

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

Customer Assistance Inquiry Record (CAIR)# [REDACTED]						
VIN	1J4GL48K7	2W [REDACTED]	Open Date	08/17/2001	Built Date	06/07/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	06/30/2001	Mileage	1,073	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26571	ED SCHMIDT JEEP EAGLE				
Dealer Address	26875 N DIXIE HWY					
Dealer City	PERRYSBURG	Dealer State	OH	Dealer Zip	43552	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	TOLEDO OH [REDACTED]	Country	UNITED STATES			

Corporate - Replacement - Default - Default - Default	dealer states owner says both airbags went off while driving
Product - Electrical - Computer/PCM/TCM/BCM - Other - Default	dealer states owner says both airbags went off while driving

081701 Sales Consultant, Ron, contacts DM regarding owner. Dealer states owner reported that both airbags went off while making a right turn. Dealer states vehicle was not in an accident, before or after deployment. Dealer states driver was not injured aside from normal airbag burns. Vehicle is currently at dealership awaiting inspection. Neither police nor insurance was contacted.cco1

VEHICLE IS LOCATED AT:
ED SCHMIDT JEEP EAGLE J
26875 N DIXIE HWY PERRYSBURG OH 43552 419-874-4331

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE FULL PVIR, PHOTOS, DRB CODES, POLICE REPORT (if available), A COMPLETE INSPECTION OF ALL SAFETY EQUIPMENT , INCLUDING ALL AIRBAGS, SEATBELTS, & UNDERCARRIAGE AND ANY OTHER PERTINENT INFORMATION. THANKS.
JSS15/RAB32.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-17-2001 10:32
CAIR NUMBER [REDACTED] FAX SENT TO EAA 08-17-2001 10:45
RECEIVED MESSAGE FROM SAFETY OFFICE THAT SOMEONE FROM JEEP ENGINEERING IS ON THEIR WAY TO LOOK AT THIS VEHICLE (ALEX SHERMAN CELLPHONE 2489333847) I TRIED TO COORDINATE WITH EAA INSPECTOR FRED HARBATH, BUT HE WAS NOT AVAIL ABLE. ALEX WILL FORWARD ANY INFO THEY GET, AND WILL NOT ERASE CODES, SO EAA CAN STILL INSPECT. JSS15/RAB32.

REVIEWE3D REPORT WITH ERIC SIMONS AND BILL DERINGER. AT REQUEST _ OF CAG, AND IN THE INTEREST OF CUSTOMER SATISFACTION, I AM FORWARDING FILE TO ISG TO ARRANGE FOR VEHICLE TO BE REPLACED. PLEASE WAIVE ANY MILEAGE FEES, PROVIDE OWNER WITH LOANER IF NEEDED, AND PLEASE NOTIFY BILL DERINGER AT 248-882-7158 WHEN PROCESS IS COMPLETE AND OWNER IS IN NEW VEHICLE. THANK YOU. JSS15/RAB32.

8/30: called for owner..received initial information..he will be dealing with mike at the dealership..wb

8/30: called for mike..left message..wb

8/31: called for mike..he was not available..received fax number..faxed over dealer packet to his attention..wb _

9/4/01-Validated bb details...vehicle will be repaired..JLM _

9/5: paperwork received..worked file..submitted for approval..wb

09/05/01: CK PKG approved and returned.AL

9/6: received approved file..final docs faxed to dealership..wb

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/07/01 AT 00:00 09027763

9/12: called dealership..left message for mike cajowa..called customer..he is not in the new vehicle as of today..he will hopefully be in the vehicle by tomorrow..the reason for the delay is the substitution with 5/3 bank..wb

9/14: received message from mike at the dealership..the customer has the new vehicle and the old is releasable..file to title..emailed release to disposal..wb

9/17/01 Submitted transport request to have roadone tow from Ed Schmidt Jeep to Detroit pd for repairs. Transmitted service fax to Dave Esterline at Detroit pd. dkr

09/17/01 received file.me

09/25/01 writer left a detailed message on mike cajowa's voice mail, he is w/ed schmidt, regarding paperwork, and the title, to the buyback vehicle.me

10/02/01 writer left a detailed message on mike cajowa's voice mail, he is w/ed schmidt jeep, follow-up call, requesting a return phone call, regarding paperwork, and the title, to the buyback vehicle.me _

10/4/01 Repair order recd. Submitted transport request to have roadone tow from Detroit pd to marshalling. dkr _

10/09/01 writer left a detailed message on mike cajowa's voice mail, he is w/ed schmidt jeep, follow-up call, requesting a return phone call, to let writer know if he is the contact person, writer has left two messages, and he has not returned either message, regarding the title, he is off today.me

10/16/01 writer spoke w/susan@ed schmidt jeep, she is the title clerk, she will speak w/her office manager, and call writer back w/information, regarding the title, to the buyback vehicle.me

10/18/01 susan@ed schmidt jeep called writer back, is in the process of doing a substitution of collateral w/fifth third bank, has not received the title, to the buyback vehicle.me

10/26/01 writer spoke w/susan@ed schmidt jeep, she transferred writer, writer spoke w/cynthia, she has left messages, and has also spoken w/beth cook@fifth third bank, wanting to know if the paperwork, for the substitution of collateral is completed, she has not received a response, she is going to call fifth third bank, today, and ask for the supervisor, she will call writer back w/information, regarding the title, to the buyback vehicle.me

10/26/01 cythnia@ed schmidt called writer back, she called fifth third bank, she was unable to speak w/a supervisor, she left another message on beth cook's voice mail, asking beth to please return her message, to answer her question, regarding the substitution of collateral, as soon as she hears from beth, she will call writer back.me

10/26/01 cythnia@ed schmidt left a message on writer's voice mail, beth@fifth third bank finally returned her messages, beth did receive all of the paperwork from the dealership, that is needed, beth is e-mailing karen, and karen will forward the title, to the dealership.me _

11/05/01 writer left a detailed message on cynthia's voice mail, she is w/ed schmidt jeep, follow-up call, requesting a return phone call, regarding the title, she will be in meetings all day.me

11/08/01 cynthia@ed schmidt jeep called writer, waiting for the title, from fifth third bank.me _

11/16/01 writer left a detailed message on cynthia's voice mail, she is w/ed schmidt jeep, follow-up call, requesting a return phone call, regarding the title.me

11/19/01 cindy@ed schmidt jeep returned writer's message, she left a message on writer's voice mail, she is waiting for the title from fifth third bank, she called them, and asked them, regarding the title, and know they are telling her, that they are needing more information from her, after she was told all of the paperwork was taken care of, so, she called beth, and told her to call her, and tell her what paperwork is still needed, to complete the substitution of collateral, so she can fax it, she will keep

11/27/01 writer left a detailed message on cynthia's voice mail, she is w/ed schmidt jeep, follow-up call, requesting a return phone call, regarding the status on the title, she is off until november twenty-ninth.me

12/04/01 writer left a detailed message on cynthia's voice mail, she is w/ed schmidt jeep, follow-up call, requesting a return phone call, regarding the title.me

12/11/01 writer left a detailed message on john malley's voice mail, he is w/ed schmidt jeep, he is the general manager, follow-up call, requesting a return phone call, regarding the title. writer spoke w/cynthia, the dealership is working w/a fifth third representative, to obtain the title, fifth third bank, has lost all of the substitution of collateral forms from the dealership, and now they cannot locate the title, she only works monday, thursday, and friday, she will call writer, once the dealership receives the title, from fifth third bank.me

12/13/01 writer is returning cynthia's message, that she left on writer's voice mail, she is w/ed schmidt jeep, writer spoke w/cynthia, she received a phone call from fifth third bank, they found the title, to the buyback vehicle, the title was put in the wrong draw, fifth third bank needed a copy of the odometer statement, before releasing the title, she faxed a copy of the odometer statement, to fifth third bank, for them to release the title, to the dealership, once the dealership receives the title, she will federal express, to isg., to writer's attention, along w/the required paperwork. PLEASE NOTE: SEND THE DEALERSHIP'S CHECK TO ATTENTION: CYNTHIA

12/17/01-Writer has called Cynthia at dealership. Fifth third bank has signed off title, but assigned dealership. Because this is an OH title, the dealer will need to flip into their name. Upon return of dealer title, they will need to sign off as seller and notarize. Cynthia will have title flipped.krm_

12/17/01 writer received a voice mail message from cynthia@ed schmidt jeep, she received the title, from fifth third bank, and she has a question, regarding the title, asked if writer would return her message.me

12/17/01 writer left a voice mail message on krm.'s voice mail, requesting a return phone call, regarding the title.me

12/17/01 krm. returned writer's message, she will call cynthia@ed schmidt jeep, regarding her question, about the title.me_

01/04/02 writer is returning cynthia's message, that she left on writer's voice mail, she is w/ed schmidt, writer spoke w/cynthia, writer answered her question, regarding the title, she will fed. ex. the required documents, and the title, to the buyback vehicle, to isg..me

01/08/02 writer received original damage notification, replacement agreement, odometer statement without mileage, and power of attorney.me

01/08/02 requested check.me

01/08/02 TITLE IS BEING RETITLED.ME

1/9/02 Sent payoff check to Ed Schmidt Jeep via 2nd day air. dkr

01/17/02 file is being forward to disposal.me

1/18/02 Submitted transport request to have roadone tow from marshalling to Detroit AA. Submitted disposal package with file and title to jm. dkr_

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K7	2W [REDACTED]	Open Date	08/24/2001	Built Date	06/07/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	06/30/2001	Mileage	1,073	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26571	ED SCHMIDT JEEP EAGLE				
Dealer Address	26875 N DIXIE HWY					
Dealer City	PERRYSBURG			Dealer State	OH	Dealer Zip 43552
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TOLEDO OH [REDACTED]				Country	UNITED STATES

Product - Electrical - Computer/PCM/TCM/BCM - Other - Default	dealer states owner says both airbags went off while driving
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082401 See linked cair. DM has reviewed with Bill Derringer. DM informed owner that root of his concern has been determined and vehicle can be repaired. DM offers owner repair or replacement. Owner chooses replacement. Owner to select vehicle. DM will begin paperwork.cco1
 091001 DM contacted Mike, sales consulant, at dealership regarding above. Dealer states that Wendy, for Impartial Services Group, has been in contact with him and owner regarding replacement. Dealer states the deal is almost complete. Dealer states owner selected vehicle 2W136337.cco1
 092001 DM reviewed above with dealer. Dealer states owner has taken delivery of new vehicle. See cair 9027763 for details.cco1

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K6	2W	Open Date	07/01/2002	Built Date	01/23/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/30/2002	Mileage	3,900	Dealer Zone	55	MILWAUKEE
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	43956	DAVE MARSTON MOTORS INC				
Dealer Address	9594 HWY 70 WEST					
Dealer City	MINOCQUA	Dealer State	WI	Dealer Zip	54548	
Owner	UNKNOWN, UNKNOWN				Contact Type	TELEPHONE
Address					Home Phone	
	ARBOR VITAE WI				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags deployed

7-1-02 e mail from S.T.A.R. center.
owner alleges air bag light came on for 15 seconds and then drivers side air bag deployed then after 5 seconds passenger side deployed.
no accident.
location:
43956 DAVE MARSTON MOTORS INC CJDT
9594 HWY 70 WEST MINOCQUA WI 54548 715-356-3242
contact: paul hanson
7-1-02 please contact dealer and owner if possible and arrange for inspection on deployment of air bags. need drb codes and times.
check for hidden/prior damage. thanks. art gilbert
CAIR NUMBER ██████████ REQUEST EAA INSPECTION 07-01-2002 15:45
CAIR NUMBER ██████████ E-MAIL SENT TO EAA 07-01-2002 15:46
7-3-02 called eaa inspector at dealer from voice mail.
he advised unable to obtain drb codes--is in contact with star ctr.
no physical damage found. advised him to have dealer repair vehicle and _ hold parts. alg2
7-9-02 eaa report received. no physical damage found. please follow up with needed repairs. thanks. art gilbert
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/30/02 AT 00:00 10174069
08/06/09 per the service manager Paul Hansen the above vehicle has been repaired. Closing cair! TGG DM
12-12-02 attorney letter dated 11-6-02. requested inter-co memo.
forwarding file to product lit. alg
12-16-02 memo mailed. alg

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J8GK58K6	2W	Open Date	09/17/2002	Built Date	10/10/2001
Model Year	2002	Body	KJTP74 JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY			
In Service Dt	11/16/2001	Mileage	8,325	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	62621	DAYTON ANDREWS INC				
Dealer Address	2388 GULF TO BAY BOULEVARD					
Dealer City	CLEARWATER	Dealer State	FL	Dealer Zip	33765	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	LARGO FL	Country	UNITED STATES			
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown						

9/17/02 RCH6 owner was driving down the road and air bag light came on and air bag deployed without any impact. Owner has been put in a rental car and vehicle is at 62621. Charlie Flatley, Service Manager, has keys and knows of vehicle. Dealer phone 727-799-4539. Owner and DM request EAA inspection. Please advise DM, Bob Horn 407-748-5757

NOTE: Recall A07 air bag wiring chafing has not been performed.

62621 DAYTON ANDREWS INC CJ

2388 GULF TO BAY BOULEVA CLEARWATER FL 33765 727-799-4539

9-17-02 please contact owner and arrange for inspection on deployment of air bags. need drb codes and times. check for hidden damage. thanks. art gilbert

CAIR NUMBER REQUEST EAA INSPECTION 09-17-2002 10:22

CAIR NUMBER E-MAIL SENT TO EAA 09-17-2002 10:22

9-19-02 eaa report received. no drb readins could be read. no physical damage found. please goodwill needed repairs to air bag system.

thanks. art gilbert

Bob, Please make necessary repairs and follow up with dealer/customer to ensure customer satisfaction...Thanks

9/24/02 RCH6 parts are on order and vehicle will be repaired when they arrive. Owner is in a loaner vehicle.

10/1/02 RCH6 parts have arrived and dealer installed both airbags and modules. DRBIII will not read module and STAR stated order a new one and try it.

DM called tech advisor and he concurred with STAR on diagnosis of buss, etc

10/3/02 RCH6 new module received and DRBIII reads module properly. Vehicle

was test driven over 50 miles by service director and all systems operated properly. DM & dealer offered to make owner's car payment for inconvenience.

Owner is extremely happy.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/05/02 AT 00:00

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K1	2W [REDACTED]	Open Date	10/08/2002	Built Date	01/09/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/28/2002	Mileage	2,100	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68852	ADRIAN DODGE-CHRY-PLYM-JEEP				
Dealer Address	1211 EAST US 223					
Dealer City	ADRIAN	Dealer State	MI	Dealer Zip	49221	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	LAMBERTVILLE MI	[REDACTED]	Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	DCCAC received notification card via regular mail on 100802
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light on
Product - Unknown - Unknown - Grabs or Pulls - Default	pulls right

* Writer left message acknowledging receipt of correspondence and advised forwarded for review.

DCCAC received Notification Card

Number of days owner claims vehicle has been out of service:

'4'

Number of repair attempts owner claims is for the same condition:

'4 - airbag 3 - pull'

Description of concern:

'Airbag light & pulls right'

*Writer opening direct to dealer Customer Assistance/Inquiry Record (CAIR).

Writer forwarding CAIR number to zone contact.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under the state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern.

Please have customer notified of resolution.

In addition, update the file with final resolution. Thanks.

CAIR SENT TO ZONE/DEALER 42 68852 10/09/02 19:00 O 10522019

CAIR RETURNED FROM DEALER 10/23/02 AT 00:58 P 10522019

CUSTOMERS LIBERTY WAS LAST IN 10-11-02 CHECKED AIR BAG LIGHT WAS ON, CALLED STAR HOT LINE, THEY RECOMMENDED TO REPLACING AIR BAG WIRING HARNESS, ADRIAN DODGE INSTALLED BOTH WIRING HARNESS FOR AIR BAG SYSTEM TEST DROVE NO LIGHTS . DELIVERED BACK TO CUSTOMER 10/16/02.

WAYNE JACOB
SERVICE MANAGER.

10/24 Customer calling about above. Seeking update with decision on buyback. Informed customer that final resolution will come from dealer

68852 and advised customer to contact dealer for further updates. Writer will contact service manager and advise him to discuss concern with DM to come to final resolution.jlg110

UPDATE: Customer states vehicle is still pulling to the right. States dealer attempted to resolve concern 3 times and has not fixed the problem. Seeking buyback. Writer will send file to 82A for further review.jlg110

Left message for Wayne, sm.

CAIR SENT TO ZONE/DEALER 42 68852 10/25/02 10:00 R [REDACTED]

_Owner calls to see if file is still open writer assured it was.

Reviewed service history with Wayne, sm, he stated a local tire shop was successful in resolving the pull to the right concern in another Liberty. He wants to send this vehicle to the tire shop also. Owner will call him on Tuesday when he returns. ABS concerns were resolved. He will contact his district manager(dm) to review. His dm (drl14)should be there on Tuesday also. Advised him will send email to dm to review.

No answer at home #.

Reviewed concerns with owner- he is not interested in having vehicle repaired and only wants replacement. Advised owner email was sent to dm for review. Owner understands.

Email was sent to DM on 10/25.

Talked to Wayne, sm, he confirmed his DM was there yesterday. The owner was called and did not bring the vehicle in. The dm wants the vehicle to be aligned by a repair facility with a different machine. He is waiting on a return call from the owner. The vehicle will not be replaced.

CAIR RETURNED FROM DEALER 10/31/02 AT 01:10 P [REDACTED]

WAYNE CALLED CUSTOMER 10/29/02, LEFT MESSAGE AT 10/30/02 AT 8:55 , HAS HAD NO RESPONSE FROM CUSTOMER..

WAYNE JACOB

Left message for owner.

Owner is not pleased about taking the vehicle back into the dealer. He will take the vehicle in on 11/4. Advised owner will follow-up with the dealer.

U011205

U011205

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GL58K3 2W [REDACTED]	Open Date	01/17/2003	Built Date	03/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY	
In Service Dt	04/21/2002	Mileage	19,323	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			

Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE			
Dealer Address	681 ORANGE DRIVE				
Dealer City	VACAVILLE	Dealer State	CA	Dealer Zip	95687

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FAIRFIELD CA [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Air bag deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:
 DCX manufacturing defect caused both front air bags to deploy for no reason
 Description of the incident (what, when, where, injuries, etc)
 Customer driving down residential road when air bags deployed. Customer did not hit anything, was driving as normal. Occurred on 1/14/03 at 2PM, owner sustained owner in neck, shoulder and arm
 Has the owners insurance company been contacted ?
 Yes
 If yes provide name/policy number and phone number
 USAA
 Policy # [REDACTED]
 Phone # [REDACTED]
 Where is the vehicle exactly located (provide name/address/phone #)
 Dealer 44517
 681 Orange Drive
 Vacaville, CA 95687
 Phone: (707) 449-8900
 Is there property damage or other vehicles involved in the accident?
 No
 Has a Police or Fire report been filed (what municipality & report #)
 No

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

1/17/03 Original owner under basic warranty calling about accident where air bags deployed unexplainably, as vehicle was not involved in any collision or similar accident. See structured narrative. Customer seeking compensation from DCX. Writer assured customer that information had been documented and report forwarded to proper department for further handling. Stated that customer would be contacted regarding setting up inspection. Provided file number. * Note customer's work number is 510-547-5649, which is best method of contact during weekly business hours. RSM51

1/17/03-Owner calls back, states this is no fault of her own and claims her insurance company will not cover a rental vehicle. Owner seeking alternate transportation. Agent advises owner that her request would be submitted. mpk23

1.21.2003

Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information..m rp

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-21-2003 10:34

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-21-2003 10:34

_1.22.2003

Inspector called and stated that the airbag module shorted out. Please repair the vehicle at no cost to the customer....mrp

CAIR SENT TO ZONE/DEALER 71 44517 01/22/03 19:00 O [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/23/03 AT 06:00 [REDACTED]

*CONTACTDATE:1/28/03

Dealer 44517 has updated the mileage to 16181.

Service / Parts Director at the dealership has updated the Cair# [REDACTED]

Dealer 44517 has updated the CAIR # [REDACTED] Parts have been ordered .

*CONTACTDATE:1/28/03

Dealer 44517 has updated the mileage to 16181.

Service / Parts Director at the dealership has updated the Cair# [REDACTED]

Dealer 44517 has updated the CAIR # [REDACTED] Parts have been ordered .

Owner contacts the DCCAC wanting the DCX to settle a claim for missed work and doctor's appointments. She is also upset that the vehicle is still down. Agent advised that DCX will fix the vehicle per the terms of the warranty and her request would be noted in the file. Advised that wants a resolution to day and a settlement. Owner states that if DCX cannot provide, she is contacting an attorney and hung up. Agent left advised mrp1 via message of owner contact.

1.30.20032

CALLED AND LEFT A MESSAGE, REQUESTING RECEIPTS FOR HER MEDICAL EXPENSES.

MRP

02/18/03 JDP23 Owner called in regarding a non-recall related issue.

Writer transferred to DCCAC for further assistance.

2-18 Owner calls requesting to speak with MRP1. Owner is requesting compensation for loss of work and medical expenses. Reviewed with MRP1 and he states he will call owner back in minutes. Please call owner at [REDACTED]

2.18.2003 3:39PM

Returned the customer call, and she stated that the vehicle has not been repaired.

I called the dealer and they are waiting on a seatbelt... I checked with our part guru and was told that the part has been shipped and should arrive tomorrow. The customer will fax a letter requesting pain and suffering, lost time from work, and medical expenses.. mrp

02/20/03 Customer calls back stating that she contacted the dealer to arrange a pick up time and was told that she would be lucky to get her vehicle back in the next two weeks. Writer left message with MRP1 informing him of above. Writer attempted to contact the service manager at dealer 44517, but service manager was unavailable. Customer requested return call when more information becomes available.

*CONTACTDATE:2/24/03

Dealer 44517 has updated the mileage to 16189.

Service / Parts Director at the dealership has closed the Cair# [REDACTED]

CAIR RETURNED FROM DEALER ON '2/24/2003 ' AT'07:50:340 'R [REDACTED]

Dealer 44517 has closed the CAIR # [REDACTED].Warranty repair has been documented on Repair order #135056.

_3.4.2003

David Law from the dealer left a message concerning 42 days of rental being outstanding for this cair. I left a callback request @ 9:23am with instructions to fax me the bill for processing. mrp

_3.5.2003

Rental receipt for \$1,172.54 received from dealer VACAVILLE. _Enterprise rental.....m rp

_3.20.2003

Received fax of customer's consequential expenses totaling \$63,363.70 forwarded to product litigation.....m rp

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K7	3W [REDACTED]	Open Date	02/17/2003	Built Date	12/04/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/04/2002	Mileage	10	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DDD	TRANSMISSION - 5-SPEED HD MANUAL				

Dealer	63826	GENE'S CHRYSLER CENTER				
Dealer Address	3400 S CUSHMAN ST					
Dealer City	FAIRBANKS	Dealer State	AK	Dealer Zip	99701	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	FAIRBANKS AK [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default | Rimas service manager at 63826 alleges the air bag deployed

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Rimas service manager at 63826 states the air bag deployed while the vehicle was sitting in idle for about 30 minutes.

Description of the incident (what, when, where, injuries, etc)

Rimas alleges on 2/13/03 at 10:00 am the vehicle was moved so the lot could be snow plowed. The vehicle sat in idle for about 30 minutes upon returning to the vehicle he noticed the drivers side air bag had deployed. There was no one in the vehicle at the time and there were no injuries.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

N/A

Where is the vehicle exactly located (provide name/address/phone #)

Gene's dealer code 63826, 3400 SOUTH CUSHMAN STREET, FAIRBANKS, AK, 99701, phone #907-452-7117.

Is there property damage or other vehicles involved in the accident?

No

Has a Police or Fire report been filed (what municipality & report #)

No

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

The vehicle has not been repaired. Informed Rimas the file will be forwarded for internal review and someone will be in contact.

***** Alleged Mis-(No-Impact) Deployment of Air Bags *****Q

Please arrange for inspection, provide PVIR and photos. _

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-18-2003 08:16

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-18-2003 08:17

022003 - Conv w Dave Vial/EAA and DMB. No DRBill codes.

Confirmed that driver side air bag deployed. Veh was on high heat 8 hrs. without any apparent impact - pass side air bag did not deploy.

***** Repair Request *****

Please arrange for repairs to drivers side air bag and pre-tensioner and provide alternate trans. Please work with STAR hotline in

order to attempt to diagnose.

Submit claim on RO to FAX 248-512-8748 att Dave Bennis for direct check reimbursement. Any ?'s - 248-944-7036. thank you

*CONTACTDATE:2/20/03

Service Manager at the dealership has updated the Cair# [REDACTED]
Dealer 63826 has updated the CAIR # [REDACTED] An appointment has been set with the customer.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/25/03 AT 06:00 [REDACTED]

***** Replacement Request *****

022603 - Rec'd repair estimate from Genes CJ for 2712.60 which exceeds Alaska statute of 5% of MSRP 20,034.00.

Recent information rec'd in SI indicates that untitled stock unit buybacks should be handled by the business centers.

Contact at Warranty Administration for questions is Doug Maddox at 722-7301.

It is therefore requested that repair initiatives be stopped and replacement process begun. Thank you. Dave Bennis/SI/248-944-7036.
Most of the repair charges are replacement parts...not covered under the statute, therefore can you tell dealer to continue with repairs? thanks

031703 - DMB leaves message

that it was understood that repairs were to be performed vs replacement of vehicle.

040703 - letter and check sent

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K9 3W [REDACTED]	Open Date	05/22/2003	Built Date	07/25/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	10/28/2002	Mileage	9,000	Dealer Zone	32 NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Dealer	68950	MCDONAGH CHRY-JEEP INC			
Dealer Address	400 ROUTE 18				
Dealer City	EAST BRUNSWICK	Dealer State	NJ	Dealer Zip	08816
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MONROE TOWNSHIP NJ [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default "air bag light will not turn off. "

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 have a 2003 Liberty, air bag light will not turn off. will not be able to get to dealer until Saturday or Tuesday. have 2 fairly long trips for tomorrow Thursday and Friday. will I expose anyone to any danger driving with light on?
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 SENT THE FOLLOWING:
 Dear Joseph:
 Thank you for contacting DaimlerChrysler regarding your '03 Jeep Liberty. The air bag light comes on when it detects a malfunction in the system. If the air bag light is on there is the potential of the air bags not working as deploying as designed in the event of an accident or the possibility of them deploying without warning.
 We would recommend you have the vehicle inspected by a dealership to ensure the safety of you and your passengers.
 Thanks again for contacting us.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K4	2W [REDACTED]	Open Date	06/10/2003	Built Date	10/16/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/19/2002	Mileage	28,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68067	LOVE CHRYSLER INC				
Dealer Address	4401 S PADRE ISLAND DR					
Dealer City	CORPUS CHRISTI	Dealer State	TX	Dealer Zip	78411	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CORPUS CHRISTI TX	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Complete Failure - Default Air bag light is on.

6/10/03. Original owner states has taken vehicle to #23851 and #68067 for air bag being on. States both dealers have made repairs, light is on again. Seeking resolution. Writer contacted Roland in service, verified prior repair for air bag module. Writer advised file being sent for resolution. Writer advised owner of above and to see dealer for current concern.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
 REASSIGNED TO ZONE/DLR 63 68067 06/10/03 18:01 R [REDACTED]
 *CONTACTDATE:6/20/03
 Top-level Administrator at the dealership has closed the Cair# [REDACTED]
 Complaint could not be duplicated and explanation has been provided to customer .
 CAIR RETURNED FROM DEALER ON '6/20/2003 ' AT'09:39:877 'R [REDACTED]

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K9	3W [REDACTED]	Open Date	06/24/2003	Built Date	07/25/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/28/2002	Mileage	10,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68950	MCDONAGH CHRY-JEEP INC				
Dealer Address	400 ROUTE 18					
Dealer City	EAST BRUNSWICK	Dealer State	NJ	Dealer Zip	08816	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MONROE TWP NJ [REDACTED]			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

6/24/03 Original owner calls seeking assistance getting the vehicle repaired. States that his air bag light is on. States that the dealer advised him that the module needs to be replaced. States that this has been going on for several weeks. States that the dealer offered to put him into a rental but the vehicle was too small and he declined the rental and picked the vehicle up. States that he has a trip to go on 6/26. Writer contacts dealer and speaks with service. States that part has arrived. States that it will take one and a half days to install. States that the owner was at the dealer earlier. States that they offered to put him in a rental vehicle while the repairs were being made. States that the owner declined this because the rental agency requested his credit card number. States that the owner took the vehicle with him. Writer advises owner that vehicle must be at the dealer in order to be repaired. Advises that alternate transportation is not covered by warranty and is being offered as a goodwill gesture by the dealer. Owner states that he will keep the vehicle and go on his trip in this vehicle. Writer advises owner that DCX does not recommend this. Owner states that he will contact his local government consumer protection agency. MAS189

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K3	2W [REDACTED]	Open Date	08/08/2003	Built Date	02/22/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	03/05/2002	Mileage	36,500	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HOUSTON TX [REDACTED]			Country	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default | Warranty coverage on an airbag.

Second owner who purchased vehicle with 28,000 miles is calling inquiring on airbag warranty. Informed customer that manufacturer's warranty is for three years or 36,000 miles including the airbag. Customer has not had airbag concern diagnosed, and states he will take vehicle to a independent facility.
 8-8 Second owner seeks assistance with an undiagnosed air bag light. Agent informed the owner that the vehicle needs to be diagnosed by a DCX facility before assistance could be offered.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K6	2W [REDACTED]	Open Date	09/24/2003	Built Date	11/14/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/30/2001	Mileage	67,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68689	HEALEY CHRYSLER DODGE JEEP LLC				
Dealer Address	557 ROUTE 52					
Dealer City	BEACON	Dealer State	NY	Dealer Zip	12508	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NEWBURGH NY	[REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Air bag light on. Wanted to know if there was a recall related to problem.
Recall - A07: AIR BAG WIRE CHAFING - Other	Customer was advised of complete recall.

nmh10 September 24, 2003 Customer called in regards to a problem she was having with the airbag light. Customer was advised that there was a complete recall for A07. Customer wanted to see if there was recall that would explain the problems that she was having. At the beginning of the conversation customer did not have VIN. Customer was driving and attempted to get the VIN while on the road. Customer pulled over and gave number to writer. Writer added new number to file using COIN. Reference number given.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K6	3W [REDACTED]	Open Date	10/07/2003	Built Date	04/24/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/29/2003	Mileage	4,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	26737	LABADIE JEEP				
Dealer Address	909 NORTH EUCLID AVENUE					
Dealer City	BAY CITY	Dealer State	MI	Dealer Zip	48706	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BAY CITY MI	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default Air bag light came on.

10/7/03 Original owner states that her vehicle's air bag light came on and she took it to Dealer 26737 for repairs. Dissatisfied with fact that she is without a vehicle and loaners are not provided. Agent advised owner that her complaint would be documented. No rental assistance provided. ALM58

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J8GL58K2	3W	Open Date	11/12/2003	Built Date	01/17/2003
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	03/18/2003	Mileage	6,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68608	CARMAX CHRY-JEEP OF NORCROSS				
Dealer Address	1975 BEAVER RUIN ROAD					
Dealer City	NORCROSS	Dealer State	GA	Dealer Zip	30071	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ATLANTA GA	[REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Advised of no recalls on this vehicle
Corporate - Newspaper Article/TV Story - Default - Default - Default	Customer inquiring about the ball joint recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says his air bag light keeps coming on

LCM39, 11/12/03- Customer says his air bag light keeps coming on. Advised customer of no recall regarding this. Customer inquiring about the ball joint recall. Advised that no recall has been issued, and if his vehicle is involved in teh recall he will be notified by mail within the next few months.

BAM67 12/05/03 Customer alleges air bag light keeps flicking on and off and has had it to dealer a number of times to fix it and dealer cannot find anything. Writer advised customer to talk to district manager. Writer advised there are no recalls as yet.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K7	2W [REDACTED]	Open Date	01/13/2004	Built Date	01/08/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	09/03/2002	Mileage	28,307	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	67779	DAVID O'NEAL INC				
Dealer Address	5500 CAPITAL BOULEVARD					
Dealer City	RALEIGH	Dealer State	NC	Dealer Zip	27604	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MORRISVILLE NC [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both

Last 8 of VIN: Mileage:
 2W [REDACTED] _28307
 Date and time of incident:unknown _
 Customer Alleges:Airbags deployed while driving _
 Description of the incident (what, when, where, injuries, etc):
 Has the customer's insurance company been contacted?NO
 Name, policy number, and phone number for customer's insurance:
 Where the vehicle is currently located (provide name/address/phone #):
 David O'Neal 5500 Capital blvd Raleigh NC 919-872-5500
 Is there property damage or other vehicles involved in the accident?no
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS
 ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE FULL PVIR, PHOTOS, DRB CODES, POLICE REPORT (if available),
 A COMPLETE INSPECTION OF ALL SAFETY EQUIPMENT , INCLUDING ALL AIRBAGS
 & SEATBELTS, AND ANY OTHER PERTINENT INFORMATION. THANKS.
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-14-2004 08:15
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-14-2004 08:15
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-14-2004 08:48
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-14-2004 08:49
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/23/04 AT 06:00 11960954
 1/30/04. PLEASE REPAIR AIR BAG AND ANY ASSOCIATED DAMAGE. THERE APPEARS
 TO BE NO OTHER DAMAGE. WE COULD FIND NO REASON FOR THE AIR BAG TO GO OFF
 OTHER THAN A QUESTIONABLE IMPACT/SLIT ON THE SPARE TIRE.
 THE SPARE TIRE HAS A 4 INCH CUT ON IT BUT THE OWNER ALLEGES IT DID NOT
 COME OFF THE FRONT OF THE VEHICLE.
 DICTATED LETTER.
 2/2 DM informed SM of above. DCX to cover Airbag repair, owner responsible
 for tire.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K5	2W [REDACTED]	Open Date	01/20/2004	Built Date	10/16/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/28/2002	Mileage	60,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	65940	FRESNO CHRYSLER JEEP				
Dealer Address	4880 NORTH BLACKSTONE AVENUE					
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	AUBERRY CA [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Accident - Default	Airbags deployed in parked vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

[REDACTED]
 Airbag deployment in parked vehicle
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 **** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****
 Owner Alleges:
 Airbags deployed without warning or accident.
 Description of the incident (what, when, where, injuries, etc)
 On Saturday January 17, 2004 at Noon. The vehicle was park on Auberry Rd in Auberry Ca, states both front airbags deployed without warning. Customer was not in the vehicle, states he heard a bang noise and saw that both airbags had deployed.
 Has the owners insurance company been contacted ?
 Yes
 If yes provide name/policy number and phone number
 Farmer's
 Claim [REDACTED]
 1-800-435-7764
 Where is the vehicle exactly located (provide name/address/phone #)
 720 Terrace
 Fresno, Ca 93704
 559-260-5295
 Is there property damage or other vehicles involved in the accident?
 No
 Has a Police or Fire report been filed (what municipality & report #)
 No.
 **** End structured narrative SI POLICY FIRE OR ACCIDENT ****
 null
 1.20.2004
 Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information.. m rp
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-20-2004 15:54
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-20-2004 15:54
 1.23.2004

REASSIGNED TO BC/DLR 71 65940 01/23/04 09:04 O [REDACTED]
_1.23.2004

Inspector called and stated that the customer had the vehicle ideling and he was outside of the vehicle when the airbag deployed. The inspection did not reveal any reason for the deployment, other than the drb's could not communicate with the airbag module. Please replace the airbag, module and check the wiring. Please send the module to vehicle safety for testing
Module pn. 56010501AE.....
message left for RUSS ASH.

*CONTACTDATE:1/23/04

Service Director at the dealership has updated the Cair# [REDACTED]
Parts have been ordered .

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/24/04 AT 06:00 [REDACTED]

*CONTACTDATE:1/26/04

Service Director at the dealership has updated the Cair# [REDACTED]
Parts have been ordered .

*****EMAIL STATES*****

I parked the vehicle at the side of the road - got out to talk with a neighbor - we heard a bang and both airbags had deployed . Vehicle was stationary engine was idleing.

*****WRITER'S REPLY - based on above narrative*****

Thank you for your email to DaimlerChrysler regarding your 2002 Jeep Liberty.

Our records show that you have contacted us by telephone and are addressing your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

Customer called for an update on the above.

1.27.2004

Also notify Dino Depaolis when the parts arrive m rp

Customer called requesting rental assistance for since the vehicle is being repaired by DCX. Customer has been in a vehicle for 10 as of 1/27 days and repairs are expected to be completed on 1/29. Advised customer rental assistance would be offered for the previous 10 days and would be reviewed again on 1/30 if repairs are not complete.

*CONTACTDATE:1/29/04

Service Director at the dealership has closed the Cair# [REDACTED]

Warranty repair has been documented on Repair order #12344.

CAIR RETURNED FROM DEALER ON '1/29/2004 ' AT'01:48:134 'R [REDACTED]

_2.11.2004

returned Russ's call and suggested that he send me the customer's rental bill. .. m rp

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K6	3W [REDACTED]	Open Date	03/01/2004	Built Date	10/08/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/29/2002	Mileage	7,800	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	44930	PREMIER DODGE-CHRY-JEEP				
Dealer Address	13000 I-10 SERVICE RD					
Dealer City	NEW ORLEANS	Dealer State	LA	Dealer Zip	70128	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GRETNA LA [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Drivability - Unknown - No Start - Default	
Product - Electrical - Battery - Complete Failure - Default	
Recall - C36: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	

Owner calls and states this is the 3rd time vehicle has been in dealer for same problem. States the air bag light comes on and something drains the battery. States vehicle does not start sometimes. Owner alleges Richard at dealer informed her on Friday that on Monday he would provide a loaner. States she went to Enterprise and they wanted money which she did not have. Writer explained to owner under factory warranty loaner is not provided. Writer called dealer service manager Mike and left message. Informed owner writer will request dealer follow up with her.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution REASSIGNED TO BC/DLR 63 44930 03/01/04 13:24 O [REDACTED]

Owner calls back seeks information regarding file. Writer advised owner that file has been sent to the dealer for review yesterday afternoon, and SM Mike has been contacted, and DCCAC has left message advising dealer of concern, as noted above. Writer offered to contact dealer and obtain status of vehicle owner declined, and states that she is surprised that dealer has not called owner back today. Writer advised owner that file was sent to dealer yesterday afternoon, and file is under review. Owner thanked writer for information.

3/2/4 Original owner calls requesting further assistance with above situation. Owner requesting if she should wait to hear from dealer or if she should call them herself. Writer stated that it was likely that the dealer would not contact her until they completed repairs however she could call them if she would like. Writer requested to place call with dealer for owner. Owner declined, stated she just wanted to know DCX procedure, and ended call. EMD15

Appears Ducote Chrysler Jeep resolved mechanical issues with vehicle. Owner appears dissatisfied with selling dealer and is pursuing outside of DCX. As vehicle is repaired, no further DCX assistance is required. For further information, please review other CAIRs. SMH

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K0	2W [REDACTED]	Open Date	03/01/2004	Built Date	07/11/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	07/31/2001	Mileage	42,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67062	LARCHMONT CHRYSLER-JEEP-DODGE				
Dealer Address	2533 BOSTON POST RD					
Dealer City	LARCHMONT	Dealer State	NY	Dealer Zip	10538	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MAMARONECK NY [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

First owner called seeking assistance with the repair of his air bag light being on. Owner states that he took the vehicle into the dealer before for the same concern and the dealer ordered the parts but never got it in. Owner states that it is still on. Writer called dealer #67062 and spoke to Bob the service adviser (who told owner to call) Bob stated that they did order the part but it never came in. Due to previous history, low mileage and vehicle age, DCX will cover the cost at 100%. Advised of recall.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GK58K6	3W	Open Date	03/16/2004	Built Date	10/08/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/29/2002	Mileage	8,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	44930	PREMIER DODGE-CHRY-JEEP				
Dealer Address	13000 I-10 SERVICE RD					
Dealer City	NEW ORLEANS	Dealer State	LA	Dealer Zip	70128	
Owner					Contact Type	LETTER
Address					Home Phone	
	GRETNA LA				Country	UNITED STATES
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default						
Recall - C36: LOWER BALL JOINTS - Advise Owner/Incomplete Recall						

****DCCAC REFERRAL**** Customer submits letter to Dr. Zetsche's office. Customer writes that the vehicle is at dealer for second time within a two month period for the same problem. Owner states she was advised by the Assistant Service Manager that they could not fix the problem and to bring it back when it happened again. Owner feels personnel at dealer were rude, disrespectful and degrading. Owner would like vehicle fixed, compensation for time without vehicle and no alternate transportation and the people at the dealership fired.

