

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

May 11, 2011

Ms. [REDACTED]
[REDACTED]
Zionsville, IN [REDACTED]

Re: 20751371
V.I.N.: 1J4GL58K23W [REDACTED]

Dear Mr. [REDACTED]

This will acknowledge your correspondence addressed to our Chairman, Mr. Marchionne, which has been referred to this office for a response.

Naturally, we were sorry to learn of the problem you experienced with your Jeep Liberty, especially in view of the inconvenience and expense involved. However, the information at hand would not allow us to relate this incident to a manufacturing responsibility. Since we were not provided the opportunity to inspect the vehicle prior to repairs, we are unable to determine the validity of your allegations.

When an insurance company has paid a claim, the rights of recovery rest with them. Should they feel that there is a manufacturing responsibility with regard to their loss, they may subrogate.

Thank you for the opportunity to review this matter with you.

Sincerely,

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

JSS/ss

RECEIVED DATE:

5/23/11

POSTED DATE :

5/20/11

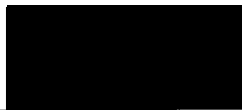
VIN (FIRST 9 DIGITS)

1J4GL58K2

VIN (LAST 8 DIGITS)

3W 

FIRST NAME:



LAST NAME :



CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
Zionsville, IN [REDACTED]

May 19, 2011

Chrysler Corporation
P. O. Box 21-8004
Auburn Hills, MI 48321

Attn: REIMBURSEMENT DEPARTMENT
Claim No: [REDACTED] as of 2/18/2011
VIN No: 1J4GL58K23W [REDACTED] - 2003 Jeep Liberty

Greetings:

Please find enclosed original receipts either paid by our insurance company (Geico) or our out of pocket expenses.

By my figures all of the expenses to date are: \$4,333.00.

I also feel that I am entitled to compensation for all of the agony that I have gone thru with Jeep/Chrysler for their uncaring and unprofessionalism. I know that their reputation for all these many years was not developed by the way I have been treated.

I do have an ongoing doctor expense for a neck injury.

I have talked with several departments of Jeep/Chrysler to no avail and feel that this could have all been avoided if the first representative (Greg) that I talked to on February 18, 2011, one day after the incident would have handled the situation properly. I didn't even have access to my original claim number (as above) until today.

The Case Manager that I talked with today, Lanee was most helpful. I really appreciated her help.

I am seeking reimbursement for the above mentioned receipts and also compensation for my mental anguish.

I am waiting to hear from you in a timely manner. Thank you.

Sincerely,
[REDACTED]

encl. (5)



[Redacted]
 ZIONSVILLE, IN [Redacted]

Policy Period: 03/24/2011 to 09/24/2011

Policy Number: [Redacted]
 Home Phone: [Redacted]

[View & Manage Claims >](#) [Redacted]

Tuesday, May 10, 2011 4:02 PM

VIEW:

- Basic Claim Information
- Vehicle Damage Inspection
- Supplemental Vehicle Inspection
- Rental Vehicle
- Payments

Only physical damage , medical , personal injury protection , and deductible reimbursement payment information will be displayed here. Information regarding electronic payments, bulk payments, and expense payments will not be available. Electronic and bulk payments are sometimes made to certain vendors, such as glass or rental vehicle companies. To protect the privacy of everyone involved, payments to other parties involved in the claim will not be displayed.

Question about a payment? [Email us.](#)

Medical

- Payment Recovery
- Letters, Police Reports & Uploads
- Claim Contacts

MANAGE:

- Upload Photos & Documents
- Update Medical Status
- Create Accident Diagram
- Contact Us

Date	Paid To	Mailed To	Check#	Amount	Comment
04/19/2011	JOHN T FLYNN DC	JOHN T FLYNN DC 77 W DEARBORN ST ENGLEWOOD, FL 34223	121070683	\$302.00	MEDICAL PAYMENTS COVERAGE ACCT# [Redacted] PD @ 100% OF REC AMT
04/19/2011	JOHN T FLYNN DC	JOHN T FLYNN DC 77 W DEARBORN ST ENGLEWOOD, FL 34223	121070661	\$304.00	MEDICAL PAYMENTS COVERAGE ACCT# [Redacted] PD @ 100% OF REC AMT
04/19/2011	JOHN T FLYNN DC	JOHN T FLYNN DC 77 W DEARBORN ST ENGLEWOOD, FL 34223	121071671	\$228.00	MEDICAL PAYMENTS COVERAGE ACCT# [Redacted] PD @ 100% OF REC AMT
03/22/2011	SOUTHWEST AUTO CENTER, INC	SOUTHWEST AUTO CENTER, INC 6732 15TH COURT W BRADENTON FL 34207	11359265	\$100.00	602211067
03/16/2011	COX CHEVROLET	COX CHEVROLET 2900 CORTEZ RD BRADENTON, FL 34207	120673725	\$1,082.07	COMPREHENSIVE COVERAGE
03/15/2011	ENTERPRISE RENT A CAR	ENTERPRISE RENT A CAR 600 CORPORATE PARK DRIVE ST. LOUIS, MO 63105	E00218208	\$643.39	RENTAL REIMBURSEMENT COVG.
03/12/2011	COX CHEVROLET	COX CHEVROLET 2900 CORTEZ RD BRADENTON, FL 34207	120640429	\$1,236.54	COMPREHENSIVE COVERAGE

3896.00

FIRKINS

Chrysler-Jeep-Dodge

2700 1st Street
 Bradenton, Florida 34208-3803
 Telephone (941) 748-6510
 www.firkins.com

State of Florida Registration: MV-07481

"Serving Manatee County for over 60 years."

CUSTOMER NO. 70765	ADMSCR JOE MURRAY	TAG NO. 11636	INVOICE DATE 02/28/11	INVOICE NO. DECS54194
COX AUTOBODY CENTER BRADENTON, FL	LABOR RATE	LICENSE NO.	MILEAGE 74,426	COLOR
	YEAR/MAKE/MODEL 03/JEEP/LIBERTY/4WD LIMITED	DELIVERY DATE	DELIVERY MILES	STOCK NO.
DNH@A.COM	VEHICLE I.D. NO. 1 J 4 G L 5 8 K 2 (3.W	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 02/21/11	
BUSINESS PHONE	COMMENTS			MILEAGE MO: 74427

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
# 1 07JEZ			ALL INTERIOR TECH(S):68535		629.69
C/S AIRBAG DEPLOYED WHEN DRIVING ON HIGHWAY @ 70 MPH --CUSTOMER STATES NO IMPACT. VEHICLE IS TOWED BEHIND MOTOR HOME. HERE FOR DIAGNOIS WHY AIRBAG DEPLOYED WITHOUT IMPACT. REMOVED AND REPLACED AIR BAG MODULE, PASSENGER SIDE AIRBAG, AND PASSENGER SEAT BELT TENSIONER. CLEARED CODES. AND ROAD TEST					
JOB # 1	1	56010501-AI	MODULE OC 8035034	187.00	187.00
JOB # 1	1	5HK021X9-AG	AIRBAG DR 23049007	747.00	747.00
JOB # 1	1	5HG331L8-AH	SEAT BELT 23049004	380.00	380.00
JOB # 1 TOTAL PARTS					1314.00
JOB # 1 TOTAL LABOR & PARTS					1943.69

COMMENTS		
TOWED IN FOR MONDAY		
TOTALS		
METHOD OF PAYMENT	TOTAL LABOR....	629.69
CASH	TOTAL PARTS....	1314.00
CREDIT CARD	TOTAL SUBLET...	0.00
CHECK	TOTAL G.O.G....	0.00
CHECK	TOTAL MISC CHG.	0.00
CHECK	TOTAL MISC DISC	0.00
CHECK	TOTAL TAX.....	0.00
CHARGE PO # 296242	TOTAL INVOICE \$	1943.69

MAKE YOUR NEXT APPOINTMENT ON LINE AT WWW.FIRKINS.COM

DISCLAIMER OF WARRANTY
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first, if our repair or replacement part fails in normal service within that period, we'll fix it free of charge. Parts and Labor.
 STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.
 HAZARDOUS WASTE COMPLIANCE CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF HAZARDOUS WASTE (USED OILS, NEW OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.
 * SHOP SUPPLIES: a small charge is included for supplies used on your Vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available.
 This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company REPRINTING CODE 9972 0 (11/2010)

X

MO 7:30 AM - 5:30 PM TU 7:30 AM - 5:30 PM WE 7:30 AM - 5:30 PM
TH 7:30 AM - 5:30 PM FR 7:30 AM - 5:30 PM SA CLOSED

OWNER OF VEHICLE:
BRANCH ADDRESS:

