! Also today I went and had my oil changed and the AIR conditioning compressor needs to be replaced. The Car has only 71000 miles. Just when it passed 70000 and the warranty expired the radiator sprung a leak and was replaced. The air bag light comes on intermittently. This maybe the reason people are buying Nissan, Honda and Toyotas. Please feel free to contact me @ cell [REDACTED] or home after 6 pm @ [REDACTED]

From: customerassistre@chrysler.com  
To: [REDACTED].com  
Date: Wed May 20 11:53:55 EDT 2009  
Subject: Re: Chrysler LLC Customer Assistance  
Dear Garry:

Thank you for contacting the Chrysler Customer Assistance Center. I am sorry to hear about the current problem you are having with a window regulator on your Jeep Liberty.

Which window is currently giving you a problem and has a Jeep dealership looked at it and given you feedback on the repair? Please respond with details of the dealership and when and if has recently been diagnosed.

I will be glad to review the information, when it is available. Please let me know where you can be contacted during the day and during what hours you can be called.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative  
Chrysler 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?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6409735I252)  
trk\_ID=KMM6409735I252 [REDACTED]



From: [REDACTED].com  
To: customerassistre@chrysler.com  
Date: Sun May 17 12:23:38 EDT 2009  
Subject: Chrysler LLC Customer Assistance  
Form Selected:

-----  
Category: Recall Information  
Brief Description:  
-----

2003 jeep liberty has had the window regulators replaced on all the windows 2 times and another has broken also the air bag light has come on.

Comments:  
-----

The vehicle has had the window regulators replaced at least 2 times EACH at at dealerchip under warranty. Now the Warranty has expired and I feel that either it is a defect in part manufacture or installation procedure. I DON'T BELIEVE THAT I SHOULD HAVE TO PAY FOR THE REPAIR. Please contact me asap requiring this issue. Also the air bag warning light intermittantly comes on and turns off. Regards, [REDACTED]

Sender Information:  
-----

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

From: [REDACTED] com  
To: customerassist@chrysler.com  
Date: Fri Jun 12 19:59:17 EDT 2009  
Subject: Reply to Chrysler LLC (KMM6409735I252 [REDACTED])  
Reply Comments:

-----  
REFERENCE NUMBER: [REDACTED] EMAIL CASE NUMBER: [REDACTED]

I can't say how  
diappointed I am in the handling of my issues with the 2003 jeep  
Liberty.  
I've written my state senator with the disapproval of the BAILOUT to  
think  
my tax money is bailing out a company that has no concern for its'  
customers. I see now why the imports are better than your product  
they  
last longer than the warranty. The radiator replaced at 70400,  
Window  
regulator this is number 9, Air conditioning @ 701600.  
regards,  
[REDACTED]

MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFG  
5-82

2541 15/150

2540 1500 WITH TUBS  
1248 KG (2750 LB) P21S/75SR1E

WGT AT  
1607

227 090

2540 2540 WITH TUBS  
1420 KG (3135 LB) P21S/75SR1E

WGT AT  
1607

227 090

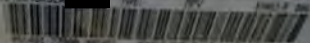
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND  
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1. J4GLAB032

TYPE

PPV

1982.5 2540



1982.5 2540

1982.5 2540

