Writer spoke to Richard at dealer (Service Manager Mike Kominsky not available). Richard advised that owner was at dealership today for a concern of vehicle jerking and steering wheel vibration. Richard test drove vehicle with customer who kept saying "don't you hear that?". Richard advised he heard the normal sounds of a Jeep changing gears in transmission. The vibration was normal when vehicle at a stop, it is the vibration of engine running. Richard suggested that if owner did not agree with dealership, she should seek a second opinion from another Jeep dealer in area. No repairs made. As far as owner's concern about alternate transportation, vehicle brought in on a Saturday two weeks ago by tow truck. Richard advised owner he would diagnose vehicle on Monday and if need to keep vehicle would arrange a loaner. Richard states they replaced battery and kept vehicle to assure no draw on battery. Owner went to Enterprise Leasing for a vehicle and Richard believes they could not come to an agreement on what vehicle owner would get, so owner left without a vehicle.

Writer left message on owner's home phone.

Owner calls back regarding above. Agent transferred to PKG with permission.

Customer returned my call. She advised me that she took her vehicle to Ducote Chrysler Jeep (67317) and requested a second opinion regarding her concerns. The dealer advised her of the outstanding recall on the lower ball joints. Owner states her dealer (Premier 44930) did not advise her of recall even when she was there today. Owner states Richard did offer her a loaner but she could not pay for the gas nor the \$10/day insurance charge. When Enterprise talked with Richard he declined both. Owner stated she was going to sue the dealer, Richard advised dealer did not have to offer loaner. Owner left Enterprise without a vehicle. I asked if owner had purchased a service contract she indicated yes. I advised her

that there was not a DaimlerChrysler contract on vehicle, owner insisted that there was. She advised that papers are in vehicle and when she picks it up from dealer she will advise me of diagnosis and also who the service contract is with.

Per call from owner on 3/17/04, vehicle picked up from Ducote (67317). Vehicle runs fine. Owner states that she is not sure what the dealer did, however owner is satisfied with service. Owner is still upset with the personnel at Premier and will pursue through dealer principle.

Closing file.

Per call from customer she has not heard from the selling dealer, she sent the letter to the owner of the dealership so that it had to be signed for. A Missy Montgomery signed for the letter. Owner has placed calls to speak with Ms. Montgomery but has not received a return call. I advised owner I will contact the dealer to see if they will respond to letter.

Writer left message on Tracy Montgomery's voicemail. Per dealer operator, she is the Customer Relations person for the dealership.

Per call from Ms. Montgomery, she received copy of owner's letter attached to Better Business Bureau letter. Ms. Montgomery did not receive original owner's letter. Ms. Reynolds has in past spoke with owner about dealer not finding problem with vehicle. She also advised owner that with 7 dealerships, there is a Management Company that is responsible for all stores. Owner's concern regarding personnel was addressed with CFO of Management company as well as the individuals involved. Owner will receive a copy of the letter to the Better Business Bureau.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GL38K3	3W [REDACTED]	Open Date	03/24/2004	Built Date	08/23/2002
Model Year	2003	Body	KJJM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/11/2003	Mileage	9,254	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	24170	MILAM JEEP				
Dealer Address	608 RIVER ROAD					
Dealer City	PUYALLUP	Dealer State	WA	Dealer Zip	98371	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	PUYALLUP WA [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on intermittently
Corporate - Lemon Law - Default - Default - Default	alleges has "serious safety defect"

Customer alleges has "serious safety defect."
 Number of days owner claims vehicle has been out of service:
 19
 Number of repair attempts owner claims is for the same condition:
 3
 Description of concern:
 air bag light came on intermittently
 ***** ATTENTION: BUSINESS CENTER *****
 Writer reassigning to Business Center for handling.
 Please have customer notified of resolution.
 Please have file updated with final resolution.

 Writer will forward Customer Assistance/Inquiry Record (CAIR) to the appropriate Business Center personnel.
 (Note: The URL to access the WCCS Imaging System on an intranet browser is: <http://odwccs03.oddc.chrysler.com/WccsImageClient/>)
 * Writer left message acknowledging receipt of correspondence and advised forwarded for review. Left with Tracy - she provided his cell phone number. _
 [REDACTED].this cair is being re-assigned to RAD16 for resolution of cust's concern. please update. After resolution please close. Thanks!...BJ1
 REASSIGNED TO BC/DLR 71 24170 03/24/04 19:46 O [REDACTED]
 032404: Left service manager a detailed message. Waiting for a warranty repair order analysis. RAD16
 032504: I called service and part director Kirk Salisbury and reviewed the case by phone. He agreed to fax me the warranty repair order analysis.
 032604: As of this date, I have not received the analysis. RAD16
 032804: I will review service file during a dealership visit. (032904)
 032904: Inspected service file and found 3 check engine lights, for air bag system. I will call customer and review the case. RAD16
 040104: I called [REDACTED] and reviewed his claim by phone. He contends that

his vehicle is a safety risk, with the 3 check engine light repairs! I advised the customer that his vehicle does not qualify as a life threatening issue, under the terms of the Washington state lemon law process. [REDACTED] stated that he has not driven his vehicle much, since the 3rd check engine illumination. This case does not meet the state lemon law parameters at this time. No further district manager action required. RAD16 050304: Customer calls to report that his check engine light is on, again. He has already took vehicle to Milam Jeep repair. I called service manager to confirmed that statement. Customer is now requesting a replacement vehicle, or he will continue with the lemon law process. I will process his request, after damage inspection. RAD16

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J8GL38K3	3W	Open Date	05/03/2004	Built Date	08/23/2002
Model Year	2003	Body	KJJM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/11/2003	Mileage	9,600	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68930	LITHIA CHRYSLER JEEP DODGE OF	RENTON			
Dealer Address	585 RAINIER AVENUE S					
Dealer City	RENTON			Dealer State	WA	Dealer Zip 98055
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PUYALLUP WA				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default Customer requesting a replacement vehicle.

050304: Customer requesting replacement vehicle due to several check engine illuminations repairs. I called customer and reviewed his case by phone, again. Processing to bc for further replacement assistance. RAD16
 File forwarded to ISG via databse.
 RAD16 - please input RO mileages of repairs as warranty history as of 5-4-04 only shows 2 repairs that have been claimed in warranty. DJD17
 Repair summary as follows;
 1. RO# 34041 11-24-03 5880 miles Air bag light.
 2. RO# 34751 12-22003 6851 miles Air bag light.
 3. RO# 37049 03-15-04 9254 miles Air bag light.
 4. RO# 38282 04-26-04 9544 miles Air bag light.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K8	2W [REDACTED]	Open Date	06/29/2004	Built Date	06/26/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	07/28/2001	Mileage	40,952	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JEEP				
Dealer Address	4807 KIRBY DRIVE					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77098	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	STAFFORD TX	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

06/29/04 Original owner called regarding a concern with the vehicle needing a Airbag control module. Owner advised that his DCSC will not cover the repairs. Owner advised that he is seeking coverage. Service adviser, Ed, advised the cost of the repair would be about \$400. He advised he spoke with DCSC already, the Airbag Control Module is not covered. Writer agreed to cover the repair with a \$50 co-pay. Writer advised owner the concern has been documented. Writer advised due to concern and mileage there would be a \$50.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K6	3W [REDACTED]	Open Date	07/06/2004	Built Date	03/04/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	04/22/2003	Mileage	8,079	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	13716	CHRYSLER 65TH
Dealer Address	65TH INFANTRY AVE. KM. 2.5	
Dealer City	RIO PIEDRAS	Dealer State EX Dealer Zip 00924

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BARRANQUITAS PU [REDACTED]	Country	PUERTO RICO

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

07/06/04 The customer called and informed me that the airbag explosion. ao
 07/09/04 The vehicle was inspected for Terry.
 07/19/04 The vehicle repair at Chrysler 65th cover by the warranty. Called the service Mannager the part was order to repair the vehicle. ao
 3/19/08 VCW2 updated cair image from pending to X.
 Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58KX	2W [REDACTED]	Open Date	08/16/2004	Built Date	10/22/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	12/07/2001	Mileage	27,070	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	26334	SOUTHFIELD CHRYSLER PLYMOUTH JEEP		EAGLE		
Dealer Address	28100 TELEGRAPH ROAD					
Dealer City	SOUTHFIELD		Dealer State	MI	Dealer Zip	48034
Owner	[REDACTED]				Contact Type	CERTIFIED LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	DETROIT MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	owner wants buyback due to ongoing dash light concern with vehicle
Corporate - Lemon Law - Default - Default - Default	
Recall - C36: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	

Owner writes DCX seeking a buy back due to ongoing electrical concerns. _
 Owner states he allowed the dealer the 4th repair attempt to fix the vehicle and now the air bag light stays on constantly. Owner states the vehicle has always pulled to the right. Owner states the warning chime for head light indicator does not work. Owner states the shifter handle an is loose due to the many dash repairs for electrical concern. Owner states he is seeking the following early lease termination, waiver to all damage on the vehicle: several bumps on the body and windshield.
 @ 16:21 Writer spoke with Owner and advised the vehicle will need a dealer inspection to determine cause of failure if any. Writer advised Owner of recall C36. Writer advised Owner he can review options with service manager after the vehicle has been diagnosed and if concern are related to prior concerns. Writer provided direct# and file# as reference.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K7	4W [REDACTED]	Open Date	07/26/2004	Built Date	07/23/2003
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/11/2003	Mileage	30,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CHALFONT PA [REDACTED]				Country	UNITED STATES

Recall - C30: PCM ELECTRICAL CONNECTOR SEALS - Advise Owner/Incomplete Recall	Advise of open recall
Recall - D16: SWING GATE HANDLE SWITCH - Advise Owner/Incomplete Recall	Advise of open recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges air bag light comes on
Corporate - CNA Change - Default - Default - Default	Update address in COIN

LKD6 07/26/04 Customer called to update address. Writer updated address in COIN and advised of two open recalls D16 and C30. Writer advised customer to make an appointment with a dealer to have recalls performed. Customer alleges air bag light comes on occasionally. Writer advised customer to mention this to dealer. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K8	2W [REDACTED]	Open Date	08/05/2004	Built Date	05/16/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	12/07/2002	Mileage	17,000	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DDD	TRANSMISSION - 5-SPEED HD MANUAL				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	VIRGINIA BEACH VA [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	air bags deployed on their own
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:
 Owner states air bags deployed for no reason.
 Description of the incident (what, when, where, injuries, etc)
 Owner states she was driving on I-264 last night at about 7:30p.m. Owner states she was driving about 35 mph on the on-ramp. Owner states the air bag light suddenly came on and both air bags popped and deployed. Owner states she went to emergency room because of cuts and bruises on left arm from air bag.
 Has the owners insurance company been contacted ?
 yes
 If yes provide name/policy number and phone number
 Progressive Insurance
 Policy [REDACTED]
 (800)776-4737
 Where is the vehicle exactly located (provide name/address/phone #)
 Art Walker's Auto Service
 2636 Dean Drive
 Virginia Beach, VA 23452
 (757)340-0131
 Is there property damage or other vehicles involved in the accident?
 no
 Has a Police or Fire report been filed (what municipality & report #)
 Virginia State Police
 No report number

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

08/05/04 Informed owner that file will be forwarded to the special investigations department for review. Provided file number. Informed owner of incomplete recall.
 _8.06.2004
 Forwarded to 82t m rp
 8/9/04-assigned to KWK3-rlg
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-09-2004 10:30
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-09-2004 10:30
 Owner called requesting an update. Writer advised the owner will be contacted when we have the results of the inspection.
 Inspection Requested: 8/9/2004 (TNewton)
 Inspection Conducted: 8/16/2004 (TNewton)
 Inspection Report Received: 8/18/2004 (TNewton)

Owner called for an update regarding the above. Writer informed owner that an update to her file occurred 08/19/04 but there is no other information available. Owner says she is concerned because she is in a rental and wants to know who will be paying for it. Writer stated will document concern.

8.23.2004/10:24am message left for Roberta, requesting a followup call..m rp

Offer Letter Sent: 8/25/2004 (TNewton)

Offer Letter Sent: 8/27/2004 (TNewton)

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58KX	2W	Open Date	09/01/2004	Built Date	05/14/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/13/2002	Mileage	28,664	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	23633	OVERLAND PARK JEEP INC				
Dealer Address	8775 METCALF AVE					
Dealer City	OVERLAND PARK	Dealer State	KS	Dealer Zip	66212	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KANSAS CITY MO			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags air bag deployed while normal stopping

9-1-04 Ben Munday, warranty administrator, dealer 23633, calls to inform dcx that front air bags deployed during normal stop, customer alleges received minor injuries. Ben notes that Vehicle in accident 1 year ago and vehicle was hit at right front end and air bags did not deploy. Vehicle was repaired at dealership. Vehicle is at dealer at this time. Contact person is Todd Harrison, service manager.
23633 OVERLAND PARK JEEP INC J
8775 METCALF OVERLAND PARK KS 66212 913-381-8100
_9.02.2004
Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information.. m rp
CAIR NUMBER REQUEST EAA INSPECTION 09-02-2004 09:40
CAIR NUMBER E-MAIL SENT TO EAA 09-02-2004 09:40
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/08/04 AT 06:00 12601751
Dealer service manager Todd Harrison calls for status of investigation and inquiring if he can start work on vehicle.
Informed Todd that CAIR will be updated for follow up.
PLEASE FOLLOW UP WITH SERVICE MANAGER TODD HARRISON. THANK YOU
9-8-04 eaa report received. no physical damage found. please goodwill _ needed repairs to air bag system . thanks. art gilbert
UPDATE, D/M PLEASE REVIEW CAIR HISTORY AND CLOSE CAIR.....LJJ...
THANK YOU DIANA/ PLEASE CLOSE CAIR.....
9/15/04 Ben, service 23633 calls for update. Agent informs of lines 19-20. cf55

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58KX	2W [REDACTED]	Open Date	09/10/2004	Built Date	05/14/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/13/2002	Mileage	28,000	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	23633	OVERLAND PARK JEEP INC
Dealer Address	8775 METCALF AVE	
Dealer City	OVERLAND PARK	Dealer State KS Dealer Zip 66212

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	KANSAS CITY MO [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags air bag deployed while normal stopping

***** EMAIL BRIEF DESCRIPTION CONTENT *****

The airbags on my 2002 Jeep Liberty deployed.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

My Jeep Liberty had not been hit nor did I hit anything. I had just left work. Drove about one block and a half when I noticed the airbag indicator light on. By the time I reached the stop sign the airbags deployed. This happened on Monday, August 30, 2004. Have you had this problem with other 2002 Jeep Liberties?

*****END OF EMAIL *****

Per linked file, issue has been addressed. Sent following email to customer:

Dear [REDACTED],

Thank you for your email to DaimlerChrysler Motors Corporation regarding the airbag concern you stated you had with your Jeep Liberty.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K3	2W [REDACTED]	Open Date	09/21/2004	Built Date	04/10/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	06/23/2001	Mileage	35,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67935	MICK'S NORTH HILLS CHRY-JEEP INC				
Dealer Address	7670 MCKNIGHT ROAD					
Dealer City	PITTSBURGH	Dealer State	PA	Dealer Zip	15237	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PITTSBURGH PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default | air bag light is on

Owner contacts DCCAC regarding the air bag light being on and convinced the concern is related to the recall that she had completed on the vehicle last year. The recall involved the air bag wiring harness near the power steering pressure hose bracket being wrapped with a protective cover. Owner stated the dealer informed her the needed repair to fix the air bag light being on would cost her \$400. Owner is also upset the dealer charged her \$160 to diagnose the vehicle. Writer tried to contact service to find out what repair is needed since owner had no idea. Had to leave a message on Rich's voicemail with direct line asking for return call. 9/21 Rich from dealer returns call to writer stating the vehicle needs an air bag module. Not related to the recall completed in September 2002. Rich stated they explained this to the owners but they did not accept explanation. Rich also stated they did not purchase the vehicle there or bring it in for regular maintenance. Writer contacted owner to inform of above. Owner stated she is still going to look into with the Attorney Generals office.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58KX	2W [REDACTED]	Open Date	10/05/2004	Built Date	05/14/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/13/2002	Mileage	28,800	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	KANSAS CITY MO [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags | air bag deployed while normal stopping

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Airbags deployed because of malfunction in the computer.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Concern has been addressed. See Linked CAIR [REDACTED]
 Writer replied to owner advising the concern has been addressed.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58KX	2W	Open Date	10/29/2004	Built Date	05/14/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/13/2002	Mileage	1	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	23633	OVERLAND PARK JEEP INC				
Dealer Address	8775 METCALF AVE					
Dealer City	OVERLAND PARK	Dealer State	KS	Dealer Zip	66212	
Owner					Contact Type	LETTER
Address					Home Phone	
	KANSAS CITY MO				Country	UNITED STATES

Corporate - Other - Default - Default - Default

Customer states previously vehicle was hit on one front fender but airbag did not deploy and questions why. Also, recently airbags deployed by themselves, per customer. DCX paid for repairs. Writer left message for call back. Unable to determine first incident should have deployed airbag, as vehicle has been repaired and it was not a complete frontal accident. Second message left.

Sent additional information request letter. Daytime telephone and specifics to airbag deployment. Also whether repairs have been made to airbags.

11/10/2004 Customer called requesting assistance with records from previous CAIR per CDC43, transferred customer for additional assistance.

11/10/04 Owner called regarding above. Owner seeking to speak with JCS21 at ext. 7147. Warm transferred owner to JCS21. No business phone #.

Customer calls DCCAC to review accident issue from 2003. Customer states someone hit her vehicle but was not a complete frontal impact. Reviewed with ALG2 who advised since it has been so long and repairs have been made that DCX unable to determine any abnormality. Customer states DCX did cover airbag repairs for faulty deployment.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K4	2W	Open Date	12/06/2004	Built Date	10/16/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/19/2002	Mileage	1	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68067	LOVE CHRYSLER INC				
Dealer Address	4401 S PADRE ISLAND DR					
Dealer City	CORPUS CHRISTI	Dealer State	TX	Dealer Zip	78411	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CORPUS CHRISTI TX				Country	UNITED STATES

Recall - C36: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Advised of incomplete recall
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Alleges airbag light is always on
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problem not resolved
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

MP650 12/6/4 The customer called after receiving recall notice c36 .The writer advised the customer to contact their local Chrysler dealership to set up an appointment. The customer also stated the air ABS light was always on and dealership was unable to resolve problem 12/6- Original owner calls stating that the airbag light is back on (NOT the ABS light) and there is an intermittent buzzing sound. Owner states that the last repair was in 4/03. Owner states that the vehicle is kept at his parent's house in Georgia because he is stationed in the Netherlands. Owner feels that the problem should be covered under warranty since he had repairs twice while under warranty. Owner states that he is not sure of the mileage. Advised owner to have his parent's bring it to the dealer for diagnosis. Owner unsure of dealer as well. Advised that assistance could be reviewed once a diagnosis is made and the mileage is known. Owner understands.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K4	3W [REDACTED]	Open Date	12/27/2004	Built Date	09/13/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/22/2002	Mileage	70,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68117	CITY CHRY-JEEP				
Dealer Address	833 EASTERN BY-PASS					
Dealer City	MONTGOMERY			Dealer State	AL	Dealer Zip 36117
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MARBURY AL [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised of no outstanding recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleged that air bag light flashes on and off while driving.

cb431 12/27/04
 Advised of no outstanding recalls.
 Customer alleged that air bag light flashes on and off while driving.
 Advised to have vehicle inspected at a Jeep dealer.
 Advised that concern has been documented, and provided file number.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K4	2W [REDACTED]	Open Date	01/19/2005	Built Date	02/23/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/21/2002	Mileage	62,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67623	HULING BROS CHRYSLER JEEP INC				
Dealer Address	4550 FAUNTLEROY WAY S W					
Dealer City	SEATTLE	Dealer State	WA	Dealer Zip	98126	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SEATTLE WA	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Airbag light stays on.

wt70 01-19-05
 Customer called stating she is having a problem with the air bag light staying on and the mechanic told her that is was because her vehicle is over the 60000m point. Customer wanted to know if this was true. Advised customer to contact DCCAC.
 cs757 01.21.05
 Customer called back because the phone number was not correct. Advised customer to contact the DCCAC, provided contact information.
 Verified that the customer understood.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K9	2W [REDACTED]	Open Date	02/01/2005	Built Date	03/11/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	09/02/2002	Mileage	30,220	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68043	TEXAS CHRY-PLYM-DODGE-JEEP				
Dealer Address	5255 IH 35					
Dealer City	GEORGETOWN			Dealer State	TX	Dealer Zip 78626
Owner	[REDACTED]				Contact Type	CERTIFIED LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	ROUND ROCK TX [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light comes on while driving vehicle
Corporate - Lemon Law - Default - Default - Default	Requesting problem be corrected within 30 days or replacement
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Says vehicle serviced for problem five times

Owner sent certified letter to DCCAC, requesting that problem with airbag light be corrected within 30 days, or vehicle replaced.

Owner says vehicle has had intermittent problem with airbag light coming on while driving since 522 miles. Says back to dealership 5 times to correct. Seeking assistance to resolve.

Writer called owner to acknowledge letter--Owner not available. Left message advising letter received and file reassigned to Dealer/Business Center for resolution.

DEALER: Please assist as necessary to resolve airbag light issue, using S.T.A.R. Center/Business Center technical assistance procedure if needed.

REASSIGNED TO BC/DLR 63 68043 02/01/05 10:25 O 13114832

Customer seeking information on status of customers situation.

Customer seeking update on air bag repair. Customer states this is the last time or she is seeking lemon law. Agent informed customer the district manager has been notified of the situation this morning and should get back to her within a couple of days. Agent looked for TSB on vehicle and found one for airbags but only through 2001.

2-7-05 d/m contacted s/m on 2-2-05 to review. S/m to contact owner and arrange for diagnosis and repairs. bps1

207-05 vehicle at dealership. s/m working with star to resolve. ordering wiring harness to resolve. bps1

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K5	2W	Open Date	02/21/2005	Built Date	10/16/2001
Model Year	2002	Body	KJJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR			
In Service Dt	03/28/2002	Mileage	91,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	43921	SURROZ CHRYSLER JEEP DODGE				
Dealer Address	151 NEELEY STREET					
Dealer City	VISALIA	Dealer State	CA	Dealer Zip	93291	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	AUBERRY CA				Country	UNITED STATES

Product - Steering - Unknown - Other - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Airbag deployment / steering column looseness

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****Customer email follows:

The airbags in my vehicle activated inadvertently last January. (chrysler sent an engineer to investigate). Chrysler replaced the airbags at no cost to me. I noticed looseness in the steering wheel after I picked up the vehicle. The looseness continued to get more pronounced. I asked my dealer service man about the looseness and he said it was not related to the airbag deployment. However since then I have been told by 2 sources that it is standard practice to replace the steering column whenever an airbag deployment occurs. I would like Chrysler to repair my steering column for me.

*****Response follows:

Thank you for your email regarding your 2002 Jeep Liberty. I have reviewed the information regarding the unfortunate deployment of your airbags back in 2004. After carefully considering the situation we will have to decline providing any assistance in additional repairs. Although a more favorable reply could not be provided, sharing your concern with us is appreciated. Thank you again for your email.

*****Customer response follows:

In regards to [REDACTED]. Your response provided no particulars or details. Is it not common practice to replace a steering column in this type of vehicle following an airbag deployment? Has there been any service advisories issued addressing this point (or other advisories dealing with the steering column)? I would appreciate actual answers to these questions - not auto or canned boilerplate responses. Thank you Carl Johansson

*****Response follows:

Thank you for your email regarding your 2002 Jeep Liberty Sport. The information you are requesting is not available from the DaimlerChrysler Customer Assistance Center. Questions regarding what parts need to be replaced are best directed to your local dealership. I am unable to provide any sort of diagnosis via email.

There have been no service advisories regarding the steering column on your vehicle.
Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K5	2W	Open Date	02/17/2005	Built Date	10/16/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/28/2002	Mileage	91,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	65940	FRESNO CHRYSLER JEEP				
Dealer Address	4880 NORTH BLACKSTONE AVENUE					
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	AUBERRY CA				Country	UNITED STATES

Product - Steering - Unknown - Other - Default	Customer asking about steering column.
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Customer states that his air bag suddenly came out for no reason, and he had it repaired at dealer 65940. Customer states that ever since this repair, his steering column wobbles around. Customer states that he asked dealer about this, and dealer states that the steering column has nothing to do with the air bag repair. Customer got a second opinion from other dealer and customer was told that replacing the steering column is supposed to be part of the repair. Customer hung up while on hold.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GL58K8	3W [REDACTED]	Open Date	03/15/2005	Built Date	08/05/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	01/08/2003	Mileage	44,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	24199	MY JEEP				
Dealer Address	444 AUTO CENTER CIRCLE					
Dealer City	SALINAS		Dealer State	CA	Dealer Zip	93907
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SOLEDAD CA [REDACTED]				Country	UNITED STATES

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default | Customer inquiring about warranty coverage.

Customer states that the air bag light is coming on in the vehicle, for no apparent reason. Customer inquiring about warranty coverage, wanting to know if his vehicle has basic or extended warranty and if the cost of the diagnosis would be covered. Writer advised the customer that the cost of a diagnosis is not covered by warranty.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK38K0	3W [REDACTED]	Open Date	03/31/2005	Built Date	09/13/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	01/09/2004	Mileage	12,600	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	13850	BELLA RETAIL GROUP, INC.				
Dealer Address	CARR. #2 KM 16.7			BO. CANDELARIA		
Dealer City	BAYAMON	Dealer State	EX	Dealer Zip	00649	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SAN JUAN PR [REDACTED]	Country	PUERTO RICO

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

03/31/05 Customer was driving and alleged that the air bag deploy with not impact. The vehicle is at the dealer Flaghin in Bayamon. ao

 Reviewed report and photographs. It is suggested, that in the interest of customer satisfaction, this vehicle be repaired at DCMC expense. jss15.
 Vehicle was authorized to repair. Rd19

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GL58KX	3W [REDACTED]	Open Date	04/13/2005	Built Date	10/01/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	11/17/2002	Mileage	37,665	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	24110	MIDWAY JEEP CHRYSLER				
Dealer Address	777 CAMINO DEL RIO SOUTH					
Dealer City	SAN DIEGO		Dealer State	CA	Dealer Zip	92108
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	COROANDO CA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 The airbag light stays on consistently. I have had it to the dealer many times for this problem. they have replaced several sensors, but to no avail. Is there a technical expert that can help them diagnois this problem?
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:
 The dealer does not seem to have any idea why this is happening. Although, they have tried several replacements of seat belt tensioners, the airbag light comes on immediately after I pick-up the car. Unfortunately, it stays on all the time. It has been on intermittenly, then contiously for the last 30,000 miles. There is clearly something setting this off each start-up. My Jeep has not only front airbags, but side-curtain airbags. Is there a history of sensor failure with these?
 SENT THE FOLLOWING:
 Dear [REDACTED]:
 Thank you for your email to DaimlerChrysler regarding your 2003 Jeep Liberty.
 I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
 Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.
 Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
 If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
 Thank you again for your email.
 Sincerely,
 Marvin
 Senior Staff Representative
 DaimlerChrysler Customer Assistance Center

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58K4	2W	Open Date	04/12/2005	Built Date	05/29/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/25/2002	Mileage	70,500	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBQ	STEEL BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC				
Dealer Address	2695 EAST MAIN STREET					
Dealer City	PLAINFIELD	Dealer State	IN	Dealer Zip	46168	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	AVON IN			Country	UNITED STATES	

Product - Steering - Unknown - Other - Default airbag deployed.

4-12-05 Request investigation of air bag deployment without reason for the deployment. Airbag deployed while driving, did not hit anything. The vehicle is not wrecked. The customer sustained some minor injuries because of the air bag deployment. Burns to the body and a cut. The vehicle is located at Westgate CDJ in Plainfield In. (Indianapolis area) Dealer code 68960. The contact is Doug Miller (service mgr.) phone #317-839-6554. Location is 2695 East Main St. Plainfield In. 46138. The customer's name is Ms. [REDACTED] s phone [REDACTED] (H) [REDACTED] (W)_BS. _

refer to 82t
4/13/05 assigned to kwk3/jlg.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-13-2005 10:11
CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-13-2005 10:12
Inspection Requested: 4/13/2005 (ACooks)
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/18/05 AT 06:00 13420698
Inspection Conducted: 4/14/2005 (ACooks)
Inspection Report Received: 4/18/2005 (ACooks)
Inspection Requested: 4/13/2005 (JMedina)
Inspection Conducted: 4/14/2005 (JMedina)
Inspection Report Received: 4/18/2005 (JMedina)

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K5	2W [REDACTED]	Open Date	04/26/2005	Built Date	08/16/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/06/2001	Mileage	67,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67438	POTAMKIN CHRYSLER PLYMOUTH JEEP				
Dealer Address	16600 NW 57TH AVE					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33014	
Owner	UNKNOWN, UNKNOWN				Contact Type	TELEPHONE
Address	UNKNOWN				Home Phone	
	UNKNOWN TN UNKNOWN				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Air bag light on.

Customer states the air bag comes on and off and he does not want to pay for the repairs. Agent advised him there is no assistance available for these repairs.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K5	2W [REDACTED]	Open Date	04/26/2005	Built Date	08/16/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/06/2001	Mileage	67,257	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67483	TOWBIN CHRYSLER SOUTH INC				
Dealer Address	945 KINGS HIGHWAY					
Dealer City	SWEDESBORO		Dealer State	NJ	Dealer Zip	08085
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	MIAMI FL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default Air bag light on.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Light of the air bag go on and off (big problem for safety)

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

These was the worst service ever from jeep. I have a problem with the airbag light, light come off and on . Jeep had these problem with other model and with jeep for many years . First, i contact jeep they told me that was free because of many complain . Now they want me to pay 250\$. Sorry to bad this is a bs , i will keep the light on and if something happen to me i will be sueing you for my injury. So, from your side is better to resolve this problem as soon as possible. Be sure to see how many more people has the same problem ,(is on the net) is not my car is a recall that you need to take care . Be good with your customers because many other companies make cars like you . And be sure that the people work for you are well train . Thank you [REDACTED]

Writer:

Dear [REDACTED],

Thank you for your email to DaimlerChrysler Motors Corporation about the airbag lamp issue with your 2002 Liberty.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL4814	4W240899	Open Date	05/10/2005	Built Date	02/17/2004
Model Year	2004	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/27/2004	Mileage	20,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ED1	ENGINE - 2.4L POWER TECH DOHC I-4				
Transmission	DDK	TRANSMISSION - 5-SPEED HD MANUAL				
Dealer	23759	VAN BOXTEL JEEP				
Dealer Address	1010 S MILITARY					
Dealer City	GREEN BAY	Dealer State	WI	Dealer Zip	54307	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]		CIMS 485-06-73	Home Phone	[REDACTED]	
	AUBURN HILLS M [REDACTED]			Country	UNITED STATES	

Product - Electrical - Unknown - Improper Installation/Missing - Default | Air Bag light comes on.

Customer was in a rental vehicle over 60 days due a buy-back concerning an electrical air bag light coming on. This writer has agreed to pay for a rental for 40 days @ \$25.00 = \$1000. agm7

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K3	3W [REDACTED]	Open Date	05/27/2005	Built Date	02/21/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	09/14/2003	Mileage	6,400	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68935	LITHIA CHRY-JEEP OF ANCHORAGE				
Dealer Address	4434 OLD SEWARD HIGHWAY					
Dealer City	ANCHORAGE			Dealer State	AK	Dealer Zip 99503
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ATQASUK AK [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated his air bag light will not go off.
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Customer stated his air bag light will not go off. Customer lives in Alaska and does not have close access to a dealer. Writer advised customer to call dealer 68935 Lithia to see if they can assist him.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GK58K3	2W211603	Open Date	07/18/2005	Built Date	10/19/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	07/08/2002	Mileage	41,666	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26703	JEEP CITY CHRYSLER OF CLEVELAND				
Dealer Address	2490 SOUTH LEE HIGHWAY					
Dealer City	CLEVELAND	Dealer State	TN	Dealer Zip	37311	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	BENTON TN [REDACTED]	Country	UNITED STATES			

Referral - Tier Three - Default - Default - Default	Customer states that her air bag did not deploy.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Customer states that she heard a ding and the air bag light came on, then two seconds later her front driver side air bag deployed while she was driving.
 Transfer to tier three SMD54.
 Customer was transferred over with a air bag deployment of the drivers side air bag only. Cell number [REDACTED]
 Vehicle is at Jeep City in Cleveland Tenn. Mr Foster/ Matt Chris Dlr 26703
 Spoke with Matt awaiting an answer there was no accident and no injuries.
 26703 JEEP CITY CHRYSLER OF CLEVELAND CJ
 2490 SOUTH LEE HIGHWAY CLEVELAND TN 37311 423-339-8756
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE FULL PVIR, PHOTOS, DRB CODES, POLICE REPORT (if available), A COMPLETE INSPECTION OF ALL SAFETY EQUIPMENT , INCLUDING ALL AIRBAGS & SEATBELTS, AND ANY OTHER PERTINENT INFORMATION. THANKS.
 PLEASE.....
 _RETURN REPORT TO
 ROY PORTERFIELD
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 07-18-2005 15:03
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 07-18-2005 15:04
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/22/05 AT 06:00 [REDACTED]
 REASSIGNED TO BC/DLR 66 26703 07/25/05 10:26 R [REDACTED]
 _7.25.2005
 DC will repair the vehicle, under the terms of the warranty. Also provide alternate transportation at \$30.00 at five day increments. m rp
 REASSIGNED TO BC/DLR 66 26703 07/25/05 10:28 R [REDACTED]
 REASSIGNED TO BC/DLR 66 26703 07/28/05 12:36 R [REDACTED]
 *Contact Date:07/29/2005
 Assistant Service Manager at the dealership has closed the Cair# [REDACTED]
 DCX goodwill repair is documented on Repair Order# [REDACTED]

CAIR RETURNED FROM DEALER ON '7/29/2005 ' AT'09:34:998 'R [REDACTED]

*Contact Date:07/29/2005

Assistant Service Manager at the dealership has closed the Cair# [REDACTED]

DCX goodwill repair is documented on Repair Order [REDACTED]

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON '7/29/2005 ' AT'09:35:525 'R [REDACTED]

*Contact Date:08/04/2005

Service Manager at the dealership has closed the Cair# [REDACTED]

Warranty repair has been documented on Repair Order# [REDACTED]

CAIR RETURNED FROM DEALER ON '8/04/2005 ' AT'03:54:190 'R [REDACTED]

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K8	2W [REDACTED]	Open Date	09/01/2005	Built Date	03/28/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/31/2002	Mileage	40,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	41527	DAVE CROFT MOTORS INC				
Dealer Address	901 N BLUFF RD					
Dealer City	COLLINSVILLE	Dealer State	IL	Dealer Zip	62234	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	([REDACTED]) [REDACTED]
	SAINT LOUIS MO [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on .
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The customer states the air bag light is on and is seeking assistance for the repair.
 Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized DaimlerChrysler dealership.
 Informed customer that any authorization for a DaimlerChrysler dealer diagnosis would be at their discretion and expense. No commitments for goodwill assistance have been made at this time.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K7	2W [REDACTED]	Open Date	09/15/2005	Built Date	09/06/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/25/2001	Mileage	61,500	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE			
Dealer Address	8250 SOUTH WEST 8TH STREET					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33144	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MIRAMAR FL [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer upset about customer service.
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Customer seeking to file a complaint against dealership 68064 and service advisor Robert Camacho. Customer states the air bag light was to be serviced and and customer had to provide his rental for three days. Customer states he tried to stay in contact with the Robert and was not able to have a call back from Robert. Agent advised the customer the complaint will be documented and provided the reference number.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K4	2W [REDACTED]	Open Date	09/23/2005	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/05/2002	Mileage	91,400	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	26002	SAM DELL CHRYSLER-JEEP				
Dealer Address	7800 BREWERTON RD					
Dealer City	CICERO	Dealer State	NY	Dealer Zip	13039	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HALLSTEAD PA [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised of no outstanding recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleged air bag light flashes on and off.
Corporate - CNA Change - Default - Default - Default	Updated ownership in COIN.

cb431 09/23/05
 Customer alleged air bag light stays on for a bit, and then goes off, and repeats this pattern. Customer seeking recall information. Advised of no outstanding recalls related to an air bag light problem. Advised to have vehicle inspected but any repairs that need to be done will be at owner s cost. Customer understood. Updated ownership in COIN. Advised that customer will now be notified by mail if any future recalls are issued to the vehicle.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K8	2W [REDACTED]	Open Date	09/29/2005	Built Date	05/20/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/04/2002	Mileage	51,000	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CHESTER VA [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown | Customer stated her air bag light came on.

Customer inquiring on any recalls on the vehicle. Customer was advised of no recalls. Customer stated her air bag light is on. Customer was advised of no recalls in regards to the problem.
MS854 29/09/2005

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K0	3W [REDACTED]	Open Date	01/26/2006	Built Date	08/24/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/26/2002	Mileage	38,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	26482	HERTRICH JEEP				
Dealer Address	1378 SOUTH DUPONT HIGHWAY					
Dealer City	DOVER	Dealer State	DE	Dealer Zip	19901	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	([REDACTED]) [REDACTED]
	FELTON DE	[REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that dealership did not resolve her issue.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that her air bag light is on.

Customer states that her air bag light is on and she had the issue before her warranty expired. Customer states that dealership did not resolve her issue. Customer inquiring if the dealership will cover this since she has been having this issue. Agent informed customer that her repair may be covered under her extended warranty but we would have to know what has to be repaired first. Customer states that she will get the dealership to look at the vehicle and call back if it is not covered. Agent provided customer reference number.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J8GL58K4	2W	Open Date	02/20/2006	Built Date	09/15/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/17/2001	Mileage	45,000	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	SAINT PAUL MN			Country	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	Agent updated new owners information.
Product - Suspension - Lower Control Arms/Ball Jnts - Noisy - Unknown	Customer alleges her ball joints are noisy in the front of the vehicle.
Recall - A07: AIR BAG WIRE CHAFING - Reoccurrence or Related Problem	Customer feels this recall issue is occurring again.
Recall - C36: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Customer feels this recall issue is occurring again.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Agent updated new owners information. Customer states her air bag light is on, and thinks her lower ball joints are bad, because there is a noise when she turns. Customer wanting to know if this is covered under either of the two recalls. Agent advised customer that she would have to take the vehicle to a certified Jeep dealer. Agent advised customer if her problem is from the recall, that would be covered again. Agent provided customer with the information, for future reference.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GK58K9	2W [REDACTED]	Open Date	03/16/2006	Built Date	03/22/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	04/18/2002	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBQ	STEEL BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68377	VERO BEACH CHRYSLER				
Dealer Address	855 S US HIGHWAY 1					
Dealer City	VERO BEACH			Dealer State	FL	Dealer Zip 32962
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	GEORGETOWN SC [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on sporadically.
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Customer states 4 months ago, the air bag light came on. Customer states the air bag light comes on sporadically. Customer states it will cost \$233.33 to repair this issue. Customer states the control module needs to be replaced. Customer states the vehicle is currently at dealer 68377. Customer inquiring if there are any recalls concerning this issue. Agent advised customer there are no recalls concerning the air bag. Agent also advised customer that agent could not see any information concerning this issue with other vehicles. Customer states he is not happy with having to pay \$233.33 for the air bag light. Customer states he has not even owned the vehicle for a year. Customer states he is seeking assistance with this repair. Agent transferred customer for further review of the issue. Received transfer. Second owner, purchased used-as-is, calls seeking assistance. Vehicle is 4 years old, 60,000 miles, no DCSC, no history, second owner. DECLINED ASSISTANCE based on above. Final decision. Owner terminated phone call after a stream of profane remarks.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K6	3W [REDACTED]	Open Date	03/16/2006	Built Date	01/22/2003
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	02/08/2003	Mileage	21,757	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	37567	TOWN MOTORS				
Dealer Address	305 WEST LINCOLN HIGHWAY					
Dealer City	EXTON	Dealer State	PA	Dealer Zip	19341	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]	[REDACTED]		
	WEST CHESTER PA [REDACTED]	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Owner alleges air bags deployed inadvertently, no impact was experienced
--	--

3/16/06 DM Bill Kuehrmann contacted by Steve Cooke, SM at Town Motors. Owner alleges the air bags deployed while he was driving the vehicle, no impact was involved. Please have investigator inspect the vehicle to determine proper DCX response in this matter. The vehicle is located at Town Motors, 305 W. Lincoln Highway, Exton, PA 19341, (610) 363 8280. Dealer contact is Steve Cooke, Service Manager.OWK
3.17.2006
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-17-2006 10:28
CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-17-2006 10:29
Customer states he wanted to inquire about the status of this issue. Agent transferred customer for further assistance.
3/24/06 Owner seeking update. Advised owner no updates at this time. Customer inquiring update of vehicle inspection. Agent advised customer that there is no up date as of yet. Agent transferred customer for further research.
Customer calling about status of his inspection. Customer states he was disconnected during transfer. Tier Three Referral.
Customer requests he be contacted with results by business phone. The inspection is done and dealer is starting repairs on vehicle.
Driverside airbag deployed.
_4.04.2006
Please repair vehicle under the terms of the warranty. mrp
REASSIGNED TO BC/DLR 35 37567 04/04/06 10:04 O 14721902
4/10/06 Vehicle has been repaired and returned to owner.OWK

Customer Assistance Inquiry Record (CAIR)#							
VIN	1J4GL58K6	3W	Open Date	03/21/2006	Built Date	08/13/2002	
Model Year	2003	Body	KJJP74 JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY				
In Service Dt	06/13/2003	Mileage	60,856	Dealer Zone	35	WASHINGTON	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PGR	SHALE GREEN METALLIC CLEAR COAT					
Engine	EKG	ENGINE - 3.7L POWER TECH V6					
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE					
Dealer	23295	WHITTEN BROTHERS INC					
Dealer Address	10701 MIDLOTHIAN PIKE						
Dealer City	RICHMOND			Dealer State	VA	Dealer Zip	23236
Owner					Contact Type	LETTER	
Address					Home Phone		
	CHESTERFIELD VA				Country	UNITED STATES	

Corporate - Replacement - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Dealer assistant service manager Tom called and states the vehicle is currently at dealer because the drivers side air bag deployed with out a accident.