301784

91F81Z

RENTAL TYPE		INSURANCE		SOURCE #		GEICO-LAKE		I.D. #		999		RENTAL AGREEMENT NO.		NO.	
02/17/2011		12:00 PM		12:00 PM								DAY = CALENDAR DAY			
START CHARGES IF DIFFERENT															
ORIGINAL VEHICLE															
COLOR		RED M		LICENSE										-9807 VEHICLE	
MODEL		VIBE		ECAR#		7C8585								-9807 \$24.75/DAY	
MILE-AGE		IN		OUT		A2000A		BILL TO		COMPANY		GEICO-LAKELAND ARMS**		NO CHARGE MILEAGE	
DRIVEN								ATTN:		C074-ANDERSON, ERIC		PHONE		(888) 496-2464	
CONDITION AND FUEL LEVEL AGREED TO		X		RENTER				REFERENCE NUMBER				\$30.00/DAY		\$900.00MA	
		NO DAMAGE		FRONT WINDSHIELD CONDITION				ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.		REQUEST OWNER'S PERMISSION TO ALLOW		NO OTHER DRIVERS PERMITTED			
CONDITION SAME ON RETURN Yes No		Yes						WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY UNDER THIS AGREEMENT.							
OUT		E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		IN		E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		RENTER: X						YOUNG DRIVER WAIVED	
No Gasoline Refunds								PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):							
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.															
OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; ROADSIDE ASSISTANCE PROTECTION AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTIONAL PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.				RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 6.				RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 16. DW IS NOT INSURANCE.				RENTER: X Accepts DW			
RENTER: X				Declines DW				RENTER: X				\$16.99/DAY			
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 9.				RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 18.				RENTER: X Accepts PAI				RENTER: X			
RENTER: X				Declines PAI				RENTER: X				\$3.40/DAY			
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PARAGRAPH 7.				RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 17.				RENTER: X Accepts SLP				RENTER: X			
RENTER: X				Declines SLP				RENTER: X				\$17.95/DAY			
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.															
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER(S) LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.															
REPLACEMENT VEHICLE		RENTER: X		DATE		02/17/2011		OWNER REP		EMPL #		E2513Z		SALES TAX 6.50%	
COLOR		LICENSE NO.		I WILL RETURN CAR BY:		DEPOSIT(S):								TIRE & BATTERY FEE \$0.02/DAY	
MODEL		ECAR#		DATE		TIME		AMOUNT		PAID BY				SC REC \$60.00	
MILE-AGE		IN		OUT		02/17/2011		12:00 PM		\$50.00		XXXXXXXXXXXX5772		02/17/2011	
DRIVEN														SC REC \$2.00/DAY	
CONDITION AND FUEL LEVEL AGREED TO		X		RENTER				ADDITIONAL INFORMATION						VLF REC \$0.69/DAY	
		NO DAMAGE		FRONT WINDSHIELD CONDITION				TOTAL CHARGES							
CONDITION SAME ON RETURN Yes No		Yes						DEPOSITS							
OUT		E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		IN		E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		REFUNDS							
No Gasoline Refunds								AMOUNT DUE							
FAILURE TO RETURN RENTAL PROPERTY OR EQUIPMENT UPON EXPIRATION OF THE RENTAL PERIOD AND FAILURE TO PAY ALL AMOUNTS DUE (INCLUDING COSTS FOR DAMAGE TO THE PROPERTY OR EQUIPMENT) ARE EVIDENCE OF ABANDONMENT OR REFUSAL TO REDELIVER THE PROPERTY, PUNISHABLE IN ACCORDANCE WITH SECTION 812.155, FLORIDA STATUTES.								CLOSED BY							
RENTER: X								PAID BY		CASH		CHECK		CHARGE	
								RECEIPT OF CASH REFUND		DATE		AMOUNT		RECEIVED BY	



1-800-992-1997

Chrysler Group LLC

5-19-11

Case Mgr: Laxa

2-18-11 = King

Receipts:
Reimbursements Dept.

[Redacted]

May 11, 2011

[Redacted]

Zionsville, IN [Redacted]

Re: 20751371
V.I.N.: 1J4GL58K23W [Redacted]

Dear Mr. [Redacted]:

This will acknowledge your correspondence addressed to our Chairman, Mr. Marchionne, which has been referred to this office for a response.

Naturally, we were sorry to learn of the problem you experienced with your Jeep Liberty, especially in view of the inconvenience and expense involved. However, the information at hand would not allow us to relate this incident to a manufacturing responsibility. Since we were not provided the opportunity to inspect the vehicle prior to repairs, we are unable to determine the validity of your allegations.

When an insurance company has paid a claim, the rights of recovery rest with them. Should they feel that there is a manufacturing responsibility with regard to their loss, they may subrogate.

Thank you for the opportunity to review this matter with you.

Sincerely,

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

JSS/ss



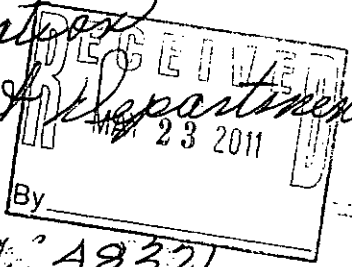
Zionsville, IN

INDIANAPOLIS IN 462

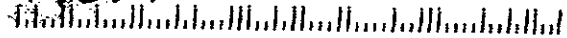
23 MAY 2011 PM 5 1



Chrysler Corporation
 Reimbursement Department
 P. O. Box 21-9004
 Auburn Hills, Mi 48321



4832138004



20751371

[REDACTED]
Zionsville, IN [REDACTED]

APR 28 2011

cl-26

April 25, 2011

PRODUCT/
CUSTOMER SERVICE

Sergio Marchionne, CEO
Chrysler Corporation LLC
Post Office Box 21-8004
Auburn Hills, MI 48321-8004

Dear Sir:

I have exhausted my attempts of contacting Mr. Manley, Jeep Division so am now turning to you for help.

On February 17, 2011 I was driving on Interstate I-75 in Florida at 70 mph in middle lane when my airbag deployed for no apparent reason. I got off the road without hurting anyone.

I am receiving medical treatments 2/3 times a week for neck injury and my right hand is having some difficulty. My husband was in passenger seat and had just had eye surgery and thank God he was not hurt.

My insurance filed a claim with Jeep for all the bills and was declined. Jeep said our vehicle was out of warranty! Duh! It's a 2003. Everyone except Jeep is telling us "this shouldn't have happened." But it did!

My husband and I now have a mark against us on our insurance due to no fault of our own. We are at the age (80 and 71 years) that we pay enough in premiums now.

We would like to get rid of our Jeep because of the fear it could happen again, but feel that we should be compensated in some way since we did nothing wrong.

Our Jeep has been one of the most reliable vehicles we have owned and would love to own another one., I am paranoid to drive our Jeep right now.

I have had many discussions via emails with a "Nick" Jeep Representative to no avail. To date Jeep has not been willing to accept the responsibility for the module failure.

I was told by the Jeep dealer that did the repair work that the module was damaged to the point that they could not tell what happened. That's a scary

thought, huh!

I'm not sure where to turn next but decided to talk with the "Chief" for advice.

I have all of the documents and receipts if it is necessary for me to mail copies of them to you. I just didn't want to burden you with them at this point.

The Geico Insurance Claim No. is: [REDACTED]
Chrysler File No.: [REDACTED]
The VIN No.: 1J4GL58K23W [REDACTED]

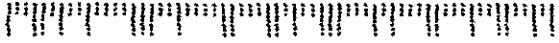
My husband is on military disability and I am a post polio victim, so any help that you can give us would be greatly appreciated. I'm not asking for charity but feel that Jeep Corporation should back their products as they always have.

Thank you in advance for your help.

Sincerely,

[REDACTED]

cc: Michael Manley



48321+8004

George Markham CEO
Chrysler Corporation LLC
P.O. Box 21-8004
Aurora, IL, IL 60004



INDIANAPOLIS, IN 462
26 APR 2011 PM 5 T



osville, IN

CCAC 191 – 2003 Jeep (Unspecified) – Faulty Airbag Deployment

Name: [REDACTED]

Contact Information: email: tcluck82@gmail.com tel. [REDACTED]

Vehicle: 2003 Jeep (unspecified nameplate)

VIN: 1J4GI58K23W [REDACTED]

Issue(s): [REDACTED] states that her husband and she were driving on an interstate when, for no apparent reason, the airbag deployed, injuring her. She is currently receiving medical treatments 2-3 times a week due to injury sustained to her neck and hand.

Initial Complaint – Jeep Blog



Toni Cluck
31. Mar, 2011

13.

Dear Mr. Manley,

On Feb. 17, 2011 I was driving on Interstate I-75 at 70 mph in middle lane and my airbag deployed for no apparent reason. I got off the road without hurting anyone. I am receiving medical treatments 2/3 times a week for neck injury and right hand. My husband was in passenger seat and had just had eye surgery and was not hurt.

My insurance filed a claim with Jeep for all the bills and was declined. Jeep said our vehicle was out of warranty! Duh! it's a 2003. Everyone except Jeep is telling us "this shouldn't have happened". But it did! I am now paranoid to drive our beloved Jeep and feel that someone at Jeep should be able to give us some answers.

My husband and I now have a mark against us on our insurance due to no fault of our own. We are at the age (80 and 71 years) that we pay enough in premiums now.

We would like to get rid of our Jeep because of the fear it could happen again, but feel that we should be compensated in some way since we did nothing wrong.

Our Jeep is one of the most reliable vehicles we have ever owned and would love to own another one but

My husband is on military disability and I am a post polio victim.

Please help.

Correspondence

Re: Issues with Airbag Deployment in your 2003 Jeep Vehicle via the Off...

Thu, March 31, 2011 4:48:50 PM

From: [REDACTED] <[REDACTED]> Add to Contacts
To: John Jeep <thejeepexperience@gmail.com>

Thank you for responding to my request.
The vin no. Is 1J4G158K23W [REDACTED].
My phone number is [REDACTED].
We are currently in Englewood, FL as we winter here.
If you need more information please advise.

Toni

On Mar 31, 2011, at 3:21 PM, John Jeep <[REDACTED].com> wrote:

Dear [REDACTED]

My name is Nick and I am contacting you on behalf of Jeep. Jeep would like to have the opportunity to directly address the incident involving airbag deployment in your 2003 Jeep vehicle. Could you please provide your contact information and, if available, your Vehicle Identification Number? A Top Care representative from Jeep Customer Care will then contact you.

The vehicle's identification number (VIN) can be located on your vehicle's driver side dash viewable through the windshield, or you can locate the VIN from the insurance card or state registration.

Thank you and we look forward to hearing from you.

Jeep

Web [REDACTED]
E-mail [REDACTED]
Facebook [REDACTED]
Twitter [REDACTED]

Re: Issues with Airbag Deployment in your 2003 Jeep Vehicle via the Official Je...

Fri, April 8, 2011 5:19:35 AM

From: [REDACTED] Add to Contacts
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED]

Nick,

I am still waiting for word from your rep.

Our insurance was notified by Jeep that since they 'were not permitted' to examine the Jeep before it was repaired they would not honor the insurance claim. I was just told by Jeep dealer that fixed the module that it was damaged to the point their computer could not read it, so that indicates that Jeep mfg could not read it either!

The idea that to date Jeep is not accepting responsibility everyone I am talking to is very disappointed in the treatment we are receiving.

At this point I do not see a Jeep in our future if this is how serious matters are handled.

Please advise what's next.

[REDACTED]

Updated

Re: Issues with Airbag Deployment in your 2003 Jeep Vehicle via the Offi...

Thu, April 21, 2011 7:30:06 PM

From: [REDACTED] >  Add to Contacts
To: John Jeep <thejeepexperience@gmail.com>

I am waiting for the phone call and/or letter from your Jeep Customer Care that you mentioned April 15. It seems that I am being put on hold with this situation. What does it take to get to the right person to take a 'good look' at my problem and act in a human and responsible way. My incident may be rare, but nevertheless serious. It seems if I had been seriously injured, killed, or killed someone else the matter would have been handled in a more timely manner.

I am still under doctor care, but hopefully time will help to heal. The mental strain when I drive the Jeep doesn't seem to be going away. Who do you suggest that I talk to, to get something done. I really hate to go thru the lawyer way.

[REDACTED]

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 7-02

GWR 2541 KG (05600 LB)

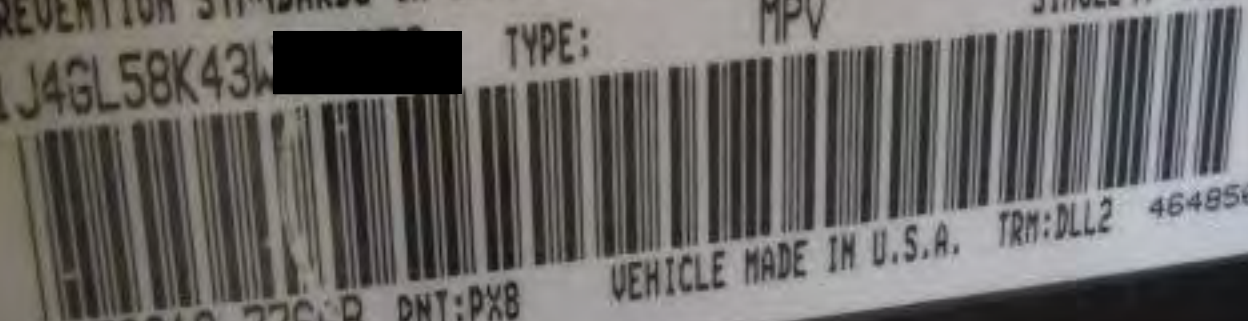
GAWR FRONT 1248 KG (2750 LB) WITH TIRES P235/70R16
GAWR REAR 1429 KG (3150 LB) WITH TIRES P235/70R16

RIMS AT 16X7 COLD 227 KPA (33 PSI)
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: 1J4GL58K43W [REDACTED]

TYPE: MPV SINGLE X DUAL



MDH: 072618 776FB PNT:PX8

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

Your request for Technical Assistance has been submitted to the STAR Help Desk.
Your reference number for this request is 174062.
All STAR Help Desk responses will be posted to the TechCONNECT Search tab.

Contact Information	Vehicle Information	Request Information
ID: S66257E	VIN: 1J4GL58K43W [REDACTED]	Primary System : 10 - Restraints
Name: [REDACTED]	Vehicle: JEEP LIBERTY LTD	Previous Contact : STAR Previously Not Contacted
Phone Number: [REDACTED]	Vehicle: EDITION 4X4 SPORT LT	Restricted Parts :
Fax Number: [REDACTED]	Engine: EKG-3.7L V6 Engine	Priority: High (2 hour response)
Email Alerts: Yes	Odometer: 132322	Status: Submitted
Mobile Alerts: No	Vehicle In Shop : 1 day (or less)	Next Steps: Awaiting for STAR to response
Email Address: [REDACTED]@[REDACTED].com	Vehicle Off Road : No	
Mobile Email Address :	Repeat Repair : No	
<small>Note: Requestor is responsible for mobile carrier text message charges.</small>	Program: None	

Repair Information

Customer Concern: customer states airbag deployed driving down road drivers and passengers cannot talk to airbag control module has airbag light on

Concern Duplicated: none

Repairs, Parts and Tests: tried to look up fault codes will not talk to ocm

Service Bulletins Performed: none

DTCs:

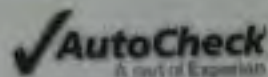
Information Sent:

Scan Tool Software Version:

Last TechCONNECT Search: airbag deployed

Print

Close Window



Your AutoCheck Vehicle History Report

2003 Jeep Liberty Limited

Vehicle ID: 3C4JCG3L3AG360021

Report Summary

VIN: 3C4JCG3L3AG360021

Year: 2003

Make: Jeep

Model: Liberty Limited

Body Style: SUV 4D

Class: SUV / Entry Level

Engine: 2.4L I4 16V

Country of Assembly: United States

Vehicle Age: 8 months

Calculated Owners: 5



AccidentCheck
Reported accidents: 0



Title and ProblemCheck
Your vehicle checks out

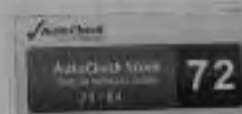


OdometerCheck
Your vehicle checks out



Vehicle Use and EventCheck
Specific vehicle use(s) or events reported

This vehicle's AutoCheck Score



The AutoCheck Score is a measure of your vehicle's history. It lets you compare similar vehicles with ease.

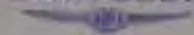
This vehicle qualifies for Buyback Protection



Buyback your investment with AutoCheck Buyback Protection. It reduces the risk in buying a used vehicle.

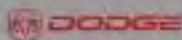


CHRYSLER



MAX
MOTORS II

Part of the SMART BUY!

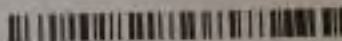


Jeep

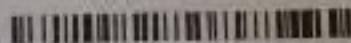
1108 W. Fort Scott St.
P.O. Box 80
Butler, MO 64730
Phone 660-679-6567
Fax 660-679-6560
www.maxmotors.com

VIN: [REDACTED] 1J4GL58K43W [REDACTED]	[REDACTED]	DATE: 05/06/11
YEAR: 2003	MAKE: JEEP	MODEL: LIBERTY LI
COLOR: BLACK	OWNER: ADRIAN MO [REDACTED]	DATE: 12-20
EXPIRES: [REDACTED]	DATE: 06/00/00	TYPE: MO CEO D5W
SERVICE CONTRACT	[REDACTED]	NAME: HARRISON

(1) AIR BAGS DEPLOYED WHILE DRIVING DOWN THE ROAD (C)



(2) CHECK VEHICLE OVER (C)



47896



ESTIMATE
BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES

INITIAL YOUR CHOICE

ESTIMATE

ESTIMATE

ESTIMATE

Original Estimate

Customer Signature

Date

Date



MPH km/h

TYPE 35

132322



Jeep

FEB Missouri











Jeep
LIBERTY

Jeep



Jeep
4x4

Jeep
LIBERTY

Air-Ride
3.7L

FEW Missouri
[Redacted]



Jeep
LIBERTY

Jeep
3.7L





AIR
BAG





FUEL
FUEL

MADE IN U.S.A.
12V 60Ah
011500

062
060
042
032

RECHARGE INSTRUCTIONS
CHARGE INSTRUCTIONS
RECHARGE INSTRUCTIONS
RECHARGE INSTRUCTIONS

0000000000
0000000000

NEVER ADD WATER
SUPER START

A DANGER/POISON



SUPER START
NEVER ADD WATER

SHIELD EYES
EXPLOSIVE GASES CAN CAUSE BLINDNESS OR INJURY
NO SMOKING

NO SULFURIC ACID
SPLASHES CAN CAUSE BURNS
SMOKING DANGER
FLAMMABLE
DANGER/POISON
NEVER ADD WATER
IMMEDIATELY
WASH EYES
WITH WATER

MONTHS 72
PART NO. 38-72
CCA @ 0°F 690
CA 8 377
690
38-72
CCA @ 0°F
690
CA 8 377

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 SEAT-FACING CHILD SEAT IN THE FRONT.
- SET AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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Jeep



Jeep

SRS
AIRBAG





SRS AIR BAG

















PRESS







INSTALL ONLY
WITH AN AIRBAG.

À INSTALLER
SEULEMENT AVEC
UN SAC GONFLABLE.