States owner informed him the air bag light came on and the chime went off than the air bag deployed.

States vehicle needs a few repairs and is looking for assistance with cost.

Informed Tom a CAIR will be sent to DCCAC special investigations.

Tom states vehicle will be at dealer.

REASSIGNED TO BC/DLR 35 23295 03/21/06 15:27 O 14737336

Tom calls back seeks assist with this open CAIR file. Writer contacts Sue M. transfered Tom to original handling.)

*Accidently sent CAIR to dealer. Informed reassigned to special investigations.

WHITTEN BROTHERS INC
CJ
10701 MIDLOTHIAN PIKE RICHMOND VA 23236 804-378-0707
_3.24.2006

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.

CAIR NUMBER REQUEST EAA INSPECTION 03-24-2006 16:24

CAIR NUMBER E-MAIL SENT TO EAA 03-24-2006 16:24

Customer states he would like a rental vehicle. Agent transferred for further review of issue.

Writer advised no assistance will be provided for a airbag repair without a DCSC.

**Tom from dealer called to inquire as to status. Advised inspection was requested 3/24.

3/28 Tom transfered to Tier 3. Checked with MRP1 who stated the inspection should take place by Thursday 3/30/06.

Customer states someone from DCX came and inspected the vehicle yesterday

(3/30/06). Customer states he has not been contacted by anyone.

Customer inquiring on what the next step would be.

Referred customer to DCCAC for discussion of Special Investigations issue. Consulted with ENJ5. Transferred for further review.

Inspection report has not been finalized.

Owner will call back next Tuesday, if he hasn't heard from DCX.

_3.31.2006

Please repurchase the vehicle and provide alternate transportation until the process.

mrp

04/03/06: As per WAD, ISG is to negotiate a replacement.

Upon completion of the buyback, vehicle is to be sent to Engineering.AL

Customer calling in for an update on buyback of vehicle. Agent

transferred customer for further assistance.

4/3/06 Advise owner (in general terms) of buyback procedure. Advised owner

ISG would be handling specifics of buyback. Owner is currently in a rental and advised owner he could discuss eventual return of loaner directly with ISG.

04/10/06 Check package submitted for approval. cs

Returned for adjustment.AL

04/11/06 Check package resubmitted for approval. cs

04/13: Approved.AL

Customer is wanting the vehicle bought back. Customer is wanting to know who he needed to contact for this information.

Agent advised customer that since the information was to the dealership.

Agent informed customer that he would need to contact Service Manager for

further information per MDB79. Customer states that he has contacted ISG

and they had gave him a price to repurchase the vehicle. Agent informed

customer again he could have to contact the dealership for further

information.

4/19/06 Spoke with Owner yesterday. He does not accept figures. Owner wants

to see if he can just have his vehicle bought back & get back his downpayme

nt. Writer will see what DCX is willing to offer. ms

04/20: CK PKG returned for adjustment.AL

04/21/06 resubmitted ck pkg with adjustments... mp _

4/26/06-Writer awaiting check from DCX-Ck approved on this date. Writer wi

ll send customer check to Greg Comstock at Whitten Bros upon receipt..arf7

5/1/06-Writer sending customer check to Gregory Comstock@Whitten Brothers v

ia UPS: 1Z0A6E410191981192. Called customer to update...arf7

5/2/06-Writer sent customer check to Gregory Comstock@Whitten Brothers on 5

/1 via UPS: 1Z0A6E410191981192. Called customer on this date to update...a

rf7

5/3/06 Received faxed final doc s. Sent payoff check next day UPS. File for

warded to title desk. ms

05/04/06 Received file. Payoff sent on 05/03/06 Will follow up on 05/10/06

. ket

05/10/06 Spoke to Noel at dealership he stated that the title was released

to the VA DMV on 05/09/06. Will follow up with DMV on 05/17/06. ket

Tom Dehaven from 23295 calls asking about rental reimbursement. Tom

mentions he has Roys direct line. Writer advises he should then contact

the Special Investigator involved in the file.

05/17/06 Unit is being returned. Set up transport to DaimlerChrysler in

Auburn Hills with Translogic, per Vince Imperiale. mls

01/24/08 Per Engineering, sell for parts. Faxed LKQ docs. mls

POSTMARK DATE: 041608; DATE RECEIVED: 052108

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K4	2W [REDACTED]	Open Date	05/16/2006	Built Date	03/26/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	04/29/2002	Mileage	36,145	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	24101	JEEP OF VENTURA				
Dealer Address	6424 LELAND STREET					
Dealer City	VENTURA	Dealer State	CA	Dealer Zip	93003	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	CHATSWORTH CA [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three Referral.
Product - Unknown - Unknown - Accident - Default	inadvertant air bag deployment caused injuries
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertant deployment with injury
Corporate - Property Damage - Default - Default - Default	

Mrs [REDACTED] from attorney s office is calling in for the customer. [REDACTED] states that the air bag didn t deploy in the customer s vehicle. Agent provided [REDACTED] with reference number and transferred for further review. Referred customer to DCCAC for discussion of Special Investigations issue.

Mrs [REDACTED] calling from attorney s office calling regarding customers airbag never deploying. Writer advised customer that department does not open until 2:00pm today or writer can transfer this case to that department. Caller states she will call back after 2:00. Caller states he is owners attorney. Caller inquiring about speaking with someone in special investigations. Agent transferred for further assistance.

Attorney informed agent that the airbag deployed with out any reason. Air bag deployed with out any warning..

Advised the attorney we need the first owner contact as the air bag deployment.

Customer calling about the above. File reassigned to 82h for more assistance.

Second owner of record per coin information. mfp

Called the phone number listed and owner stated that incident happened about 2 weeks ago. Owner stated that they were driving along and both air bags went off and there was no impact and no accident. Vehicle is located at the owner s house address on cair. Owner stated he has contacted his insurance company Allstate and they will not handle any repair and per the owner they inspected vehicle and stated to owner no signs of impact. Owner stated that when air bags went off there was a alleged small fire that went out quickly and both he and his wife were burnt due to air bag issue. He also wanted to know if I wanted his lawyer information and I declined at this time stated I will refer this file to SI. mfp

unintended deployment, and injuries, refer to 82t _

_5/17/06 sending back to SI for F/I/P codes thanks jlg117

added Tread data. jss15.

_5/18/06 assigned to kwk3/jlg117

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 05-18-2006 12:00

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 05-18-2006 12:01

Inspection Requested: 5/18/2006 (JMedina)

05/22/2006: Sent acknowledgement letter. (JM)

Inspection Conducted: 5/22/2006 (JMedina)

Inspection Report Received: 5/23/2006 (JMedina)

Customer called in seeking mailing address. Agent providec customer with
DCCAC address.

Offer Letter Sent: 6/14/2006 (JMedina)

Forward to Product Litigation.SSS8

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K5	2W [REDACTED]	Open Date	05/19/2006	Built Date	08/15/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	06/14/2002	Mileage	66,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	45238	PARK CITIES DODGE				
Dealer Address	4801 LEMMON AVE					
Dealer City	DALLAS	Dealer State	TX	Dealer Zip	75219	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FORT WORTH TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default | States the clock spring needs replaced.

Customer states that the air bag light is on and the component in the steering column that controls the blinkers and the air bag is not covered. Customer wants to verify that the component is not covered. Agent informed the customer that the clock spring is not covered. Customer is seeking assistance with the repair. Customer has had repairs for the air bag system on at least two other occasions. Once on a recall and then once because of the buzz in the instrument panel. Customer has owned two DCX vehicles. Customer is seeking assistance with the clockspring. Writer called dealer 45238 and spoke to Hilario. Dealer advised that the customer needs a clockspring but is not sure if it will take care of the problem. Dealer says that the customer does some of her service at the dealer and some at another dealer. Dealer advised that the warranty cost for the clockspring is \$169.98. Writer a approved Goodwill for the clockspring. Customer is responsible for \$100.00 copay in addition to any other charges. Advised the dealer of the preauthorization. Dealer requested that the customer be transferred to his to discuss the rental. Transferred the customer.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K1	2W [REDACTED]	Open Date	07/19/2006	Built Date	06/27/2002	
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY			
In Service Dt	09/17/2002	Mileage	30,000	Dealer Zone	42	DETROIT	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EKG	ENGINE - 3.7L POWER TECH V6					
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE					
Dealer	57889	DESKINS MOTOR CO INC					
Dealer Address	100 DESKINS DRIVE						
Dealer City	PIKEVILLE			Dealer State	KY	Dealer Zip	41501
Owner	[REDACTED]				Contact Type	LETTER	
Address	[REDACTED]				Home Phone	[REDACTED]	
	MC DOWELL KY [REDACTED]				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	AIR BAGS DEPLOYED
Product - Unknown - Unknown - Accident - Default	ALLEGEDLY....NO ACCIDENT.
Corporate - Property Damage - Default - Default - Default	

PLEASE NOTE: THIS VEHICLE HAD OVER 28,000 MILES OVER 2.5 YEARS AGO.
 ATTORNEY LETTER SAYS AIR BAGS WENT OFF ALL BY THEMSELVES CAUSING INJURY.
 ATTORNEY WANTS IMMEDIATE CONTACT REGARDING THESE ALLEGATIONS.
 TO 82T.
 DEALER DOES NOT WANT TO GET INVOLVED DUE TO LEGAL POTENTIAL.
 _7/19/06 forward to Product Litigation mkc3/jlg117
 7/31/06.....SI FORWARDED A NEW ATTORNEY LETTER TO 82T.
 7/31/06 forward to Product Litigation mkc3/jlg117

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K3	2W [REDACTED]	Open Date	08/04/2006	Built Date	09/05/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/12/2001	Mileage	73,200	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	STOCKTON MN [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Single Vehicle Rollover | Air bags deployed for no reason.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:
 On 8/3/06 @ approxately 5:30pm as his son was driving on HWY 14 in Winona, MN and for no apparent reason, the air bags went off.
 Description of the incident (what, when, where, injuries, etc)
 No injuries, no accident. Son was traveling along.
 Has the owners insurance company been contacted ?
 No
 If yes provide name/policy number and phone number
 NO ANSWER PROVIDED BY AGENT
 Where is the vehicle exactly located (provide name/address/phone #)
 Vehicle is currently located: [REDACTED] / Stockton, MN [REDACTED] / Phone [REDACTED].
 Is there property damage or other vehicles involved in the accident?
 No property damage.
 Has a Police or Fire report been filed (what municipality & report #)
 No Police report.

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

Customer feels this is product defect and should be covered by the manufacturer.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. MHM1.

Customer calling about above issue. Customer inquiring about why the inspector has not contact him. Agent transferred customer for further assistance.

Owner calls seeking information regarding file. Writer advised owner that DCX will contact owner when investigation has been completed.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-18-2006 10:06
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-18-2006 10:06

Vehicle will be delivered to
 CHRYSLER WINONA CJDT

201 MAIN STREET WINONA MN 55987 507-454-5950
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-18-2006 10:55
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-18-2006 10:56

Paul Plantinga from Veh Safety requests the clockspring, and module be returned to him for study. Parts should be sent to:

DCX
C/O Paul Plantinga
CIMS 482 00 91
800 Chrysler Drive
Auburn Hills, Mi 48326
report reviewed, repairs authorized

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K2	3W	Open Date	08/14/2006	Built Date	12/19/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/29/2002	Mileage	80,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				
Dealer	68707	MICHAEL STEAD'S HILLTOP CHRYSLER	JEEP DODGE			
Dealer Address	3291 AUTO PLAZA DR					
Dealer City	RICHMOND		Dealer State	CA	Dealer Zip	94806
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RICHMOND CA				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both

Vehicle located at
MICHAEL STEAD S HILLTOP CHRYSLER CJDT
3291 AUTO PLAZA DR RICHMOND CA 94806 510-243-6100
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS
ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J,
PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT
INFORMATION. THANKS. MHM1.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-14-2006 09:29
CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-14-2006 09:29

Inspection reviewed, no indication of body damage. DRB cannot connect with
airbag module. Please contact and arrange for repair of Airbag system, at
no cost to the owner.
082206 lm for sm gavin w/ receptionist tmt
082206 lm for sm gavin w/ zack in service tmt
082206spoke to sm gavin, auth d repairs to airbag system . tmt
Rec d memo from Paul Plantinga, Product Investigator, Vehicle safety.
He is requesting parts be returned to him at
DCX
C/O Paul Plantinga
CIMS 482-00-91
800 Chrysler Drive
Aubrun Hills, Mi 48236
Parts requested are the clock spring, and control module
082506 spoke to sm gavin advised of parts request. emailed request to sm
@ gmacliesh@steadauto.com tmt
100906 per sm gavin, repairs completed, vehicle returned to customer
tmt

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58K2	2W	Open Date	08/16/2006	Built Date	05/08/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/08/2002	Mileage	57,700	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67804	CHAMPION CHRYSLER JEEP INC				
Dealer Address	1857 SOUTH NOLAND ROAD					
Dealer City	INDEPENDENCE	Dealer State	MO	Dealer Zip	64055	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LEES SUMMIT MO				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer stated her floor mats had grease on them.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer stated the airbag light comes on.

Customer stated her floor mats had grease on them. Customer stated the airbag light comes on. Customer stated she has already had this vehicle towed four times. Customer stated she had vehicle in at dealer 67804 and she was charged with a \$100.00 diagnosis fee, but dealer never repaired issue with airbag light coming on. Customer stated she never got reimbursed for the towing bill of \$200.00. Customer stated she had the crack in the coil repaired. Customer stated dealer stated they can not find issue in airbag light coming on. Customer stated when she picked vehicle up from dealer there was grease stains on the floor mats in the back of the vehicle. Customer stated the windshield wiper blades were rusted when she picked vehicle up the same day there were grease stains in vehicle.

Agent contacted dealer but the service manager was not available. Agent stated she will contact back at a later time. Agent provided information to customer. Agent offered call back. Customer accepted and provided phone number. Agent provided reference number for customer.

Comments:

I called your customer service 1-800# and spoke to a rep for about 1 hour on the issues I have been having. She was going to contact the dealer and call me back- Never happened! I was ready to trade my vehicle in on a new Jeep- not anymore- your customer service stinks!!! I have had my 2002 vehicle towed 4 times in 3 months and it has been a nightmare in repairs. I have missed work because of breaking down in the middle of the highway. Paid for tow, rental cars, deductables for the same issues. Cracked coils- if they prematurely fail why don t they replace all of them so i don t have to suffer through another tow experience again?? I also have a air bag light that comes on all the time- dealer couldnt find it even though its on all the time??? I guess they just want the 100 deductible again. I can t even trade or sell my vehicle with a major safety problem on my car. I could be killed if the thing decides to pop out while I m driving it- Good thing I have all this documentation in the event it happens there is going to be one heck of a law suit!! Not only am I highly upset with champion - but with the fact you don t follow up with customer service issues. I am a working mother that needs a dependable vehicle, I work odd hours and drive through not so safe areas to get to

work each day. I would love to get rid of my car and get a new one but like I said with an air bag light flashing on and off- no one would be interested and rightly so!!!! I need a new car but must fix this one first to trade in-Not sure how I m suppose to get it fixed when your service departments dont know how to repair them?? Got any suggestions?? We have a local news station that loves to air issues like these- Please advise how I can get the air bag light fixed without leaving my car with a dealer again for another week or so- paying for a rental car and deductible again even though this was in the shop once before and not fixed.

Agent attempted to contact service manager at dealership 67804. Dealer stated service manager was not available at this time. Agent stated she will contact back at another time.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58K2	2W	Open Date	08/29/2006	Built Date	05/08/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/08/2002	Mileage	57,682	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67804	CHAMPION CHRYSLER JEEP INC				
Dealer Address	1857 SOUTH NOLAND ROAD					
Dealer City	INDEPENDENCE	Dealer State	MO	Dealer Zip	64055	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	LEE S SUMMIT MO				Country	UNITED STATES

Corporate - Personnel - Default - Lack of follow-through - Default	Agent failed to call owner back as promised
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

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

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:

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

SEE PREVIOUS LINKED CAIR, REOPENED FILE AND FORWARDED TO AGENT THAT IS TO FOLLOW UP WITH OWNER AS NOTED.

Dear Pamela:

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

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

Thanks again for your email.

REASSIGNED TO BC/DLR 74 67804 09/07/06 09:20 O 15337586

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance
(district manager/zone/STAR) in an attempt to resolve
customers concern. Please update with final resolution

*Contact Date:10/11/2006

Service Manager at the dealership has closed the Cair# 15337586

After repeated attempts the dealer was unable to contact this customer.CAIR
closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 10/11/2006 AT 09:12:515 R 15337586

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GK48K3	3W	Open Date	08/28/2006	Built Date	07/03/2002
Model Year	2003	Body	KJTH74 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR			
In Service Dt	08/06/2002	Mileage	160,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26620	CRONIC INC				
Dealer Address	2515 N EXPRESSWAY					
Dealer City	GRIFFIN	Dealer State	GA	Dealer Zip	30223	
Owner	WILSON, ROY				Contact Type	TELEPHONE
Address					Home Phone	
	ROSWELL GA				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three support referral.
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Customer states that one of his employees was driving down the highway at 45mph when both airbags deployed for no reason. Customer states that they took the vehicle to dealer 26620 for the repairs. Customer states that dealer 26620 told him that they could do nothing until they contacted Jeep. Customer is inquiring as to who is responsible for the repairs. Ownership information has incorrect mailing address. Agent referred customer to call the fleet office in his area to get the information updated. Agent provided contact information. Agent informed customer that regarding the airbag deployment he would be contacted by another agent as soon as the case was reviewed. Agent provided reference number.

Referred customer to DCCAC for discussion of Special Investigations issue. Reassigned CAIR to 82H per RBS33.

VEHICLE IS LOCATED AT:
 CRONIC INC CJ
 2515 N EXPRESSWAY GRIFFIN GA 30223 770-227-4271

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER REQUEST EAA INSPECTION 08-28-2006 11:33
 CAIR NUMBER E-MAIL SENT TO EAA 08-28-2006 11:34

Please arrange for dealer to repair vehicle at DCMC expense. Vehicle Safety Office requests that the Airbag Control Module and Clockspring be returned to the following address:
 DaimlerChrysler Corporation
 C/O Paul Plantinga
 CIMS 482-00-91
 800 Chrysler Drive
 Auburn Hills, MI 48326

Thanks. jss15.

***** Attention District Manager *****

Please comply with the above.dga

Customer states she needs a rental vehicle. Customer states she has had a rental for 1 week and she needs it longer because the dealership will not be finished with her vehicle for about week or 2. Agent advised customer of incomplete recall F23. Agent advised customer that someone will contact her with this issue within 48 hours

Agent advised customer of recall F23 and could not post the reason code because it is in another agent's presentation

Customer states that she has yet to receive a phone call regarding rental extension. Writer transferred the customer to Tier3.

***Owner calls for rental request confirmation. Writer spoke to JSS15, who has agreed to cover the cost of the rental during the repair. She will send a receipt and proof of payment for reimbursement. She has the file # for follow up.

09/26/06 - SM reported that the vehicle has been repaired. SM will return parts as instructed above.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58K2	3W	Open Date	09/08/2006	Built Date	06/19/2003
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/16/2003	Mileage	42,432	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Dealer	68165	DON MILLER CHRYSLER-JEEP INC				
Dealer Address	5339 WAYNE TERRACE					
Dealer City	MADISON	Dealer State	WI	Dealer Zip	53718	
Owner					Contact Type	TELEPHONE
Address					Home Phone	(608) 772-6076
	VERONA WI				Country	UNITED STATES
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall				Agent advised of recall F23.		
Referral - Tier Two - Internal Escalation - Authorization - Default				Referral Tier Two.		

**** Begin structured narrative CL - GOODWILL ESCALATION1 ****
 What is the customer requesting from DaimlerChrysler?
 Customer seeking assistance with air bag light coming on.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 time and mileage
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 yes
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 **** End structured narrative CL - GOODWILL ESCALATION1 ****
 Customer calls seeking recall information. Advised the customer of incomplete recall F23 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer stated that the air bag light comes on. Customer stated that she went down to the dealership before and as they attempted to repair it, the light went off. Customer stated that the air bag light came back on. Customer is seeking assistance with the repair of the vehicle. Agent will transfer customer for further review. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeks assist with clockspring. Writer called 68165 and discussed with Rick. Service advisor states that customer does do a lot of maintenance on the vehicle and the clockspring is not something she caused an issue with. Rick advised that the part warranty cost is \$135.38 and labor is \$28.28.
 As a one-time goodwill gesture, DaimlerChrysler will cover \$105 of the repair. Customer will be responsible for a co-pay in the amount of \$50. While on hold, customer released call. Writer called 608-772-6076 to advise of offer, but left a message at 3:54pm on 9/8/06. Writer called 608-442-7773 and advised customer of offer. Customer was pleased. Customer inquired about incomplete recall. Writer explained that she would just need to advise 68165 that she would like to have that

addressed. Customer understood.

****Dealer Call****

Rick service advisor from dealer 68165 calling to verify pre-auth information. Pre-auth, UN04442930908. Amount \$105.00 with \$50.00 copay, mileage 43432. Agent adjust the mileage.

Rick from the dealership stated that the part cost is 135.38 and labor is \$28.28 as listed above. The total goodwill should be for \$113.66. Agent advised that due to the fact that the PA would not let writer update that the previous agent will be advised to change.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K4	2W [REDACTED]	Open Date	10/04/2006	Built Date	10/16/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/08/2001	Mileage	28,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	61244	GAMBACORTA CHRYSLER JEEP INC				
Dealer Address	421 W 7TH ST					
Dealer City	NEW CASTLE	Dealer State	DE	Dealer Zip	19720	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NEW CASTLE DE	[REDACTED]	Country	UNITED STATES		

Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Customer aware of incomplete recall.
Corporate - Warranty Coverage - Default - Default - Default	

Customer called stating that he took his vehicle into the dealership for the recall. Customer states that his air bag light is on. Customer inquiring if air bag repair would be covered under warranty. Agent advised customer of 8/80 warranty and advised won t be covered unless components that need repair fall under the 8/80. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K6	2W [REDACTED]	Open Date	10/09/2006	Built Date	05/16/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/27/2002	Mileage	76,359	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	23248	ADAMS JEEP				
Dealer Address	1799 WEST STREET					
Dealer City	ANNAPOLIS	Dealer State	MD	Dealer Zip	21401	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	ANNAPOLIS MD [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier three support referral.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertant air bag deployment

Customer called stating that his airbags deployed. Transferred customer to special investigations for further review per KTW13. Agent was about to give customer his reference number and explain to him that an agent would be in contact with him within a couple of business days when the call got disconnected. Customer returned call. Agent gave customer reference number and informed customer he would be receiving a call in a couple to days.

***** 82H *****
 Client Logic neglected to get a daytime phone number for the owner
 No phone number listed. Ok to close file.

VEHICLE IS LOCATED AT:
 ADAMS JEEP J
 1799 WEST STREET ANNAPOLIS MD 21401 410-263-2341

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. mrp1 .

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-13-2006 14:13
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-13-2006 14:13
 10.19.2006

DC will repair the vehicle at no cost to the customer Dealer has been notified

_The parts airbag module and the clock spring are to be sent back to DC: Ship the column to:
 DaimlerChrysler Corporation
 C/O Paul Plantinga
 CIMS 482-00-91
 800 Chrysler Drive
 Auburn Hills, MI 48326

I spoke to Sue Shepard and left my direct phone number and cair. mrp
REASSIGNED TO BC/DLR 35 23248 10/19/06 14:31 R 15526440
Attn Sue Sheppard: Per our discussion, please inform DM when repairs are
completed, and make sure parts go back to the above address, and to the
attention of Paul Plantinga. DM notes that an DASH panel has been B/Od
for this vehicle, but repairs should be done within next week. TSD
REASSIGNED TO BC/DLR 35 23248 10/24/06 15:57 R 15526440

*Contact Date:11/01/2006

Service / Parts Director at the dealership has closed the Cair# [REDACTED]

DCX goodwill repair is documented on Repair Order# [REDACTED]

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:19:604 R [REDACTED]

*Contact Date:11/01/2006

Service Director at the dealership has closed the Cair# [REDACTED]

DCX goodwill repair is documented on Repair Order# [REDACTED]

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:20:891 R [REDACTED]

*Contact Date:11/01/2006

Service Manager at the dealership has closed the Cair# [REDACTED]

DCX goodwill repair is documented on Repair Order#154644

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:22:414 R [REDACTED]

*Contact Date:11/01/2006

Service / Parts Director at the dealership has closed the Cair# [REDACTED]

DCX goodwill repair is documented on Repair Order#154644

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:26:401 R [REDACTED]

*Contact Date:11/01/2006

Service Manager at the dealership has closed the Cair# [REDACTED]

DCX goodwill repair is documented on Repair Order# [REDACTED]

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/01/2006 AT 12:04:581 R [REDACTED]

By DM35y: Vehicle repaired and returned to owner, RO# 154644. Parts being

returned as per above directions in this document. DM closing CAIR 11/1/06

TSD

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K8	4W [REDACTED]	Open Date	12/06/2006	Built Date	06/01/2004
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	06/29/2004	Mileage	33,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE	Dealer State	NY	Dealer Zip	11361	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	
	OAKLAND GARDENS NY [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Not satisfied with service from dealer 66325.
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Customer sent in letter of concern regarding dealer 66325. Customer states he took vehicle to dealer for air bag lights. Customer states he had to make repeated trips to the dealer due to wrong parts being ordered. Customer states the service advisor working on his vehicle did not contact him. Customer states he had to contact the dealer to inquire about the status of his vehicle. Customer states he is not satisfied with service from this dealer.

Agent attempted to contact the customer on 12/6/06 at 12:05am on the customer s home phone. Agent spoke with Mrs. Gallagher who stated Mr. Gallagher will be available after 2:00. Agent will call back after 2:00.

Agent attempted to contact the customer on 12/15/06 at 2:22pm on the customer s home and work phones. Agent was advised customer was not available.

Not enough contact attempts

Agent attempted to contact the customer on 12/18/06 at 6:11pm on the customer s home and work phones and was advised customer was not available.

*** Agent approved to send form letter 006. ***

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL4814	2W [REDACTED]	Open Date	11/30/2006	Built Date	11/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/19/2001	Mileage	80,502	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED1	ENGINE - 2.4L POWER TECH DOHC I-4				
Transmission	DDK	TRANSMISSION - 5-SPEED HD MANUAL				

Dealer	68652	FOLSOM LAKE CHRYSLER JEEP				
Dealer Address	12530 AUTOMALL CIRCLE					
Dealer City	FOLSOM	Dealer State	CA	Dealer Zip	95630	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	RANCHO CORDOVA CA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	Air bag deployed for no reason
Referral - Tier Three - Default - Default - Default	Tier three referral.

Customer called stating that on 11/29/06 his airbags deployed while he was driving. Referred customer to DCCAC for discussion of Special Investigations issue. Agent advised customer that the department that he needs to be transferred to is closed for the evening. Agent informed customer that someone from DCX will be contacting him.
Per CST6.

Customer seeking update. Agent see that file was never reassigned. Referred customer to DCCAC for discussion of Special Investigations issue and reassigned file to 82H.

*****DEALER CONTACT*****

Brett from dealership 68652 calling in. Brett states that he is calling for the customer about above issue. Agent transferred Brett to tier three for further review.

12/5/06 Owner (Mrs.) called regarding above. Vehicle has been sitting at dealer for 5 days. Owner states no one from DCX has called her back. Owner is dissatisfied with the handling of her concerns. Owner expressed her dissatisfaction for an extended period of time. Attempted to address owner s concerns. Owner kept interrupting agent during the conversation. Owner continued to interrupt agent. Unable to continue the conversation. Thanked owner for her time and disconnected.

12/5/06 Owner (Mrs.) called regarding above. Owner seeking to file a special investigation report.

- * Owner states the driver side air bag deployed for no reason while her husband was driving the vehicle.
- * Incident occurred on 12/1/06. Owner s husband was driving the vehicle home from work. Owner came to a stop at a stop sign and the air bag deployed for no reason. Owner drove the vehicle the rest of the way home. No injuries.

* Owner has not contacted the insurance company.
* Vehicle is currently at Folsom Lake Jeep (68652)
12530 Automall Circle
Folsom CA 95630
(916)608-1300

* Vehicle sustained air bag deployment damage.
* No police or fire department involvement.
Owner claims DCX is responsible for the left front air bag deployment.
Owner believes DCX should pay to have the vehicle diagnosed and repaired.
Owner also seeking rental assistance while vehicle is at dealer. Owner states vehicle has been at dealer for 5 days. Owner seeking to have this expedited. No promises or guarantees.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. MHM1.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 12-05-2006 16:07
CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 12-05-2006 16:07
Writer sent Lotus note for status..dg2
Writer received response that we are waiting for photos and advised owner accordingly.

Inspection reviewed, damage to the underbody of the vehicle sufficient to cause airbag deployment

Writer returned owner s call and advised letter will be sent with the above results.
Owner states she would also like a fax copy to her a [REDACTED] . .dg2

Caller states that she wants a supervisor and will not speak with agent. Agent attempted to help caller but she refused to speak to agent. Agent consulted with JAY18. Agent informed caller that supervisor does not feel the need to take over phone call due to agent providing accurate information. Caller asked for Auburn Hills address. Agent provided with information requested.

Customer states that some one was supposed to fax her some information. Agent advised customer that this being handled in a different department. Agent advised customer that agent will reassign the file and the correct party will get in contact with her. Customer states that she is upset because she has been waiting for 15 days.

RESPONSE LETTER WAS SENT TO THE CUSTOMER. NO FURTHER ACTION FROM DCCAC.
MHM1 PLEASE SEND SI FINAL CLOSE OFF. THANKS

Customer claims she was supposed to receive a fax stating the results of the inspection. Customer claims she still has not received this. Customer inquiring if this fax was sent out. Per lines 69-70, agent informed customer a letter has been sent to her by mail but unfortunately a fax cannot be sent. Customer claims two previous agents informed her a fax would be sent. Agent informed customer once again a fax cannot be sent. Customer inquiring who sent the letter. Agent informed customer a separate department within DCX.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL4814	2W [REDACTED]	Open Date	12/04/2006	Built Date	11/21/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/19/2001	Mileage	80,502	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED1	ENGINE - 2.4L POWER TECH DOHC I-4				
Transmission	DDK	TRANSMISSION - 5-SPEED HD MANUAL				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	RANCHO CORDOVA CA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	Air bag deployed for no reason
Referral - Tier Three - Default - Default - Default	Tier Three Referral

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Premature Airbag deployment

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

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

*****END CUSTOMER EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center. Your email concerning the airbag incident you had was received and reviewed by the DaimlerChrysler Customer Assistance Center. We apologize, but these types of issues are handled on a personal basis, over the telephone. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [REDACTED]. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69859. If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:
 Vehicle Identification Number (VIN)
 Vehicle owner name and address
 Day and evening phone numbers
 Current vehicle mileage
 We have trained Senior Staff agents available to address your concerns and advise you of the next steps concerning your inquiry. I look forward to speaking with you. Thank you for contacting the Chrysler Group.
 Thank you again for your email.

*****END EMAIL RESPONSE*****

Customer states that her airbag deployed prematurely. Referred customer to DCCAC for discussion of Special Investigations issue. Customer calling in stating that she was informed she would need to call in and be transferred to another department. Referred customer to DCCAC for discussion of Special Investigations issue per above narrative. Dealer called to verify if the owner called to report the airbag concern. Writer advised he did call and he emailed us but he would still need to call back with the details. The dealer will call the owner. Agent transferred for further review per KTW13.

Customer seeking update. Customer seeking rental. Agent is reassigning to 82H

Please note Primary Cair for response..dg2

Agent contacted the customer on 12/27/06 at 1:49 p.m. in response to message left of Agent s voicemail. Agent spoke with Mrs. [REDACTED]. Mrs. [REDACTED] states she does not agree with the inspection letter. Customer states that she was expecting a report not just a letter with one line stating that there was underbody damage. Customer states she was very unhappy with the whole experience. Customer states that she has gone to the media and is having this matter looked at by her insurance company. Customer states that she is going to seek legal action. Customer states that the dealership never mentioned underbody damage. Customer states this issue happened when husband was simply driving the vehicle down the road at low speed with no impact while coming to a stop sign. Customer states dissatisfaction with the way this was handled. Customer states she was not happy about not being given a timeline regarding when things will happen. Customer requests DCX address to file a complaint. Agent provided DCX address.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K9 3W [REDACTED]	Open Date	12/21/2006	Built Date	09/11/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY	
In Service Dt	11/09/2002	Mileage	30,000	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Dealer	26635	STUART JEEP INC			
Dealer Address	2755 S E FEDERAL HIGHWAY				
Dealer City	STUART	Dealer State	FL	Dealer Zip	34994
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JUPITER FL [REDACTED]	Country	UNITED STATES		

Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repair.
Product - Electrical - Lamps and Switches - Other - Default	Customer states air bag light is on.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with air bag light repair.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Basic warranty out be Time unber by mileage.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes.
 How many DCX vehicles has the customer owned including this vehicle?
 One.
 Is there warranty history related to the current concern?
 No.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer states he is having an issue with her air bag light. Customer states the light is on. Customer is calling to see if there is a recall for issue or if it would be covered under her warranty. Agent informed customer of the recalls on the vehicle and the basic warranty that has expired by time would have covered the repair pending a diganosis. Customer seeking assistance with repair.
 Customer transferred to the internal Tier 2 escalation line for further review of concern per JPH48.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner seeking assistance with the repair of the airbag light. Customer states the vehicle is currently at dealer 26635. Customer states the dealer informed that a part under dash needs to be replaced. Writer called dealer and spoke with Mark the service manager who states the airbag control module needs to be replaced. Dealer states this is not a good customer. Dealer does not mind if DCX assist in the repair. Dealer will call writer back with the cost of the repair. Informed customer with that information. Customer can be reached at [REDACTED] extension 3.
 Writer called dealer and had to leave message with Mark.
 *****DEALER CALL *****

Parts:\$123.62
Labor:\$30.00
Total:\$153.62
Vehicle mileage: 41025
Suggested a\$100.00 co-pay.
Agent entered PA.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K2	3W [REDACTED]	Open Date	12/26/2006	Built Date	03/19/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/25/2003	Mileage	56,041	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	26294	COURTESY CHRYSLER-JEEP				
Dealer Address	2301 39TH AVENUE					
Dealer City	MOLINE	Dealer State	IL	Dealer Zip	61265	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	ROCK ISLAND IL [REDACTED]	Country	UNITED STATES

Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Agent advised customer of recall F23.
Referral - Tier Three - Default - Default - Default	Tier three referral.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	allegedly deployed while vehicle was parked

Customer states air bags deployed while vehicle was parked. Agent advised customer that someone will contact her about her concern.
PER TGC15.

Customer is calling about his airbags did deploy for no reason. Agent advised customer that someone will contact him back regarding this issue per EMW20.

** NOTE: Original agent never reassigned CAIR; they closed it.

* Writer notes 'Case Id: [REDACTED] Star On-Line Ref ID: [REDACTED] in system. Comments were that CAIR would be printed and given to supervisor. Per ms114, def5 did receive file, but not followed up on until 1/5 when he emailed WAD.

* Writer called servicing dealer listed in CAIR [REDACTED] LIBERTY MOTORS, but vehicle had never been there.

* Writer called 26294 Courtesy (obtained from STAR file). 309-764-6700 _ Spoke with Ben as Service Manager (SM) at lunch. Ben handles Jeep. They have vehicle. They had called STAR and have been waiting ever since for someone to show.

Vehicle is at:
26294 COURTESY CHRYSLER-JEEP 309-764-6700
2301 39TH AVENUE MOLINE IL 61265

Customer alleges deployment of airbags when parked.

HOT HOT HOT HOT

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-05-2007 14:13

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-05-2007 14:14

The customer called and stated that she needs to know who will be contacting her because the dealership is rude and will not call her and let her know anything. The agent informed the customer that the agent here at DCX will be the one to contact her. The agent advised the customer that if she does not find out anything by Tuesday to give DCCAC a call back. The customer stated she would

Reviewed report and photographs. No indication of impact damage. Please arrange to have vehicle repaired, including replacement of ORC, at DCMC expense. Please have open recall performed as well. Provide loaner to owner if needed. Thanks. jss15.

011207-reassigned to DM for handling..wdt

Owner of vehicle traded vehicle in SM at dealer 26294 is attempting to track down vehicle to replace and repair air bag. It was traded in at a non DCX dealership.nfm

Vehicle at dealership 26294 repairs are being completed nfm

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL4814	2W [REDACTED]	Open Date	01/04/2007	Built Date	11/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/19/2001	Mileage	79,886	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED1	ENGINE - 2.4L POWER TECH DOHC I-4				
Transmission	DDK	TRANSMISSION - 5-SPEED HD MANUAL				

Dealer	68652	FOLSOM LAKE CHRYSLER JEEP				
Dealer Address	12530 AUTOMALL CIRCLE					
Dealer City	FOLSOM	Dealer State	CA	Dealer Zip	95630	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	RANCHO CORDOVA CA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	Air bag deployed for no reason
Referral - Tier Three - Default - Default - Default	tier three referral support.

Caller by the name of David Herman is calling in regards to the letter that was sent to the customer. David is asking for someone to call and maybe explain exactly what they think caused the air bags to deploy that their technician cannot find any reason from the udderbody that would cause the air bag to deploy and is seeking the diagnosis of DC. David would like to be called at 1-800-854-6011 ext 5010 claim number [REDACTED]. Agent advised the caller that I would reassign this to the appropriate parties. Agent cannot promise a call back at this time per MLB92

* Reviewed with mhm1. No further action required. _
 ** Note if above person is from insurance company and they want to exercise their subrogation rights, they need to send a letter to that effect. _

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K4	4W	Open Date	01/04/2007	Built Date	05/14/2004
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/14/2004	Mileage	48,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Dealer	64124	HALPERT CHRYSLER JEEP INC				
Dealer Address	36845 EUCLID AVENUE					
Dealer City	WILLOUGHBY		Dealer State	OH	Dealer Zip	44094
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SEBRING OH [REDACTED]				Country	UNITED STATES

Recall - F23: LOWER BALL JOINTS - Information Request	Customer seeking if the recall was completed.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking if the vehicle has service contracts.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the air bag light is on in the vehicle.

Customer states she just received the recall letter for recall F23, the lower ball joints. Customer states she had some repairs completed a few months ago on the lower ball joints. Agent informed the customer that she had the recall completed in October. Customer states the air bag light has come on in the vehicle. Agent informed the customer to contact her local dealer. Agent informed the customer of the number to the local dealer.

Customer seeking warranty information on the vehicle. Agent informed the customer she does not have a service contract.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K9	3W [REDACTED]	Open Date	01/09/2007	Built Date	10/03/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	12/13/2002	Mileage	63,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	23889	DON DAVIS DODGE CHRYSLER JEEP				
Dealer Address	1901 NORTH COLLINS					
Dealer City	ARLINGTON	Dealer State	TX	Dealer Zip	76011	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FORT WORTH TX [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three Referral
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	
Product - Unknown - Unknown - Accident - Default	

Customer s father, [REDACTED] calling stating that daughter was in vehicle with engine started when airbags deployed while vehicle was still in park. Mr. [REDACTED] states vehicle is currently at home. Agent updated all contact information. Customer states that his daughter is in pain. Customer states that he is glad this did not happen when his daughter was driving. Agent provided reference number and informed customer that he will be contacted within 48 hours.

Referred customer to DCCAC for discussion of Special Investigations issue.
per CDC43

Caller is seeking recall information. Caller seeking information on air bags. Caller states his daughter s air bags deployed last night, right as she started the car. Caller states he was just seeking to know if this was anything DCX had heard of. Agent informed caller that this is not a known issue to DCX and that there are no recalls for this issue. Caller states he just wanted to check and have it documented.