CHRYSLER

DRB III™

SuperCard
1994-1997

CH8361

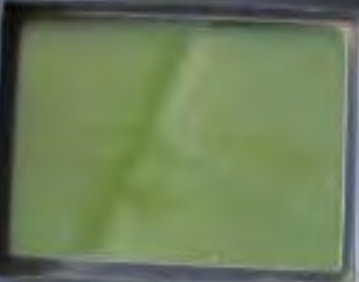
SPX **OTC**



This side up



WP→



F1 F2 F3 F4



OFF ON YES PAGE PREV

READ HOLD NO PAGE NEXT

PRG 1 SCI 2 SW 3

DEL 4 END 5 FOK 6

ESC 7 DEL 8 CLR 9

SHIFT *+* MORE

Unable to ID Module for
ORC

press any key to continue

- PCM DTCs 1 of 1 -

THROTTLE POSITION SENSOR
VOLTAGE LOW

Chrysler Hex Code : \$1a

SAE Trouble Code : P 0122

Warm-up Cycle Counter : 36

Starts Since Set : 116













MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 9-02

GVWR 2541 KG(05600 LB)

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

RIMS AT 16X7

COLD 227 KPA(33 P

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

RIMS AT 16X7

COLD 227 KPA(33 P

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

VIN: 1J8GL58K53W [REDACTED]

TYPE: MPV

SINGLE X DUAL



MDH: 092802 776AB PNT:PB1

VEHICLE MADE IN U.S.A. TRM:DLD2 4648503



2563

Jeep

TEXAS



2583

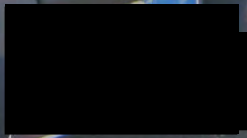
02-11
1.995.11

LIBERTY





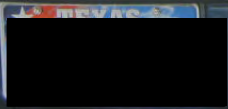
Jeep
4x4





Jeep
4x4

3.7L





ANCE & ELECTRONICS
001 212 2222



3.7L





LIBERTY

ELECTRONICS
24-0000

For Sale



LIBERTY SPORT

SALE



2563
2563

LIBERTY

Jeep



POWER TECH
3.7L V6

SAE J1838-2002
SAE J1838-2002
SAE J1838-2002

107340
107340
107340

12/02 14 - GY 4560
42832

FUSCHEL

POWER TECH

DaimlerChrysler Corporation
IMPORTANT VEHICLE INFORMATION
THIS VEHICLE CONFORMS TO ONE OF THE U.S. EPA INTERIM POLLUTION REGULATIONS APPLICABLE TO
THIS VEHICLE CATEGORY. FOR MORE INFORMATION, SEE THE EPA WEBSITE AT www.epa.gov.









5207910

423





▲ DANGER / POISON

SHIELD EYES
EXPLOSIVE GASES
MAY CAUSE BLINDNESS
OR INJURY

NO SPARKS
FLAMES
SMOKING

SULFURIC ACID
CAN CAUSE
BURNING OR
SEVERE BURNS

GET OUT OF THE VEHICLE IF YOU HEAR
DO NOT BE NEAR VEHICLE SAFETY BELT AND SEATBELT
FLUSH EYES IMMEDIATELY
WITH WATER, GET
MEDICAL HELP FAST
CAUTION: FOR SAFE JUMP STARTING FOLLOW
INSTRUCTIONS ON VEHICLE OWNERS MANUAL.
IF NOT AVAILABLE SEEK SERVICE ASSISTANCE.



INTERSTATE
MEGA-TRON II

QJZTCM29

INTERSTATE

RELEASE LATCH
FOR ACCESS TO
FUSES AND RELAYS









Jeep

STICK WITH THE SPECIALISTS
SERVISE
Jeep





Jeep

JUICY

JUICY COFFEE

2000
8825 2563

VIVA
LA
JUICY
JUCY COUTURE

Jeep







VVA
L4
JUCY

3.5L I4



















TD128

383021





VIVA
LA
JUICY



TD131



57754

383021



DEATH OR SERIOUS INJURY CAN OCCUR

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MPH km/h

TYPE 35

005429



TRANS TEMP



AIR
BAG



AIR
BAG



DRB III CDRB Application
Chrysler Corp.

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All Rights Reserved

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 (CH7000m)

F1
HELP

SELECT RESTRAINT SYSTEM

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

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

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

HELP F2 64.1 MSN

F1	F2	F3	F4	ENTER	ENTER	PAGE FWD	PAGE BACK	GHI 3	POR 6	YZ 9	MORE
ENTER	←	↑	→	↻	↻	YES	NO	DEF 2	MNO 5	VWX 8	*# 0
☀	☀	☀	☀	☀	☀	DVOM	READ HOLD	ABC 1	JKL 4	STU 7	SHIFT



DVOM

READ
HOLD

ABC
1

JKL
4

STU
7

SHIFT



Ford
CH8 161
↑

This side up ↑















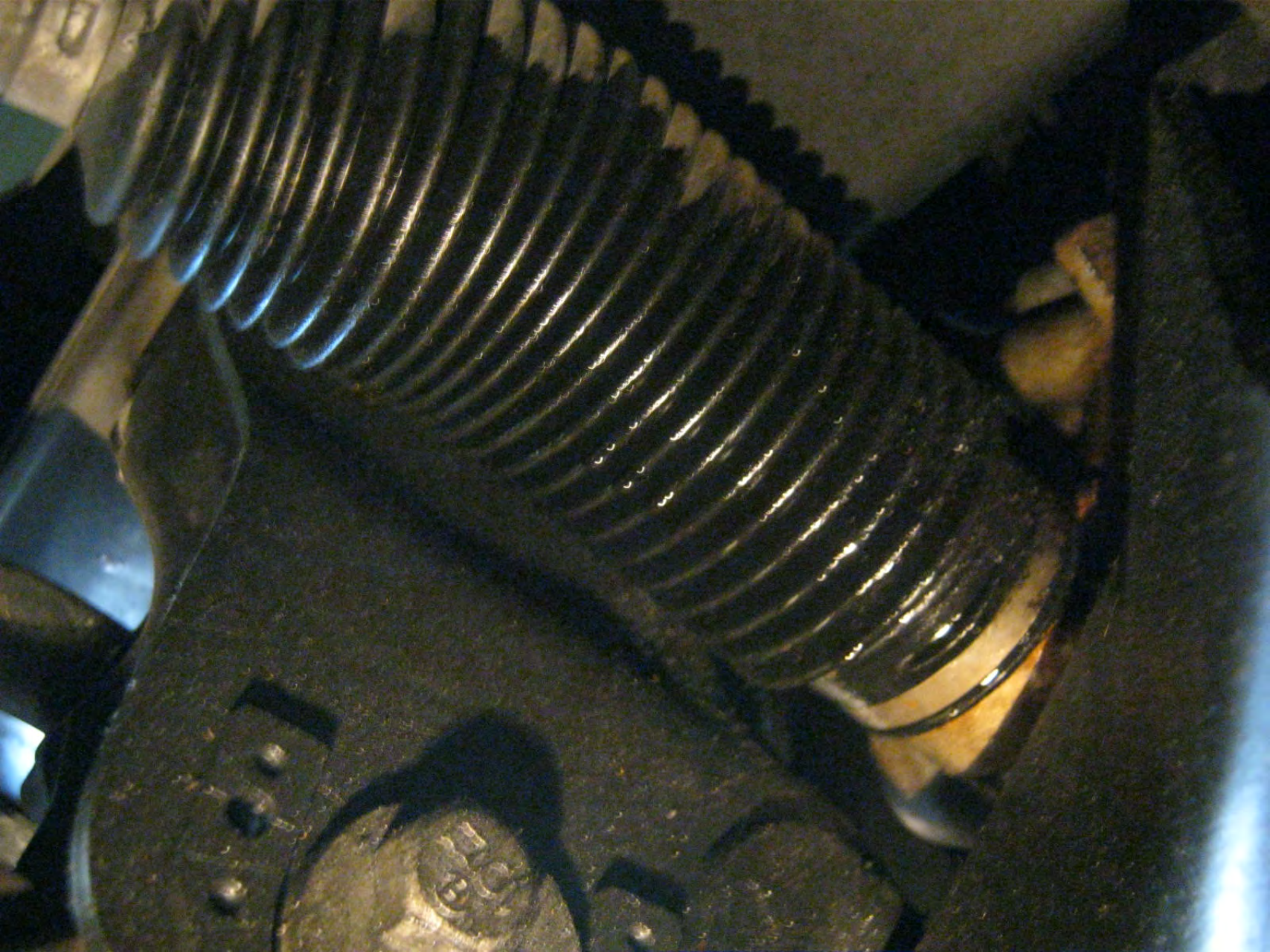






REMOBILTAE





MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
10-01

GVWR
2405 KG(05300 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
1339 KG(2950 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: 1J8GK58K82W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 101206 387AA PNT:PS2 VEHICLE MADE IN U.S.A. TRM:XJDU 4648503



MPH km/h

TYPE 35

095344



Jeep





















000000

















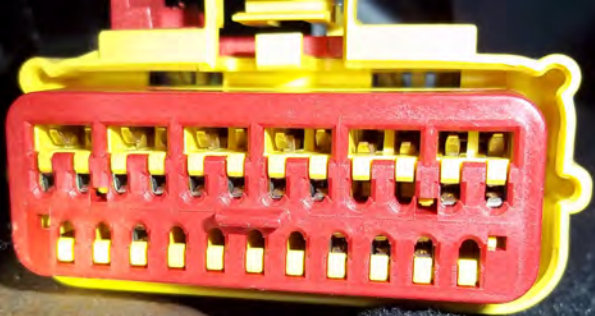






Unable to ID Module for
ORC

press any key to continue





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

CAIR# 20892829

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	1J8GK58K82W [REDACTED]		10-12 06	95344	11/20/2001
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		FORT LAUDERDALE	FL	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Bright Silver Metallic Clear Coat	KJT				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
EDDIE ACCARDI JEEP CHRYSLER		66	23963	POMPANO BEACH	FL	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
James Daugherty T		EAA		954-749-3637		
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: **05/31/2011** DATE OF INCIDENT: **05/26/2011** TIME OF INCIDENT: **11:00** AM PM INSPECTION DATE: **06/01/2011**

1. DRIVER'S DESCRIPTION OF EVENT: **Owner stated that his wife [REDACTED] was driving east on Commercial Blvd and had entered the left trunk lane to go north on Federal Highway in Ft Lauderdale, FL. As she pulled into the intersection the drivers Air Bag deployed. She sustained a bruised face but was otherwise uninjured.**

Insurance Company Name: **Unknown**

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: **ORC light 2 sec before**

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 **CDJ of Notth Broward**
 1
 Address **909 So Federal Hgwy**
 2

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

City **Pompano Beach**

State **FL**

Zip **33062**

Phone **954-943-6700**

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

There was no evidence found of any impact on the exterior or the undercarriage of the vehicle. No evidence of water intrusion was found and there was no corrosion found on the wiring connector or the air bag module. There were no injuries claimed by the owner other than stating that his wifes face was bruised.

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 :

- 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

Not recorded

COMPLETE PART D

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

YES NO IF NO, EXPLAIN

No communication with ORC module

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
No communication could be established with the module		
- 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

Unknown

- 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):

None visible

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

Driver TD 040 Passenger TD 041

- 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

Not reclined

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

No gap

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

Driver no Passenger yes

- 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

Not measured - not in original position

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)

None

Previous

Form Approved

Returned for corrections







LSU

Jeep
LIBERTY

4x4







P235/70R16

1075-1175

1075-1175

Louisiana

Sportsman's Paradise

U
G 7.874

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 2-02 GVWR 2427 KG(05350 LB)

GVWR FRONT WITH TIRES RIMS AT COLD
1248 KG(2750 LB) 235/70R16 16X7 227 KPA(33 PSI)

GVWR REAR WITH TIRES RIMS AT COLD
1339 KG(2950 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: 1J4GK58K42L [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 021223 387AA PNT:PS2 VEHICLE MADE IN U.S.A. TRN:DL02 4648503





H01-07

056021R

MEETS FMVSS 203

ASSEMBLED IN MEXICO









Jeep





AIR
BAD







158000220094



P5HG331DVAF



DAIMLER CHRYSLER

045022

















DAIMLER CHRYSLER



P5HGG341DVAE



TR2025296747

TRW

H01-06

045023R

MEETS FMVSS 209

ASSEMBLED IN MEXICO





Diagnostic Trouble Codes

Live Data Monitor

Live Data Graphing

Diagnostic Trouble Codes (DTC)

✓ Intake Manifold Absolute Pressure (MAP) - 10.9 in/Hg

✓ Engine RPM 2304 r/min

Powertrain

Vehicle Speed Sensor

Module:

↳ from module

System:

↳ from module

Module:

↳ ABS - Vehicle Speed Sensor Failure

↳ ABS - Speed Fault - Fault Detected

⊞ Gear Shifter / DVD Player

↳ No diagnostic codes retrieved

⊞ Compass Minipro Computer

↳ No diagnostic codes retrieved

⊞ Instrument Cluster

↳ Bus Messages Not Received - No ACM Messages

⊞ Master Audio Unit - Radio

Adapters

Command Name

Command Used

⊞ D3 Gear Lockout Solenoid

Activate

⊞ ABS Clutch Pedal

Activate

⊞ Air Hood Release

Activate

⊞ Gasoline Release

Activate

⊞ Air Release Valve

Activate

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

CAIR# 20936930

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	1J4GK58K42W [REDACTED]		02-12 23	60000	03/26/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		EUNICE	LA	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Bright Silver Metallic Clear Coat	KJT	[REDACTED]			
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
STERLING CHRY-DODGE-JEEP		63	68583	OPELOUSAS	LA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Jamie Dinning		DEKRA Magoo's		904-838-3060		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE: **06/20/2011** DATE OF INCIDENT: **06/20/2011** TIME OF INCIDENT: **01:00** AM PM INSPECTION DATE: **06/17/2011**

1. DRIVER'S DESCRIPTION OF EVENT: **No response from customer when called and message left.**

Insurance

Company Name:

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 SERVICE

YES NO

INFORMATION:

POLICE/AGENCY REPORT #:

ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION
 Address **Residence**
 1
 Address **700 Jasmine St**
 2
 City **Atlantic Beach**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

State **FL**
Zip **32233**
Phone **904-607-2124**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: **Vehicle damage: There is no external damage to the vehicle. The left front air bag has deployed. The left front seat belt will not retract. The left front seat belt is extended all the way out. Injuries: Unknown as we were unsuccessful in contacting the customer for an 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 :

- PART NUMBER :

- 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 response from the air bag module.		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
No response from the air bag module.		

- 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 **Unknown**

- 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

The drivers air bag has 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): **left front and right front:P5HG331DVAF, 056021R, TR2025296747**

- 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

15°

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

Left 2" Right 1 "

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

The drivers side seat belt will not retract

- 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)

There is no evidence of any frontal impact damage to the vehicle. The left front air bag has deployed and the drivers seat belt will not retract. The air bag warning light is on and does not cycle off. P0500 for speed sensor A. There is no response from the ABS module. Body control module sensor fault. Sensor control fault speed sensor.

Previous

Form Approved

Returned for corrections

1J4GK58K23W



LIBERTY

MUFFINES
PRE-OWNED SALES



Quick Service

2445

LIBERTY

Jeep



2445
2445

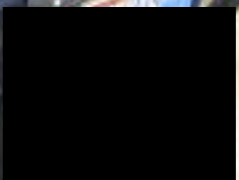
09-11
4 12

Quick Service





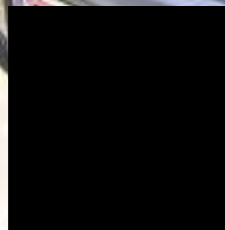
LIBERTY





TEXAS
The Lone Star State

Quick Service



LIBERTY 4x4



LIBERTY LIMITED 4000





MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
9-02

GAWR
2427 KG(05350 LB)

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

RIMS AT COLD
16X7 227 KPA(33 PSI)

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

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: 1J4GK58K23W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 091119 776AB PNT:PB7 VEHICLE MADE IN U.S.A. TRM:XJDU 4648503





WARNING
DEATH OR SERIOUS INJURY CAN OCCUR
• CHILDREN SHOULD NEVER BE SEATED IN THE AIR BAG
• THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN
• NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT
• SIT UP FOR BACK AS POSSIBLY WHEN THE AIR BAG
• ALWAYS USE SEAT BELTS AND OTHER SAFETY

WARNING: NEVER RECLINE SEAT
• DO NOT RECLINE SEAT
• ALWAYS WEAR SEAT BELT
• ALWAYS WEAR SEAT BELT PROPERLY

WARNING
• DO NOT RECLINE SEAT
• ALWAYS WEAR SEAT BELT





Protektoria bezcenne
www.protektoria.pl

DRIVER
CRUISE
SET

ABS ACC
TRAC
OFF

FM/AM
DISC
MP3
RDS
SRC
EQ
PRESET
MEMORY
RECALL

TEMP
MODE
FAN
A/C

P
R
N
D
S
L

MDI







Jeep







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2445

Finish Furniture" UNFINISHED BUSINESS, INC
434 Water St. Eau Claire, WI. Ph. 832-8901
Do It Yourself

Jeep
SERVICES
WITH THE SPECIALISTS

AIR BAG



DRIVER'S



DRIVER'S





10122

DRIVER'S



DRIVER'S



TRW

H01-07

352021R

MEETS FMVSS 209
ASSEMBLED IN MEXICO

DRIVER'S

1R1239222743



P5HG331DVAAH



DAIMLER CHRYSLER

DRIVER'S



RIGHT FRONT





RIGHT FRONT



Jeep

2445

Quick Service



RIGHT FRONT



RIGHT FRONT



TRW

H01 - 06

361023R

MEETS FMVSS 209

ASSEMBLED IN MEXICO

RIGHT FRONT

TR2246241406



P5HG341DVAF



CIRYSI ER

RIGHT FRONT



DRIVER'S



939840
Made in U.S.A.
CRAFTSMAN
Magnetic base and back
Protractor

RIGHT FRONT



R

Jeep

SRS
AIRBAG

ON
DEL
OFF
PULL
MIST

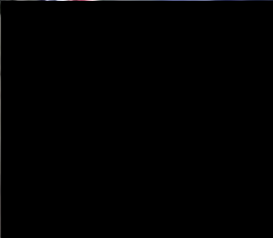
RES + ACCEL
Cruise
DOORS

Jeep

SRS
AIRBAG













CAUTION

SLIPPERY FLOOR

BACK

TRAC

SET

DISC 1





CHRYSLER
CORPORATION

DRB III™

AIRBAG Module Information

2002 Body Style: KJ

Part#: 56010501AH

S/W Version: 05.05

TRW Gen V

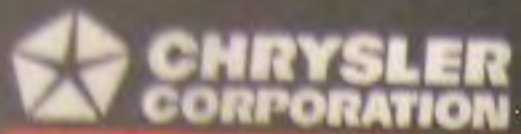
Front Dr and Pass/PCI Bus SAB
and Lamp Dr w/On/Off Sw or AOSIM