_1.11.2007

Forwarded to 82t mrp

_1/12/07 assigned to tk27/jlg117

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-12-2007 08:30

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-12-2007 08:30

CCRG Open Date: 01/11/2007 16:14:22

Letter Sent: Acknowledgement 01/16/2007 11:00:44

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/18/07 AT 17:10:26 [REDACTED]

CCRG Close Date: 01/29/2007

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK38K1	2W [REDACTED]	Open Date	01/22/2007	Built Date	05/24/2002
Model Year	2002	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/19/2002	Mileage	84,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67197	CARUSO CHRY-JEEP INC				
Dealer Address	1750 SOUTHSIDE BLVD					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32216	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	JACKSONVILLE FL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance with the air bag light.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two transfer.

Customer states the air bag light is on the vehicle. Customer states she is seeking assistance with the air bag repair. Agent transferred per DLM153

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Air bag light repair.

How far out of warranty is the vehicle/repair by time and/or mileage?

48,000 miles out of warranty.

Is there a service contract on this vehicle that would cover the repair?

NO.

Is the customer the original owner of this vehicle?

YES.

How many DCX vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

NO.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

YES 67197.

****End structured narrative CL - GOODWILL ESCALATION

----Customer seeking assistance with the air bag light. Customer is out

of the warranty but is having issues with a safety concern. Customer

states it is not at the dealership, customer is still driving the Jeep.

Agent calls dealership to speak with Tom. Tom states that this is a safety

concern. DCX will cover the cost of the repair with no copay. Warranty

prices for parts \$247.80 and labor \$26.00 total repair \$273.80. DCX will

pay for the entire repair with no copay due to it being a safety issue.

Customer not made aware due to when agent came to the phone from talking

to the dealership, the customer had sat the phone down, call released per

SMD54.

Customer states she called last week and DCX paid for her repair for the

air bag light being on. Customer states she was charged a diagnose fee.

Customer states who do she talk to about getting a refund on the

diagnosis fee. Agent advised customer that she would have to take the

diagnose issue up with the dealership. Agent advised customer that any

time she take her vehicle to the dealership they will charge a diagnose

fee. Customer states she will contact the manager.

Customer Assistance Inquiry Record (CAIR)#							
VIN	1J4GK58KX	2W	Open Date	03/20/2007	Built Date	08/13/2001	
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY			
In Service Dt	10/03/2001	Mileage	77,000	Dealer Zone	66	ORLANDO	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP					
Dealer Address	6500 OKEECHOBEE BLVD						
Dealer City	WEST PALM BEACH			Dealer State	FL	Dealer Zip	33411
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WEST PALM BCH FL				Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle.
Recall - A07: AIR BAG WIRE CHAFING - Reoccurrence or Related Problem	Customer states air bag lights comes on.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Customer stated the air bag light comes on. Advise to have the vehicle diganosed to see if the recall AO7 part has failed.

Customer seeking riembursment from a privious issues of \$500 deductable due to accident cause by the lower ball joint stapping. (CAIR). Insurance company told customer that DCX has decliend the reimbursment . Agent documented his concern for further review.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K4	3W [REDACTED]	Open Date	03/23/2007	Built Date	06/16/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	09/02/2003	Mileage	27,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	43655	MAROONE CHRYSLER JEEP DODGE DELRAY				
Dealer Address	1001 LINTON BLVD					
Dealer City	DELRAY BEACH	Dealer State	FL	Dealer Zip	33444	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	DELRAY BEACH FL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states that the clockspring has to be replaced.
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Customer inquiring if the clockspring is vehicle specific. Customer provided the following part number 56010688aa. Customer states that the dealership ordered the clockspring then lost the part once the part came in. Customer states that when the part was originally ordered part did not come in for three weeks. Agent advised customer that the based on the part number provided the original part was on backorder. Agent advised customer, per WHH17, that the clockspring can be vehicle specific pending on the options on the steering wheel. Customer inquiring if the dealership ordered the new clockspring. Agent advised customer based on the information provided by customer the part had not been ordered. Customer did not want agent to contact the delaership. Agent advised customer without contacting the dealrship the agent cannot verify if the part had been reordered. Customer states that she will contact the dealership. Customer inquiring fi the part could be on backorder again. Agent advised customer that the part may be on backorder again.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58K9	2W	Open Date	03/30/2007	Built Date	10/06/2001
Model Year	2002	Body	KJJP74 JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY			
In Service Dt	11/13/2001	Mileage	86,769	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	37002	FITZPATRICKS INC				
Dealer Address	430 E MAIN STREET					
Dealer City	ANSONIA	Dealer State	CT	Dealer Zip	06401	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEW HAVEN CT				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers | inadvertant air bag deployment

file forwarded by STAR Center. owner alleges inadvertant air bag deployment

VEHICLE IS LOCATED AT:

FITZPATRICKS INC CJ

430 E MAIN STREET ANSONIA CT 06401 203-734-3318

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. rab32.

CAIR NUMBER REQUEST EAA INSPECTION 03-30-2007 12:59

CAIR NUMBER E-MAIL SENT TO EAA 03-30-2007 12:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/03/07 AT 15:10:28

4/4/07....NO DAMAGE WAS FOUND.....PLEASE REPAIR CAR FOR SAFETY AND GOOD WILL. THANKS.

_4.04.2007

Roy,

Could you arrange to have the Airbag Control Module and Clockspring sent to me at the below address, in addition to having the vehicle repaired?

Thanks for your assistance.

DaimlerChrysler Corp.

CIMS 482-00-91

800 Chrysler Dr.

Auburn Hills, MI 48326

Attn: Paul Plantinga

_called the dealer and notified them of the above request. Forwarded to the dealer. mrp

REASSIGNED TO BC/DLR 32 37002 04/04/07 14:36 O 16084665

Dealer call

Mike service director from dealer 37002. Calling seeking how he is going to get paid for repair. Mike requests to be contacted at 2037353391.

Dealer 37002 call

Mike from dealer calling in seeking how he is to get paid for the air bag repair. Agent transferred Mike to Agent MRP1 voice mail.

*****DEALER CALL *****

Caller is Michael Fitzpatrick, service manager with dealership 37002. Customer has picked up the vehicle. The repair is finished. The total cost of the repair is \$1375.15. Dealership seeking to get paid. ***Agent consulted with TLD50*** Dealer was advised of the reference number. Dealer was transferred to MRP1. Informed dealer to leave voice message with reference number and customer s name. Dealer agreed.

*** RO #276308 completed on 4/9/07 for \$1,375.15 @ 86,769 miles. ***

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K1	2W [REDACTED]	Open Date	04/02/2007	Built Date	03/13/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/04/2002	Mileage	70,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68488	RAIRDON'S DODGE CHRYSLER JEEP OF	SMOKEY POINT			
Dealer Address	16610 SMOKEY POINT BLVD					
Dealer City	ARLINGTON	Dealer State	WA	Dealer Zip	98223	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EVERETT WA [REDACTED]				Country	UNITED STATES

Recall - F23: LOWER BALL JOINTS - Information Request	Customer seeking information about recalls.
Corporate - Recall - Default - Default - Default	Customer seeking information on how to start a recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on in the vehicle.

*****Recall Contact*****

Advised customer no recalls on vehicle at this time, and if a recall is issued, they will be notified by mail.
 Customer wanted to know how recalls are decided and how to start one.
 Agent advised that there were many different processes to a recall .
 Customer calling gin regards to the air bag light being on in the vehicle. Customer stated vehicle has been taken to 2 different dealerships and they can not diagnose what causing the light to come on.
 Agent informed customer DCCAC does not have any technical assistance and referred him to dealership. Agent offered to forward file to get additional parties involved. Customer understood. Agent contacted dealership, spoke with Ray in service and informed him of CAIR number and direct-to-dealer being sent. Ray understood.
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
 Agent called dealer and spoke to Ray to inform that CAIR was being sent.
 #####
 REASSIGNED TO BC/DLR 71 68488 04/20/07 18:00 R 16095155
 042307: Service Manager reports that customer has appointment today. No further DM action required. RAD16

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K74W [REDACTED]	Open Date	05/09/2007	Built Date	04/30/2004
Model Year	2004	Body	KJJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/31/2004	Mileage	43,455	Dealer Zone	32 NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U US
Dealer	44663	DICK MARIANO CHRYSLER LLC			
Dealer Address	48 PORTLAND RD				
Dealer City	KENNEBUNK	Dealer State	ME	Dealer Zip	04043
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	P.O. BOX 1609		Home Phone	
	KENNEBUNK ME [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag module is bad and needs to be replaced.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Air Bag Module Failure

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

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

*****End of Customer Email*****

Email states:

Thank you for your email to the Chrysler Group Customer Assistance Center regarding regarding the airbag module on your 2004 Jeep Liberty. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [REDACTED]. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69004. If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy: Vehicle owner name Vehicle owner address Day and evening phone numbers Vehicle Identification Number (VIN) Current vehicle mileage An explanation of the problem We have trained Senior Staff agents available to address the questions and concerns you may have. I look forward to speaking with you. Thank you for contacting the Chrysler Group. Thank you again for your email.

*****End of Email Response*****

Called dealer 44663 and spoke with Brian, Service Manager, he verifies that repair estimate was \$220. He seems reluctant to assist with repair. Customer does oil changes at dealer. Customer is only out of warranty by 7455 miles. Will offer to reimburse her for the full cost of the repair with a \$50 copay.

Agent attempted to contact the customer on 05/09 at 12:07 pm on the customer s Work phone. Left message with contact information.

Customer called in reference to call. She accepted amount for reimbursement. That will be the total bill for air module replacement minus a \$50 copay. She will send in original invoice and proof of payment.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K2	2W [REDACTED]	Open Date	06/27/2007	Built Date	06/27/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/10/2002	Mileage	80,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	23073	HADDAD JEEP				
Dealer Address	PITTSFIELD-LENOX ROAD					
Dealer City	PITTSFIELD	Dealer State	MA	Dealer Zip	01202	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DALTON MA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on and going off.
Service Contract - Used Contract Coverage - Added Care Plus - Component Coverage - Default	Wanting to make sure maintance is still covered under her service contrat

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? CDJ dealer.
 Customer said she took vehicle to the dealership for maintance and she still had 3 coupons left and the man in the service department told her the coupons have expired. Agent advised customer that of the two remaining service contracts they do have on this vehicle. Customer said that her air bag light is coming on and then going off and the dealership wanted to charge her for looking at this issue. Agent explained that with her service contract she does have a \$100.00 deductible. Customer understood she said.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K1	2W [REDACTED]	Open Date	07/11/2007	Built Date	07/03/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/19/2002	Mileage	62,269	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	67703	HUFFINES CHRYSLER JEEP DODGE				
Dealer Address	4500 W PLANO PKWY					
Dealer City	PLANO	Dealer State	TX	Dealer Zip	75093	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FRISCO TX	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims that air bag sensor needs replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Referral.

****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Air Bag Control Module.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 2 years Basic. Still under Powertrain.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes.
 How many DCX vehicles has the customer owned including this vehicle?
 2
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes.
 ****End structured narrative CL - GOODWILL ESCALATION
 Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer upset that battery died. Customer had vehicle towed to closest place on Saturday which was a Firestone. Air bag light on after picking vehicle up. Customer was advised this was not a concern. Customer took vehicle to dealer and was advised that the Air bag control module needs replaced. Customer feels this is a safety issue and is seeking assistance with the repairs per .
 Customer transferred to the internal Tier 2 escalation line for further review of concern per DLP68.
 Customer states air bag control module needs to be replaced. Customer seeking assistance with this repair. Agent contacted dealer and spoke with Deb the service advisor who will have Robert contact agent with warranty costs for repairs at which time agent will contact customer with an offer. Agent provided writers contact information.
 Bob called and provided warranty costs for repairs as follows:
 Parts \$266.00
 Labor \$211.75

Total \$477.75

As a one-time goodwill gesture, DaimlerChrysler will cover of the repair. Customer will be responsible for a co-pay in the amount of \$100. Agent contacted customer and she accepted offer. Bob will call customer when part is in and also contact AGent to provide information to enter PA.

Bob Beck with dealer -

Informing the DCCAC of the exact mileage and requesting preauthorization of the repairs per prior agent.

62620 mileage. Agent preauthorized repairs per prior notations and pa entered.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K9	2W [REDACTED]	Open Date	07/19/2007	Built Date	11/26/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	05/30/2002	Mileage	55,200	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	61433	DELUCA CHRY-JEEP INC				
Dealer Address	18180 ROCKSIDE					
Dealer City	BEDFORD	Dealer State	OH	Dealer Zip	44146	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	REMINDERVILLE OH	[REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer called in about recalls
Corporate - Warranty Transfer - Default - Default - Default	Customer called in with regards to his warranty
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

*****Recall Contact*****

Purchased New or Used? Used
 If Used, date purchased? 07/19/2007 Mileage? 55200
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.
 Customer has questions regarding his warranty. Advised customer of transferre. PER ALS70.
 Customer reports that the airbag light stays on, and is seeking assistance with repairs. Referred customer to another agent for further review per RJB176.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with repairs to resolve air bag light on.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 2 years, 19200 miles.
 Is there a service contract on this vehicle that would cover the repair?
 No.
 Is the customer the original owner of this vehicle?
 Yes, but in ex-wife s name.
 How many DCX vehicles has the customer owned including this vehicle?
 1.
 Is there warranty history related to the current concern?
 No.
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 No.
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer states he has an 2004 Dodge Ram with Air Bag Light issue. Agent unable to locate vehicle and customer will contact writer with Vehicle Identification number. AAgent provided contact information.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K9 3W [REDACTED]	Open Date	07/31/2007	Built Date	02/11/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	03/01/2003	Mileage	69,000	Dealer Zone	63 DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US

Dealer	68418	MURPHY MOTOR CO
Dealer Address	2201 NORTH WEST AVE	
Dealer City	EL DORADO	Dealer State AR Dealer Zip 71730

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CAMDEN AR [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

Purchased New or Used? Used
 If Used, date purchased? 10/06/03 Mileage? Unknown
 From whom did customer purchase used vehicle? CDJ dealer
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from DaimlerChrysler?
 Assistance with repair of air bag light
 How far out of warranty is the vehicle/repair by time and/or mileage?
 33,000 miles/1 year
 Is there a service contract on this vehicle that would cover the repair?
 No
 Is the customer the original owner of this vehicle?
 No
 How many DCX vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer seeking assistance from DCX with resolution of air bag sensor.
 Agent consulted with KEG24 and transferred customer for review.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer stated she would like to verify if the previous repairs to the seat belt concern was supposed to be covered. Customer stated the seat belt light was on in the vehicle and her grandmother went to dealer 68418 for the repairs and she was charged for the repairs. Agent informed customer the seat belt is not covered by the Service Contract. Customer stated the seat belt was not replaced and there was a sensor replaced however she does not know the name of the sensor. Customer advised that she is going to the dealership today for a diagnosis of the check engine light concern and the issue with the seat belt light to verify if that previous repair should have been covered.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL38K4	3W [REDACTED]	Open Date	08/06/2007	Built Date	09/11/2002
Model Year	2003	Body	KJJM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	02/21/2003	Mileage	60,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	41946	URSE DODGE-CHRY-JEEP				
Dealer Address	14 TYGART MALL LOOP					
Dealer City	WHITE HALL	Dealer State	WV	Dealer Zip	26554	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	FAIRMONT WV	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag module was replaced.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 N/A
 Customer stated that the air bag light kept coming on and the air bag module had to be replaced. Customer wanted to know if the module was under the warranty. Agent advised customer that it was not.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K1	2W [REDACTED]	Open Date	08/09/2007	Built Date	10/24/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/04/2001	Mileage	92,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	43689	HERITAGE CHRYSLER JEEP DODGE				
Dealer Address	11212 REISTERSTOWN RD					
Dealer City	OWINGS MILLS			Dealer State	MD	Dealer Zip 21117
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	OWINGS MILLS MD [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2007-08-07
 Road Side File Created 08-09-07 FOR SERVICE CONTRACT
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4 CASSANDRA COURT 11212 REISTERSTOWN RD
 COLLIER ROAD
 RANDALLSTOWN OWINGS MILLS
 MD USA MD
 CALLER_COMMENTS AIRBAG INFLATED TOW_COMMENTS VEN
 DEALER CODE : 43689 HERITAGE CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K1	2W [REDACTED]	Open Date	08/10/2007	Built Date	10/24/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/04/2001	Mileage	92,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	43689	HERITAGE CHRYSLER JEEP DODGE				
Dealer Address	11212 REISTERSTOWN RD					
Dealer City	OWINGS MILLS	Dealer State	MD	Dealer Zip	21117	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	REISTERSTOWN MD [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	0.
Product - Electrical - Unknown - Other - Default	Airbag deployed while sitting still
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

8/10/07-Dealer 43689 called. This vehicle towed in with air bag deployed. Dealer says the customer stated that vehicle was standing still at the time of deployment. Dealer called Star. Star directed the dealer to call the business center. CAIR directed to special investigations.shs

Location:

HERITAGE CHRYSLER JEEP DODGE CJDT
11212 REISTERSTOWN RD OWINGS MILLS MD 21117 410-356-2277
_8.10.2007

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-10-2007 11:31
CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-10-2007 11:31
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/14/07 AT 06:36:48 [REDACTED]
8.14.2007

Please repair the vehicle under the terms of the warranty and send the airbag module to Chrysler LLC

_800 Chrysler Drive
_Auburn Hills, MI 48326
_Attn: Paul Plantinga
_CIMS 482-00-91

REASSIGNED TO BC/DLR 35 43689 08/14/07 10:25 O 16611172
REASSIGNED TO BC/DLR 35 43689 08/14/07 10:30 O 16611172

Customer called in wanting to know why the air bag deployed. Consulted with AMM97 and advised caller to contact dealer for technical assistance. Customer called seeking information as to why her airbag deployed while she was driving. Agent advised customer to continue to work with her

dealership until they receive technical information from Chrysler as to the problem with this airbag.

Vehicle repaired on claim [REDACTED]. Replaced module, airbag, clockspring, and seat belt. shs

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K3	3W [REDACTED]	Open Date	09/04/2007	Built Date	08/28/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/30/2002	Mileage	109,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	23936	LEE JEEP				
Dealer Address	235 MIRACLE STRIP PKY SW					
Dealer City	FT WALTON BEACH	Dealer State	FL	Dealer Zip	32548	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	NAVARRE FL [REDACTED]	Country	UNITED STATES

Referral - Other - Default - Default - Default	Referred for review.
Referral - Tier Three - Default - Default - Default	Tier Three support referral.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent airbag deployment

Special Investigation related contact - Escalated to Tier 2 Internal as per SMD54.

COIN Updated & CAIR reassigned to 82S

Contact: John Mareno

Telephone #1 8502174681 (cell)

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Dealer 23936

6871 YORKWOOD ST

NAVARRE, FL 32566

LOCATION OF VEHICLE PHONE NUMBER: 850-243-3168

What happened?: Customer states vehicle was placed in reverse while in garage and air bags deployed. This occurred 09/03/07. Vehicle was taken to dealer 23936. No report filed. Customer does not wish to provide second number. No repairs performed. Advised that file would be forwarded to the appropriate department for review.

VEHICLE IS LOCATED AT:

LEE JEEP J

235 MIRACLE STRIP PKY SW FT WALTON BEACH FL 32548 850-243-3168

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-04-2007 12:31

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-04-2007 12:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/07/07 AT 03:36:25 [REDACTED]

Reviewed report and photos. Unable to communicate with air bag module.

In the interest of customer satisfaction, Please arrange to have vehicle

repaired, including replacement of AECM, at Chrysler expense. Thanks. jss15

Service DM - Please comply with above, update CAIR including RO# and close.

9/11/2007 Spoke to SM advised to handle and comply

9/25/2007 Spoke to SM. SM stated that parts ETA is December. Advised to keep DM posted. Advised that will NOT provide rental vehicle.

09/28/07 SM advised that vehicle repaired. R.O # [REDACTED]

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K8	3W [REDACTED]	Open Date	09/06/2007	Built Date	07/18/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/24/2002	Mileage	42,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	65233	HELPMAN RIVER OAKS CHRYSLER JEEP				
Dealer Address	4807 KIRBY DRIVE					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77098	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HOUSTON TX [REDACTED]			Country	UNITED STATES	

Referral - Tier Two - Internal Escalation - Authorization - Default	air bag light on
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	air bag light remains on

Purchased New or Used? new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle? na
 Customer called in seeking assistance with vehicle repairs. Caller advised that he has yet to go to a dealer yet the air bag light remains on.
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 ****Begin structured narrative CL - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 assist with repairs to air bag light
 How far out of warranty is the vehicle/repair by time and/or mileage?
 2 yrs 6000 m
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 2
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 no
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of two vehicles seeking assistance in the cost of repairing the air bag light. Vehicle has no service contracts and no previous repairs. Vehicle has not been diagnosed at this time. Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No

commitment for goodwill assistance has been made at this time.
Frank from dealership #65233 calling in concerns to customer s file.
Frank states that the vehicle needs an air bag module. Frank states that the vehicle has only been into the dealership for warranty work and has not been in for any services. Dealership does not feel comfortable in covering repair under PA. Agent informed Frank that Chrysler will have customer pay for the repairs up front and Chrysler will provide reimbursement to the customer minus a \$100.00 customer copay to insure customer has a warranty on this item. Agent will contact customer at a later time.

Customer is calling a back with the diagnosis, customer needs a air bag module. Customer was wanting to be transferred to the previous agents extention. Agent transferred to TCC17 s voicemail.

Customer seeking contact with TCC17. Transferred customer to agent s extension.

Customer requesting to speak with TCC17. Agent advised customer that writer can transfer him to TCC17 s voicemail. Customer accepted.
Customer states dealer had informed him that he would need to pay for above repair and submit for reimbursement. Customer requesting to verify. Reviewed above documentation and informed customer that reimbursement from Chrysler was authorized less a \$100 co-pay for repair. Provided CCAC adress and requested original repair invoice and proof of payment.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K8	3W [REDACTED]	Open Date	10/01/2007	Built Date	11/15/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	12/12/2002	Mileage	67,197	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	36495	BURNS MOTORS				
Dealer Address	1300 EAST HIGHWAY 83					
Dealer City	MC ALLEN	Dealer State	TX	Dealer Zip	78502	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	MCALLEN TX [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three support referral.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per SMD54

*****Recall Contact*****

Special Investigation related contact - Escalated to Tier 2 Internal Per JMC129

Purchased New or Used? Used

If Used, date purchased? 03/14/06 Mileage? Unknown

From whom did customer purchase used vehicle? Unknown

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED] (cell)

Telephone #2 [REDACTED] (wifes cell)

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Customer has possession

[REDACTED]

What happened?: Customer states wife was driving vehicle Saturday

09/29/07 and driver and passenger air bags deployed while driving.

Customer claims vehicle was not involved in any impact at all. No

repairs performed. Alleges no police filed. Advised file would be

forwarded to appropriate department for review.

_10.02.2007

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.

PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-02-2007 09:16

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-02-2007 09:16

Recall Contact

The attorneys office for the customer has called in seeking to speak with someone about the customers claim about the air bags. The agent conferred with AMM97 who asked the agent to take the name and number of the caller to document in the file. The name of the caller was [REDACTED] and she works for Orendean & Dominguez attorneys and can be reached at 956-683-0111. The agent advised the caller she will be contacted back at a reasonable time by the agent investigating the issue.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/03/07 AT 19:00:35 [REDACTED]
_10.04.2007

Contact the customer and repair the airbag system as well as the module, under the terms of the warranty. mrp

REASSIGNED TO BC/DLR 63 36495 10/04/07 15:30 R [REDACTED]
Called and left the customer a message that chrysler will repair the veh
mrp

REASSIGNED TO BC/DLR 63 36495 10/05/07 09:13 R [REDACTED]
_10.05.2007

Called atty s office and requested a letter of representation. also called the dealer and left a message of the atty involvement, closed pending attys letter..mrp

_10.05.2007

Returned the attorneys call and she stated that they are not representing Mr. [REDACTED] Dealer notified to proceed with the repairs. mrp

REASSIGNED TO BC/DLR 63 36495 10/08/07 09:36 R [REDACTED]
_10.08.2007

Called the customer and left a message to contact Burns Motors to have the vehicle repaired. Dealer has been notified..m rp

9.10.2007 Called the dealership and left a message for the service manager to repair the vehicle including replacement of the airbag control module. m rp

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-09-2007 12:44

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-09-2007 12:44

*****Dealer Call*****

Eric, Service Manager from dealer 36495 calling in regards to the customer concern with the airbags. Agent advised Eric that the previous agent had left a message in regards to this concern with a service manager and Eric advised that there are four at the dealership. Agent advised of direct to dealer and of noted repair offer. Eric requests a callback with authorization for the repair.

Customer calling seeking an update on information. Agent advised the customer that there is no update from yesterday and she will be contacted as soon as possible.

10-15-7 writer contacted XAVIER CONTREAS SVC MGR. vehicle will be repaired under terms of warranty. Owner should contact insurance company. CMC may want to have SPECIAL INVESTIGATIONS look at car.

10-16-7 writer recontacted XAVIER CONTREAS and relayed above info.

_10.30.2007 Called and left a message for Mr. James Neel to repair the vehicle. cair and phone number left mrp

11-9-7 writer called (248)944-7134 & spoke w/Roy Porterfield. per Roy P. repairs are to be covered under warranty. writer sent an email to jn4 for confirmation of this prior to authorizing repairs.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K3	3W [REDACTED]	Open Date	10/09/2007	Built Date	10/02/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/02/2002	Mileage	54,318	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE				
Dealer Address	2285 SOUTH RD					
Dealer City	POUGHKEEPSIE	Dealer State	NY	Dealer Zip	12601	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	WAPPINGERS FALLS NY	[REDACTED]	Country	UNITED STATES		

Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall F23.
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer states that she was charged when she did not want work done.

Purchased New or Used? used
 If Used, date purchased? 11/18/04 Mileage? 35000
 From whom did customer purchase used vehicle?
 Other dealer
 Customer states that the vehicle sped up and then would drop down.
 Customer states that the air bag light came on and went off for a while.
 Customer states that she took the vehicle to duchess dodge for this concern. Customer states that everytime the vehicle was looking into this concern they where charging the customer while the customer advised them not to do any diagnosing to this vehicle while they where holding the vehicle. Customer states that both dealership have been complaining back and forth oh who is responsible for the cause of this concern and she keeps getting bounced back and forth because she was never told the pricing for that concern because she did not want anything further done because she was seeking if the issue would be covered. Customer states that she would like something done regarding this concern because she is not getting any satisfaction out of this concern. Agent advised the customer that this agent has documented her concern and will file this as a mark against the dealership for this concern. Agent advised the customer that all this agent is able to do is advised her to continue working with the dealership regarding this concern. Customer not happy that nothing can be done about this dealership but she will speak to the higher people at the dealership. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K8	3W503134	Open Date	12/06/2007	Built Date	07/18/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/24/2002	Mileage	44,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	65233	HELPMAN RIVER OAKS CHRYSLER JEEP				
Dealer Address	4807 KIRBY DRIVE					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77098	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeks reimbursement for air bag sensor repair.
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Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle? n/a
 Customer sent in repair invoice and proof of payment as per DWC58 instructions in CAIR [REDACTED] on 9/12/07.
 As per JBV6 decision on 9/11/07 in CAIR # [REDACTED] to reimburse the customer for air bag module repairs that were made on the vehicle, customer had repair performed by Dealership #65233 on 9/12/07. Total cost of the repairs is \$366.23. Customer sent in repair invoice and credit card receipt as proof of payment. Repairs to the air bag module break down as follows.
 Parts -\$155.00
 Labor -\$184.00
 Misc -\$14.17
 Tax -\$28.63
 Total -\$366.23
 Customer copay -\$100.00
 DCX will reimburse the customer, [REDACTED], in the amount of \$266.23 per JBV6..
 Agent attempted to contact the customer on 12/7/07 at 8:43am on the customer s Home phone. Agent left message via answering machine requesting call back.
 Agent attempted to contact the customer on 12/7/07 at 8:45am on the customer s Work phone. Agent informed customer of reimbursement amount and customer accepted. Customer verified mailing address.
 Mr. [REDACTED] accepts and verifies the check should be mailed to the following name and address:
 [REDACTED]
 Houston, TX [REDACTED]
 Agent generated check and reassigned to 81k for processing.

 Agent processed check in the amount of \$266.23.....

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL38K8	3W [REDACTED]	Open Date	11/07/2007	Built Date	09/23/2002
Model Year	2003	Body	KJJM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/07/2002	Mileage	67,370	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	23043	BOLLES MOTORS INC				
Dealer Address	84 WEST ROAD					
Dealer City	ELLINGTON	Dealer State	CT	Dealer Zip	06029	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	VERNON CT [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Customer seeking assistance with a sensor in the seat belt for the air bag.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 2 years and 31.370 miles
 Is there a service contract on this vehicle that would cover the repair?
 Customer has a contract but it does not cover the repair
 Is the customer the original owner of this vehicle?
 No
 How many Chrysler vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 No
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 Yes
 ****End structured narrative T2 - GOODWILL ESCALATION
 Purchased New or Used? used
 If Used, date purchased? 3/3/06 Mileage? 35935
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states that the air bag light came on in the vehicle. Customer states that he needs a sensor for the seat belt that controls the air bags. Customer states that the dealer advised that this would not be covered. Agent consulted with EMW20 and transferred for further assistance.
 Owner states air bag sensor repair is not covered under DCSC.
 Owner has appt to bring vehicle back in next week.
 As a goodwill gesture, DaimlerChrysler will cover entire repair less \$100.00 co-pay.
 Dan-SM called saying it is the airbag control module and it will cost more for repair. Writer agreed to cover additional cost.
 claim was for \$60.00.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4FK4818	2W [REDACTED]	Open Date	11/16/2007	Built Date	06/19/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/15/2002	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ED1	ENGINE - 2.4L POWER TECH DOHC I-4				
Transmission	DDK	TRANSMISSION - 5-SPEED HD MANUAL				

Dealer	68861	COURTESY CHRYSLER JEEP				
Dealer Address	1728 W BRANDON BLVD					
Dealer City	BRANDON	Dealer State	FL	Dealer Zip	33511	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	TAMPA FL [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Referral tier three
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	inadvertent air bag depolyment
Product - Unknown - Unknown - Accident - Default	injury, not accident
Corporate - Property Damage - Default - Default - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per MF640.

Customer states that he was on hold for 30 minutes then accidentally disconnected. Agent transferred customer.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: FI State College 1809

Bellevue Way Tallahassee, FI 32304

LOCATION OF VEHICLE PHONE NUMBER [REDACTED] Daughter [REDACTED] s cell phone

What happened?: Customer states his daughter drives the vehicle and she is at FI State College. Customers daughter was sitting at an interseccion and the air bag deployed and sprained her arm.

11-20-07 Assigned to TK27/SSS8

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 11-20-2007 09:32

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 11-20-2007 09:32

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/30/07 AT 15:44:40 [REDACTED]

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K8	3W [REDACTED]	Open Date	12/03/2007	Built Date	07/18/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/24/2002	Mileage	44,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	65233	HELPMAN RIVER OAKS CHRYSLER JEEP				
Dealer Address	4807 KIRBY DRIVE					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77098
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeking reimbursement status for air bag light repairs.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? 23855
 Customer seeking update on request for reimbursement. Agent advised that correspondence has been received but not reviewed. Agent advised once information is reviewed customer will be contacted.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K7	4W [REDACTED]	Open Date	01/23/2008	Built Date	04/30/2004
Model Year	2004	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/31/2004	Mileage	43,861	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	44663	DICK MARIANO CHRYSLER LLC				
Dealer Address	48 PORTLAND RD					
Dealer City	KENNEBUNK	Dealer State	ME	Dealer Zip	04043	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	ARLINGTON WA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement for control module.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 N/A
 Customer sent in a letter seeking reimbursement for the air bag control module. Agent PLC32, in previous CAIR [REDACTED] informed customer that as a one-time goodwill gesture, DCX will reimburse her for the total amount of repair less a \$50 copay. Customer sent in an invoice seeking reimbursement for a diagnosis. CCAC will not reimburse customer for diagnosis due to no repair being made at the time. Repair break down as follows:
 Labor - \$75.00
 Parts - \$120.00
 Misc. Chg. - \$5.25
 Tax - \$6.26
 Total - \$206.51 less \$50.00 copay = \$156.51
 CCAC will reimburse customer in the amount of \$156.51 per previous CAIR [REDACTED]. Agent will contact customer to inform her of reimbursement.
 Agent attempted to contact customer on home phone [REDACTED] on 01/23/08 at 12:04 pm and number provided is disconnected. Agent attempted to contact customer on work phone [REDACTED] on 01/23/08 at 12:06 pm and was informed that customer no longer works there. Agent will send form letter 031 to have customer call in to verify mailing address per CDC45.
 *****Next Agent*****
 If customer calls back, please inform her of reimbursement and please update COIN.
 Customer called back, agent updated COIN and advised the customer to give a call on Monday so that she could be transferred to TIER3.
 Customer called again for the same agent transferred the call to tier 3.
 Customer calling to have the check sent. Customer states she should also be reimbursed for the diagnostic charge. Agent will also reimburse customer the diagnostic fee. Total amount of reimbursement is \$231.51.
 Ms. Beutler accepts and verifies the check should be mailed to the following name and address:
 Ms. [REDACTED]

Arlington, WA [REDACTED]

Agent processed check in the amount of \$231.51.....

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K2	2W	Open Date	02/29/2008	Built Date	06/17/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	07/17/2002	Mileage	146,801	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	26382	CHRYSLER-JEEP OF DUPAGE INC				
Dealer Address	800 EAST ROOSEVELT ROAD					
Dealer City	WHEATON	Dealer State	IL	Dealer Zip	60187	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BIG ROCK IL				Country	UNITED STATES
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default			Air bag light came on and found the module occupant restraint has failed.			
Corporate - Rental Vehicle - Default - Default - Default			Seeks rental assistance.			

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 N/A

Customer states that his air bag light came on so he took the vehicle to dealer 26382. Customer states that the dealer advised the module occupant restraint had failed and needs to be replaced. Customer states that the dealer will not be getting the part until next week and they will not provide a loaner. Customer states that he needs to know what Chrysler can do to have this part expedited or provide him with a rental vehicle. Customer provided part number: 56010501AC. That part is not showing ordered. Agent called dealer and spoke with Barb, the Parts Manager. Barb provided the part number: 56010501AG and the order number: 0227S. Part is on special handling and has been released to the PDC. Barb states that MOPAR expediting advised that it should be another 2-3 days till the part arrives. Agent then spoke with Greg, the Service Manager. Greg states that when the customer came in they found that there was no communication with the air bag controller. Greg states that they replaced the air bag controller and there was still no communication. Greg states that they called STAR and was advised to check all the modules. Greg states that they found that the module occupant restraint had failed and they are now waiting on this part. Greg states that the current mileage is 146801 and the vehicle came in on 2/25/08. Greg states that when they get the part the vehicle will be repaired the same day. Agent advised customer of the part information and advised that Chrysler will not assist with rental due to it is not covered by the warranty. Customer requested a supervisor. Agent advised customer that Chrysler has empowered writer to make this decision and it will not be over turned. Customer requested a supervisor again. Agent consulted with KW276 and advised customer that the supervisor does concur with the decision made and it will not be over turned. Customer states that he is very upset and does not understand why Chrysler will not assist with the rental. Customer then requested writer s and KW276 s employee ID numbers. Agent advised customer of employee ID numbers. Agent also advised customer that his concerns have been documented.

****Begin structured narrative T2 - RENTAL

Is the vehicle still under warranty?

No

Does the vehicle have any service contract that covers rental?

No

What repairs are currently being completed?

Module Occupant Restraint

Why has the vehicle not been repaired and returned to the owner?

Part is on order.

What is the estimated date that the repair will be completed?

3/3/08

Is this a recall repair?

No

Is this a pre-authorization or a request for reimbursement?

Neither

Chrysler authorizes rental? Explain why or why not...

Chrysler will not assist with rental due to vehicle is 110801 miles and 3 years outside of warranty and the part has been released to the PDC.

How many days are being authorized and at what dollar amount?

None

****End structured narrative T2 - RENTAL

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K5	4W [REDACTED]	Open Date	03/03/2008	Built Date	01/13/2004
Model Year	2004	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	05/08/2004	Mileage	38,242	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	23815	PREBUL CHRY-JEEP-DODGE				
Dealer Address	2120 CHAPMAN ROAD					
Dealer City	CHATTANOOGA	Dealer State	TN	Dealer Zip	37421	
Owner	MANES, PAMELA C				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	OOLTEWAH TN [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's mother advised the air bag light is on.
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Purchased New or Used? Used
 If Used, date purchased? 06/19/07 Mileage? 28634
 From whom did customer purchase used vehicle? CDJ dealer
 Customer s mother advised the air bag light is on and the taillight will not stay on (father repaired it), battery was cracked (father replaced it). Cost of repair to the air bag module was \$327.83.
 Owner of 2 used vehicles. No service contracts. Agent consulted with RJB176.
 Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K6	2W [REDACTED]	Open Date	03/04/2008	Built Date	01/28/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/08/2002	Mileage	76,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	LLC			
Dealer Address	283 N FRANKLIN ST					
Dealer City	HEMPSTEAD		Dealer State	NY	Dealer Zip	11550
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LONG BEACH NY [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has an air bag light.
Product - Drivability - Unknown - Stalling - Default	Customer stated that the vehicle is stalling.
Corporate - Technical Assistance - Default - Default - Default	Customer wants to know why he has a concern with the vehicle.

Purchased New or Used? Used
 If Used, date purchased? 12/26/06 Mileage? 50000
 From whom did customer purchase used vehicle?
 Individual
 Customer stated that he continues to have electrical concerns with that air bag lights. Customer wants to know if agent can see all his concerns. Agent advised customer that agent can only see warranty work. Customer wants to know why this is occurring. Agent advised customer that agent would not know why this is occurring and to work with the dealer. Customer stated that his vehicle is stalling.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK38KX	3W [REDACTED]	Open Date	03/25/2008	Built Date	09/23/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/13/2002	Mileage	92,117	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	41221	BOB WILSON DODGE CHRYSLER JEEP, LLC
Dealer Address	11945 N FLORIDA AVE	
Dealer City	TAMPA	Dealer State FL Dealer Zip 33612

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	APT 2212	Home Phone
	TAMPA FL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	air bag diploid while driving, no accident
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal
 Received a call from Brian for CAR Max stating he sold above vehicle to Cristian Baptis and customer alleges that air bag deployed while driving. Vehicle is at BOB WILSON DODGE CHRYSLER and Jackie in service advised Brian to call CAC and open case to Special Investigation. Called dealer spoke with Jackie who states there is no evident of any kind of body damage and air bag has partially deployed. Writer opening CAIR to SI for handling. Vehicle is currently at Bob Wilson Dodge Dealer Code#41221. Contact person at the dealership is Jackie at #813-979-4400 ext.4192.
 TJK7

 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.
 CAIR NUMBER 17353797 REQUEST EAA INSPECTION 03-25-2008 16:01
 CAIR NUMBER 17353797 E-MAIL SENT TO EAA 03-25-2008 16:01
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/28/08 AT 14:39:47 [REDACTED]

Reviewed report and photos. Vehicle disassembled prior to inspection. Vehicle was purchased just days prior to incident. Unable to determine a manufacturing responsibility. dictated letter. jss15.
 Jackie from dealer called for update. Informed no manufacturing responsibility found.
 ===Dealer Contact
 Jackie, Service Advsior. Requesting if dealer can obtain copy of inspection report. Advised CCAC unable to provide. Referred to Business Center.
 LETTER MAILED. JSS15.
 George with Carmax wants an update. Agent advised customer that a letter was sent to the owner of the vehicle.
 Caller is Brian with Car Max. He states the customer was supposed to

receive the results of the investigation. He states the customer claims he has not received anything. Agent consulted with DJP99. Agent advised Brian a letter was mailed to the customer on 04/02/08. Agent advised Brian if the customer has not received the letter within 30 days then the customer would need to call in. Brian states he will just have the customer go ahead and call in.

-

Owner calls seeking letter from S.I.
Says original letter didn't have the apartment added and she fears letter was returned.

Apt was added to database . KAW13 was notified and letter will be re-processed with apt. added.

Advised owner letter will be re-sent.