F1
HELP

F2
SYS

64.1

F3
MAIN



DRB III™

-- ORC DTCs 1 of 2 --

INTERNAL 1

--- DTC 2 of 2 ---

PASSENGER SQUIB 2
SHORT TO BATTERY

ACTIVE



DRB III™

— ORC DTCs 1 of 6 —

INTERNAL 1

MINUTES: 233 IGN CNTS: 0

--- DTC 2 of 6 ---

PASSENGER SQUIB 1

SHORT TO BATTERY

MINUTES: 2534 IGN CNTS: 38

STORED

-- ORC DTCs 3 of 6 --

STORED ENERGY
FIRING 1
MINUTES: 64 IGN CNTS: 1

-- DTC 4 of 6 --

PASSENGER SQUIB 2
SHORT TO BATTERY
MINUTES: 65534 IGN CNTS: 0

STORED



DRB III™

— ORC DTCs 5 of 6 —

NO LEFT FRONT IMPACT
SENSOR COMMUNICATION
MINUTES: 1 IGN CNTS: 19

--- DTC 6 of 6 ---

NO RIGHT FRONT IMPACT
SENSOR COMMUNICATION
MINUTES: 1 IGN CNTS: 19

STORED





LIBERTY LIMITED





LEFT FRONT



RIGHT FRONT





Load ID: 23729 Rack ID: 99 Pos: 6

SPD SEQ: 4057280 3.7L 4X2 LHD

PART NO. (P)  CC
52089030AE

VIN (3W)   09-11-2002
19:10:42


TTCPW254200711

TPW Chrysler Toledo Plant











FRANK PARRA
Jeep

Jeep[®]
LIBERTY

3.7L



HUFFINES
PRE-OWNED SALES

Jeep
LIBERTY

3.7L

LIBERTY

June 23, 2011

[REDACTED]
Denton, TX [REDACTED]

Reference No.: [REDACTED]

Dear Ms. [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2003 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,

M. Gentry
Special Investigations
(248) 944-7084

MG/ss

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

CAIR# [REDACTED]

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	1J4GK58K23W [REDACTED]		09-11 19	145041	10/04/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		DENTON	TX	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Patriot Blue Pearl Coat	KJT	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
FRANK PARRA CHRYSLER JEEP DODGE		63	23884	IRVING	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
William Hartley S		EAA		817-992-8163		
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:
06/21/2011	06/13/2011	08:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	06/22/2011

1. DRIVER'S DESCRIPTION OF EVENT: **Ms. [REDACTED] stated she was driving on Waterside Place in Denton at about 20 MPH when the driver's airbag deployed. She stated she didn't think it was a full power deployment. She stated she had her seat belt on and it locked up. She stated she is 5'4" tall and weighs about 130#. She stated her 19-year-old son was in the right front seat and was wearing his seat belt also, but his airbag did not deploy and his seat belt did not lock up. She stated he is 5'8" and weighs 160#. She stated the airbag light has been on and off intermittently, but it was not on recently. She stated she has taken the vehicle to the dealership for the airbag light, but they have not found a problem. She stated she didn't hit anything on the road and it is a smooth road without potholes or anything.**

Insurance Company Name: **None**
 Personal Injury: Yes No
 Were there Personal Injuries?
 Any Indicator/Warning Lights on Prior? Yes No

If Yes, complete section "B"

If Yes, What light: **Airbag****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 #:**None** 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 **Huffines CDJ**
1
Address **1024 S. Stemmons**
2
City **Lewisville**
State **TX**
Zip **75067**
Phone **866-238-0707**

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

There is no apparent damage to the vehicle's body, undercarriage, or tires and wheels. The driver's frontal airbag is deployed. The internal fabric retainer on the right side appears to be still engaged. The deployment door edges are slightly rough and jagged. The airbag light comes on with the key, is on for about 7 seconds, then goes off for 1 second, comes back on, and stays on for the duration of the ignition cycle. The driver's seat belt pretensioner is deployed. The passenger's is not. Injuries: Ms. [REDACTED] stated neither she nor her son were injured.

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 :
TRW GEN V
- PART NUMBER :
56010501AH
- 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 1		
Passenger Squib 2 Short to Battery		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
Internal 1	233	0
Passenger Squib 1 Short to Battery	2534	38
Stored Energy Firing 1	64	1
Passenger Squib 2 Short to Battery	65534	0
No Left Front Impact Sensor Communication	1	19

- WAS AIRBAG DEPLOYED?
DRIVER YES NO
IF NO, EXPLAIN
- PASSENGER YES NO
IF NO, EXPLAIN **Unknown**
- AIRBAG SIDE 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 Part J - Comments.
 - RECORD ALL INFORMATION STAMPED ON LATCHPLATE
L: TD122 R: TD122
 - 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
L: 20° R: 25°
 - EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
Both down fully.

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
Driver's - No RF - Yes
- 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

L: Even R: Back 4"

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)

68 digital photos were taken. All photos were uploaded to the Covisint website. The photo log was FAXed to Chrysler. The dealer's history was reviewed. There are three mentions of the airbag light on in the dealer's history file. They are on 6/20/07 at 101,631 miles, on 12/5/08 at 117,708 miles, and on 4/29/10 at 131,152 miles. No work appears to have been performed on the airbag system on any of the ROs. The three repair orders were FAXed to Chrysler. The dealer had not written an estimate by the time of the inspection. The site was inspected. Waterside Drive is about 4 blocks of asphalt roadway in an upscale subdivision with no potholes or other obstructions in the roadway. Seat belt label information is as follows: L: H01-07 352021R P5HG331DVAH TR1239222743 R: H01-06 360123R P5HG341DVAF TR2246241406 Additional stored DTC: No Right Front Impact Sensor Communication 1 19

Previous

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5800 Enterprise Drive
Warren, MI 48092



Chrysler Special Investigations Inspection Request
EAA Project Number: **CHRY-2011**

Owner:

Project No. **CHRY-2011**

CAIR No.:

TO: Bill Hartley

FROM: EAA FC

RECEIVED
JUN 23 2011

Date Sent: 06/20/11

SPECIAL INVESTIGATIONS

DUE DATE: 06/23/11

PLEASE ACKNOWLEDGE PROMPTLY BY EMAILING YOUR RESPONSE TO:
EA AFC@SERVICESOLUTIONS.SPX.COM

*Receipt of CAIR and Accepting case for investigation? Yes No

Date: 6/20/11

*Closure Date: 6/22/11

(Always send case closure date to EA AFC box upon completion of case – Thanks!)

Chrysler Special Investigations Fax No.: 248- 512-1322

- Please email all case acceptances, closures, delay notices and updates to: eaafc@servicesolutions.spx.com
- Please upload photos and report to the Special Investigations website at: www.covisint.com
- Email Closure to EA AFC@servicesolutions.spx.com upon uploading your report and photos to Covisint.

For technical assistance related to Project CHRY-2011, please call one of the following Chrysler Special Investigations contacts:

Maggie Gentry (248) 944-7084

Jay Susalla (248) 944-7149

Comments: FAX includes 2 pages photo log, 9 pages repair orders, and this cover sheet.

Case #: [REDACTED] Name: [REDACTED] Date: 6/22/11
VIN: 1J4GK58K23W [REDACTED] Miles: 1415,041 MDH: 091119
Inspector: William Hartley, I.C. EAA (817) 992-8163

No. Description

The following is a list of photographs taken while investigating the above referenced case:

21007754- 1 VIN
21007754- 2 Build data label
21007754- 3 Instrument cluster showing odometer reading and airbag light on with key on
21007754- 4 Front view
21007754- 5 Left front view
21007754- 6 Left side view
21007754- 7 Left rear view
21007754- 8 Rear view
21007754- 9 Right rear view
21007754- 10 Right side view
21007754- 11 Right front view
21007754- 12 Windshield from the front
21007754- 13 Right front side view
21007754- 14 Right front corner view
21007754- 15 Low front end view
21007754- 16 Left front corner view
21007754- 17 Left front side view
21007754- 18 Interior and dash from the left side
21007754- 19 Front seats from the left side
21007754- 20 Left front door inside trim panel
21007754- 21 Driver's knee blocker and pedals
21007754- 22 Headliner, sun visors, airbag warning labels, and inside mirror
21007754- 23 Face of the steering wheel and center of the dash
21007754- 24 Interior and dash from the right side
21007754- 25 Front seats from the right side
21007754- 26 Right front knee blocker
21007754- 27 Right front door inside trim panel
21007754- 28 Overview of the driver's seat belt
21007754- 29 Overview of the driver's seat belt with a yardstick for reference
21007754- 30 Driver's seat belt D-ring
21007754- 31 Driver's seat belt latch plate
21007754- 32 Driver's seat belt latch plate
21007754- 33 Driver's seat belt buckle
21007754- 34 Driver's seat belt buckled
21007754- 35 Driver's seat belt label
21007754- 36 Driver's seat belt label
21007754- 37 Overview of the right front seat belt
21007754- 38 Right front seat belt D-ring
21007754- 39 Right front seat belt latch plate
21007754- 40 Right front seat belt latch plate
21007754- 41 Right front seat belt buckle
21007754- 42 Right front seat belt buckled
21007754- 43 Right front seat belt label
21007754- 44 Right front seat belt label
21007754- 45 Inclinometer on the driver's seat back rest

Case #: [REDACTED] Name: [REDACTED] Date: 6/22/11
VIN: 1J4GK58K23W [REDACTED] Miles: 1415,041 MDH: 091119
Inspector: William Hartley, I.C. EAA (817) 992-8163

<u>No.</u>	<u>Description</u>
21007754- 46	Inclinometer on the right front seat back rest
21007754- 47	Driver's airbag deployment door
21007754- 48	Lower edge of the driver's airbag deployment door
21007754- 49	Deployment edge on the lower steering wheel
21007754- 50	Overview of the deployed driver's airbag
21007754- 51	Closer view of the right side of the driver's airbag showing internal retainer still engaged
21007754- 52	Steering wheel and column from the right side
21007754- 53	DRB III connected to the vehicle
21007754- 54	DRB III screen showing airbag module information
21007754- 55	DRB III screen showing 2 active airbag DTCs
21007754- 56	DRB III screen 1 of 3 showing 6 stored airbag DTCs
21007754- 57	DRB III screen 2 of 3 showing 6 stored airbag DTCs
21007754- 58	DRB III screen 3 of 3 showing 6 stored airbag DTCs
21007754- 59	Overview of the undercarriage from the front
21007754- 60	Bottom of the front bumper cover from the front
21007754- 61	Left front suspension from the front
21007754- 62	Right front suspension from the front
21007754- 63	Center and rear of the undercarriage from the front
21007754- 64	Rear axle assembly from the front
21007754- 65	Closer view of the label on the left side of the front frame cross member
21007754- 66	Northern portion of Waterside Drive looking South
21007754- 67	Central portion of Waterside Drive looking South
21007754- 68	Southern portion of Waterside Drive looking South
	END

HUFFINES CHRYSLER JEEP DODGE LEWISVILLE, INC.