Caller alleges that he purchased a vehicle from Carmax and an investigator from Chrysler inspected the vehicle because the airbag deployed. Caller advises that his car insurance will not cover this repair either. Writer informed the customer that he would need to take his concerns up with the company he purchased the vehicle from if this was not a manufacturer's defect.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K4	3W [REDACTED]	Open Date	03/28/2008	Built Date	08/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/18/2002	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	OCALA FL [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Front Drivers Side	Customer states air bag deployed, injuring her.
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 My wife was driving down the road and the driver and passenger airbags deployed, injuring her and causing extensive damage to the inside of the vehicle.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 12/01/06 Mileage?102000
 From whom did customer purchase used vehicle?N/A
 ***** BEGIN CUSTOMER EMAIL *****
 There was no impact on the vehicle when the airbags deployed while she was driving.
 ***** BEGIN EMAIL RESPONSE *****
 No answer needed as the customer has talked to an agent and his case is referred to tier 3.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K4	3W [REDACTED]	Open Date	03/28/2008	Built Date	08/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/18/2002	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	OCALA FL [REDACTED]	Country	UNITED STATES			

Referral - Tier Three - Default - Default - Default	Referral to Tier Three for further research.
Product - Unknown - Unknown - Accident - Default	injury, not an accident
Corporate - Property Damage - Default - Default - Default	

Purchased New or Used? Used
 If Used, date purchased? 12/01/06 Mileage? n/a
 From whom did customer purchase used vehicle?
 n/a
 COIN Updated & CAIR reassigned to 82S
 Contact [REDACTED]
 Telephone #1 [REDACTED]
 Telephone #2 [REDACTED]
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Restaurant parking lot.
 Zaxby s(Customer did not know the address). Customer advises that he left
 the vehicle as he did not want to move it.
 LOCATION OF VEHICLE PHONE NUMBER n/a
 What happened?: Customer states that while wife was driving the vehicle
 going approximately 25 - 30mph when the air bags deployed. Customer
 advises that they did not hit anything, but the air bags deployed causing
 injury to his wife.

 Called and left VM on 2nd number that owner will have to get the vehicle to
 a dealer and let us know which dealer it is at. left my phone number
 jss15

 VEHICLE WILL BE TAKEN TO:
 PHILLIPS CHRYSLER JEEP INC CJ
 3440 S PINE STREET OCALA FL 34471 352-732-7577

 Per OGC Matrix, reassigned to 82T. JSS15.
 3-28-08 F23- Recall open, Lower Ball Joints.
 3-28-08 Assigned to TK27/SSS8
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-28-2008 11:20
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-28-2008 11:20
 CCRG Open Date: 03/28/2008 10:49:21

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/08 AT 20:37:21 [REDACTED]
Letter Sent: Acknowledgement 03/31/2008 13:46:07
Letter Sent: Offer 04/07/2008

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K6	2W [REDACTED]	Open Date	03/31/2008	Built Date	06/07/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/22/2002	Mileage	65,500	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE				
Dealer Address	24315 HAGGERTY					
Dealer City	NOVI	Dealer State	MI	Dealer Zip	48375	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NORTHVILLE MI [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	

Purchased New or Used? New
 If Used, date purchased? Mileage?
 From whom did customer purchase used vehicle?
 Customer called checking on warranty. Agent advised of remaining warranty. Customer stated that his transmission is acting up. Customer stated that his airbag light has been coming on. Agent referred customer to a dealership.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL48K5 2W	Open Date	04/11/2008	Built Date	03/21/2002	
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/24/2002	Mileage	0	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	68892	KAHLO JEEP-CHRY-DODGE OF		KNIGHTSTOWN INC		
Dealer Address	7984 US 40 WEST					
Dealer City	KNIGHTSTOWN	Dealer State	IN	Dealer Zip	46148	
Owner				Contact Type	E-MAIL	
Address				Home Phone		
	CHARLOTTESVILLE IN			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	Customer not happy with the services provided at the dealership
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Informed the customer regarding the incomplete recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****

DEALER COMPLAINT-RUSS DELLEN GREENFIELD,INDIANA

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? USED

If Used, date purchased? 05/23/05 Mileage?49521

From whom did customer purchase used vehicle? CDJ dealer

***** BEGIN CUSTOMER EMAIL *****

This specific dealer replaced a battery in my 02 jeep liberty. When I went to get into the car, my air bag light was on. This was not on prior to the battery being placed. I spoke to the manager and they will not fix my jeep because it was not 'their fault' but said if I gave the 300.00 they would fix it. I am very unhappy and now I will have to pay another dealer to fix my jeep. I hope this is not how all jeep dealerships operate. I just though someone should be aware.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2002 Jeep Liberty.

We have received your email regarding your recent service experience at Russ Dellen Greenfield. We regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention.

We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel.

Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as you enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file.

It is necessary to discuss this issue with you and the dealership directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling

the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall number and description:

F23 Lower Ball Joints

Please contact your local authorized Jeep dealer to arrange for these repairs. The recall services will be performed free of charge.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Purchased New or Used? USED

If Used, date purchased? 05/23/05 Mileage? 49521

From whom did customer purchase used vehicle? CDJ dealer

***** BEGIN CUSTOMER EMAIL *****

I contacted the supervisor of Russ Dellen today. I thought you would also want to be aware of the service they are giving to there customers.

***** BEGIN EMAIL RESPONSE *****

No answer provided as customer is relating to the same topic

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4GL58K5	3W	Open Date	04/14/2008	Built Date	01/17/2003
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	04/27/2003	Mileage	55,642	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	24110	MIDWAY JEEP CHRYSLER				
Dealer Address	777 CAMINO DEL RIO SOUTH					
Dealer City	SAN DIEGO		Dealer State	CA	Dealer Zip	92108
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BORREGO SPRINGS CA				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has issues with air bag light.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer has issues with check engine light.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeks assistance with air bag.

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 CDJ dealer
 ****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with air bag.
 How far out of warranty is the vehicle/repair by time and/or mileage?
 2 years 20000 miles
 Is there a service contract on this vehicle that would cover the repair?
 yes SC only part of the repair for the air bag is covered
 Is the customer the original owner of this vehicle?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 one
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 ****End structured narrative T2 - GOODWILL ESCALATION
 Customer states the vehicle is in for service because the air bag light came on. She states the dealer is telling her it is not covered under her contract. She states this is a safety issue and the part is going to cost \$175 or more. She states the check engine light is on as well and the dealer has informed her it is also some sort of wiring harness for the air bag. She states the wiring harness is covered, but the other part is not. Customer states she is seeking assistance with the repairs to the air bag that are not covered under her contract. Agent transferred for further review and provided reference number. Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Massamba can be reached at extension 69616.
 Customer seeking assistance with the air bag repair. Agent called dealer 24110 and spoke to Dominic who states that as a one-time goodwill

gesture, they will use their dealer DSA to cover the air bag repair.
Customer will be responsible for the other charges.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK38K7	3W [REDACTED]	Open Date	04/15/2008	Built Date	09/03/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	06/28/2003	Mileage	60,581	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936	

Owner	[REDACTED]	Contact Type	TELEPHONE	
Address	[REDACTED]	BOX 7014	Home Phone	[REDACTED]
	CAGUAS PR [REDACTED]	Country	PUERTO RICO	

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent air bag deployment
Product - Unknown - Unknown - Accident - Default	no accident, air bags deployed inadvertently

A complaint was received from customer that he was driving and the Air Bag deploy with any impact, customer take the vehicle to Alberic Chrysler Dodge Jeep in San JUAN dealer code 13715, PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/17/08 AT 18:12:49 [REDACTED]

Reviewed report and photos. No signs of impact. DRB unable to communicate with air bag module. In the interest of customer satisfaction it is suggested the vehicle be repaired at Chrysler expense as long as customer signs appropriate release. jss15.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48KX	3W [REDACTED]	Open Date	04/21/2008	Built Date	09/23/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/25/2002	Mileage	84,511	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DDD	TRANSMISSION - 5-SPEED HD MANUAL				

Dealer	06922	POMOCO CHRYSLER JEEP DODGE				
Dealer Address	12629 JEFFERSON AVE					
Dealer City	NEWPORT NEWS	Dealer State	VA	Dealer Zip	23602	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NEWPORT NEWS VA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bags deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown	Air bags did not deploy at the time of the accident.
Referral - Tier Three - Default - Default - Default	Referral to tier three.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per MDB80.

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1 [REDACTED] Cell

Telephone #2 [REDACTED] Work

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Pomoco CJD

12629 Jefferson Ave
Newport News, VA 23602

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states he was moving vehicle and airbag lamp came on and air bags deployed. Customer states he received minor burns on his arm.
injury, refer to 82t

Customer called in for the same issue. Agent transferred the call to tier3 4/21/08 Owner seeking to file a special investigations reports. Updated file with correct address information.

* Both air bags deployed for no reason.

* Incident occurred on 4/19/08. Owner was in the vehicle and the vehicle was stopped. Owner stopped the vehicle and was waiting to pull out of a parking lot. Air bag light came on for about 10-15 seconds. Both air bags then deployed. Owner sustained air bag burns on his left arm and bruising.

* Owner has contacted his insurance company.

USAA Insurance.

* Vehicle is located at Pomoco CDJ (06922)
12629 Jefferson Ave
Newport News VA 23602
(757)833-8001

* There was damage to the vehicle caused by the air bag deployment.

* No police or fire department involvement.

Owner is seeking Chrysler to pay for the repairs. Owner is also seeking compensation for a rental vehicle. File has been forwarded to 82T.

_4/21/08 Contact Jeff at Pomoco CDJ at 757 890-8869. mjm169

4/21/08 Assigned to tk27/mjm169

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-21-2008 15:51

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-21-2008 15:51

CCRG Open Date: 04/21/2008 14:26:16

Letter Sent: Acknowledgement 04/22/2008 11:08:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/24/08 AT 11:14:22 [REDACTED]

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K2	3W [REDACTED]	Open Date	04/22/2008	Built Date	03/05/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/18/2003	Mileage	36,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	45149	STARLING CHRYSLER JEEP & DODGE				
Dealer Address	2611 EAST U.S. HIGHWAY 192					
Dealer City	KISSIMMEE	Dealer State	FL	Dealer Zip	34744	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SAINT CLOUD FL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag module needs to be replaced
Referral - Tier Two - Internal Escalation - Authorization - Default	

Purchased New or Used? NEW
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer states the air module needs to be replaced. Customer is seeking assistance with cost of this repair. Agent transferred customer for further review.
 ****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with air bag module
 How far out of warranty is the vehicle/repair by time and/or mileage?
 by two years
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 two
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 ****End structured narrative T2 - GOODWILL ESCALATION
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 Teak can be reached at extension 69835. First owner of two vehicles seeking assistance in the cost of repairing the air bag module. Vehicle has an added care service contract and no previous repairs. Agent contacted the dealership but the service manager was in a meeting. Agent offered customer a call back.
 Agent contacted the dealership and spoke with Lois, service manager. Lois states she will accept a PA for the repair to the air bag module.
 As a one-time goodwill gesture, Chrysler will cover \$359.20 of the repair. Customer will be responsible for a co-pay in the amount of \$100.00. Agent entered PA.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK58K2	4W [REDACTED]	Open Date	05/14/2008	Built Date	12/04/2003
Model Year	2004	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/17/2004	Mileage	38,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	26666	CHAMPION CHRY-JEEP				
Dealer Address	8107 RESEARCH BLVD					
Dealer City	AUSTIN	Dealer State	TX	Dealer Zip	78758	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone		
	AUSTIN TX	[REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer is concerned about the warranty coverage.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is experiencing problem with the air bag.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

why would a malfunctioning airbag not be covered under extended warranty?

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

***** BEGIN CUSTOMER EMAIL *****

Airbag light came on instrument panel. The dealer diagnosis was: '37720 Diag. Drivers Squib 1 circuit open (clockspring).' It was explained to me that the clockspring also relates to the horn and cruise control -- both of those function fine. I cannot understand why required safety equipment on a vehicle is not warranted to be functional, even under an extended warranty. I m wondering whether my Congressional representative is aware of that. Is it really your position that the car owner must pay the cost of ensuring I have a functioning airbag on the driver s side? The dealer s estimate of cost is \$400-500 dollars. The fact that the airbag is malfunctioning has nothing to do with anything I ve done as an owner of the vehicle. Before I contact my state and federal representatives whom I expect to be interested in vehicle safety issues, I just want to make sure I verify the fact that Chrysler does not guarantee a functioning driver s side airbag even under an extended warranty. I need this verification in writing -- thank you. [REDACTED]

***** BEGIN EMAIL RESPONSE *****

As it is a safety issue, routed the email to Tier 3 for further handling.

***** END EMAIL RESPONSE *****

Asked owner to submit receipts for review.

Will consider partial reimbursement as a goodwill gesture.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K7	2W [REDACTED]	Open Date	06/05/2008	Built Date	07/01/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/15/2002	Mileage	26,112	Dealer Zone	F1	'VIRGIN ISLANDS, U.S.'
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	13911	CARIBBEAN AUTO MART ST. CROIX INC.				
Dealer Address	1B ESTATE GLYNN, NORTHSIDE RD					
Dealer City	ST. CROIX	Dealer State	EX	Dealer Zip	00851	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]	SUNNY ISLE		Home Phone	[REDACTED]	
	ST CROIX VI [REDACTED]			Country	VIRGIN ISLANDS, U.S.	

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	inadvertent air bag deployment
Product - Drivability - Unknown - Other - Default	

Received a letter from customer with the concern that she was driving her vehicle and Air Bag deploy without with any collision.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/19/08 AT 19:06:34 [REDACTED]

Reviewed the report and photographs. Drivers air bag and drivers seat belt tensioner both deployed. No indication of an impact. In the interest of customer satisfaction, it is suggested the vehicle be repaired at Chrysler expense. jss15.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K3	3W [REDACTED]	Open Date	06/16/2008	Built Date	07/15/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	09/24/2002	Mileage	70,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	37058	R I SURESKY & SON INC				
Dealer Address	RTE 17A HATFIELD					
Dealer City	GOSHEN	Dealer State	NY	Dealer Zip	10924	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	WALLKILL NY [REDACTED]	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer saying the air bag deployed when she was driving the vehicle.
Product - Unknown - Unknown - Accident - Default	air bag deployed
Corporate - Property Damage - Default - Default - Default	

Customer saying the air bag deployed when she was driving the vehicle.
Agent transferred call to tier 3.

****Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Owner alleges that air bag deployed while vehicle was stopped at a traffic light. No injuries.

Description of the incident (what, when, where, injuries, etc)

Has the owners insurance company been contacted ?

no

If yes provide name/policy number and phone number

Where is the vehicle exactly located (provide name/address/phone #) at owners home address

Is there property damage or other vehicles involved in the accident?

Has a Police or Fire report been filed (what municipality & report #)

****End structured narrative SI POLICY FIRE OR ACCIDENT

Writer will forward file to Special Investigations for handling.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 06-16-2008 10:09

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 06-16-2008 10:09

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/19/08 AT 03:17:33 [REDACTED]

customer called in again for the update. Agent transferred the call to t3.

Customer called seeking information regarding the results of her inspection, agent advised her that he had no information regarding

special investigations. Customer understood.

Work Number: [REDACTED]

_Contact the customer and arrange for the airbag to be repaired under the terms of the warranty..

Cair reassigned to the Dealer to repair the vehicle under the terms of the warranty.....as per Detroit.

REASSIGNED TO BC/DLR 32 23150 06/23/08 15:34 R [REDACTED]

REASSIGNED TO BC/DLR 32 37058 06/23/08 16:04 R [REDACTED]

_6.27.2008

Customer called seeking alternate transportation. I called the dealer and offered five day rental.....Customer will contact the dealer. mrp

REASSIGNED TO BC/DLR 32 37058 06/27/08 10:05 R [REDACTED]

7.01.2008 Customer called and she wants to extend the rental through the 7th of july.....mrp....

NO REAL ETA ON PART

Andy/Frank What is the current status of this vehicle? Thanks Chris

REASSIGNED TO BC/DLR 32 37058 07/14/08 16:12 R [REDACTED]

Owner s concern adressed by dealer 37058. Repairs completed. Vehicle has been returned to the owner.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J8GL48K2	2W [REDACTED]	Open Date	06/26/2008	Built Date	12/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/27/2001	Mileage	68,500	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBQ	STEEL BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68973	ORCHARD CHRY-DODGE-JEEP INC				
Dealer Address	64600 VAN DYKE					
Dealer City	WASHINGTON TWP			Dealer State	MI	Dealer Zip 48095
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	IMLAY CITY MI [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	having issue with the airbags
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

customer states that she wants to complain about the vehicle as she states that she was driving the vehicle and the air bags they got deployed however this could cause an accident hence as this is the safety issue transferd the call to tier 03.
 **Owner states she was driving today and heard a ping noise. Both air bags in the front deployed.
 She was able to pull over.
 Has a burn on her hand.
 Vehicle is currently at dealer
 68973 ORCHARD CHRY-DODGE-JEEP INC
 64600 VAN DYKE WASHINGTON TWP MI 48095 586-336-0200
 No police report. She did not contact her insurance company.
 Please follow up with investigation.
 inmjury, refer to 82t
 6-30-08 Sending back to SI for F/I/P codes.SSS8
 mike from the dealership called regarding the same issue.Agent transferred the call to tier3
 ***Writer spoke to MHM1, who verified that legal will contact them to set up an inspection.
 _7/1/08 Assigned to rlg92/mjm169
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 07-01-2008 10:46
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 07-01-2008 10:46
 CCRG Open Date: 06/30/2008 16:07:46
 Letter Sent: Acknowledgement 07/02/2008 10:23:06
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/04/08 AT 11:38:42 [REDACTED]
 DM requests contact to dealer on disposition of results. Customer is in a rental vehicle.
 DM contacts MJM169 in inquire and advise owner is in rental vehicle. No results are available at this time.
 ***** Please update dealer on final decision as Customer is in Chrysler provided rental vehicle. *****

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48KX	3W [REDACTED]	Open Date	07/16/2008	Built Date	03/18/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	06/01/2003	Mileage	53,211	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE				
Dealer Address	40 AUTO CENTER DRIVE					
Dealer City	IRVINE	Dealer State	CA	Dealer Zip	92618	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ALISO VIEJO CA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the Airbag light is on.
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Customer states that the vehicle is at the TUTTLE-CLICK (24097) dealership. Customer states that after performing the repairs on the vehicle he found some damage on the vehicle and it was done at the dealership. Customer states that the Airbag module is damaged. Customer states that the technician oked the vehicle and after 3 hrs the Airbag light came on. Customer states that the dealership is charging him \$480. Customer states that the dealership don t have this part and will be available by tomorrow. Customer states that the dealership should cover this cost as it is there fault otherwise Chrysler should cover it because its a Chrysler dealership. Agent called the dealership and spoke Len. Len states the problem is not due to this. Len states that the vehicle had a dead battery when the vehicle came in. Len states that due to the dead battery they were unable to detect the problem. Len states that when the battery was replaced the light was not there and it came on after some time. Len states that this is not the dealership s fault and the customer will have to pay \$434+taxes. Agent conveyed the same to the customer. Customer states that its dealership s fault not his. Customer states that he had no problems with the Airbag rather the repairs were for the radiator and the battery. Agent asked the customer to call us back tomorrow so that the call can be transferred to the senior staff for assistance. Agent gave the reference number to the customer.

*****Next agent... If the customer calls back transfer the call to Tier 3 for assistance.

Customer called in for the same issue. Agent transferred the call to T3 for further handling.

Purchased New or Used? New
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle? na

Customer states that when he picked up the vehicle from the dealership for battery repairs his air bag light was on. Customer states the dealership advised that the air bag needs to be replaced on the drivers side. Customer states that the dealership is advising they did not cause the air bag to go bad. Agent advised that the air bag and the battery are seperate components; however agent is willing to futher look into the air bad repair for consideration of goodwill assistance.

Agent contacted the dealership and spoke with brendan, service manager. Brendan states that he can not tell if the repairs are connected or not.

Brendan states that he would be willing to accept a PA for the repair if Chrysler is willing to include three days of rental for the customer. The dealership is replacing the air bag control module.

Part-\$136.57

Labor-\$79.65

3 days of rental @ \$35 a day-\$105

Total-\$321.55

Customer will owe a \$50 copay.

Customer accepted offer.

Entered preauthorization.

Brendan was not willing to use DSA for the repair, only the rental. JF787 advised CAC looking into goodwill for repair, Brendan would not cover rental after advised of this. CAC covering repair and rental.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K0	3W [REDACTED]	Open Date	08/12/2008	Built Date	10/03/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/07/2003	Mileage	93,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	23212	KOVATCH LEHIGHTON JEEP				
Dealer Address	363 NORTH FIRST STREET					
Dealer City	LEHIGHTON	Dealer State	PA	Dealer Zip	18235	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	WHITE HAVEN PA [REDACTED]	Country	UNITED STATES			

Referral - Tier Three - Default - Default - Default	Tier Three Support Referral.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Unknown - Unknown - Accident - Default	

Purchased New or Used? used
 If Used, date purchased? 11/18/04 Mileage? 21,780
 From whom did customer purchase used vehicle?
 CDJ dealer
 COIN Updated & CAIR reassigned to 82S
 Contact: Mr. [REDACTED]
 Telephone #1 [REDACTED]
 Telephone #2 [REDACTED]
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Daughter s Residence [REDACTED]
 [REDACTED] White Haven, PA [REDACTED]
 LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
 What happened?: Customer states the air bags deployed while his wife was driving the vehicle.
 Customer called in stating that some one was supposed to call him this morning, but no one did. Agent transferred the call to t3 as the case is being handled by T3.
 Customer calling in seeking update on file. Agent consulted with TCC17.
 Agent advised customer that the file was still being reviewed and that they would be contacted once additional information is reviewed.
 _8.13.2008 incident occurred on 8.12.2008. His was injured and was hospitalized.
 Vehicle is now located
 MOTORWORLD CHRYSLER INC CJ
 150 MOTORWORLD DR WILKES BARRE PA 18702 570-829-3500
 Forwarded to 82t mpr
 8/14/08 Assigned to tk27/mjm169
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-14-2008 11:37
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-14-2008 11:37
 CCRG Open Date: 08/13/2008 16:40:42
 Letter Sent: Acknowledgement 08/15/2008 08:39:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/20/08 AT 16:38:22 [REDACTED]

Letter Sent: Denial 08/26/2008

Letter Sent: Offer 09/09/2008

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL48K3	2W [REDACTED]	Open Date	09/02/2008	Built Date	09/11/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	09/28/2001	Mileage	153,038	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC				
Dealer Address	1461 FARMINGTON AVENUE					
Dealer City	BRISTOL	Dealer State	CT	Dealer Zip	06010	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	WATERBURY CT [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Dealer calling regarding this vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Referral - Tier Three - Default - Default - Default	

Tim lucian stroker from the dealership 65023 is calling and states that they got this vehicle of customer and Chrysler representative told him that not to diagnose this vehicle as the problem is with the air bag. Tim states that the DM is on vacation and as its a safety issue seeking assistance from Chrysler.

9/2/08 Service Manager (SM), Lucian Stroker called regarding above. Owner brought vehicle into the dealer with the air bags deployed. Owner claims the air bags deployed for no reason. Owner is seeking to have the vehicle inspected. Owner believes this should be covered under warranty.

*Vehicle is located at:
 Crowley Jeep
 1461 Farmington Ave
 Bristol CT 06010
 phone # 860-261-3000
 Forwarding file to special investigations for further review.
 Advised SM of recall F23.

 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-02-2008 10:39
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-02-2008 10:40
 Customer called for same reason. Agent transferred to tier 3.
 Caller is [REDACTED], Owners Boyfriend, [REDACTED] states the air bags deployed on him for no reason. Caller seeks update on assistance. Agent consulted with RJ16. Agent advised customer that the SM of the dealership contacted us previously this morning and that the file was still being reviewed at this time and was getting handled by the appropriate department.

Caller wants to be contacted back. Caller provides contact information:

[REDACTED]; Customers boyfriend

Waterbury CT [REDACTED]
[REDACTED]

Customer calls seeking recall information. Advised the customer of incomplete recall f23 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer calling in for the same issue. Agent transferred the call to t3. email to eaa. jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/05/08 AT 12:11:22 [REDACTED]
_9.10.2008

Letter: Not led to believe a manufacturing res. exists..mrp

Customer called in for the same issue .Agent transferred the call to tier 3 for further assistance .

Customer called in again regarding the same. Agent transferred the call to tier 3.

Caller is the owner s boyfriend [REDACTED] stated he was informed that an inspection was done and he wanted to know what the results of the inspection was. Advised the caller a letter was issued 09/10/08, advised the letter would inform of the inspection findings.
Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GL58K0	2W [REDACTED]	Open Date	09/08/2008	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/17/2002	Mileage	75,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE	TRUCK-FT THOMAS			
Dealer Address	100 ALEXANDRIA PIKE					
Dealer City	FT THOMAS		Dealer State	KY	Dealer Zip	41075
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BATAVIA OH [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bag deployed.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer states that the both the airbags depolyed without the accident when she was driving her vehicle in the morning. Agent transferred the call to T3 for further handling.
 Customer called for the same concern. Agent transferred the call to tier 3.
 Owner claims she was driving towards intersection of Church and School Roads in Cincinati, OH and both air bags deployed without any impact. No accident. Owner claims arms were minorly cut by air bag.
 Insurance Progressive
 claim: [REDACTED]
 policy: [REDACTED]
 phone:1-800-progressive
 Location:
 dealer 68745
 Newtown (OH) Police on scene.
 Provided direct line to owner.
 dealer address is
 JEFF WYLER CHRYSLER JEEP DODGE CJDT
 100 ALEXANDRIA PIKE FT THOMAS KY 41075 859-441-7800
 9-9-08 No open recalls on this vehicle.
 9-9-08 Assigned to TK27/SSS8
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-09-2008 16:12
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-09-2008 16:12
 Letter Sent: Acknowledgement 09/10/2008 12:14:48
 Owner states that inspector was done with vehicle on 9/12/08 and is seeking update. Agent emailed SSS8 for assistance.
 Owner has agents direct line.
 Inspection Delayed: 09/16/2008
 Ted from the dealership called regarding the same issue.Agent transferred the call to tier3.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/18/08 AT 11:32:44 [REDACTED]

Letter Sent: Offer 09/22/2008

Customer called regarding the same issue. Agent transferred the call to tier3.

Customer called in and is seeking update about her case. Writer advised her to call later today so that she can be transferred to the appropriate department (OGC/LEGAL) that will not be open until 2:00 PM.

Customer called in regards to the same concern requesting the call to be transferred.

Agent confirmed the concern with the customer.

Transferred the call to T3 after consulting with PA166.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1J4GK48K8	2W [REDACTED]	Open Date	09/15/2008	Built Date	11/14/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	12/28/2001	Mileage	82,040	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	02326	NORM REEVES, IMPORTS				
Dealer Address	26799 YNEZ RD.					
Dealer City	TEMECULA	Dealer State	CA	Dealer Zip	92591	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MURRIETA CA [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag wiring problem.
Product - Electrical - Power Windows - Defective - R. Door-Pass	Ongoing problems with the window regulators.
Referral - Tier Three - Default - Default - Default	reimbursement and goodwill.

Customer complains of ongoing problems with the window regulators.
 # In May 2007, she replaced the right rear passenger side window regulator as it was inoperative.
 # In August 2007, she had to replace another window regulator.
 # Some time later, the both regulators went out again so she had to replace them again.
 Customer is really upset about it and wants reimbursement as well as wants Chrysler to fix the problem permanently.
 Moreover, she complains that the air bag light started coming on intermitently in the early days of January, this year.
 She took it to dealer 26579 who quoted her an estimate of \$300.
 But customer believes that it is the same problem as the recall A07 and Chrysler should cover it under the same.
 Agent transferred the call to T3 for further assistance.
 Customer called back as the call dropped. Agent reviewed the concern and retransferred the call to T3.
 Purchased New or Used? NEW
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA
 Customer advises that beginning in May 2007 the vehicle started having issues with the power windows. Customer advises that when the first regulator failed, her laptop and another item were stolen from the vehicle because the window just fell into the door. Customer states that she paid for this repair at about \$300.00. Customer advises that about a month later the other side window failed and she pair over \$200.00 for this repair. Customer states that the same two window regulators have failed again this weekend and the repairs will be about \$800.00.
 In regards to the air bag light being on, customer states that it is her opinion that they should be covered under recall A07. Customer advises that the dealer diagnosed it and have advised is not the same wiring from the recall, it is a different wire that has just worn out.
 Customer seeking 1) assistance with window regulator repairs, both past and present; 2) assistance with air bag wiring repairs; 3) and compensation for her laptop being stolen in January 2007.

Called dealer 02326 and did not get an answer.
Advised customer that agent will phone back when dealer can be reached.
Customer said, 'good luck'. Customer states she can be reached at

██████████
**Agent is inclined to assist with air bag wiring repairs, depending on dealer diagnosis

**Chrysler will not assist with the regulator repairs nor compensate for the stolen laptop.

Customer was expecting a call back yesterday. Agent apologized and transferred the call to tier3 for further assistance.

Writer advised the owner that the narrative in lines 39 & 40. The owner wanted to know why. The writer advised the owner that if was possible that the decision was based on the age and miles outside of the warranty. The owner wanted to know how recalls are determined by the company. The agent advised sometimes we make the decision voluntarily and sometimes they are mandated by NHTSA.

OWNER STATES THAT SHE WAS RECORDING THIS AND HER PREVIOUS PHONE CALLS.
WRITER ADVISED THAT SHE WAS NOT GIVING PERMISSION TO TAPE THIS PHONE CALL
AND ADVISED THE CALL WOULD BE TERMINATED.

Customer Assistance Inquiry Record (CAIR)#						17913993	
VIN	1J8GK58K5	2W	Open Date	09/18/2008	Built Date	01/22/2002	
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY			
In Service Dt	02/16/2002	Mileage	28,000	Dealer Zone	66	ORLANDO	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EKG	ENGINE - 3.7L POWER TECH V6					
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE					
Dealer	26653	MAROONE CHRYSLER JEEP DODGE	COCONUT CREEK				
Dealer Address	4250 NORTH STATE RD #7 (441)						
Dealer City	COCONUT CREEK			Dealer State	FL	Dealer Zip	33073
Owner					Contact Type	LETTER	
Address					Home Phone		
	POMPANO BEACH FL				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown Customer seeking assistance from Chrysler.

POSTMARK DATE: 090208; DATE RECEIVED: 091608

Customer states recently she had an unfortunate incident with her vehicle. Customer states she was pulling out of a parking lot, not even moving 10 miles an hour, when her airbags deployed fro no reason at all. Customer states she did not hit anything nor did anything hit her and she had not even touched her brakes at that time. Customer states she called a local Chrysler dealership and talked to a service manager and her told her this was impossible to have happened. Customer states there was no airbag warning light on, which is on now because she do not have any air bags at this time. Customer states she had her vehicle serviced regularly and there is only about 28000 miles on it. Customer states that she feels Chrysler Corporation should be responsible for replacing her airbags and fixing any damage caused to her dashboard and horn. Customer she just want her vehicle put back where it was before she had the deployment of her airbags.

Agent consulted SK563 and was advised as it is a safety issue to inform the Customer to visit an authorized Chrysler dealership and get the vehicle diagnosed and then send us the invoice for the repairs for review.

Agent called the Customer on the phone number at 12.50 pm and spoke to Joyce. Agent informed Customer she needs to visit the dealership and get the vehicle diagnosed and know the reason for the airbag deployment was and then send us the invoice and we will review the documents. Customer asked for the mailing address. Agent provided the mailing address. Customer asked she will visit the dealership. Agent suggested the Customer to call the CCAC when she is at the dealership as told by SK563. Customer asked for the CCAC number agent provided the 1-800-992-1997 number. Customer thanked.

If Customer calls inform the Customer of the incomplete recall F23 Lower Ball Joints. Agent inform the Customer to visit an authorized Chrysler dealer and get the recall completed free of charge.

Customer Assistance Inquiry Record (CAIR)#	17947940
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VIN	1J4GK58K7	3W	Open Date	09/29/2008	Built Date	09/03/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/02/2002	Mileage	75,212	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	VEGA BAJA PR	Country	PUERTO RICO

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent deployment
Product - Drivability - Unknown - Other - Default	

Unit is at Cabrera Dealers. Is an Air bag Deploy. The inspector is going to evaluate the vehicle this week.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/04/08 AT 14:10:46 17947940

Reviewed report and photographs. Unable to communicate with ORC. In the interest of customer satisfaction, it is suggested the vehicle be repaired at Chrysler expense. jss15.
 The vehicle is at the dealer for repair.
 The vehicle hasn't been repaired yet because the airbag part hasn't arrive to the dealer. The part is in backorder. It suppose to arrive on this week for repair.
 GBV
 Daco letter received. Customer with the following complaints the vehicle its been at the dealer for 2 month and its not been repaired. GBV
 On January /15/2008 was the mediation hearing at (Daco) Arecibo, During the hearing claimant alleges that him vehicle Air Bag deploy without any impact, he was claim that Chrysler investigator inspected the vehicle and was authorized to replace all the Air Bag system with not cost for claimant, he said that he follow up the repair with the dealer and the answer was that the part is(back order), a copy of the part order with the date that will be arrive the part was summit to (Daco),after two month the vehicle still at the dealer and he is claim a loaner car, our argument was that we are agreed to give a loaner vehicle starting the same date of the hearing and close the case,
 He alleges two payment that he make to the back for the time that the vehicle have at the dealer and he claim was denied, judge told him that the only allegation in the complaint is of the Rent A car and the two payment is not part of the complaint and processed to close the case.
 The agreement was sinning by all parties at the hearing
 The customer have the vehicle, the dealer is waiting for a part that arrive in other color. GBV
 Part hasn't arrive to deater yet. gbv
 Part arrive. Waiting for customer to go to the dealer. gbv
 The customer took the vehicle to the dealer to repair it. GBV

Customer Assistance Inquiry Record (CAIR)# **17964429**

VIN	1J4GK48K5	2W	Open Date	10/03/2008	Built Date	06/10/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	06/26/2002	Mileage	143,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26406	HENDERSON CHRYSLER JEEP				
Dealer Address	11955 AIRLINE HIGHWAY					
Dealer City	BATON ROUGE			Dealer State	LA	Dealer Zip 70817
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAINT AMANT LA				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	.
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Advised about the incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Alleges that the air bag deployed automatically.
Referral - Tier Three - Default - Default - Default	Seeking assistance.
Corporate - Property Damage - Default - Default - Default	

Customer alleges that the air bag came out automatically. Agent transferred the call to Tier 3. Approved by YS72. Advised the customer of incomplete recall ?recall #F23? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 COIN Updated & CAIR reassigned to 82S
 Contact: ? Donna K Martin ?
 Telephone #1 ?
 Cell ?
LOCATION OF VEHICLE - INCLUDING THE ADDRESS:
LOCATION OF VEHICLE PHONE NUMBER
 What happened?: Customer states while driving with her mother the airbag light came on the dash and 5 seconds later both air bags deployed without cause. Almost ran into ditch or median but avoided it. Was scratched and bruised and EMS gave her ice packs and she was followed home.
 Vehicle is in driveway and says that she has large hole in the dash and has destroyed her airconditioning vents and dashboard. Wants repaired and airbag deployment problem fixed.
 Escalated to 82S Special Investigations.
 Customer called for the same concern, she was supposed to get a call back from us she never received, she is upset, agent transferred to TIER 3, approved by GC 314. Agent updated the customer about the recall also Call got disconnected by error, as customer calls again, transfer to tier 3.
 Customer called in the same. Agent transferred the call to T-3.

Authorized by Am1107

Insurance Co: Safeway policy # [REDACTED]

Claims office phone # 1-800-252-3251

The accident happened about three weeks ago and she is requesting an update. Writer advised Chrysler will contact her for review.

10.08.2008

Forwarded to 82t mrp

10-8-08 Phoned Donna and she stated the incident occurred on 9-19-08 around 9:00 pm. Donna was driving the vehicle, and her mother was a passenger. Donna was injured when she was driving down the road and the air bag activated causing bruising and burns to her hand, arms and stomach. The vehicle is located at [REDACTED] Amant, LA [REDACTED]

10-8-08 Assigned to TK27/SSS8

CAIR NUMBER 17964429 REQUEST EAA INSPECTION 10-08-2008 13:07

CAIR NUMBER 17964429 E-MAIL SENT TO EAA 10-08-2008 13:07

CCRG Open Date: 10/08/2008 11:46:38

Letter Sent: Acknowledgement 10/09/2008 10:39:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/13/08 AT 03:21:15 17964429

Letter Sent: Offer 10/15/2008

Customer Assistance Inquiry Record (CAIR)# 17970265

VIN	1J4GL58K6	2W [REDACTED]	Open Date	10/06/2008	Built Date	11/08/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	12/31/2001	Mileage	139,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26025	ROYAL OAKS CHRYSLER JEEP INC				
Dealer Address	4080 MEXICO RD					
Dealer City	ST PETERS	Dealer State	MO	Dealer Zip	63376	
Owner	[REDACTED]	Contact Type	LETTER			
Address	[REDACTED]	Home Phone	[REDACTED]			
	SAINT CHARLES MO [REDACTED]	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is complainig about the airbags.
Referral - Tier Three - Default - Default - Default	Customer is concerned about the airbags.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent air bag deployment

Customer is complaining about the airbag problem and states that on saturday airbags lights came on so customer yesterday customer took her vehicle at 26025 dealership and currently airbags are deployed and 2years customer s vehicle had an collusion and after that her vehicle was never involved in any accident and also 2years ago there was not a single damage to her vehicle and airbags never went off and she is concerned about the airbags problem. Agent informed the customer that her concerns are documented and transferred the call to Tier 3 for further handling. Transfer approved by RP762.

Customer states that her airbags deployed while she was driving and there was no accident. The customer contacted her insurance company who said that they will not be able to offer any coverage assistance because there was no accident involved. The customer states the vehicle is at dealer 26025 and is currently at 139,000 miles. The customer provided [REDACTED] as the best number to reach her at. Writer advised customer that writer would assign this to the department that can assist her with her concern. Writer assigning Cair to 82S. Customer upset that there is no phone number directly to this department. Customer states that she needs to have rental assistance until this issue has been resolved. Writer advised that she can discuss this further when she receives a call back regarding this.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.
CAIR NUMBER 17970265 REQUEST EAA INSPECTION 10-07-2008 08:55
CAIR NUMBER 17970265 E-MAIL SENT TO EAA 10-07-2008 08:55
Customer contacted writer regarding rental assistance. Advised customer

to send in documentation and we would reimburse for amount of rental.
Customer inquired where to rent, advised to contact dealer where vehicle is as they may have a number for a car rental and we may be able to pre authorize amount.
Customer called up for the same issue call transferred to T3 after consulting ll679.

Call transferred from ZN 85 India.
NO CUSTOMER PHONE CONTACT NUMBER IN PRIMARY CAIR
Owner says she just spoke to 'gail' (ZN 88), a 'Chrysler Safety representative' who said we would be covering a rental (?).
She says she contacted the dealer as directed by 'gail' and the dealer told her to call the 800# and to get a pre-authorization. (?)

Per JSS15, I advised caller that until the inspection report comes back to determine responsibility, she can rent a vehicle AT HER OWN DISCRETION.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/09/08 AT 16:09:10 17970265
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/09/08 AT 16:40:18 17970265

Reviewed report and photographs. Unable to relate to a manufacturing responsibility. dictated letter. jss15.

Customer called in for the same concern. Agent transfered the call to tier 3 for further assistance.

Authorized by PK606.

Customer called requesting follow up on the special investigations report being conducted on her car. Writer informed her that the escalated level working on this will contact her as soon as they have any results.

Customer called in for the above issue. Agent informed that escalated level is working on this will contact her as soon as they have any results. She had some concerns. Agent transfered the call to tier 3.

Authorized by PA166

Writer advised she will be contated by mail or by phone soon.

LETTER MAILED. JSS15.

Customer called in for the above issue. Agent informed that the department is still working and she will get a call back. She said that they had told her to give us a call yesterday. Agent transfered the call to tier 3.

Authorized by PA166.

Writer received transfer, customer requesting status of case. Advised customer that letter was sent today, has not been scanned yet. Customer will wait for letter.

*****next agent*****

Customer called and said would like to speak to a higher authority as she says her claim has not been taken seriously, agent was provided the reference no. agent transfering the call to tier 3 for further handling, call transfered by internal escalation agent kn128.

Writer spoke with customer about finding out the results of the investigation of her air bags. Stated to customer chrysler is very concerned and is working hard and quickly as possible to let help the customer out. Customer needs to be patient a little bit longer. Results will follow.

Writer spoke with customer about finding out the results of the investigation of her air bags. Stated to customer chrysler is very concerned and is working hard and quickly as possible to let help the customer out. Customer needs to be patient a little bit longer. Results will follow.

Customer called in to know whether the SI team had scanned in the image of the letter about which she had a discussion earlier. Agent transfered the call to T3. Transfer authorized by AP519.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Customer states her frustration. Customer states she called on 10/21/08 and was advised a letter was mailed and could call back after 24 to 48 hours to inquire on the contents of the letter. Writer advised customer outgoing mail is not scanned to allow Chrysler to provide the contents

not what to expect, she does not understand why the person who sent the letter did not call her. Customer states she would like to speak to the person who sent the letter. Writer advised customer her concerns are documented and will forward a request to the appropriate department, also advised customer she will be contacted soon.

note sent to T3 requesting review and handling

The owner has been called and advised of our position. jss15.