ACCOUNTING

I-35E & Hwy. 121

Lewisville, TX 75067

PAGE 1

Metro (972) 434-1746 Fax (972) 638-4190

DENTON, TX HOME:

BUS:

SERVICE ADVISOR: 371 JERRY CASTANEDA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: BLUE, 03, JEEP LIBERTY, 1J4GK58K23W, 101631/101631.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 04OCT02, IS11SEP02, WAIT 20JUN07, CC, 20JUN07.

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 08:40 20JUN07, 10:50 20JUN07, DLR:43290 ENG:3.7 Liter MPI TRN:45RFE.

Table with columns: LINE OPCODE, TECH TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: A AIR BAG LIGHT WILL COME ON INTERMITTENTLY ADVISE. CND COULD NOT DUPLICATE.

VERSION 1 (EMP# 9486, 20JUN07 10:01): 101631 0.0 THE CUST WILL NEED TO RETURN WHEN THE CONDITION BECOMES MORE STEADY AND THE LIGHT STAYS ON DUE TO A STORED CODE FOR PASSENGER SQUIB CIR 2. AND IF IT IS CHECKED NOW NO PROBLEM WOULD BE FOUND.

B AUTOMATIC TRANSMISSION SERVICE-TRUCKS OR JEEPS (EXCLUDING DIESEL) 7A AUTOMATIC TRANSMISSION SERVICE-TRUCKS OR JEEPS (EXCLUDING DIESEL)

Table with columns: LINE OPCODE, TECH TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: 1 5015267AC 4X2 FILTE-TRANSMISSION OI 1935 2729 0 32.25 27.29 27.29.

VERSION 1 (EMP# 9486, 20JUN07 10:11): 101631 1.0 COMPLETED C 23-POINT VEHICLE CHECK UP

Table with columns: LINE OPCODE, TECH TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: 23P 23-POINT VEHICLE CHECK UP 9486 CP 0.00 0.00 0 0 0 0.00 0.00.

VERSION 1 (EMP# 9486, 20JUN07 10:11): 101631 CUSTOMER PAY ENVIRONMENTAL FEE FOR 0 720 7.20

PAID 158.17 MC6982 B384 T016 YOU MAY SOON RECEIVE A SURVEY FROM CHRYSLER. THIS SURVEY IS AN APPRAISAL OF HOW YOU WERE TREATED IN OUR SERVICE DEPT. IF FOR ANY REASON YOU ARE NOT ABLE TO GIVE US EXCELLENT RATINGS, PLEASE CALL BILL TATUM AT 972-434-1746. YOUR SATISFACTION IS ALWAYS OUR NUMBER ONE GOAL AT HUFFINES DODGE.

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Row 1: 06-20-07 09:02 10:01 0.99 W 9486 A.

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and declines all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase.

AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control 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 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 vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Table with columns: NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE, DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, CUSTOMER SIGNATURE, PLEASE PAY THIS AMOUNT.

X CUSTOMER SIGNATURE

HUFFINES CHRYSLER JEEP DODGE LEWISVILLE, INC.

ACCOUNTING

I-35E & Hwy. 121 Lewisville, TX 75067

DENTON, TX

PAGE 2

Metro (972) 434-1746 Fax (972) 538-4190

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 371 JERRY CASTANEDA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a blue 2003 Jeep Liberty.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes account and control numbers for various items.

COST, SALE, & COMP TOTALS 6277 15178 0

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose...

AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter...

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I am the person or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Table with columns: DESCRIPTION, TOTALS. Lists charges: LABOR AMOUNT (72.00), PARTS AMOUNT (72.58), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (7.20), TOTAL CHARGES (151.78), LESS INSURANCE (0.00), SALES TAX (6.39), PLEASE PAY THIS AMOUNT (158.17).

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE



Huffines Auto Dealerships

CUST. NAME

ADDRESS

CITY

STATE

ZIP

CELL PHONE NO.

EMAIL

HOME PHONE NO.

BUSINESS PHONE NO.

BEST NUMBER TO REACH YOU

YEAR

MODEL

LICENSE

TAG #

S/A #

COLOR

MILEAGE

Recommendations

1. SERVICE OPERATION (CWI)

2. SERVICE OPERATION (CWI)

3. SERVICE OPERATION (CWI)

4. SERVICE OPERATION (CWI)

5. SERVICE OPERATION (CWI)

6. SERVICE OPERATION (CWI)

Mile service

LOF

Tire Rotate

F.E. Alignment

Tire Balance

Trans service

Maintenance Tune-up

Brakes

Cooling system service

Differential service

Other

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

I HAVE BEEN ADVISED OF THE MAINTENANCE NEEDS FOR MY VEHICLE.

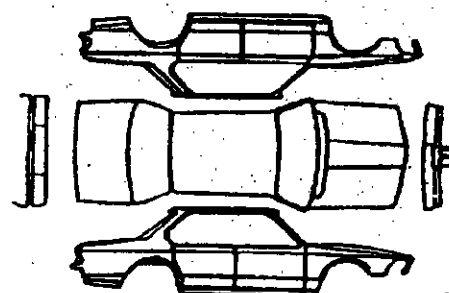
CUST. INT.

VALUABLES REMOVED FROM VEHICLE ACKNOWLEDGEMENT

CUST. INT.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE. ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND / OR INSPECTION. AN EXPRESS TECHNICIANS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.



EXTERIOR INSPECTION ACKNOWLEDGEMENT

HUFFINES CHRYSLER JEEP DODGE LEWISVILLE, INC.

ACCOUNTING

1-35E & Hwy. 121 Lewisville, TX 75067

DENTON, TX HOME: BUS:

PAGE 1

Metro (972) 434-1746 Fax (972) 538-4190

SERVICE ADVISOR: 340 NICK ROMERHAUSEN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle details for a blue 2003 Jeep Liberty.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists service items like oil changes and filter replacements.

Customer pay haz. waste disp. for... PAID \$15.10 M/C#6982 B103 T030... TRICIA 12.04.08 4 IDEM USED... 4TH HALF OFF PUNCH A DEAL KEY RING FOR COU BON... YOU MAY SOON RECEIVE A SURVEY FROM CHRYSLER...

*** NO RO PUNCH TIMES ON FILE ***

Table with columns: ACCOUNT, SALE, COST, CONTROL. Shows account balances for various services.

COST, SALE, & COMP TOTALS 2220 2575 0

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer...

AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material...

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I am the person or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle...

Table with columns: DESCRIPTION, TOTALS. Lists charges for labor, parts, oil, lube, sublet, misc. charges, insurance, and sales tax.

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

SERVICE FILE COPY

HUFFINES CHRYSLER-JEEP-DODGE LEWISVILLE, INC.

CUSTOMER #: [REDACTED]

WORKORDER

PAGE 2

DENTON, TX [REDACTED]
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 340 ROMERHAUSEN, NICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	03	JEEP LIBERTY	1J4GK58K23W [REDACTED]	[REDACTED]	117708/	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
04OCT02	IS11SEP02		09:18 05DEC08			CASH	
R.O. OPENED	READY	OPTIONS: DLR:43290 ENG:3.7_Liter_MPI TRN:45RFE					
04DEC2008	15:44						

RECOMMENDED SERVICE
CURRENT MILEAGE 117708

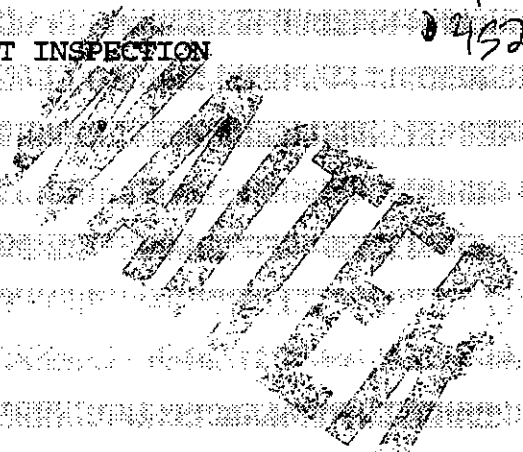
>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A E24 CPO EXPRESS LANE \$24.95 5 QUART OIL AND FILTER CHANGE.
ADDITIONAL OIL AT ADDITIONAL COST

B E23P CPO EXPRESS LANE 23 POINT INSPECTION

THANK YOU
FOR YOUR BUSINESS



S-30
Sgt H
0452

Oil pan leaking
Air bag light on

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control 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 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 vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

ADVISOR COPY

**HUFFINES CHRYSLER JEEP DODGE
OF LEWISVILLE**

1024 S. STEMMONS FWY.
LEWISVILLE, TX 75067
(972) 434-2288
www.huffinesdodge.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/29/10	
R/O Close Date	Status
4/29/10	Final
Mileage In	Mileage Out
131152	131152
Service Advisor / Tag #	
ken peterson/2071*W*	
Vehicle Identification Number	
1J4GK58K23W	
Delivery Date	In-Service Date
10/04/02	
Color	License Number
BLUE	