Customer Assistance Inquiry Record (CAIR)#	18046941
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VIN	1J4GL58K8	2W [REDACTED]	Open Date	10/31/2008	Built Date	09/29/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/19/2001	Mileage	100,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	26017	CONTINENTAL CHRYSLER JEEP INC				
Dealer Address	5800 SOUTH LAGRANGE ROAD					
Dealer City	COUNTRYSIDE	Dealer State	IL	Dealer Zip	60525	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DARIEN IL [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Problem in the air bag lights.
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Vehicle having problem with Ball joints.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. The customer stated that she has a problem with the ball joints and wanted to know if there is a recall on the vehicle. Customer also stated that there is a problem with the air lights. Agent replied since there was a recall it would be done under recall. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#	18056376
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VIN	1J8GK38K3	3W [REDACTED]	Open Date	11/04/2008	Built Date	09/20/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/09/2002	Mileage	68,600	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	45238	PARK CITIES DODGE				
Dealer Address	4801 LEMMON AVE					
Dealer City	DALLAS	Dealer State	TX	Dealer Zip	75219	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	DALLAS TX [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	customer states that the air bags are exploded
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Service contract (Chrysler or 3rd party) that would cover the repair?
 Original owner? (yes/no) If no, purchased when?
 How many Chrysler vehicles has the customer owned including this vehicle?
 Is there any repair history related to the current concern?
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
 Service dealer code?
 Service manager name?
 NIC of team leader/floor walker who authorized escalation of caller?
 ****End structured narrative T2 - GOODWILL ESCALATION

Customer states that the air bags are exploded; she says the vehicle is not involved in any accident. Customer has visited the dealership not able to help her. Agent transferred the call to T#3 with authorization of AM1107

*****Customer called because she was driving down the road and the air bags just exploded.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 3460 Manana Drive Dallas, TX
 LOCATION OF VEHICLE PHONE NUMBER 214-566-9014

What happened?: Customer states she was driving down the street and the involved in an accident nor did she hit anything to cause them to deploy. thing hit that caused them to just pop.

_11.06.2008 Callback requested.. .Cair and direct numbers provided. mrp
 11.06.2008

Customer says that there wasnt a accident and no one was hurt.
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J,

PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.

CAIR NUMBER 18056376 REQUEST EAA INSPECTION 11-06-2008 10:35

CAIR NUMBER 18056376 E-MAIL SENT TO EAA 11-06-2008 10:35

Customer called with another number she can be reached, [REDACTED]. mrp

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/12/08 AT 12:16:28 18056376 11.17.2008

Please contact the customer and repair the airbag system at warranty rates
mrp

vme2 obtain estimate for repair, provide loaner during repair and reimburse dealer by check system if under \$5,000. Please follow to repair conclusion. Call pas19 if you have questions.

Dealer getting the customer back in and will provide DM with an estimate and the customer a rental car while in for repair if the customer needs.

Customer called regarding the same issue. Agent transferred the call to tier3.

Owner calling seeking update, agent advised owner that vehicle will be repaired at dealer and she will be provided a rental. Agent emailed VME2 to contact owner.

Donna at dealership to contact the owner to set up a time to bring in for repair.

SM called the customer and the customer wanted to bring her car in 11-25-08. Dealership to get DM estimate and repairs to be completed.

The customer has dropped her car off at the dealership and they have given her something to drive. The dealership is currently waiting on parts.

Dealership waiting on parts

The last part was set to arrive today. Dealership to finish repair.

Dealer still waiting on parts the estimated ship date is Jan 13. BC will try to get part to dealer quicker if possible.

Parts are still on order.

Parts are still on order and BC is trying to get an update from Detroit

The part has arrived at the dealership and the dealer is hoping to have the car repaired by the weekend. Service advisor Dwayne to call DM when car is complete for CAIR update.

The Service Advisor called the DM and let her know that the vehicle had been repaired and the customer has left and is satisfied.

Customer Assistance Inquiry Record (CAIR)# **18130458**

VIN	1J4GL58K0	2W [REDACTED]	Open Date	12/01/2008	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/17/2002	Mileage	75,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE	TRUCK-FT THOMAS			
Dealer Address	100 ALEXANDRIA PIKE					
Dealer City	FT THOMAS		Dealer State	KY	Dealer Zip	41075

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BATAVIA OH [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bag deployed.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer seeking status of vehicle repair. Writer spoke with Dave (SM) at dealership. The air bag module is on back order and was ordered again on 11-24-08.

Contact: [REDACTED]

LOCATION OF VEHICLE - JEFF WYLER CHRYSLER JEEP DODGE CJDT 100 ALEXANDRIA PIKE FT THOMAS KY 41075 859-441-7800

No open recalls on this vehicle.

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states air bag deployed without impact. Vehicle is still at the dealership waiting for repairs.

Mike from the dealer# 67643 called and informed that the driver air bag is in back order per Judy and it will be available on December or January. Order# for the part is MONDAY

12.03.2008

Forwarded to 82t mrp

As the same issue agent transferred the call to tier3.AM1106

Customer calls in regards the same issue. She wants to know when she is going to have any answer and when the vehicle is going to be fixed. Writer told customer the case is still in process and that she is going to receive an answer in 24-48 hours.

_12/3/08 Updated ccr file. mjm169

Customer Assistance Inquiry Record (CAIR)# 18221067

VIN	1J4GL58K1 2W [REDACTED]	Open Date	01/05/2009	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY	
In Service Dt	06/18/2002	Mileage	73,000	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			

Dealer	67858	MOORE CHRYSLER-JEEP INC			
Dealer Address	8600 W BELL RD				
Dealer City	PEORIA	Dealer State	AZ	Dealer Zip	85382

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	EL MIRAGE AZ [REDACTED]	Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent called regarding the cna change
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	customer facing problem with the airbag
Referral - Tier Three - Default - Default - Default	dealership seeking special investigator.

Customer called to inform that she is the current owner for this vehicle and wants to register herself as the owner. Agent did the same with necessary details. Customer also states that the airbags on her vehicle deployed on its own and there was no accident. Customer states that she has been asked by the dealership to open up a case with chrysler. Agent informed her that her concern has been documented and provided her with the case number.

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

sr882

****End structured narrative T2 - TIER THREE REFERRAL

the dealer 67858 called seeking for an investigator from chrysler to have a look at the vehilce.

Agent transferred the call to T3 for further assistance.

COIN Updated & CAIR reassigned to 82S

Contact: Like [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Moore Chrysler Jeep 8600 West Bell Road Peoria AZ 85382

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states that the airbags deployed without even being in an accident.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 18221067 REQUEST EAA INSPECTION 01-07-2009 13:51
CAIR NUMBER 18221067 E-MAIL SENT TO EAA 01-07-2009 13:51
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/12/09 AT 15:32:44 18221067

Reviewed report and photos. See report for dtc s. unable to determine a man
ufacturing responsibility. dictated letter. jss15.
LETTER MAILED. JSS15.

Customer wants to know about the update on the above mentioned issue.
Agent transferred the call to T-3 for further assistance as the case is
already handled by T-3.
Customer called in and stated that she wants to know exactly why her air
bag deployed by it own and the Special Inverstigations said in the letter
sent to her that it is not a manufacturing defect.Writer informed her to
contact the servicing dealer.Customer stated that she has already
contacted them and they referred her to chrysler.writer advised her to go
back to them and request to contact the DM for further assistance.

Customer Assistance Inquiry Record (CAIR)# 18335577

VIN	1J4GK58K2	4W [REDACTED]	Open Date	02/11/2009	Built Date	12/04/2003
Model Year	2004	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/17/2004	Mileage	44,630	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	68484	MAXWELL DODGE SUPERCENTER				
Dealer Address	13401 FM 620					
Dealer City	AUSTIN	Dealer State	TX	Dealer Zip	78717	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	
	AUSTIN TX [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking assistance with the repairs done for air bag.
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POSTMARK DATE: 020209; DATE RECEIVED: 020509

Customer is seeking assistance with the repairs done for airbag.
 Customer states that the dealership informed him that the repairs will not be covered under the warranty.
 Customer states that that he has purchased an extended warranty.
 Customer wants Chrysler to pay for the repairs.
 As per the previous CAIR (17505866) the senior staff agent has decided that a partial reimbursement can be considered as this is a safety issue.
 Customer has not sent the repair invoice.
 Agent called the customer on phone number [REDACTED] but reached the voicemail.
 Agent called the customer on phone number [REDACTED] but there was no response.
 Agent has updated the COIN, mileage and the dealership.

*****NEXT AGENT*****

Please inform the customer to send the repair invoice and the proof of payment.

Customer states that she has not repaired the airbag, agent informed her that if she repairs the airbag partial reimbursement will be done, as decided in the CAIR 17505866.

Customer Assistance Inquiry Record (CAIR)# 18338695

VIN	1J4GK58K2	4W [REDACTED]	Open Date	02/12/2009	Built Date	12/04/2003
Model Year	2004	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/17/2004	Mileage	45,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	68484	MAXWELL DODGE SUPERCENTER				
Dealer Address	13401 FM 620					
Dealer City	AUSTIN	Dealer State	TX	Dealer Zip	78717	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	AUSTIN TX [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer inquiring about the status of reimbursement.
Referral - Tier Three - Default - Default - Default	Seeking information regarding the reimbursement amount

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 notify Congress of your response re non-working airbag
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used?
 New

***** BEGIN CUSTOMER EMAIL *****
 To Whom It May Concern re Ref # 17505866 (email case # 2013562): 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]

***** BEGIN EMAIL RESPONSE *****

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 # 17505866. One of our Customer Service Representatives will contact you regarding the reimbursement consideration.

Thanks again for your email.

***** END EMAIL RESPONSE *****

***** BEGIN CUSTOMER EMAIL *****

Regarding Ref. #18338695 Email case #2193312 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 # 17505866. 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. Marilyn Schramm (lawyerschramm@aol.com)

***** BEGIN EMAIL RESPONSE *****

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:18338695) number and the following information handy:

Thanks again for your email.

***** END EMAIL RESPONSE *****

####voice agent.....PLEASE CONTACT THE WHITEMAIL TEAM AND INFORM THE CUSTOMER ACCORDINGLY.#####

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

****End structured narrative T2 - TIER THREE REFERRAL

Customer called in regarding the same concern as per the previous cair documentation the agent was ready for a partial reimbursement. Customer wants to know what would be the partial amount. Writer asked the customer if the vehicle is repaired, customer informed that she is not going to replace it and pay \$485. Customer wants Chrysler to tell her first what would be the amount.

Customer Assistance Inquiry Record (CAIR)#						18350105
VIN	1J4GL38K6	2W [REDACTED]	Open Date	02/17/2009	Built Date	06/20/2002
Model Year	2002	Body	KJYM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	07/31/2002	Mileage	91,050	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	65748	PLEASANT HILLS CHRY-JEEP INC				
Dealer Address	600 CLAIRTON BLVD					
Dealer City	PITTSBURGH	Dealer State	PA	Dealer Zip	15236	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BETHEL PARK PA [REDACTED]				Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer wants to know the informaton about warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light coming on.

Customer called in for the warranty information on the vehicle. Agent provided all information about the warranty on the vehicle. Agent also provided the contact number of the service contract department. Customer called and says that the air bag light coming on and was informed by the dealership that the clock spring needs replacement and says that will cost \$ 400. Customer says that it is a safety concern and wants Chrysler to assist him. Agent transferred the call to tier 3. Approved by MIB8.

Customer Assistance Inquiry Record (CAIR)#	18523326
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VIN	1J4GK48K6 2W [REDACTED]	Open Date	04/21/2009	Built Date	07/14/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	01/23/2002	Mileage	150,411	Dealer Zone	63 DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Dealer	44909	FLETCHER DODGE-CHRYSLER-JEEP			
Dealer Address	3314 STADIUM DRIVE				
Dealer City	JONESBORO	Dealer State	AR	Dealer Zip	72401
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	JONESBORO AR [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on.
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Customer states the airbag light is on. Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Informed the customer about the completed recall on airbag.

Agent also provided the date when it was completed.

Customer Assistance Inquiry Record (CAIR)# 18588381

VIN	1J4GK58K4	3W	Open Date	05/15/2009	Built Date	07/24/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/08/2003	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	26630	NALLEY ROSWELL CHRYSLER JEEP				
Dealer Address	11505 ALPHARETTA HWY					
Dealer City	ROSWELL	Dealer State	GA	Dealer Zip	30076	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	ALPHARETTA GA			Country	UNITED STATES	

Product - Unknown - Unknown - Accident - Default	Air Bag Deployment, no accident
Referral - Tier Three - Default - Default - Default	Goodwill assistance
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Recall information
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Customer states the air bag deployed and hit her face when she parked the vehicle. Customer states she contacted her insurance company and they are not covering the repairs as the vehicle was not involved in an accident and the air bag was faulty. Customer states the vehicle is at the dealer 26630 and they informed her that she will have to pay \$1900 for the repairs. Customer is seeking assistance from Chrysler for the repairs. Transfer approved by RP762. Agent transferred the call to tier 3 ?72412?. Agent also informed about the pending recall ?F23? and advised the customer to check with the dealer if they have done the recall or not.

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T2.5 or Reassigned CAIR to Transferred
 T2.5 in-basket ?insert in-basket #? per ? NIC ?.
 ****End structured narrative T2 - TIER THREE REFERRAL
 ****Begin structured narrative T2 - T2 1/2 referral
 Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.
 ****End structured narrative T2 - T2 1/2 referral
 ****Begin structured narrative SI POLICY FIRE OR ACCIDENT
 Owner Alleges:
 The air bag deployed while setting stopped in her employees parking lot. Description of the incident (what, when, where, injuries, etc)
 On 05/12/09 at 8:30 am in the customer s employers parking lot at 1145 Sanctuary Parkway Alpharette, GA 30009 the air bag depoyed and snapped the customer s neck back and there were minor burns to the customers face, chest and arms.
 Has the owners insurance company been contacted ?
 YES

If yes provide name/policy number and phone number

Geico Insurance

policy number

Where is the vehicle exactly located (No P.O.Boxes, include phone #)
(26630)NALLEY ROSWELL CHRYSLER JEEP
11505 ALPHARETTA HWY
ROSWELL, GA 30076
Phone 770-998-6150

Is there property damage or other vehicles involved in the accident?
Damage to the steering wheel on the customers steering wheel and components.

Has a Police or Fire report been filed (what municipality & report #)
NO

****End structured narrative SI POLICY FIRE OR ACCIDENT

Customer is seeking help with the repair bill. Her insurance company has said they will not help. The doctor has stated that she has severe whip lash and they took exrays. She has not heard any result back on the exrays.

Customer has been told there is a recall that has not been completed. Writer called the dealership for the customer to make sure there is not going to be an issue to leave the vehicle waiting for the investigators. Writer called and spoke to the SA John Cockrell, he stated that as long as this is settled before 06/01/2009 when the dealership is closing it should be ok. Writer left message for the SM Mike Stewart to call if there is any problem with what the SA John had stated.

VEHICLE IS LOCATED AT:

NALLEY ROSWELL CHRYSLER JEEP CJ
11505 ALPHARETTA HWY ROSWELL GA 30076 770-998-6150

Per OGC Matrix, reassigned to 82T. JSS15.

5.18.09 One Open Recall:

F23 LOWER BALL JOINTS SAFETY 09/06/2006 INCOMPLETE

5.18.09 Assigned to KSS28. MJK

CAIR NUMBER 18588381 REQUEST EAA INSPECTION 05-18-2009 15:26

CAIR NUMBER 18588381 E-MAIL SENT TO EAA 05-18-2009 15:27

Customer called in regarding the same. Customer says that she wants to know if any representative is been assigned to have a look at the vehicle. Customer wants to talk with DT354. Agent transferred the call to Ext #66098. Approve by AM1106.

Agent informed the customer about the recall.

CCRG Open Date: 05/18/2009 09:20:32

Letter Sent: Acknowledgement 05/19/2009 11:17:17

Customer calls requesting to speak with DM354

Customer name match to CAIR confirmed.

The CAIR is 30 days old or less.

Customer informed to leave message if agent isn t available.

Caller transferred to extension # 66098

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/21/09 AT 03:18:55 18588381

-
Customer called in seeking a rental vehicle. Customer states that she is without a vehicle until the adjuster comes to inspect vehicle for false air bag deployment.

Customer seeking rental assistance because Air bag deployed while she was parked and can t drive vehicle until adjuster comes to inspect vehicle.

Contacted Service Advisor, John at 26630 to

discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Advisor concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-04-26.

-
REASSIGNED TO BC/DLR 66 26630 05/21/09 14:34 R 18588381

Writer called the customer and gave her the phone number to her the CCRG 'OGC/Legal' CAIR type

phone number and told her that the rental that was given was done in error but that is past. Writer gave her the number and stated that she

closing based on repair date

Customer is seeking a reprint of letter denying claim. Writer made no promises letter would be resent. Writer informed customer that this would be a request only.

Customer Assistance Inquiry Record (CAIR)# 18591853

VIN	1J4GK48K7	3W [REDACTED]	Open Date	05/20/2009	Built Date	10/03/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/20/2002	Mileage	71,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	LAKE WORTH FL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is complaining about the air bag light.
Product - Electrical - Power Windows - Defective - Unknown	Customer is experiencing problem with the windows.
Referral - Tier Three - Default - Default - Default	Customer is experiencing problem with the windows.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 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.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? New
 ***** BEGIN CUSTOMER EMAIL *****
 The vehicle has had the window regulators replaced at least 2 times EACH at at dealership 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]
 ***** BEGIN EMAIL RESPONSE *****
 Customer is experiencing problem with the windows hence routed the email to Tier 3 for further handling.
 ***** END EMAIL RESPONSE *****
 Email states:
 Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center. I am sorry to hear about the current problem you are having with a window regualtor 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 wil be glad tol 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.

 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!
 *****No further answer needed due to original answer and previous cair.

Customer Assistance Inquiry Record (CAIR)# 18612366

VIN	1J4GL48K3	2W	Open Date	05/26/2009	Built Date	05/14/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/28/2002	Mileage	81,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	45244	HALL CHRYSLER, JEEP, DODGE OF	FENTON, INC.
Dealer Address	15123 NORTH RD		
Dealer City	FENTON	Dealer State	MI
		Dealer Zip	48430

Owner		Contact Type	TELEPHONE
Address	1	Home Phone	
	GRAND BLANC MI	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag deployed unnecessary.
Referral - Tier Three - Default - Default - Default	Air bag malfunctioning.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers Side	
Product - Unknown - Unknown - Accident - Default	

Mr. [REDACTED] called in and stated owner Ms. [REDACTED] is the wife and they got married 06 months ago.
 Caller called in and stated the vehicle was at the parking lot and the air- bag deployed unnecessary.
 Therefore, caller wanted to check is Chrysler going fix that free of charge, because it will charge him a lot of money.
 Caller stated the vehicle is not taken to any authorized dealership.
 Writer advised the customer to contact an authorized dealership for an inspection and then Chrysler can go head a review the case for the best possible assistance.
 Caller will contact the ?68733? Name: Victor George Chrysler Jeep Inc.
 Caller got disconnected.
 **** Out bound call ****
 Writer called the caller and advised to call back, so we can transfer his call to senior staff department.
 **** Next Agent ****
 If the customer calls, please transfer the call to VDN ?72412? after adding the referral reason code.
 ****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T2.5 or Reassigned CAIR to T2.5
 Transferred customer to T2.5
 T2.5 in-basket ?insert in-basket #? per ? NIC ?.
 NA
 ****End structured narrative T2 - TIER THREE REFERRAL
 ****Begin structured narrative T2 - T2 1/2 referral
 Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.
 ****End structured narrative T2 - T2 1/2 referral
 Customer seeking assistance regarding the same concern. Agent referred to

LL679 and transferred the call to Tier 3 for further handling.

Customer stated that he was driving into a Walmart parking lot when the air bags deployed without any notice and for no reason.

Customer stated that he has dropped the vehicle at dealer 68733. Writer reviewed customer history and found 1 vehicle purchased used with no service contract and 3rd owner.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of assistance in the form of repair of air bags replacement.

Based on the information at hand, agent is considering the following:

*****customer co-pay toward the repair.*****

***** Customer called ***** in and wanted to be transferred to agent 66093. Writer called and transferred the call.

Customer calls requesting to speak with....

agent 66093name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

writer transferred to extension # 66093.

Customer calls requesting to speak with SM1203

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66093

Customer called again regarding the same issue. Customer states that the dealership could not find anything wrong. Customer states that he fail to understand as to why he was asked to take a diagnosis from other dealership. Customer wants to know if Chrysler is going to help him with the repair and provide him a rental vehicle. Customer states that he was transferred twice but could not get through to senior department.

Customer wants to speak with SM1203. Agent transferred the call to tier 3 for further assistance as there is no decision taken yet as per line43-45.

Customer called in for the same, caller seeks update on the file, agent went through the previous records and transferred the call to tier 03.

Transfer authorized by ES738.

Customer called and wanted to get an update on this case. Customer wanted to speak with SM1203. Agent transferred the call to SM1203 extension # 66093.

*****approved by RP762*****

Customer wants to talk to senior staff as he is not able to talk to SM1203. Agent transferred the call to tier 3. Authorized by IK57.

customer states that his car just got towed into the dealer and diagnosed it.

customer is seeking assistance with the repair of his airbags.

writer contacted the dealership and spoke too the service manager.

SM states that they are closing and cannot do the repair- 68733

writer advised customer too another dealer for a diagnosis

caller disconnected.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of assistance in the form of assistance with the airbag repair.

Based on the information at hand, agent is considering the following: %75

Customer wanted to speak to JF856. Transfer approved by ST702. Agent transferred the call to the tier 3.

Customer calls requesting to speak with....JF856

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66176
Customer called in for the same seeks update on file; agent went through the previous record and transferred the call to tier 03.
transfer authorized by ES738.

*****Customer called again asking Chrysler to cover the diagnostic fee. Writer advised that the diagnosis would be at his discretion and expense. Writer confirmed that Hall Chrysler Dodge Jeep is not closing. Writer spoke with SM John at dealership 45244 and advised him the customer would be coming in for a diagnosis. Also gave information for a return call once diagnosis is complete.
6/9 Dealer contacts Tier 3 seeking extension 66123 - writer transferred dealer.

SM called from dealer 45244 informing customer that the dealership did an inspection on a vehicle that had air bags deploy. SM noted that the air bag light was on and air bag deployed only on driver side. The SM said the vehicle did not appear to be in an accident. Agent told the SM that this case needed to be handled by special investigations. Agent was informed by SM that the owner of the vehicle was not in a rental so Chrysler put owner into a rental.

06.11.09

VEHICLE IS LOCATED AT:
HALL CHRYSLER, JEEP, DODGE OF
15123 NORTH RD
FENTON MI 48430
810-714-3300

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 18612366 REQUEST EAA INSPECTION 06-11-2009 16:51

CAIR NUMBER 18612366 E-MAIL SENT TO EAA 06-11-2009 16:51

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/15/09 AT 17:42:20 18612366

06.16.09

Reviewed reports and photos

Called Pat in service to discuss

Unable to access with DRB

As a goodwill based on handling, and 3rd owner

I will cover parts only est \$1800 Air bag, Clock spring, Seat belt, control module, and possibly some wiring

Customer will be responsible for \$380 in labor.

Called customer and left a VMM to discuss offer.

UPDATE - spoke to Mr. [REDACTED] and presented offer - he will discuss with his wife and call me back - I also advised Pat at dlr is aware of offer so he can call him back if he wants to go ahead with offer.

Customer called back - wishes we could do more money wise - but accepts the offer and will call Pat in dealer

PA Claim in system - will need to update amount and re-approve

Customer Assistance Inquiry Record (CAIR)# 18627087

VIN	1J4GL38K9 2W [REDACTED]	Open Date	06/04/2009	Built Date	05/28/2002
Model Year	2002	Body	KJYM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR	
In Service Dt	07/25/2002	Mileage	115,605	Dealer Zone	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	PORUM OK [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on.
Referral - Other - Default - Default - Default	Customer is referred to the dealership.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Air bag light coming on
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used?Used
 If Used, date purchased? 09/14/06
 If used, mileage at time of purchase? 115605
 If used, where was the vehicle purchased?N/A
 ***** BEGIN CUSTOMER EMAIL *****
 I would like to know why my air bag light is coming on. Nobody seems to know why.
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2002 Jeep Liberty Renegade.
 We have reviewed your email and we sincerely appreciate the time and effort you took to write to us. In response to your email regarding the air bag light coming on, we suggest that you give the local authorized dealership an opportunity to diagnose your vehicle. The technicians at our dealerships would be in a better position to inspect and assist you with this concern.
 You can locate the nearby dealership in 'Find a Dealer' area on the Chrysler website at (<http://www.chrysler.com>). For your convenience, we would like to provide you with the address of the nearby dealerships as mentioned below:
 John Easttom Dodge Chrysler Jeep
 17.85 Miles Away
 2307 BUSINESS HWY 69 SOUTH
 CHECOTAH, OK 74426
 Phone: (918) 473-2214
 Blue Ribbon Chrysler Jeep Dodge
 25.56 Miles Away
 1703 SO KERR BLVD
 SALLISAW, OK 74955
 Phone: (918) 775-5700
 If we can be of any assistance to you in the future, please feel free to contact us.
 Thank you again for your email. We value you and your business.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 18792103

VIN	1J8GL58K3	2W [REDACTED]	Open Date	07/28/2009	Built Date	05/17/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/24/2002	Mileage	72,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Dealer	23998	VERO BEACH JEEP				
Dealer Address	1066 U S 1 HIGHWAY					
Dealer City	VERO BEACH	Dealer State	FL	Dealer Zip	32960	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	VERO BEACH FL [REDACTED]	Country	UNITED STATES			

Product - Electrical - Power Windows - Defective - Unknown	Customer stated that the regulators are defective
Corporate - Recall - Default - Default - Default	Customer wanted to know the pending recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer wanted to know the pending recalls and stated that the air bag lights are coming on and the regulators are defective. Informed customer to have the vehicle diagnosed and call back, made no commitments regarding the same. Provided the reference number. Informed customer that there are no pending recalls.

Customer Assistance Inquiry Record (CAIR)# 18878105

VIN	1J4GL48K0	3W [REDACTED]	Open Date	08/25/2009	Built Date	03/03/2003
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/20/2003	Mileage	120,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				
Dealer	69907	FEENY CP/CITICAPITAL LEASING				
Dealer Address	2312 TRINITY MILLS ROAD					
Dealer City	CARROLLTON	Dealer State	TX	Dealer Zip	75006	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	VAN TX [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Customer called because air bags deployed unexpectedly
Product - Unknown - Unknown - Accident - Default	no accident / air bags deployed
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED]

[REDACTED]

2. What happened? Customer stated his wife Amber was sitting in line in front of the school waiting for the children to come out when all of a sudden the air bags deployed unexpectedly. Customer stated wife had one arm on steering wheel which took the blow of the air bag. Customer stated that wife's arm and wrist are swollen.

3. What is the current location of the vehicle? 641 FM 1995 Van, TX 75790

Wife of customer -Amber- call to get an update on current case. Writer advise the case is been handled by the correct Department and customer will be contacted within 2 business days.

Customer called in seeking to know status of her case reported on air blowing. Writer informed customer there is no yet update from Chrysler's Dept concerned. Writer assured customer her call is updated for speedy action.

08.28.09
Per CAC Matrix, called and spoke to customer @ Preferred: [REDACTED]
VEHICLE LOCATED AT: RESIDENCE

[REDACTED]
Van, TX [REDACTED]

>>> Advised case is being forwarded to Chrysler Legal (CCRG)
Per OGC Matrix, reassigned to 82T (CCRG 888.922.7329). MG17.
8/28/09 ASSIGN TO LSE6.
CAIR NUMBER 18878105 REQUEST EAA INSPECTION 08-28-2009 13:04
CAIR NUMBER 18878105 E-MAIL SENT TO EAA 08-28-2009 13:05

CCRG Open Date: 08/28/2009 12:04:07

Letter Sent: Acknowledgement 08/31/2009 10:21:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/02/09 AT 13:38:34 18878105

Customer Assistance Inquiry Record (CAIR)# 18911953

VIN	1J4GL48K7	3W [REDACTED]	Open Date	09/08/2009	Built Date	10/04/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/07/2002	Mileage	93,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	68264	FEENY CHRYSLER JEEP INC				
Dealer Address	1010 EAST CHICAGO STREET					
Dealer City	ELGIN	Dealer State	IL	Dealer Zip	60120	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SOUTH ELGIN IL [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Injury, no accident
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

1. Who is calling and what is their contact information? Owner Preferred [REDACTED]
2. What happened? Both airbags deployed, sustained bruises on the arms
3. What is the current location of the vehicle? Viney Chrysler, 1010 East Chicago St, Elgin, IL 60120
left message with person who answered home phone.

 Per OGC Matrix, reassigned to 82T. JSS15.
 9/9/09 ASSIGN TO LSE6.
 CAIR NUMBER 18911953 REQUEST EAA INSPECTION 09-10-2009 10:58
 CAIR NUMBER 18911953 E-MAIL SENT TO EAA 09-10-2009 10:58
 CCRG Open Date: 09/09/2009 10:58:45
 Letter Sent: Acknowledgement 09/10/2009 11:00:34
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/12/09 AT 17:05:34 18911953

Customer Assistance Inquiry Record (CAIR)# 19041547

VIN	1J4GK48K2	3W [REDACTED]	Open Date	10/26/2009	Built Date	07/25/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/16/2002	Mileage	96,488	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MIAMI FL [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Owner states on 10/23/09 she was pulling out of her drive way when the air bag deployed.
 States no accident. States she has burns on her neck and hands.
 States the vehicle is located at her home address listed.

[REDACTED]
 MIAMI FL [REDACTED]

States she can not use her seat belt now.
 Please follow up with investigation. Thank you

Per OGC Matrix, reassigned to 82T. JSS15.
 10/28/09 ASSIGN TO LSE6.
 CAIR NUMBER 19041547 REQUEST EAA INSPECTION 10-28-2009 13:53
 CAIR NUMBER 19041547 E-MAIL SENT TO EAA 10-28-2009 13:53
 Customer called about her request for help and writer gave time frame for contact.
 CCRG Open Date: 10/27/2009 16:25:03
 Letter Sent: Acknowledgement 10/29/2009 10:28:13
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/03/09 AT 09:16:22 19041547

Customer Assistance Inquiry Record (CAIR)# 19094856

VIN	1J4GK48K8	4W	Open Date	11/16/2009	Built Date	07/28/2003
Model Year	2004	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/23/2003	Mileage	56,131	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	68773	FAYETTEVILLE DODGE CHRYSLER JEEP				
Dealer Address	1600 HUNTSVILLE HWY					
Dealer City	FAYETTEVILLE	Dealer State	TN	Dealer Zip	37334	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	FAYETTEVILLE TN	Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Air bag warning light
Corporate - Complaint Contact - Default - Default - Default	air bag lights are on

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer says the air bag lights are on
 What are the customer s expectations?
 Customer would like to know if she may recieve assistance.
 ****End structured narrative T2 - Beginning Narrative
 Customer states that her check engine light came on and she stated that even with the low miles she had to pay over \$500 in replacing parts and shortly after those repairs, the air bag light came on and the dealer told her that its going to be another \$450 dollars to fix it again.
 Customer is very nice and said that she is considering Jeep ownership in the future but wanted some type of assistance with this.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? yes.
 Reassigned to 88F
 Customer would like to be called Wed around 4:00 central (3:00 mtn)
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 5:30 pm.
 Customer was provided with agent s extension: 66130
 Writer contacts SM-Brandon who states air bag lights came on which means air bags are disabled. Writer views customer is original owner, only vehicle, no other CAIR history, or warranty complaints. Vehicle is outside of basic warranty where repairs were covered by 20,131 miles and over 3 years. Customer has loyal servicing history under Service Contract. Writer and SM agree working to assist customer with goodwill is an opportunity to build loyalty/customer satisfaction with dealership/Chrysler. SM will contact Writer back with warranty rates.
 Brandon from dealership 68773 leaves voicemail for Writer with warranty rates:
 Part = \$105.00

Labor = \$19.77
Recommends \$50.00 deductible.
CONTACT UPDATE - Customer was contacted today at 4:14 pm.
Writer attempts to contact customer on [REDACTED] but there is no answer or option to leave a voicemail.
Writer will pitch customer offer of \$100.00 co-pay but willing to negotiate.

~~~~~  
Writer is assisting MB1093 with this CAIR.  
2nd attempt made to contact customer on 11/19/09 at 8:22 am MST.  
Left message indicating another attempt will be made.  
Customer was provided with agent s extension: 66130.  
Writer also attempted to contact customer on secondary phone number listed on the file and was able to contact customer at her work to discuss the options for repair. Writer spoke with customer to negotiate the offer. When writer extended the \$100.00 co-pay, the customer was slightly disappointed so writer lowered the co-pay to \$75.00 and customer accepted this offer amount. Writer instructed customer to contact Brandon at the dealership to schedule an appointment for the repair to be completed.

Customer understands and will call Brandon as soon as she has an opportunity.  
Writer called dealer 68773 and spoke with SM Brandon to discuss to make him aware of the offer which was quoted to the customer. Writer explained the customer accepted the \$75.00 co-pay offer and SM agreed. The PA number is UN00227011119 and also, the CAIR number was confirmed. SM stated that he will need to order the part and then, when the part comes in someone will call the customer.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on dealership loyalty.  
According to the dealer, the warranty costs of the repair are as follows:  
Parts = \$105.00  
Labor = \$ 19.77

With the concurrence of the Service Manager, Brandon, the customer will have a co-pay of \$75.00.  
##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance

with this PA, you may contact Suzie at 800-992-1997 extension # 66093. You may also contact us by email at: T2email@chrysler.com. This customer HAS been informed of this decision. Please update and/or close CAIR when complete.  
#####  
REASSIGNED TO BC/DLR 66 68773 11/19/09 10:34 O 19094856  
CONTACT UPDATE - Customer was contacted today at 8:45 am.  
Customer states she spoke with DJ at dealership who was not aware of the offer. Writer informed customer SM-Brandon at dealership has all the information.  
DLR is waiting on part.  
Attempted to contact SM but he had left for the day.  
Customer stated that they would call back to schedule appointment.  
Closing CAIR. Repair is available when customer take action.

---

**Customer Assistance Inquiry Record (CAIR)# 19248245**

|                       |                  |                                      |                  |                                            |                     |             |
|-----------------------|------------------|--------------------------------------|------------------|--------------------------------------------|---------------------|-------------|
| <b>VIN</b>            | 1J4GK58K3        | 2W                                   | <b>Open Date</b> | 01/19/2010                                 | <b>Built Date</b>   | 07/03/2002  |
| <b>Model Year</b>     | 2002             | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                     |             |
| <b>In Service Dt</b>  | 10/06/2002       | <b>Mileage</b>                       | 61,859           | <b>Dealer Zone</b>                         | E9                  | PUERTO RICO |
| <b>Plant</b>          | W                | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                  |             |
| <b>Color</b>          | PW1              | STONE WHITE CLEAR COAT               |                  |                                            |                     |             |
| <b>Engine</b>         | EKG              | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                     |             |
| <b>Transmission</b>   | DG4              | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                     |             |
| <b>Dealer</b>         | 13717            | TRIANGLE CHRYSLER OESTE              |                  |                                            |                     |             |
| <b>Dealer Address</b> | #301 HOSTOS AVE. |                                      |                  |                                            |                     |             |
| <b>Dealer City</b>    | MAYAGUEZ         | <b>Dealer State</b>                  | EX               | <b>Dealer Zip</b>                          | 00680               |             |
| <b>Owner</b>          |                  |                                      |                  |                                            | <b>Contact Type</b> | TELEPHONE   |
| <b>Address</b>        |                  |                                      |                  |                                            | <b>Home Phone</b>   |             |
|                       | MAYAGUEZ PR      | <b>Country</b>                       | PUERTO RICO      |                                            |                     |             |

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers

Received call from customer with the complaint that her daughter was driving the unit and the airbag light went on and few second later the drivers airbag exploted. GBV  
 On Thursday 1/28/2010, unit is going to be inspected by the inspector on Triangle Dealers de Mayaguez. GBV  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245  
 \*\*\*\*\*

Reviewed report and photographs. No physical damage found, unable to communicate with the ORC. In the interest of customer goodwill, please arrange to have vehicle repaired at Chrysler expense, including replacement of the ORC. Please return the ORC to JSS15.  
 The unit is going to be repaired by Chrysler expense, spoke to dealer to start the repairs. GBV

**Customer Assistance Inquiry Record (CAIR)#** **19248483**

|                       |                       |                                      |                  |                                           |                   |             |
|-----------------------|-----------------------|--------------------------------------|------------------|-------------------------------------------|-------------------|-------------|
| <b>VIN</b>            | 1J4GL48K5             | 2W [REDACTED]                        | <b>Open Date</b> | 01/19/2010                                | <b>Built Date</b> | 04/16/2002  |
| <b>Model Year</b>     | 2002                  | <b>Body</b>                          | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                   |             |
| <b>In Service Dt</b>  | 10/14/2002            | <b>Mileage</b>                       | 105,730          | <b>Dealer Zone</b>                        | E9                | PUERTO RICO |
| <b>Plant</b>          | W                     | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |             |
| <b>Color</b>          | PRV                   | DK. GARNET RED PEARL COAT            |                  |                                           |                   |             |
| <b>Engine</b>         | EKG                   | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |             |
| <b>Transmission</b>   | DG4                   | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |             |
| <b>Dealer</b>         | 13833                 | CABRERA CHRYSLER DODGE JEEP          |                  |                                           |                   |             |
| <b>Dealer Address</b> | CARR. #2 KM. 82.2     |                                      |                  |                                           |                   |             |
| <b>Dealer City</b>    | ARECIBO               | <b>Dealer State</b>                  | EX               | <b>Dealer Zip</b>                         | 00614             |             |
| <b>Owner</b>          | [REDACTED]            |                                      |                  | <b>Contact Type</b>                       | TELEPHONE         |             |
| <b>Address</b>        | [REDACTED]            | C/36 Z-A #5                          |                  | <b>Home Phone</b>                         | [REDACTED]        |             |
|                       | BAYAMON PR [REDACTED] |                                      |                  | <b>Country</b>                            | PUERTO RICO       |             |

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both

Received call from customer with the following complaint, customer was going to start the vehicle and when he entered the key into the ignition both airbags deploy. GBV  
 The inspection would be today at Cabrera Dealers by one of Chrysler representatives. GBV  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/26/10 AT 15:39:01 19248483  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/26/10 AT 16:12:16 19248483  
 The result of the inspection was as follow the customer have to work with the insurance or the repair is customer pay. GBV



**Customer Assistance Inquiry Record (CAIR)# 19350435**

|                       |                             |                                      |                  |                                           |                   |            |
|-----------------------|-----------------------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>            | 1J4GK48K3                   | 3W [REDACTED]                        | <b>Open Date</b> | 02/26/2010                                | <b>Built Date</b> | 08/24/2002 |
| <b>Model Year</b>     | 2003                        | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b>  | 10/18/2002                  | <b>Mileage</b>                       | 75,000           | <b>Dealer Zone</b>                        | 63                | DALLAS     |
| <b>Plant</b>          | W                           | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>          | PX8                         | BLACK CLEAR COAT                     |                  |                                           |                   |            |
| <b>Engine</b>         | EKG                         | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>   | DG4                         | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |            |
| <b>Dealer</b>         | 63509                       | BERGERON CHRYSLER-JEEP               |                  |                                           |                   |            |
| <b>Dealer Address</b> | 3525 VETERANS MEMORIAL BLVD |                                      |                  |                                           |                   |            |
| <b>Dealer City</b>    | METAIRIE                    | <b>Dealer State</b>                  | LA               | <b>Dealer Zip</b>                         | 70010             |            |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>                  | TELEPHONE        |                                           |                   |            |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>                    | [REDACTED]       |                                           |                   |            |
|                       | METAIRIE LA [REDACTED]      | <b>Country</b>                       | UNITED STATES    |                                           |                   |            |

|                                                                                         |                              |
|-----------------------------------------------------------------------------------------|------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers | Air bag deployed no accident |
| Product - Unknown - Unknown - Accident - Default                                        | Injury no accident           |
| Corporate - Complaint Contact - Default - Default - Default                             |                              |
| Corporate - Property Damage - Default - Default - Default                               |                              |
| Dealer - By-Pass - Default - Default - Default                                          |                              |

1. Who is calling and what is their contact information? Owners husband,

[REDACTED]

2. What happened? Customer was pulled over to make a phone call and as she was talking the airbag deployed. Force of the airbag deployment caused pain in the shoulders.

3. What is the current location of the vehicle? At customers home address.

\*\*\*\*\*

03.01.10

Left Message for customer

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

MS [REDACTED]

METAIRIE LA [REDACTED]

to 82T. MG17

3.1.10 Assigned to KSS28. MJK

CAIR NUMBER 19350435 REQUEST EAA INSPECTION 03-01-2010 12:09

CAIR NUMBER 19350435 E-MAIL SENT TO EAA 03-01-2010 12:10

CCRG Open Date: 03/01/2010 12:02:46

Letter Sent: Acknowledgement 03/02/2010 08:57:18

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/10 AT 13:42:00 19350435

CCRG Close Date: 05/13/2010

**Customer Assistance Inquiry Record (CAIR)#** **19419679**

|                       |                        |                                      |                  |                                           |                     |               |
|-----------------------|------------------------|--------------------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL48K8              | 4W [REDACTED]                        | <b>Open Date</b> | 03/24/2010                                | <b>Built Date</b>   | 04/21/2004    |
| <b>Model Year</b>     | 2004                   | <b>Body</b>                          | KJJH74           | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 05/01/2004             | <b>Mileage</b>                       | 101,000          | <b>Dealer Zone</b>                        | 42                  | DETROIT       |
| <b>Plant</b>          | W                      | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                  |               |
| <b>Color</b>          | PW1                    | STONE WHITE CLEAR COAT               |                  |                                           |                     |               |
| <b>Engine</b>         | EKG                    | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                     |               |
| <b>Transmission</b>   | DG6                    | TRANSMISSION-4-SPD. AUTOMATIC, 42RLE |                  |                                           |                     |               |
| <b>Dealer</b>         | 69919                  | BIRMINGHAM CPJE/LEASE PLAN           |                  |                                           |                     |               |
| <b>Dealer Address</b> | 1165 SANCTUARY PARKWAY |                                      |                  |                                           |                     |               |
| <b>Dealer City</b>    | ALPHARETTA             | <b>Dealer State</b>                  | GA               | <b>Dealer Zip</b>                         | 30004               |               |
| <b>Owner</b>          | [REDACTED]             |                                      |                  |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                      |                  |                                           | <b>Home Phone</b>   |               |
|                       | REDDING CA [REDACTED]  |                                      |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                     |  |
|-------------------------------------------------------------------------------------|--|
| Corporate - Recall - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default |  |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Would like to know if there are any open recalls regarding the airbag due to the air bag light is on.  
 What are the customer s expectations?  
 To inform him if there are any open recalls on the vehicle.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer s vehicle has the airbag light on. Customer noticed there are some recalls for 2002-2003 models with the airbag light. Would like to know if his vehicle has it due to it is 2004. Writer informed customer there are no open recalls on the vehicle.

**Customer Assistance Inquiry Record (CAIR)#** **19425377**

|                       |                         |                                      |                  |                                           |                     |               |
|-----------------------|-------------------------|--------------------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL48K3               | 2W                                   | <b>Open Date</b> | 03/26/2010                                | <b>Built Date</b>   | 05/29/2002    |
| <b>Model Year</b>     | 2002                    | <b>Body</b>                          | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 06/22/2002              | <b>Mileage</b>                       | 103,000          | <b>Dealer Zone</b>                        | 66                  | ORLANDO       |
| <b>Plant</b>          | W                       | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                  |               |
| <b>Color</b>          | PBQ                     | STEEL BLUE PEARL COAT                |                  |                                           |                     |               |
| <b>Engine</b>         | EKG                     | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                     |               |
| <b>Transmission</b>   | DG4                     | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                     |               |
| <b>Dealer</b>         | 23915                   | ALEXANDER DODGE CHRYSLER JEEP, LLC   |                  |                                           |                     |               |
| <b>Dealer Address</b> | 305 FIFTH AVENUE NORTH  |                                      |                  |                                           |                     |               |
| <b>Dealer City</b>    | FRANKLIN                | <b>Dealer State</b>                  | TN               | <b>Dealer Zip</b>                         | 37064               |               |
| <b>Owner</b>          | [REDACTED]              |                                      |                  |                                           | <b>Contact Type</b> | LETTER        |
| <b>Address</b>        | [REDACTED]              |                                      |                  |                                           | <b>Home Phone</b>   |               |
|                       | NASHVILLE TN [REDACTED] |                                      |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                     |                                           |
|-------------------------------------------------------------------------------------|-------------------------------------------|
| Dealer - By-Pass - Default - Default - Default                                      | Customer complains about the airbag light |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer complains about the airbag light |
| Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall                 |                                           |

Why is the customer contacting Chrysler? Because her airbag light is on.  
 What are the customer's expectations? Asking Chrysler to help with the repair.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is xxx-xxx-xxxx Preferred Afternoon/Evening call back number is [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 6:30 AM.  
 Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.  
 Customer called in returning her case manager's call that she missed this morning. Customer would like to speak with him if at all possible. WE43 was not available. Customer was advised that her case manager will be re-contacting her.  
 2nd attempt made to contact customer on 04/07/10 at 2:31 PM MT.  
 Left message indicating another attempt will be made.  
 Customer was provided with agent's name and Brand number.  
 The writer left a voice mail about the active recall and to have the air bag light diagnosed. The writer stated in the voice mail that Chrysler may not assist with the air bag light issue. The diagnosis is pending.  
 Customer called into to get a hold of case manager WE43 ext. 66088 warm transferred over.  
 Customer had contacted the writer. Writer advised the customer that the air bag issue could be looked into but the customer would have to initiate a diagnosis at their expense. The customer requested a

supervisor. Writer offered the customer the possibility of reimbursement for the diagnosis if it was related to the recall. The customer does not have the air bag recall. Writer did advise the customer of the open recall on her vehicle.

Supervisor Call

Contacted Customer and left message that she will have to take the vehicle in to a certified Chrysler dealership and have it diagnosed before we can even consider assisting.

Caller states she will not accept the fact she should pay for the diagnostic fee as she states there is a recall on the vehicle. Writer informed caller there is no recall regarding the airbags for her vehicle. Customer asked for a supervisor. Writer informed caller a supervisor call has already been issued to her yesterday as scheduled and the information that she will need to have the vehicle diagnosed at her expense if Jeep is to consider with the repair. Customer asked for first and last names of supervisor. Writer only offered Adrey. Customer states she needs to know who her lawyer is going to speak with.

CLOSED LOOP UPDATE - no need for additional follow-up.

POSTMARK DATE: 060110; DATE RECEIVED: 060810

\*\*\*\*\*

Attorney writes, claims he wrote before and received no response. I find no record of prior letter. Letter was addressed to non-existent employee, to wrong address. Dictated letter. jss15.

LETTER MAILED. JSS15.

POSTMARK DATE: 061710; DATE RECEIVED: 062210

Attorney writes again, references Recall A07. A07 does not apply to this vehicle based on its build date of 5-29-2002. Dictated letter explaining this and referring owner to dealer for proper diagnosis and repair at her expense.

LETTER MAILED. JSS15.

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**Customer Assistance Inquiry Record (CAIR)#** **19477306**

|                       |               |                                      |                  |                                           |                     |            |
|-----------------------|---------------|--------------------------------------|------------------|-------------------------------------------|---------------------|------------|
| <b>VIN</b>            | 1J4GL48K1     | 2W [REDACTED]                        | <b>Open Date</b> | 04/16/2010                                | <b>Built Date</b>   | 06/05/2001 |
| <b>Model Year</b>     | 2002          | <b>Body</b>                          | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |            |
| <b>In Service Dt</b>  | 07/02/2001    | <b>Mileage</b>                       | 65,000           | <b>Dealer Zone</b>                        | 32                  | NEW YORK   |
| <b>Plant</b>          | W             | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                  |            |
| <b>Color</b>          | PS2           | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                           |                     |            |
| <b>Engine</b>         | EKG           | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                     |            |
| <b>Transmission</b>   | DG4           | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                     |            |
| <b>Dealer</b>         | 60234         | RIVERDALE CHRYSLER JEEP              |                  |                                           |                     |            |
| <b>Dealer Address</b> | 5869 BROADWAY |                                      |                  |                                           |                     |            |
| <b>Dealer City</b>    | BRONX         | <b>Dealer State</b>                  | NY               | <b>Dealer Zip</b>                         | 10463               |            |
| <b>Owner</b>          | [REDACTED]    |                                      |                  |                                           | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]    |                                      |                  |                                           | <b>Home Phone</b>   |            |
|                       | BRONX NY      | [REDACTED]                           | <b>Country</b>   | UNITED STATES                             |                     |            |

|                                                                                     |  |
|-------------------------------------------------------------------------------------|--|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default |  |
| Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown               |  |
| Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall                    |  |

Customer calls seeking recall information. Advised the customer of incomplete recall F23 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

The customer stated that he ball joints have broken and wanted to know if there was a recall or if it was covered writer advised of recall, the customer stated she will use AAA to tow the vehicle after she gets it out of impound. The customer also stated that her airbag light is on. Writer advised to have that looked at when the vehicle is at the dealer.

|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>19519481</b> |
|---------------------------------------------------|-----------------|

|                       |                          |                             |                  |                                           |                     |               |
|-----------------------|--------------------------|-----------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J8GL48K1                | 2W [REDACTED]               | <b>Open Date</b> | 05/03/2010                                | <b>Built Date</b>   | 09/24/2001    |
| <b>Model Year</b>     | 2002                     | <b>Body</b>                 | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 01/25/2002               | <b>Mileage</b>              | 120,000          | <b>Dealer Zone</b>                        | 35                  | WASHINGTON    |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                  |               |
| <b>Dealer</b>         | 23294                    | HAYNES MOTOR COMPANY        |                  |                                           |                     |               |
| <b>Dealer Address</b> | 9520 WEST BROAD STREET   |                             |                  |                                           |                     |               |
| <b>Dealer City</b>    | RICHMOND                 | <b>Dealer State</b>         | VA               | <b>Dealer Zip</b>                         | 23294               |               |
| <b>Owner</b>          | [REDACTED]               |                             |                  |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                             |                  |                                           | <b>Home Phone</b>   | [REDACTED]    |
|                       | CUMBERLAND VA [REDACTED] |                             |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                             |  |
|-------------------------------------------------------------|--|
| Corporate - Recall - Default - Default - Default            |  |
| Product - Electrical - Lamps and Switches - Other - Default |  |

Why is the customer contacting Chrysler?  
 Customer states that he is having issue with the air compressure and is wondering if there s any open recalls on the vehicle. The air bag light come on.

What are the customer s expectations?  
 Customer was expecting to find a recall about air pressure because that is what s wrong with his vehicle.

Agent contacted owner for follow-up survey ; no answer

**Customer Assistance Inquiry Record (CAIR)# 19521562**

|                      |                        |                             |                  |                                           |                     |               |
|----------------------|------------------------|-----------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>           | 1J4GL48K2              | 2W [REDACTED]               | <b>Open Date</b> | 05/04/2010                                | <b>Built Date</b>   | 04/06/2001    |
| <b>Model Year</b>    | 2002                   | <b>Body</b>                 | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b> | 06/01/2001             | <b>Mileage</b>              | 122,000          | <b>Dealer Zone</b>                        | 42                  | DETROIT       |
| <b>Plant</b>         | W                      | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                  |               |
| <b>Owner</b>         | [REDACTED]             |                             |                  |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>       | [REDACTED]             |                             |                  |                                           | <b>Home Phone</b>   |               |
|                      | COLUMBUS OH [REDACTED] |                             |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                     |                                                         |
|-------------------------------------------------------------------------------------|---------------------------------------------------------|
| Recall - A07: AIR BAG WIRE CHAFING - Information Request                            | Customer wants to know if there is a recall on air bag. |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default |                                                         |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer states air bag light is on.  
 What are the customer s expectations?  
 Customer wants to know if there are any recalls on air bag.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer asked where the recalls that were on the vehicle were performed.  
 Agent advised of dealer names. Customer asked if there was a recall on the air bag, stating that the air bag light is on. Agent advised of recall A07 and recommended that she take the vehicle to an authorized dealer to determine if it is recall related. Agent advised that if it is the same issue as the recall, it can be covered. Agent advised that if it is NOT recall related, she can be considered for goodwill, as it can be a safety concern and suggested she call back for goodwill, if needed.  
 Customer requested that goodwill process be started now, in case the repair is not covered under the recall.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] work (before 5:00 EST)  
 Preferred Afternoon/Evening call back number is [REDACTED] - home (after 5:00EST)  
 Who has possession of the vehicle? owner  
 Has the vehicle been diagnosed by a CDJ dealer? no  
 If a CDJ dealer has diagnosed, what is the dealer name or code? will go to 60388  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 Customer owns one used vehicle.  
 Customer is the third owner on the vehicle.  
 The vehicle does not have any service contracts.  
 Basic and powetrain warranty are expired by 86,000 miles, and five years, eleven months.  
 CONTACT UPDATE - Customer was contacted today at 11:19 AM. Left message.  
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.  
 Next agent: Inquire if the customer has completed diagnosis at 60388.  
 2nd attempt made to contact customer on 5/7 at 9:38 AM.  
 Left message indicating another attempt will be made.  
 Customer was provided with agent s name and Brand number.  
 Next agent: Inquire if the customer has completed diagnosis at 60388.  
 3rd attempt made to contact customer on 5/10 at 4:09 PM.

Writer contacted [REDACTED], and was informed that the customer does not live there.

Next agent: Inquire if the customer has completed diagnosis at an authorized dealership.

4th attempt made to contact customer on 5/12 at 2:13 PM.

Left detailed message for a return call if required.

Next agent: Inquire if the customer has completed diagnosis at an authorized dealership.

5th attempt made to contact customer on 5/13 at 1:06 PM.

Left detailed message for a return call if required.

Five attempts have been made. Writer is closing case.

CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)# 19598253**

|                      |             |                                      |               |                                           |             |
|----------------------|-------------|--------------------------------------|---------------|-------------------------------------------|-------------|
| <b>VIN</b>           | 1J8GL48K03W | <b>Open Date</b>                     | 06/02/2010    | <b>Built Date</b>                         | 07/24/2002  |
| <b>Model Year</b>    | 2003        | <b>Body</b>                          | KJJH74        | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |             |
| <b>In Service Dt</b> | 08/09/2002  | <b>Mileage</b>                       | 115,000       | <b>Dealer Zone</b>                        | 32 NEW YORK |
| <b>Plant</b>         | W           | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b> | U                                         | US          |
| <b>Color</b>         | PB7         | PATRIOT BLUE PEARL COAT              |               |                                           |             |
| <b>Engine</b>        | EKG         | ENGINE - 3.7L POWER TECH V6          |               |                                           |             |
| <b>Transmission</b>  | DG4         | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |               |                                           |             |

|                       |              |                         |    |                   |       |
|-----------------------|--------------|-------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 41985        | DUROCHER AUTO SALES INC |    |                   |       |
| <b>Dealer Address</b> | 4651 ROUTE 9 |                         |    |                   |       |
| <b>Dealer City</b>    | PLATTSBURGH  | <b>Dealer State</b>     | NY | <b>Dealer Zip</b> | 12901 |

|                |                  |                     |               |
|----------------|------------------|---------------------|---------------|
| <b>Owner</b>   |                  | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> |                  | <b>Home Phone</b>   |               |
|                | ELLENBURG CTR NY | <b>Country</b>      | UNITED STATES |

|                                                                             |                      |
|-----------------------------------------------------------------------------|----------------------|
| Product - Unknown - Unknown - Accident - Default                            | no accident / injury |
| Corporate - Property Damage - Default - Default - Default                   |                      |
| Dealer - By-Pass - Default - Default - Default                              |                      |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers |                      |
| Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall         |                      |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer says the air bag went off as she was driving  
 What are the customer s expectations?  
 Customer expects to have this looked into and repaired  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer says the air bag light came on and the bag deployed while driving at 40 mph. Customer says there was not an accident. Customer has the vehicle. Customer says only the drivers air bag deployed. Customer says she is bruised and cut on her arms and neck. Writer informed the customer of the recall J17. Customer says she knows about the recall. Writer informed the customer the call would be referred to a special investigation team.  
 1. Who is calling and what is their contact information? [REDACTED]  
 Preferred: [REDACTED]  
 Alternate: [REDACTED] work before 3:30 pm  
 2. What happened? air bag deployed on its own  
 3. What is the current location of the vehicle? owner has it  
 \*\*\*\*\*  
 06.03.10  
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
 VEHICLE LOCATED AT: RESIDENCE  
 MS [REDACTED]  
 ELLENBURG CTR NY [REDACTED]  
 Per OGC Matrix, reassigned to 82T. MG17  
 iNCOMPLETE RECALL: J17 KJ UPPER BALL JOINTS  
 6/3/10 ASSIGN TO KSS28.  
 CAIR NUMBER 19598253 REQUEST EAA INSPECTION 06-03-2010 12:10

CAIR NUMBER 19598253 E-MAIL SENT TO EAA 06-03-2010 12:10  
customer calling to get update on case. writer advised customer that  
case will be addressed by legal department and customer will be contacted  
when agent has information in regards to customer case.

CCRG Open Date: 06/03/2010 11:48:00

Letter Sent: Acknowledgement 06/07/2010 09:01:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/08/10 AT 15:44:11 19598253

Letter Sent: Offer 06/14/2010

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**Customer Assistance Inquiry Record (CAIR)#** **19625309**

|                       |                       |                                      |                  |                                              |                   |            |
|-----------------------|-----------------------|--------------------------------------|------------------|----------------------------------------------|-------------------|------------|
| <b>VIN</b>            | 1J4GK38K5             | 3W [REDACTED]                        | <b>Open Date</b> | 06/10/2010                                   | <b>Built Date</b> | 10/06/2002 |
| <b>Model Year</b>     | 2003                  | <b>Body</b>                          | KJTM74           | JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b>  | 11/02/2002            | <b>Mileage</b>                       | 140,000          | <b>Dealer Zone</b>                           | 63                | DALLAS     |
| <b>Plant</b>          | W                     | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                            | US                |            |
| <b>Color</b>          | PS2                   | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                              |                   |            |
| <b>Engine</b>         | EKG                   | ENGINE - 3.7L POWER TECH V6          |                  |                                              |                   |            |
| <b>Transmission</b>   | DG4                   | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                              |                   |            |
| <b>Dealer</b>         | 45100                 | DALLAS DODGE CHRYSLER JEEP           |                  |                                              |                   |            |
| <b>Dealer Address</b> | 11550 LBJ FWY         |                                      |                  |                                              |                   |            |
| <b>Dealer City</b>    | DALLAS                | <b>Dealer State</b>                  | TX               | <b>Dealer Zip</b>                            | 75238             |            |
| <b>Owner</b>          | [REDACTED]            |                                      |                  | <b>Contact Type</b>                          | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]            |                                      |                  | <b>Home Phone</b>                            | [REDACTED]        |            |
|                       | ROWLETT TX [REDACTED] |                                      |                  | <b>Country</b>                               | UNITED STATES     |            |

|                                                                                         |             |
|-----------------------------------------------------------------------------------------|-------------|
| Product - Unknown - Unknown - Accident - Default                                        | no accident |
| Corporate - Property Damage - Default - Default - Default                               |             |
| Dealer - By-Pass - Default - Default - Default                                          |             |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Both                      |             |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |             |

1. Who is calling and what is their contact information? [REDACTED]

Alternate: none

2. What happened? The customers air bag deployed without the vehicle being in an accident.

3. What is the current location of the vehicle? [REDACTED] R ,  
 ROWLETT , TX-[REDACTED]  
 UNITED STATES (the customer address)  
 RB1093

\*\*\*\*\*

06.11.10

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]  
 [REDACTED]  
 ROWLETT TX [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.  
 THANKS, MG17

CAIR NUMBER 19625309 REQUEST EAA INSPECTION 06-11-2010 10:05

CAIR NUMBER 19625309 E-MAIL SENT TO EAA 06-11-2010 10:06

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/16/10 AT 16:44:34 19625309

\*\*\*\*\*

06.17.10

Reviewed EAA report and photos  
 Some damage to frt end, last state inspection 08.09  
 Sending dictated letter explaining  
 not led to believe / no air bag DTC

LETTER MAILED. MG17

\*\*\*\*\*

06.18.10

UPDATE - we will repair vehicle and give a rental while in the shop for repairs - she will submit medical bills that was mentioned in EAA interview - ORC needs to be sent back to:

Dino DePaolis, P.E.

Chrysler Group LLC - Product Investigations

800 Chrysler Dr.

CIMS 482-00-91

Auburn Hills, MI 48326

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**Customer Assistance Inquiry Record (CAIR)# 19639098**

|                       |                          |                                      |               |                                           |             |
|-----------------------|--------------------------|--------------------------------------|---------------|-------------------------------------------|-------------|
| <b>VIN</b>            | 1J4GL48K2 3W [REDACTED]  | <b>Open Date</b>                     | 06/15/2010    | <b>Built Date</b>                         | 09/18/2002  |
| <b>Model Year</b>     | 2003                     | <b>Body</b>                          | KJJH74        | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |             |
| <b>In Service Dt</b>  | 12/10/2002               | <b>Mileage</b>                       | 83,000        | <b>Dealer Zone</b>                        | 32 NEW YORK |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b> | U                                         | US          |
| <b>Color</b>          | PBJ                      | ATLANTIC BLUE PEARL COAT             |               |                                           |             |
| <b>Engine</b>         | EKG                      | ENGINE - 3.7L POWER TECH V6          |               |                                           |             |
| <b>Transmission</b>   | DG4                      | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |               |                                           |             |
| <b>Dealer</b>         | 42762                    | BONNEVILLE & SON INC                 |               |                                           |             |
| <b>Dealer Address</b> | 625 HOOKSETT RD          |                                      |               |                                           |             |
| <b>Dealer City</b>    | MANCHESTER               | <b>Dealer State</b>                  | NH            | <b>Dealer Zip</b>                         | 03104       |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                  | TELEPHONE     |                                           |             |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                    |               |                                           |             |
|                       | MANCHESTER NH [REDACTED] | <b>Country</b>                       | UNITED STATES |                                           |             |

|                                                                                   |             |
|-----------------------------------------------------------------------------------|-------------|
| Product - Unknown - Unknown - Accident - Default                                  | no accident |
| Corporate - Property Damage - Default - Default - Default                         |             |
| Dealer - By-Pass - Default - Default - Default                                    |             |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown |             |

1. Who is calling and what is their contact information? [REDACTED] - Spouse Preferred: [REDACTED]

2. What happened? Customer alleges that her husband was going down the road at 35 miles an hour and the air bag light came on. Customer alleges that her husband did not know what has going on and only a few seconds after this had happened the airbag deployed. Customer stated that they want to know why this had transpired.

3. What is the current location of the vehicle? [REDACTED] MANCHESTER, NH [REDACTED]

06.17.10  
Left Message for customer  
VEHICLE LOCATED AT: RESIDENCE  
M [REDACTED]  
[REDACTED]  
MANCHESTER NH [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.  
THANKS, MG17  
CAIR NUMBER 19639098 REQUEST EAA INSPECTION 06-17-2010 10:09  
CAIR NUMBER 19639098 E-MAIL SENT TO EAA 06-17-2010 10:09  
> Left a VMM for cutomer - takes a couple of days to set up inspection  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/22/10 AT 08:41:13 19639098

06.22.10  
Reviewed EAA report and photos  
We will repair vehicle - Provide rental during repair

- ORC needs to be sent back to:  
Dino DePaolis, P.E.  
Chrysler Group LLC - Product Investigations  
800 Chrysler Dr.  
CIMS 482-00-91  
Auburn Hills, MI 48326

Left a VMM for Warren in dealer asking if he will do repairs and send ORC back

I spoke to WAM - Brian  
he will call me with prices, rental is whatever warranty would cover, he took Dinos name/address - I called customer and ref d her to dealer for an appt.

\*\*\*\*\*

06.29.10  
Returned Brians call

\*\*\*\*\*

07.28.10  
Approved and Paid PA claim

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**Customer Assistance Inquiry Record (CAIR)# 19691227**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K7  | 3W [REDACTED]                        | <b>Open Date</b> | 07/03/2010                                 | <b>Built Date</b> | 09/17/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 11/11/2002 | <b>Mileage</b>                       | 86,750           | <b>Dealer Zone</b>                         | 51                | CHICAGO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |               |                       |    |                   |       |  |
|-----------------------|---------------|-----------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 23609         | KRIEGER MOTOR COMPANY |    |                   |       |  |
| <b>Dealer Address</b> | 203 FORD AVE. |                       |    |                   |       |  |
| <b>Dealer City</b>    | MUSCATINE     | <b>Dealer State</b>   | IA | <b>Dealer Zip</b> | 52761 |  |

|                |                   |                     |               |
|----------------|-------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]        | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]        | <b>Home Phone</b>   | [REDACTED]    |
|                | JOY IL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                |                          |
|--------------------------------------------------------------------------------|--------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver        | deployed with out impact |
| Corporate - Dealer Information - Default - Default - Default                   |                          |
| Dealer - By-Pass - Default - Default - Default                                 |                          |
| Product - Body / Trim / Paint Finish - Seat Belts - Inoperative - Front Driver |                          |

Briefly summarize why the customer is contacting Chrysler: Customer s air bag deployed for no reason. The seat belt will is now not working. Writer referred customer to dealer code 68871 for assistance. Briefly summarize what the customer is expecting: Information and vehcle repair

1. Who is calling and what is their contact information? [REDACTED]

Alternate: same

2. What happened? Customer was driving and air bag deployed for no known reason

3. What is the current location of the vehicle? With owner vehicle is driveable

\*\*\*\*\*  
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, AND ANY OTHER PERTINENT INFORMATION. THANKS.JSS15.  
 CAIR NUMBER 19691227 REQUEST EAA INSPECTION 07-06-2010 08:56  
 CAIR NUMBER 19691227 E-MAIL SENT TO EAA 07-06-2010 08:56  
 \*\*\*\*\*

Reviewed report. Please arrange to have vehicle repaired at Chryaler expense. PARTS RETURN REQUIRED. Make sure part is identified with VIN Please have ORC module returned to:  
 Dino DePaolis, P.E.  
 Chrysler Group LLC  
 800 Chrysler Dr. \_  
 Auburn Hills, MI 48326  
 CIMS 482-00-91  
 \*\*\*\*\*

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/12/10 AT 04:20:48 19691227

Spoke with SM Craig Yeager and advised him of the above repair and parts return requirement . Craig will advise Curtis Jeffries ( 630-724-2388 ) when repairs are complete.

Cair assigned to dealer for follow up.

REASSIGNED TO BC/DLR 51 23609 07/13/10 17:21 O 19691227

DM to review with SM

aIRBAG AT DEALER MODULE AT DEALER SEAT BELT 9724 ORDER# NOT IN

Spoke to S/M Craig who advised parts are in and vehicle should be completed by Tuesday Aug 3,2010.

DM reviewed progress on cair

Review Cair with SM C Yeorger

\*Contact Date:08/18/2010

Service Director at the dealership has closed the Cair# 19691227

DCX goodwill repair is documented on Repair Order#115800

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 8/18/2010 AT 10:43:903 R 19691227

Vehicle is repaired and cust has veh back and parts returned.

---



|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>19709169</b> |
|---------------------------------------------------|-----------------|

|                       |                            |                             |                  |                                           |                     |               |
|-----------------------|----------------------------|-----------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL48K9                  | 2W [REDACTED]               | <b>Open Date</b> | 07/09/2010                                | <b>Built Date</b>   | 09/19/2001    |
| <b>Model Year</b>     | 2002                       | <b>Body</b>                 | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 10/21/2001                 | <b>Mileage</b>              | 91,000           | <b>Dealer Zone</b>                        | 71                  | LOS ANGELES   |
| <b>Plant</b>          | W                          | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                  |               |
| <b>Dealer</b>         | 68904                      | OLYMPIA CHRY-JEEP           |                  |                                           |                     |               |
| <b>Dealer Address</b> | 2110 CARRIAGE DRIVE SW     |                             |                  |                                           |                     |               |
| <b>Dealer City</b>    | OLYMPIA                    | <b>Dealer State</b>         | WA               | <b>Dealer Zip</b>                         | 98502               |               |
| <b>Owner</b>          | [REDACTED]                 |                             |                  |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | UNKNOWN                    |                             |                  |                                           | <b>Home Phone</b>   |               |
|                       | OCEAN SHORES WA [REDACTED] |                             |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                     |                                                    |
|-------------------------------------------------------------------------------------|----------------------------------------------------|
| Corporate - Product Information - Default - Default - Default                       | Spare tire inquiry                                 |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | intermittently flashes when turning steering wheel |
| Corporate - Recall - Default - Default - Default                                    |                                                    |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer inquires about size of spare tire.  
 Customer alleges airbag light is flashing intermittently.  
 Customer inquires about recalls.  
 Briefly summarize what the customer is expecting:  
 Customer expects accurate information.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was advised of dates that previous recalls were completed.  
 Writer transferred customer to Dealer 60239 for further assistance.

**Customer Assistance Inquiry Record (CAIR)#** **19797096**

|                       |                   |                                      |                  |                                           |                     |            |
|-----------------------|-------------------|--------------------------------------|------------------|-------------------------------------------|---------------------|------------|
| <b>VIN</b>            | 1J4GL48K3         | 2W [REDACTED]                        | <b>Open Date</b> | 08/04/2010                                | <b>Built Date</b>   | 01/18/2002 |
| <b>Model Year</b>     | 2002              | <b>Body</b>                          | KJJH74           | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |            |
| <b>In Service Dt</b>  | 05/10/2002        | <b>Mileage</b>                       | 125,000          | <b>Dealer Zone</b>                        | 35                  | WASHINGTON |
| <b>Plant</b>          | W                 | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                  |            |
| <b>Color</b>          | PB7               | PATRIOT BLUE PEARL COAT              |                  |                                           |                     |            |
| <b>Engine</b>         | EKG               | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                     |            |
| <b>Transmission</b>   | DG4               | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                     |            |
| <b>Dealer</b>         | 44238             | DONOVAN & BAUER AUTO GROUP           |                  |                                           |                     |            |
| <b>Dealer Address</b> | 11543 HYDETOWN RD |                                      |                  |                                           |                     |            |
| <b>Dealer City</b>    | TITUSVILLE        | <b>Dealer State</b>                  | PA               | <b>Dealer Zip</b>                         | 16354               |            |
| <b>Owner</b>          | [REDACTED]        |                                      |                  |                                           | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]        |                                      |                  |                                           | <b>Home Phone</b>   | [REDACTED] |
|                       | TITUSVILLE PA     | [REDACTED]                           | <b>Country</b>   | UNITED STATES                             |                     |            |

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| Dealer - By-Pass - Default - Default - Default                              |  |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers |  |

\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer experienced improper airbag deployment  
 Briefly summarize what the customer is expecting:  
 Repair assistance for airbag

\*\*\*End structured narrative T2 - Beginning Narrative  
 1. Who is calling and what is their contact information?  
 Preferred: [REDACTED]

2. What happened? Customer states airbag deployed while driving down the highway at full speed.

3. What is the current location of the vehicle? Dealer 44238- 11543  
 DONOVAN & BAUER AUTO GROUP CJDT  
 11543 HYDETOWN RD TITUSVILLE PA 16354 814-827-3694

\*\*\*\*\*  
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 19797096 REQUEST EAA INSPECTION 08-05-2010 13:02  
 CAIR NUMBER 19797096 E-MAIL SENT TO EAA 08-05-2010 13:02  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/14/10 AT 12:54:10 19797096  
 \*\*\*\*\*

Insurance company has agreed to cover the majority of the repairs. Called dealer and advised we would cover the remaining portion as customer goodwill. jss15.  
 \*\*\*\*\*

Provided PA UN08560660826  
 Requested ORC be returned to QEC attn D. DePaolis  
 \*\*\*\*\*

File originally had wrong VIN (2W [REDACTED]) Corrected to VIN 2W [REDACTED]  
 PA was issued on wrong VIN. Manually paid claim. jss15.

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**Customer Assistance Inquiry Record (CAIR)# 19861497**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K4  | 3W [REDACTED]                        | <b>Open Date</b> | 08/23/2010                                 | <b>Built Date</b> | 08/22/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 10/19/2002 | <b>Mileage</b>                       | 38,000           | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PX8        | BLACK CLEAR COAT                     |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                |                               |                     |               |
|----------------|-------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                    | <b>Home Phone</b>   | [REDACTED]    |
|                | DEERFIELD BEACH FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                    |                |
|--------------------------------------------------------------------|----------------|
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Both | front air bags |
| Dealer - By-Pass - Default - Default - Default                     |                |

Caller stated that both front air bags opened while his wife was driving the car. Luckily it was at a stop sign and not the highway. Caller has not taken vehicle to the dealership for diagnostic because insurance investigator needs to look at it.

Caller is seeking to get air bags repaired. Caller is looking for this to be resolved and a noted safety issue. Caller s insurance is giving him a difficult time.

Contact number [REDACTED]

Escalating

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 4:48 PM.

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? Customer came up to a red light as his wife started to slow down the air bags came out, both drive and passenger side.

3. What is the current location of the vehicle? Vehicle is at customer house

\*\*\*\*\*  
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 19861497 REQUEST EAA INSPECTION 08-25-2010 14:15

CAIR NUMBER 19861497 E-MAIL SENT TO EAA 08-25-2010 14:15

Customer seeking an update on their request for SI. .

Customer was advised their request has been received and once the request is processed, they will be contacted.

Contact information [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/30/10 AT 14:52:41 19861497

Reviewed report and photographs. Unable to communicate with ORC. Please arrange to have vehicle repaired at Chrysler expense as customer goodwill.

Provide rental as needed. Return ORC Module labelled with VIN to:

Chrysler Quality Engineering Center

2021 Executive Hills Blvd.

Auburn Hills MI 48326-2943

Attn: D. DePaolis

(Vehicle was at listed SVC dealer, but was returned to owner.)

Called owner and left message requesting they contact dealer to schedule repairs.

The dealer Assistant Service Manager Jim, to see if we needed the numbers for the repair on the airbags writer referred the caller to JSS15 and provided the contact number.

\*\*\*\*\*

Spoke to Jim at dealer, entered PA UN08751150831 \_

090110 AM SPOKE WITH SM JOHN SALZLEIN, REPAIRS ARE UNDERWAY. AM ADVISED

SM TO RETAIN ORC MODULE AFTER REPAIRS TO SEND TO DETROIT PER CAIR. \_

BHW

090910 vehicle repaired. owner notified, part returned to qec. close

---

|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>19874786</b> |
|---------------------------------------------------|-----------------|

|                       |                            |                             |                  |                                            |                     |               |
|-----------------------|----------------------------|-----------------------------|------------------|--------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J8GL58K0                  | 3W [REDACTED]               | <b>Open Date</b> | 08/26/2010                                 | <b>Built Date</b>   | 07/19/2002    |
| <b>Model Year</b>     | 2003                       | <b>Body</b>                 | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                     |               |
| <b>In Service Dt</b>  | 11/30/2002                 | <b>Mileage</b>              | 60,000           | <b>Dealer Zone</b>                         | 32                  | NEW YORK      |
| <b>Plant</b>          | W                          | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                          | US                  |               |
| <b>Dealer</b>         | 26371                      | JEEP-EAGLE 17 INCORPORATED  |                  |                                            |                     |               |
| <b>Dealer Address</b> | 633 N RTE 17               |                             |                  |                                            |                     |               |
| <b>Dealer City</b>    | PARAMUS                    | <b>Dealer State</b>         | NJ               | <b>Dealer Zip</b>                          | 07652               |               |
| <b>Owner</b>          | [REDACTED]                 |                             |                  |                                            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                 |                             |                  |                                            | <b>Home Phone</b>   | [REDACTED]    |
|                       | SADDLE BROOK NJ [REDACTED] |                             |                  |                                            | <b>Country</b>      | UNITED STATES |

|                                                                                     |  |
|-------------------------------------------------------------------------------------|--|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default |  |
| Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall                 |  |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states that her air bag light is flashing.  
 Briefly summarize what the customer is expecting:  
 She states that she would like to see what warranty coverage she has.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was informed that she has a certified pre-owned service contract that is still active. Customer was transferred to Sc department to see if her air bag would be covered.