DENTON, TX			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2003	JEEP	LIBERTY		BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 2500: DRIVEABILITY/EMISSIONS C/S CHECK ENGINE LIGHT ON, EVAP CODES Work performed by Collin Kelton (126) 1.5 SCAN TESTED - FAULT CODE:P0442 - MEDIUM EVAP.LEAK P0455 - LARGE EVAP LEAK. PERFORMED EVAPORATIVE SYSTEM LEAK TEST BECAUSE I NOTICE A NEW FUEL CAP. THE LEAK TEST STILL FAILED. INSPECTED FOR LEAKS AND FOUND A LINE HOSE CRACKED ALONG THE FRAME RAIL FEEDING THE CANISTER. PERFORMED LEAK TEST AGAIN AND NOW FAILS FOR MEDIUM LEAK. INSPECTED THE EVAP. SYSTEM FURTHER AND FOUND A HOSE CRACKED AT THE FIREWALL. REPLACED THE HOSE COMING OFF OF THE PURGE SOLENOID AT THE FIREWALL THEN PERFORMED LEAK TEST AGAIN - PASSED. THE EVAPORATIVE SYSTEM IS RESPONDING NORMAL AS OF NOW. Sub Total: 142.50	142.50
#2 - 23P: 23 POINT INSPECTION Work performed by Collin Kelton (126) Sub Total: .00	
#3 - CL: CONTACT LOG WAITING Work performed by ken peterson (352) Sub Total: .00	
#4 - APPT: APPT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

REPAIR ORDER - AUDIT COPY

DENTON, TX			Work Phone	R/O Open Date	R/O Number
			Home Phone	4/29/10	
			Body	R/O Close Date	Receipt No.
				4/29/10	Original
			License Number	Mileage In	Mileage Out
				131152	131152
Year	Make	Model	Service Advisor		
2003	JEEP	LIBERTY	ken peterson	2452	
Vehicle Identification Number			Account No.	Delivery Date	In-Service Date
1J4GK58K23W				10/04/02	
			Color	BLUE	

#1 - MR 2500: DRIVEABILITY/EMISSIONS C/S CHECK ENGINE LIGHT ON, EVAP CODES Work by Tech 126/ * 1.50hrs 1.5 SCAN TESTED - FAULT CODE:P0442 - MEDIUM EVAP.LEAK P0455 - LARGE EVAP LEAK. PERFORMED EVAPORATIVE SYSTEM LEAK TEST BECAUSE I NOTICE A NEW FUEL CAP. THE LEAK TEST STILL FAILED. INSPECTED FOR LEAKS AND FOUND A LINE HOSE CRACKED ALONG THE FRAME RAIL FEEDING THE CANISTER. PERFORMED LEAK TEST AGAIN AND NOW FAILS FOR MEDIUM LEAK. INSPECTED THE EVAP. SYSTEM FURTHER AND FOUND A HOSE CRACKED AT THE FIREWALL. REPLACED THE HOSE COMING OFF OF THE PURGE SOLENOID AT THE FIREWALL THEN PERFORMED LEAK TEST AGAIN - PASSED. THE EVAPORATIVE SYSTEM IS RESPONDING NORMAL AS OF NOW.	142.50	C	39.00
#2 - MR 23P: 23 POINT INSPECTION Work by Tech 126/ 0.00hrs @ .00	.00	C	
#3 - MR CL: CONTACT LOG WAITING Work by Tech 352/ 0.00hrs @ .00	.00	C	
#4 - MR APPT: APPT DECLINED Work by Tech 352/ 0.00hrs @ .00	.00	C	

Line 1	4/29/10	Tech 126	Start 10:42	End 11:46	Hours	1.07
Account	Description	Control	Reference	Amount		
55001	SLS MECH CUST LABOR	6126292	6126292	-142.50		
13501	INV-L I P-MECH	341	6126292	-39.00		
55003	C/S MECH CUST LABOR	6126292	6126292	39.00		
11000	A/R PARTS & SERVICE	*VISA	6126292	142.50		

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR				142.50	39.00
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
				142.50	39.00
Paid by Visa/Disc/Mast 097087					

[Redacted]			Home Phone	R/O Open Date	R/O Number
DENTON, TX			[Redacted]	4/29/10	[Redacted]
[Redacted]			Work Phone	Time Received	Time Promised
[Redacted]			[Redacted]	9:39	Waiting
[Redacted]			Key Tag #	Current Mileage	Mileage Out
[Redacted]			2071	[Redacted]	[Redacted]
Year	Make	Model	Body	Engine Code	Service Advisor
2003	JEEP	LIBERTY			ken peterso
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1J4GK58K23W		BLUE	[Redacted]	10/04/02	

- #1 - 2500: DRIVEABILITY/EMISSIONS
C/S CHECK ENGINE LIGHT ON, EVAP CODES
P0442 - medium
P0455 - large
Found 2 hoses cracked - 2 desk feet (filed/removed)
Estimate: .00 .00
- #2 - 23P: 23 POINT INSPECTION
Headpropp, battery cable corrosion (new battery)
Hoses soft, Transmission fluid dark, wipers
Left brake out
Estimate: .00 .00
- #3 - CL: CONTACT LOG
WAITING
AIR BAG LAMP ON!
Estimate: .00 .00
- #4 - APPT: APPT
DECLINED
STATE EXPIRED!
Estimate: .00 .00

YELLOW WATER

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
HC1	6121303	2/03/10	12924	Jerry Castaneda			.00
	W 2300: BODY				360	.50	
	C 23P: 23 POINT INSPECTION				360	.00	
	C APPT: APPT				499	.00	
	C CL: CONTACT LOG				499	.00	
HC1	6100307	2/12/09	119121	Jerry Castaneda			312.81
	C 200: FRONT SUSPENSION				446	.00	
	C 2300: BODY				446	3.00	
	C 23P: 23 POINT INSPECTION				446	.00	
HC1	143440	12/04/08	117708	Nick Pomerhausen			24.25
	C E24: 5 QUART OIL AND FILTER CHANGE - ADDITIONAL OI					.00	
	C E23P: 23 POINT INSPECTION					.00	
HC1	136096	7/26/08	114358	Jerry Castaneda			19.95
	C CP19: 19.95 OIL AND FILTER CHANGE.				325	.30	
	C 23P: 23 POINT INSPECTION					.00	
HC1	131109	5/07/08	110982	Jerry Castaneda			23.80
	C 1001SS				320	.70	
	C 23P: 23 POINT INSPECTION					.00	
HC1	126818	2/25/08	109805	Jerry Castaneda			560.46
	C 200: FRONT SUSPENSION				831	3.00	

*** MORE HISTORY AVAILABLE ***

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to conduct the vehicle 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 vehicle to secure the amount of repair thereon. Any warranties on products sold hereby are in accordance with the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor disclaims any other person to assume for a liability in connection with the sale of said product. Any limitation contained herein does not apply where prohibited by law.

Customer Signature



Huffines Auto Dealerships

CUST. NAME [Redacted] 3W [Redacted]

ADDRESS [Redacted] CITY Dasher STATE TX ZIP [Redacted]

CELL PHONE NO. [Redacted] EMAIL Declined

HOME PHONE NO. [Redacted] BUSINESS PHONE NO. [Redacted]

BEST NUMBER TO REACH YOU [Redacted] YEAR 03 MODEL Liberty

LICENSE [Redacted] TAG # [Redacted] S/A # [Signature]

COLOR Blue MILEAGE 131152

- 1. SERVICE OPERATION (CWI) Ch Explor Code
- 2. SERVICE OPERATION (CWI) Ch Eng Light on
- 3. SERVICE OPERATION (CWI) (95)
- 4. SERVICE OPERATION (CWI) _____
- 5. SERVICE OPERATION (CWI) _____
- 6. SERVICE OPERATION (CWI) _____

- Recommendations
- Mile service
 - LOF
 - Tire Rotate
 - F.E. Alignment
 - Tire Balance
 - Trans service
 - Maintenance Tune-up
 - Brakes
 - Cooling system service
 - Differential service
 - Other _____

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

[Redacted Signature]

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON

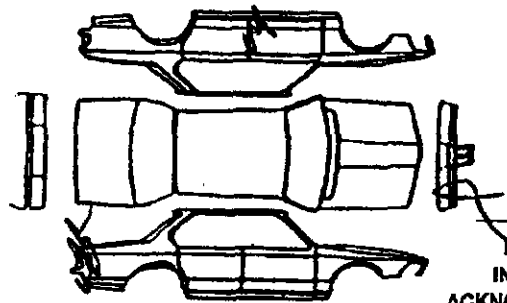
I HAVE BEEN ADVISED OF THE MAINTENANCE NEEDS FOR MY VEHICLE.

CUST. INT. [Signature]

VALUABLES REMOVED FROM VEHICLE ACKNOWLEDGEMENT

CUST. INT. [Signature]

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE. ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND / OR INSPECTION. AN EXPRESS TECHNICIAN'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.



EXTERIOR INSPECTION ACKNOWLEDGEMENT

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
6-02

GVWR
2427 KG(05350 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: 1J4GK38K12

TYPE: MPV

SINGLE X DUAL

MDH: 062222 779AA PNT:PS2 VEHICLE MADE IN U.S.A. TRM:LSDU 4648503

200

MPH km/h

120

TYPE 35

072062







Jeep
LIBERTY