**Customer Assistance Inquiry Record (CAIR)#** **20052181**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K5  | 3W [REDACTED]                        | <b>Open Date</b> | 10/18/2010                                 | <b>Built Date</b> | 09/26/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 11/16/2002 | <b>Mileage</b>                       | 46,197           | <b>Dealer Zone</b>                         | 51                | CHICAGO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PBJ        | ATLANTIC BLUE PEARL COAT             |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                 |                                  |    |                   |       |  |
|-----------------------|-----------------|----------------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 36277           | LARRY ROESCH CHRYSLER JEEP DODGE |    |                   |       |  |
| <b>Dealer Address</b> | 200 W GRAND AVE |                                  |    |                   |       |  |
| <b>Dealer City</b>    | ELMHURST        | <b>Dealer State</b>              | IL | <b>Dealer Zip</b> | 60126 |  |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | MAYWOOD IL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                    |                        |
|--------------------------------------------------------------------|------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Both | inadvertent deployment |
| Corporate - Excessive Contacts - Default - Default - Default       |                        |
| Corporate - Reimbursement - Default - Default - Default            |                        |

Referral from STAR Center.  
 CUSTOMER STATED,PUT VEHICLE INTO REVERSE AND AIR BAGS DEPLOYED  
 VEHICLE IS LOCATED AT:  
 LARRY ROESCH CHRYSLER-JEEP-DODGE, CJDT  
 200 W GRAND AVE ELMHURST IL 60126 630-834-8000  
 \*\*\*\*\*

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 20052181 REQUEST EAA INSPECTION 10-18-2010 08:10  
 CAIR NUMBER 20052181 E-MAIL SENT TO EAA 10-18-2010 08:11  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/19/10 AT 20:35:57 20052181

Reviewed report and photos. Please arrange to have vehicle repaired at Chrysler expense, including the replacement of the ORC. Please have the ORC marked with the VIN and returned to:  
 Chrysler Quality Engineering Center  
 2021 Executive Hills Blvd.  
 Auburn Hills MI 48326-2943  
 ATTN: R. Cortina

Spoke to Svc Mgr Ernie Dutkovich and advised to repair and forward ORG module to the above address att R Cortina.

Customer requesting rental reimbursement for this issue.  
 Customer requesting rental reimbursement for this issue.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 36277

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

OOW by time

Has an expired Max Care

1st owner, current 1

Agent spoke to Service Manager Ernie. SM states that the airbag blew up when reversing. SM states that Chrysler has paid for this repair. He states that he is not sure about the rental.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7084509058. Customer confirms that they had the rental for 22 days.

Customer also states that they paid \$825.00 for the rental from Enterprise. Customer was informed that agent is willing to assist with reimbursement. Agent approves rental reimbursement for the customer with a \$100 deductible. Customer states that this was not her fault and doesn't feel that she should pay at all. Customer was informed that agent is willing to reimburse her \$725.00. Customer was informed that rental is reviewed as goodwill and on a case by case basis.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Agent reassigning case to 86Y for further handling.

Customer stated that they are not happy with the co-pay. Writer informed the customer that the decision will not change. Customer requested to write a complaint. Writer informed the customer that they can send in a letter of complaint to the same address above.

Customer was contacted on 11/09/2010 and was advised to send in documentation for reimbursement. If documentation is not received by 11/16/2010 writer will follow up with customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] at 11:43am EST.

Customer was not available. Left message with writer's name, phone number as well as extension. If customer does not contact writer another attempt will be made.

\*\*If customer calls in, confirm if his documentation has been sent to us already. If it has not, try to send an email request for the documentation to be scanned and attached\*\*

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

WENDALLPEPPERS@ATT.NET on 2010-11-18 @ 14:50

Customer called for assistance with the documentation request. Writer advised customer of the following process: Click on the URL in the e-mail, click the browse button to choose files he scanned to his computer, then 'add more attachments' for additional files to be added. Then he needs to click the 'submit' button to finish. Customer was having issues with the computer and advised he will call back.

Customer got confused and needs lines 77-80 repeated. Customer states the attachment went through.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Agent contacted Enterprise at [REDACTED] and spoke with Brian Mason who confirmed the customer paid \$825.64 with American Express.

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] at 4:11pm EST.

Customer was not available. Left message with writer's name and phone number.

\*Need to advise of reimbursement amount \$725.64 as well verify the customer's mailing address\*

Customer called. Agent verified address and informed customer of check amount.. Agent advised customer to allow a week to 10 days to receive his check.

Customer submitted documents for request for reimbursement for a (rental vehicle) needed while their vehicle was having repairs, (on lines 47-48 in CAIR 20052181) reimbursement in the amount of (\$725.00).



Enterprise)  
Date of repair: 10/15/2010  
Time and Distance \$725.78  
Tax \$81.82  
Misc. Charges \$18.04  
Total \$825.64  
Less co-pay \$725.64  
Writer is submitting check for approval in the amount of \$725.64  
Check has been approved.

---

**Customer Assistance Inquiry Record (CAIR)#** **20084400**

|                       |                          |                             |                  |                                           |                     |               |
|-----------------------|--------------------------|-----------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL48K7                | 3W [REDACTED]               | <b>Open Date</b> | 10/26/2010                                | <b>Built Date</b>   | 07/19/2002    |
| <b>Model Year</b>     | 2003                     | <b>Body</b>                 | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 09/18/2002               | <b>Mileage</b>              | 106,000          | <b>Dealer Zone</b>                        | 32                  | NEW YORK      |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                  |               |
| <b>Dealer</b>         | 44961                    | FLEMINGTON DODGE-CHRY-JEEP  |                  |                                           |                     |               |
| <b>Dealer Address</b> | 204 US ROUTE 202         |                             |                  |                                           |                     |               |
| <b>Dealer City</b>    | FLEMINGTON               | <b>Dealer State</b>         | NJ               | <b>Dealer Zip</b>                         | 08822               |               |
| <b>Owner</b>          | [REDACTED]               |                             |                  |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                             |                  |                                           | <b>Home Phone</b>   | [REDACTED]    |
|                       | FLEMINGTON NJ [REDACTED] |                             |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                     |                                          |
|-------------------------------------------------------------------------------------|------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer stated her air bag light is on. |
|-------------------------------------------------------------------------------------|------------------------------------------|

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer called in seeking assistance with her vehicle. Customer stated that her air bag light is on, but she has no idea why. Customer is just out of her power train warranty, and was contacting us to see if there is anything we can do to assist her. Customer is concerned it is a safety issue. Writer informed her we will have a case manager review the issue and contact her back.  
 Briefly summarize what the customer is expecting:  
 Customer is looking for assistance with her vehicle.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is xxx-xxx-xxxx  
 Who has possession of the vehicle? (Owner/Dealer/IRF)Owner  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 1 used vehicle 3rd owner  
 Purchased 04/25/07  
 No SC  
 \*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*  
 Informed customer that Chrysler will not participate in the repair.  
 The vehicle warranty has expired by time and/or mileage.  
 Unless the customer offers new information, decision remains unchanged.  
 \*\*\*\*\*  
 OOW 3rd owner  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 8:19 am ET. Writer advised customer of goodwill decline and offered an Essential Care EC14N package. Customer accepted.  
 CLOSED LOOP UPDATE - no need for additional follow-up.

**Customer Assistance Inquiry Record (CAIR)#** **20194294**

|                       |                             |                              |               |                                            |            |
|-----------------------|-----------------------------|------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>            | 1J4GL58K1 2W [REDACTED]     | <b>Open Date</b>             | 12/01/2010    | <b>Built Date</b>                          | 09/11/2001 |
| <b>Model Year</b>     | 2002                        | <b>Body</b>                  | KJJP74        | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b>  | 10/23/2001                  | <b>Mileage</b>               | 88,000        | <b>Dealer Zone</b>                         | 51 CHICAGO |
| <b>Plant</b>          | W                           | TOLEDO NORTH ASSEMBLY PLANT  | <b>Market</b> | U                                          | US         |
| <b>Dealer</b>         | 60008                       | MANCARI'S OF DES PLAINES INC |               |                                            |            |
| <b>Dealer Address</b> | 77 RAND ROAD                |                              |               |                                            |            |
| <b>Dealer City</b>    | DES PLAINES                 | <b>Dealer State</b>          | IL            | <b>Dealer Zip</b>                          | 60016      |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>          | LETTER        |                                            |            |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>            | [REDACTED]    |                                            |            |
|                       | ARLINGTON HTS IL [REDACTED] | <b>Country</b>               | UNITED STATES |                                            |            |

|                                                                      |                                                |
|----------------------------------------------------------------------|------------------------------------------------|
| Recall - A07: AIR BAG WIRE CHAFING - Reoccurrence or Related Problem | Periodically air bag light would go on and off |
| Product - Suspension - Unknown - Worn - Front-Pass                   | Tire fell off                                  |

The customer called because he was driving down the road and his front passenger s tire fell off. The IRF that the vehicle is currently at, which he had to bring to because the vehicle was in the middle of the street, stated that the vehicle may have recalls on it. The customer went online and found complaints and issues with this matter. The customer has already paid for the repair and would like to be reimbursed for the matter. The customer heard that there is no grease fittings within the component. The customer also stated that periodically the air bag light will go on and off and he has recall A07, and this may be a reoccurring problem. The customer attended Import and Domestic Auto Service for the repair to the suspension. Their number is [REDACTED]. Due to the nature of the call the writer is escalating to 88F for further review. The preferred call back number is [REDACTED]. Writer explained that a call back will be made out within 1-2 business days.

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

As per COIN customer owns 2 New 0 Used CJD, No SC, OOW 52000 miles. CONTACT UPDATE - 1st Contact attempt, Customer stated that he has had the repair done at the IRF and has seen that other vehicle has had this same concern. The writer advised the customer that the vehicle does not have any open recalls or related to the concern at this time, the writer advised the customer that recalls are VIN # specific and his is not listed. The customer understood, however due to customer loyalty and customer satisfaction the writer will reimburse the customer half of the PARTS ONLY on the repair. The customer stated that the parts for the repair was \$ 309.00

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

The writer will reimburse the customer 50% of the PARTS ONLY Total \$ 309.00 reimbursement \$ 155.00

The customer called in to get the address to submit his paper work to.  
Agent gave the customer the address, advised him to make copies. Agent  
also gave him the CAIR number.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED] at 4:03pm EST.

Customer answered. Customer stated that reimbursement documents have been  
sent in.

Writer advised customer that reimbursement process will be completed  
after documentation is attached to CAIR.

POSTMARK DATE: 120610; DATE RECEIVED: 120810

Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to  
the ball joint on their vehicle, (on line 35-36 in CAIR 20194294)  
reimbursement in the amount of \$155.00.

Customer s proof of payment is: VISA

Date of repair: 11/26/10

Labor \$308.00

Parts \$317.70

Tax \$31.77

Misc. Charges \$0.00

Total \$657.47

Writer is submitting check for approval in the amount of \$155.00.

Approved

---

**Customer Assistance Inquiry Record (CAIR)#** **20355529**

|                      |                         |                                   |                                                  |                    |                |
|----------------------|-------------------------|-----------------------------------|--------------------------------------------------|--------------------|----------------|
| <b>VIN</b>           | 1J4FK4814 3W [REDACTED] | <b>Open Date</b>                  | 01/25/2011                                       | <b>Built Date</b>  | 09/17/2002     |
| <b>Model Year</b>    | 2003                    | <b>Body</b>                       | KJTH74 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                    |                |
| <b>In Service Dt</b> | 01/02/2003              | <b>Mileage</b>                    | 53,847                                           | <b>Dealer Zone</b> | 71 LOS ANGELES |
| <b>Plant</b>         | W                       | TOLEDO NORTH ASSEMBLY PLANT       | <b>Market</b>                                    | U                  | US             |
| <b>Color</b>         | PW1                     | STONE WHITE CLEAR COAT            |                                                  |                    |                |
| <b>Engine</b>        | ED1                     | ENGINE - 2.4L POWER TECH DOHC I-4 |                                                  |                    |                |
| <b>Transmission</b>  | DDK                     | TRANSMISSION - 5-SPEED HD MANUAL  |                                                  |                    |                |

|                       |                        |                                                |
|-----------------------|------------------------|------------------------------------------------|
| <b>Dealer</b>         | 57812                  | ISLAND DODGE                                   |
| <b>Dealer Address</b> | 110 SOUTH HANA HIGHWAY |                                                |
| <b>Dealer City</b>    | KAHULUI                | <b>Dealer State</b> HI <b>Dealer Zip</b> 96732 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | 5 [REDACTED]          | <b>Home Phone</b>   |               |
|                | KAHULUI HI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                |  |
|--------------------------------------------------------------------------------|--|
| Dealer - By-Pass - Default - Default - Default                                 |  |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |  |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling in to inquire about why the airbags deployed on the vehicle.  
 Briefly summarize what the customer is expecting:  
 Customer is seekin clairification.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Who has possession of the vehicle? (Owner)  
 Has the vehicle been diagnosed by a CDJ dealer? (No)  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \* \* \* \* \* CASE MANAGER TEAM - District 88N \* \* \* \* \*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.  
 Customer granddaughter Kristen Hanchett states that her grandmother was driving the vehicle and the airbags deployed with no warning and no accident before the deploy if the airbags.  
 Customer calls requesting to speak with DA690  
 Customer/Caller transferred to extension # 66197  
 Customer states that her grandmother was driving accross a bridge when the air bags deployed suddenly. Customer is asking how to have this issue fixed and wants to know why the air bags suddenly deployed. Customer states that her grandmother was not injured.  
 1. Who is calling and what is their contact information?  
 [REDACTED]  
 2. What happened? Customer alleges her grandmother was driving the vehicle over a bridge when the air bags deployed.  
 3. What is the current location of the vehicle?

Customer states that there are no addresses where they are, only PO Boxes. Customer states that the vehicle is at her grandmothers home. P.O. Box 346  
Hana, Hawaii 96713

You cannot provide a P.O. Box as an address for a vehicle location. Customer advised that due to their location in Hawaii, they do not have a physical address, only P.O. Boxes. Customer stated the vehicle is at her grandmothers home and the only address is the P.O Box. Please contact the customer for location of vehicle.

\*\*\*\*\*

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 20355529 REQUEST EAA INSPECTION 01-28-2011 12:49

CAIR NUMBER 20355529 E-MAIL SENT TO EAA 01-28-2011 12:49

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/09/11 AT 04:17:57 20355529

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC  
C/O Paul Plantinga  
800 Chrysler Drive  
Auburn Hills, MI 48326  
CIMS 482-00-91

Tom, Appears that we will be assisting with repairs. Please advise when complete and have the dealer send the requested parts back to Detroit.

Thanks mdm

tas called Nick to contact owner to arrange for the vehicle to be fixed. nick will call customer again to get them in so they can look at the vehicle. Nick stated to me that this jeep is really trashed out, so I m going to have him look at the undercarriage and we ll go from there.

Nick left them a message to call back to schedule.

Customer states she would like to know what is going on, when she will be contacted.

Writer states once the case has been returned to the original case manager she will be contacted.

3/1 Tom, have you had a chance to inspect vehicle? Please advise status.

Thanks mdm

Waiting on 1 more airbag. Kiwi has ORC, clock spring. Hazardous material, so we should see the other module any day now.

Airbag stickers. had to put on a boat and ship to Hawaii.

All-State agent contacting to speak to CM in regards to customer having to pay out of pocket for rental. transferred to cm department. was advised that all-state needs to contact dealership , writer leaving notations for dealership review.

808-283-3992 marvin customer.

Canadian agent called with Allstate Insurance on the phone wanting to know if Chrysler would pay for additional rental coverage in this case.

Writer spoke with supervisor who indicated the correct procedure would be for the insurance company to contact the dealer who would then contact the business center for this information.

Agent updated COIN.

Customer states that the rental insurance from his insurance company is up now and the part that he is waiting to fix his vehicle will not come in until next friday which means his vehicle will not get looked at and worked on till the following week. Customer is now asking Chrysler to provide him with rental assistance.

Customer was transferred to Case Management team to request that this be directed to our rental department for assistance.

Caller called in to talk to the case manager to get an extension for his rental vehicle.

Agent transferred the caller to the CM department.

Caller requesting to speak with Case Manager.

Customer requests to speak to TAS19. Writer advised that there are no listed numbers to contact TAS19. Customer states that he needs to speak

he will contact his lawyer. Customer states that he uses this vehicle for his business and requires immediate attention. Writer advised I would document his requests but could not guarantee a call back at any specific time. Customer requests to be contacted at Cell number 808-283-3992. Spoke with customer and informed him of the haz issue and shipping by boat. Customer in a rental at our expense.

UPS tracking, Parts manager to get back with tas. Part was shipped out on Friday after they fixed the hazardous shipping labels.

Part should arrive today.

\*\*\* Please document part # (s) \*\*\*

Debbie from the customer's insurance company called for contact information, agent provided the customer assistance address to submit documents related to this CAIR.

Vehicle repaired and customer has taken delivery Saturday 2nd.

POSTMARK DATE: 041111; DATE RECEIVED: 041411

Received bill for rental from Allstate Insurance. \_

Requested check for \$883.74. 45 days rental

POSTMARK DATE: 041511; DATE RECEIVED: 041511

dictated check letter. \_

Check and letter mailed.

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**Customer Assistance Inquiry Record (CAIR)# 20367373**

|                      |            |                                      |                  |                                            |                   |             |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 1J4GK58K0  | 2W [REDACTED]                        | <b>Open Date</b> | 01/28/2011                                 | <b>Built Date</b> | 09/05/2001  |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                   |             |
| <b>In Service Dt</b> | 03/07/2002 | <b>Mileage</b>                       | 85,000           | <b>Dealer Zone</b>                         | 71                | LOS ANGELES |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |             |
| <b>Color</b>         | PGR        | SHALE GREEN METALLIC CLEAR COAT      |                  |                                            |                   |             |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |             |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |             |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | FAX           |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | KAILUA HI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                            |
|-----------------------------------------------------------------------|----------------------------|
| Corporate - Excessive Contacts - Default - Default - Default          | 5 NICs                     |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown | Customer s air bag diploid |
| Product - Unknown - Unknown - Accident - Default                      | injury no accident         |
| Corporate - Property Damage - Default - Default - Default             |                            |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to request goodwill assistance.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to provide goodwill assistance.

Customer s air bag diploid while customer driving. Customer towed vehicle to a shop. Customer feels that this should have not happened and that she should not have to pay for the cost.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? shop

Has the vehicle been diagnosed by a CDJ dealer? (no)

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Caller called requesting for a rental for the time that she does not have a vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer contacted customer and advised that the case will need to be reviewed by another internal group within Chrysler and she will receive a call back within 2 business days.

1. Who is calling and what is their contact information?

[REDACTED]

2. What happened?

Customer states that she was driving while the passenger side air bag deployed. A second later the driver side air bag deployed. Customer stated she was able to shield her face from the air bag.

3. What is the current location of the vehicle?

Cutter CDJ 45472



900 ALA MOANA BLVD  
HONOLULU HI, 96814  
808-564-9950

\*\*\*\*\*

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 20367373 REQUEST EAA INSPECTION 02-01-2011 07:57

CAIR NUMBER 20367373 E-MAIL SENT TO EAA 02-01-2011 07:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/10/11 AT 23:15:37 20367373

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC  
C/O Paul Plantinga  
800 Chrysler Drive  
Auburn Hills, MI 48326  
CIMS 482-00-91

Customer is seeking what the status of the case is, as well as express her dissatisfaction at the handling of the case thus far.

Customer states that she was told about 2 weeks ago that she would receive a loaner vehicle and that she has not received a contact back.

Agent apologized for lack of contact and informed customer that her case had been escalated for special handling.

Agent provided contact information for JSS15 and informed customer that in regards to this case, he would be the best contact.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # 18819

Tom, Vehicle should be over at Cutter, please advise of update. Thanks  
mdm

2/15 TAS inspected vehicle and determined that vehicle has been hit as it has damage to the front bumper. It is very clear why the air bags went off in this vehicle. This is not a warrantable failure. Additional pictures will be supplied. Dealer initially believed this was an insurance claim as owners Ins Co USAA has been out to inspect.

Caller called in to talk to the case manager.

Agent transferred the caller to the CM department.

Customer called in and stated that she has yet to hear from anyone regarding her vehicle and what is going to be done. Customer wanting a call back as soon as possible regarding her case from current case manager.

ictures to office for forwarding to detroit and for detroit to notify customer.

Received additional info from BC, that shows vehicle damage. Insurance company denied claim as it existed prior to owner's purchase of vehicle.

Dictated letter to owner declining responsibility.

POSTMARK DATE: 021011; DATE RECEIVED: 022511

LETTER MAILED. JSS15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/25/11 AT 09:43:16 20367373

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**Customer Assistance Inquiry Record (CAIR)# 20376634**

|                       |                           |                                      |                  |                                           |                     |               |
|-----------------------|---------------------------|--------------------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GK48K0                 | 2W                                   | <b>Open Date</b> | 02/01/2011                                | <b>Built Date</b>   | 10/20/2001    |
| <b>Model Year</b>     | 2002                      | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 11/08/2001                | <b>Mileage</b>                       | 120,000          | <b>Dealer Zone</b>                        | 66                  | ORLANDO       |
| <b>Plant</b>          | W                         | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                  |               |
| <b>Color</b>          | PGR                       | SHALE GREEN METALLIC CLEAR COAT      |                  |                                           |                     |               |
| <b>Engine</b>         | EKG                       | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                     |               |
| <b>Transmission</b>   | DG4                       | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                     |               |
| <b>Dealer</b>         | 26709                     | TALLAHASSEE DODGE CHRYSLER JEEP      |                  |                                           |                     |               |
| <b>Dealer Address</b> | 3987 W TENNESSEE ST       |                                      |                  |                                           |                     |               |
| <b>Dealer City</b>    | TALLAHASSEE               | <b>Dealer State</b>                  | FL               | <b>Dealer Zip</b>                         | 32304               |               |
| <b>Owner</b>          | [REDACTED]                |                                      |                  |                                           | <b>Contact Type</b> | LETTER        |
| <b>Address</b>        | [REDACTED]                |                                      |                  |                                           | <b>Home Phone</b>   |               |
|                       | TALLAHASSEE FL [REDACTED] |                                      |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                |                                     |
|--------------------------------------------------------------------------------|-------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both | air bag delay driving down the road |
| Corporate - Rental Vehicle - Default - Default - Default                       |                                     |

Briefly summarize why the customer is contacting Chrysler:  
 Customer had unjustified air bag deployment  
 Briefly summarize what the customer is expecting:  
 Customer is seeking assistance to get her vehicle fixed  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by a Case Manager.

Contact information:  
 Primary call back number is [REDACTED]  
 Secondary call back number is [REDACTED]  
 Who has possession of the vehicle? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 TALLAHASSEE DODGE CHRYSLER JEEP  
 Reassigned to 88S

Notes  
 Customer is calling because she was driving her vehicle down the highway and during the ride down the highway the air bag decide to deploy. The customer states that her vehicle is at the dealership and her insurance company will not pay for the repairs and states that this is a defect in the vehicle and to contact Chrysler. Customer is seeking assistance from Chrysler to cover the repairs of her vehicle.

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? Please see lines 17-22.  
 3. What is the current location of the vehicle?  
 TALLAHASSEE DODGE CHRYSLER JEEP  
 3987 W TENNESSEE ST TALLAHASSEE FL 32304 850-576-4111  
 \*\*\*\*\*

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT

INFORMATION. THANKS. JSS15.

CAIR NUMBER 20376634 REQUEST EAA INSPECTION 02-01-2011 15:17

CAIR NUMBER 20376634 E-MAIL SENT TO EAA 02-01-2011 15:18

Customer calls to speak with their Case Manager.

Customer is waiting for a call back from Chrysler. Customer also wants to state the dealership is very rude and uncooperative.

Customer alleges that a red light came on and seconds later the air bag deployed. Customer states that her insurance company states that it was a manufacturer defect, and advised her to contact Chrysler to cover the issue. Customer states that the dealership 26709 is rude, and unwilling to assist her. Writer advised customer of contact information for [REDACTED],

JSS15 - [REDACTED]. The AnswerCONNECT article that was referenced to provide the answer to the customer was #18819.

Returned owner s message. Will call when results are in.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/05/11 AT 11:03:40 20376634

\*\*\*\*\*

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC  
C/O Paul Plantinga  
800 Chrysler Drive  
Auburn Hills, MI 48326  
CIMS 482-00-91

\*\*\*\*\*

AM advised SM to repair the vehicle and then send the requested part back to Detroit. RJV13

Reassured owner I would be paying for rental via direct check reimbursment, once rental receipt is received.

POSTMARK DATE: 030111; DATE RECEIVED: 030711

Requested check for:

686.49 - 75.00 (liberty mutual paid) - 40.35 fuel pre-purchase for total reimbursement of 571.14 (includes owner paid insurance)

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**Customer Assistance Inquiry Record (CAIR)#** **20407792**

|                       |                           |                             |                  |                                           |                     |               |
|-----------------------|---------------------------|-----------------------------|------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL48K1                 | 2W [REDACTED]               | <b>Open Date</b> | 02/11/2011                                | <b>Built Date</b>   | 03/15/2002    |
| <b>Model Year</b>     | 2002                      | <b>Body</b>                 | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 07/15/2002                | <b>Mileage</b>              | 99,000           | <b>Dealer Zone</b>                        | 66                  | ORLANDO       |
| <b>Plant</b>          | W                         | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                  |               |
| <b>Dealer</b>         | 60064                     | CRYSTAL CHRYSLER DODGE JEEP | -BROOKSVILLE     |                                           |                     |               |
| <b>Dealer Address</b> | 14358 CORTEZ BOULEVARD    |                             |                  |                                           |                     |               |
| <b>Dealer City</b>    | BROOKSVILLE               | <b>Dealer State</b>         | FL               | <b>Dealer Zip</b>                         | 34613               |               |
| <b>Owner</b>          | [REDACTED]                |                             |                  |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                             |                  |                                           | <b>Home Phone</b>   |               |
|                       | SPRING HILL FL [REDACTED] |                             |                  |                                           | <b>Country</b>      | UNITED STATES |

|                                                                                     |                          |
|-------------------------------------------------------------------------------------|--------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Air bag light inquiry    |
| Product - Electrical - Lamps and Switches - Other - Default                         | Dashboard lights inquiry |

Briefly summarize why the customer is contacting Chrysler: Because she has her dashboard lights on and also the air bag light comes on and off and willing to work with the dealer 60064 for the diagnoses and the repair.

Briefly summarize what the customer is expecting: Asking Chrysler to help with the repair.

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is xxx-xxx-xxxx  
 Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to RB1180  
 \*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.  
 2nd attempt made to contact customer. [REDACTED] Phone rang two time and was disconnected.  
 3rd attempt made to contact customer. [REDACTED]. Left message.  
 4th attempt made to contact customer. [REDACTED]. Left message.  
 5th attempt made to contact customer. [REDACTED]. Left message.  
 CLOSED LOOP UPDATE - no need for additional follow-up.

**Customer Assistance Inquiry Record (CAIR)#** **20432331**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K2  | 3W [REDACTED]                        | <b>Open Date</b> | 02/18/2011                                 | <b>Built Date</b> | 07/25/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 10/02/2002 | <b>Mileage</b>                       | 77,000           | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PW1        | STONE WHITE CLEAR COAT               |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                   |                         |
|-----------------------|-------------------|-------------------------|
| <b>Dealer</b>         | 23955             | FIRKINS C-P-J-E         |
| <b>Dealer Address</b> | 2700 FIRST STREET |                         |
| <b>Dealer City</b>    | BRADENTON         | <b>Dealer State</b> FL  |
|                       |                   | <b>Dealer Zip</b> 34208 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | ZIONSVILLE IN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |  |
|-----------------------------------------------------------------------------------------|--|
| Corporate - Recall - Default - Default - Default                                        |  |
| Dealer - By-Pass - Default - Default - Default                                          |  |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |  |

toni was driving the road 70mph and the air bag deployed even though she was not in an accident or any contact. Customer was not severly injred but she did expense scrapping of the wrist.  
 Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.  
 Car is currently being inspected by her insurance advised to call and inquire as to recalls that would apply to the vehicle.  
 Customer calling stating that dealership is unable to determine cause of airbag deployment,  
 Chevy dealership, initaly.. vehicle moved to : FIRKINS ACQUISITIONs insurance adjusters name Erik Anderson  
 941-780-1956  
 Customer seeking cost assistance as insurance is leaving the repair cost up to customer.  
 Repair already started according to customer, file to Investigations would be uneffective at this time.  
 \*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*  
 Brand loyalty: 1 Household 1 New 0 Used 1  
 Current Service Contract: No  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] (dealer)  
 SA Joe Murray states that repair is completed and Cox Chevrolet is the insurance company, paid for repair and took vehicle back to that lot.  
 Phone # [REDACTED] to customer is disconnected. Case is being closed until phone number is updated. Customer needs to have insurance company send claim to Chrysler Group LLC  
 Special Investigations  
 P.O. Box 21-8004  
 Auburn Hills, MI 48321-8004  
 Or they may fax their claim to: 248-512-1322, Attn: Special

Investigations.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer calling, states they were suppose to get a call back and have not heard anything. Writer provided information to customer, lines 26-33.

Customer stated that contact number [REDACTED] is the correct number.

Writer advised that this would be documented in case.

customer will be sending in report to above address

POSTMARK DATE: 032211; DATE RECEIVED: 032211

Geico Claim # [REDACTED]. Vehicle is already repaired.

Dictated letter.

LETTER MAILED. JSS15.

POSTMARK DATE: 032211; DATE RECEIVED: 032511

2nd copy of same letter, nan.

POSTMARK DATE: 040411; DATE RECEIVED: 040411

Returned owner s phone call. \_

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**Customer Assistance Inquiry Record (CAIR)#** **20473160**

|                       |                           |                                  |               |                                            |                |
|-----------------------|---------------------------|----------------------------------|---------------|--------------------------------------------|----------------|
| <b>VIN</b>            | 1J4GL58K7 2W [REDACTED]   | <b>Open Date</b>                 | 03/01/2011    | <b>Built Date</b>                          | 07/13/2001     |
| <b>Model Year</b>     | 2002                      | <b>Body</b>                      | KJJP74        | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                |
| <b>In Service Dt</b>  | 03/08/2002                | <b>Mileage</b>                   | 98,963        | <b>Dealer Zone</b>                         | 71 LOS ANGELES |
| <b>Plant</b>          | W                         | TOLEDO NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US             |
| <b>Dealer</b>         | 44221                     | LITHIA'S GRANTS PASS AUTO CENTER |               |                                            |                |
| <b>Dealer Address</b> | 1421 N.E. 6TH ST          |                                  |               |                                            |                |
| <b>Dealer City</b>    | GRANTS PASS               | <b>Dealer State</b>              | OR            | <b>Dealer Zip</b>                          | 97526          |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>              | E-MAIL        |                                            |                |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                | [REDACTED]    |                                            |                |
|                       | ROGUE RIVER OR [REDACTED] | <b>Country</b>                   | UNITED STATES |                                            |                |

|                                                                      |                                                                     |
|----------------------------------------------------------------------|---------------------------------------------------------------------|
| Corporate - Complaint Contact - Default - Default - Default          | 2002 Liberty recurring issue not resolved                           |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | cold start morning problem, spark plug mis-fire, check engine light |
| Corporate - E-Reimbursement - Default - Default - Default            |                                                                     |
| Dealer - By-Pass - Default - Default - Default                       |                                                                     |

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
cold start morning problem, spark plug mis-fire, check engine light comes on  
\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
We have replaced spark plugs, coils and still the check engine light comes on, it seems to mis-fire in the morning. Could this be a cold start sensor  
? We have spent over 600.00 and the check engine lights always seems to come on after we have it fixed and shut off. Help please - [REDACTED]  
\*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2002 Liberty.  
Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.  
This referral action will provide the best opportunity for your request.  
Due to the nature of your email, your concerns have been escalated. A representative will be in contact with you.  
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.  
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.  
Thanks again for your email.  
\*\*\*\*\*END OF CAC EMAIL \*\*\*\*\*  
Reassigned to 88F with recurring issue not resolved.  
\*\*\*\*\*END OF CAC RATIONALE\*\*\*\*\*  
\* \* \* \* \* CASE MANAGER TEAM - District M \* \* \* \* \*  
1 vehicle  
1 current

0 new  
1 used  
2nd owner  
OOW by time and mileage  
SC cancelled

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED] at 11:41am

Customer was not available Writer left message for customer to call back on brand number 1-800-763-8422 to discuss case. Writer will follow up with customer tomorrow 03/03/11.

Customer calls to speak with their Case Manager. CM not available VM not working, writer send a note.

2nd attempt made to contact customer [REDACTED] at 9:49am

Writer spoke with customer states issue with vehicle has not been resolved states vehicle was at a Ford dealership that they could not figure why engine light was on so they took vehicle to CDJR. Customer states they replaced spark plug that was a wrong one that next morning check engine light came back on states vehicle has been seen. Writer informed caller that vehicle will need diagnosis but writer will contact dealership and confirm if vehicle has been diagnosis or not customer agreed.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of check engine light coming on Based on the information at hand, agent is considering the following:

Writer contact dealership dialed [REDACTED]. Service was did not answered writer left message.

Writer contact dealership dialed [REDACTED]. Service was did not answered writer left message.

3rd attempt made to contact customer [REDACTED] at 1:09pm

Customer was not available Writer left message for customer to call back on brand number 1-800-763-8422 to discuss case. Writer will follow up with customer on Monday 03/07/11.

Customer calls requesting to speak with ?JJ869 ?

Customer/Caller transferred to extension # 66391

Called the customer at [REDACTED]. The writer left a message. Another contact attempt will be made on 03/09/11.

4th attempt made to contact customer [REDACTED] at 10:26am

Writer spoke with customer states he was at dealership yesterday but was informed that vehicle will have to be seen on Monday. Writer informed caller that dealership will contact on Monday customer agreed. Customer states his alarm is not working that light are blinking again in vehicle that air bag light comes on vehicle and stay on. Customer states vehicle has electrical issue.

Writer contact dealership dialed [REDACTED]. Service did not answer.

Caller requesting to speak with Case Manager. Customer disconnected while looking for another CM

Writer contact 44221 dealership dialed 877-363-1737. Writer spoke with Service Advisor West states customer issue with vehicle is the A/C compressor SA states they had found a trouble code for the part that failed internal. SA states he contact customer informed what they have found and decline the repair due to customer felt that repair was too much. SA states customer had vehicle to another dealership before and found the wrong spark plug in vehicle so the replace spark plugs and repaired vehicle. SA states vehicle was towed back to another dealership, SA states customer has not loyalty to dealership and gave customer an estimate price for the repair \$1,100.00. Writer asked to speak with Service Manager Bill Writer was not available writer left message with extension 66391.

Writer contact 44221 dealership dialed 877-363-1737. Service was busy.

Writer contact 44221 dealership dialed 877-363-1737. Service Advisor West states customer did pay for diagnosis on vehicle \$99.00

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

Bobswood38@bugdet.net on 2011-03-15 @ 12:42



Writer spoke with customer states he had gotten a diagnosis on vehicle states compressor is going out and state they disconnected that power to see if that would work. Writer informed caller that Jeep will not be assisting with this repair due to vehicle is out of warranty, No SC, 2nd owner writer informed caller that he will get reimbursed for the diagnosis fee customer agreed.

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

Bobswood38@budget.net on 2011-03-18 @ 12:32

states he didn't get the original link

Customer called in stating that he never received the link. Writer verified the email address on file and found that it was incorrect.

Customer stated that their email is: Bobswood38@budget.net

Writer informed the customer that a link would be sent to this address.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

Bobswood38@budget.net on 2011-03-21 @ 12:22

\*\*\*\* Customer Document Received \*\*\*\*

Customer Document Reviewed.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Writer referred caller to dealership was a decline reimbursed caller for diagnosis fee.

If this is a Recall or Extended Warranty, enter the campaign number.

If this is for a previously made goodwill decision, what is that CAIR #?

Enter the Mileage at the time of the repair.

98,963

Enter the Date when the repairs were completed.

03/14/11

What is the total cost of the Parts to be reimbursed?

What is the total cost of the Labor to be reimbursed?

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

99.00

\*\*\*\*End structured narrative T2 - eReimbursement

Writer contact customer dialed [REDACTED] at 8:48am

Customer was not available Writer left message for customer to call back on brand number 1-800-763-8422 to discuss case informed caller that check has been sent out please allow 3 Weeks to get to customer and if he does not receive to call back so Jeep and locate check.

CLOSED LOOP UPDATE - no need for additional follow-up.

Caller requesting to speak with Case Manager.

---

**Customer Assistance Inquiry Record (CAIR)# 20476482**

|                       |                         |                                      |                  |                                           |                   |            |
|-----------------------|-------------------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>            | 1J4GK48K5               | 2W                                   | <b>Open Date</b> | 03/01/2011                                | <b>Built Date</b> | 05/20/2002 |
| <b>Model Year</b>     | 2002                    | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b>  | 09/26/2002              | <b>Mileage</b>                       | 74,000           | <b>Dealer Zone</b>                        | 32                | NEW YORK   |
| <b>Plant</b>          | W                       | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>          | PS2                     | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                           |                   |            |
| <b>Engine</b>         | EKG                     | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>   | DG4                     | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |            |
| <b>Dealer</b>         | 44618                   | BURDICK DODGE CHRYSLER JEEP          |                  |                                           |                   |            |
| <b>Dealer Address</b> | 5885 E CIRCLE DR        |                                      |                  |                                           |                   |            |
| <b>Dealer City</b>    | CICERO                  | <b>Dealer State</b>                  | NY               | <b>Dealer Zip</b>                         | 13039             |            |
| <b>Owner</b>          | [REDACTED]              |                                      |                  | <b>Contact Type</b>                       | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]              |                                      |                  | <b>Home Phone</b>                         | [REDACTED]        |            |
|                       | LIVERPOOL NY [REDACTED] |                                      |                  | <b>Country</b>                            | UNITED STATES     |            |

|                                                                                   |                  |
|-----------------------------------------------------------------------------------|------------------|
| Referral - Legal - Default - Default - Default                                    | air bag deployed |
| Product - Unknown - Unknown - Accident - Default                                  | no accident      |
| Corporate - Property Damage - Default - Default - Default                         |                  |
| Dealer - By-Pass - Default - Default - Default                                    |                  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                  |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown |                  |

Customer is seeking assistance with getting this repaired because the insurance company will not help because he was not in an accident and the dealership will not help because it is out of warranty. Agent sending case to special investigations - please reassign to 88F for goodwill assistance after investigation into the air bag deployment.

1. Who is calling and what is their contact information? [REDACTED]

[REDACTED]

2. What happened? air bag deployed and the customer was not in an accident

3. What is the current location of the vehicle? at the customer s home

[REDACTED]  
LIVERPOOL , NY- [REDACTED]  
UNITED STATES

Reassigning to 88S for further assistance.

\*\*\*\*\*

03.02.11 Left Message for customer

VEHICLE LOCATED AT:

MR [REDACTED]

LIVERPOOL NY [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 20476482 REQUEST EAA INSPECTION 03-02-2011 13:18

CAIR NUMBER 20476482 E-MAIL SENT TO EAA 03-02-2011 13:19

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/04/11 AT 16:46:00 20476482

\*\*\*\*\*

03.07.11

Reviewed EAA report and photos  
found no reason for air bag deployment - I called dealer and spoke to Rob  
and auth d them to do repairs, I will cover as a PA  
left a VMM with customer advising we will repair and he needs to call deale  
r to make arrangements for vehicle to be taken in

\*\*\*\*\*

03.09.11

Customer called needs a rental - I called Rob and auth d a rental under  
warranty prices

\*\*\*\*\*

03.14.11

Called Rob back and approved PA claim

---

**Customer Assistance Inquiry Record (CAIR)# 20557476**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K0  | 2W                                   | <b>Open Date</b> | 03/17/2011                                 | <b>Built Date</b> | 04/26/2002 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 07/08/2002 | <b>Mileage</b>                       | 114,481          | <b>Dealer Zone</b>                         | 42                | DETROIT    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                |                         |    |                   |       |  |
|-----------------------|----------------|-------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 68225          | BRUNSWICK AUTO MART INC |    |                   |       |  |
| <b>Dealer Address</b> | 3031 CENTER RD |                         |    |                   |       |  |
| <b>Dealer City</b>    | BRUNSWICK      | <b>Dealer State</b>     | OH | <b>Dealer Zip</b> | 44212 |  |

|                |                  |                     |               |
|----------------|------------------|---------------------|---------------|
| <b>Owner</b>   |                  | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> |                  | <b>Home Phone</b>   |               |
|                | OLMSTED FALLS OH | <b>Country</b>      | UNITED STATES |

|                                                                                |                                              |
|--------------------------------------------------------------------------------|----------------------------------------------|
| Product - Unknown - Unknown - Accident - Default                               | Customer contacted us for air bag deployment |
| Corporate - Property Damage - Default - Default - Default                      |                                              |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |                                              |

1. Who is calling and what is their contact information? Mr [REDACTED]  
[REDACTED]

Alternate:

2. What happened? Customer stated that they were driving down a road going about 20 MPH. The air bag light went on and the air bags deployed. Customer stated that they are taking the vehicle to Denver on March 26 and would like the repair done before then.

3. What is the current location of the vehicle? Customer's house.  
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15..

CAIR NUMBER 20557476 REQUEST EAA INSPECTION 03-17-2011 15:29

CAIR NUMBER 20557476 E-MAIL SENT TO EAA 03-17-2011 15:29

Writer transferred customer to JSS15 - [REDACTED]

Reviewed report. Called owner and advised we will accept responsibility \_ for repairs. Owner is delivering car to daughter in CO, and wants to know if it can be repaired there. Advised owner we do not suggest driving vehicle without having it fixed first, but any dealer can do the repairs. PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/28/11 AT 11:38:28 20557476  
Jeff from dlr in CO calls. Advised we will be covering repairs. He will call back with info for PA.  
Provided Pa UN06306030420 to Tammy in service.

**Customer Assistance Inquiry Record (CAIR)#** **20595188**

|                       |                           |                                  |                  |                                            |                     |               |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL58K2                 | 3W                               | <b>Open Date</b> | 03/24/2011                                 | <b>Built Date</b>   | 10/02/2002    |
| <b>Model Year</b>     | 2003                      | <b>Body</b>                      | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                     |               |
| <b>In Service Dt</b>  | 12/20/2002                | <b>Mileage</b>                   | 115,000          | <b>Dealer Zone</b>                         | 74                  | DENVER        |
| <b>Plant</b>          | W                         | TOLEDO NORTH ASSEMBLY PLANT      | <b>Market</b>    | U                                          | US                  |               |
| <b>Dealer</b>         | 45364                     | LEE'S SUMMIT CHRYSLER JEEP DODGE |                  |                                            |                     |               |
| <b>Dealer Address</b> | 1051 SE OLDHAM PKWY       |                                  |                  |                                            |                     |               |
| <b>Dealer City</b>    | LEES SUMMIT               | <b>Dealer State</b>              | MO               | <b>Dealer Zip</b>                          | 64081               |               |
| <b>Owner</b>          | [REDACTED]                |                                  |                  |                                            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                                  |                  |                                            | <b>Home Phone</b>   | [REDACTED]    |
|                       | LEES SUMMIT MO [REDACTED] |                                  |                  |                                            | <b>Country</b>      | UNITED STATES |

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Light on steady for a while.

Caller, Mrs. [REDACTED], has had her airbag light on for a while. She has brought to the dealership and was surprised to find she had to pay for a repair. When her airbag light came on in her Honda they said it was a known problem and paid for repair. Agent offered to check for known issues on the vehicle but had to inform customer that nothing had been attached to the VIN concerning airbag issues. Customer felt it was unfair to have to pay for a diagnostic. Agent explained that we do require a diagnostic at the customer s expense but we can consider her repair for goodwill assistance. Customer agreed.

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: N/A  
 Who has possession of the vehicle? Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45364  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District 88 N \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].  
 Per customer they have the vehicle and dealer 45364 will charge them \$75.00 for the diagnose.  
 Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of the best assistance for the repair.  
 Based on the information at hand, agent is considering the following:  
 Pending the diagnose.  
 Per customer they will go to dealer 45364 and customer will have dealer contact Writer as soon as the diagnose is complete.  
 2nd attempt made to contact customer at [REDACTED]  
 3rd attempt made to contact customer at [REDACTED]. Left message.  
 4th attempt made to contact customer at [REDACTED].  
 Per customer they have not been able to bring the vehicle to dealer yet

and per customer it might take a while so per customer it will be OK to close the case now and when they are ready they will reopen a new case.  
CLOSED LOOP UPDATE - no need for additional follow-up.

---

**Customer Assistance Inquiry Record (CAIR)#** **20610672**

|                       |                     |                                      |                  |                                           |                     |                   |       |
|-----------------------|---------------------|--------------------------------------|------------------|-------------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 1J4GK48K3           | 2W [REDACTED]                        | <b>Open Date</b> | 03/28/2011                                | <b>Built Date</b>   | 05/10/2002        |       |
| <b>Model Year</b>     | 2002                | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                     |                   |       |
| <b>In Service Dt</b>  | 08/22/2002          | <b>Mileage</b>                       | 110,000          | <b>Dealer Zone</b>                        | 63                  | DALLAS            |       |
| <b>Plant</b>          | W                   | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                  |                   |       |
| <b>Color</b>          | PW1                 | STONE WHITE CLEAR COAT               |                  |                                           |                     |                   |       |
| <b>Engine</b>         | EKG                 | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                     |                   |       |
| <b>Transmission</b>   | DG4                 | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                     |                   |       |
| <b>Dealer</b>         | 23657               | CHRIS NIKEL CHRYSLER JEEP DODGE      |                  |                                           |                     |                   |       |
| <b>Dealer Address</b> | 2920 N ASPEN AVE    |                                      |                  |                                           |                     |                   |       |
| <b>Dealer City</b>    | BROKEN ARROW        |                                      |                  | <b>Dealer State</b>                       | OK                  | <b>Dealer Zip</b> | 74012 |
| <b>Owner</b>          | [REDACTED]          |                                      |                  |                                           | <b>Contact Type</b> | LETTER            |       |
| <b>Address</b>        | [REDACTED]          |                                      |                  |                                           | <b>Home Phone</b>   |                   |       |
|                       | TULSA OK [REDACTED] |                                      |                  |                                           | <b>Country</b>      | UNITED STATES     |       |

|                                                                                |                              |
|--------------------------------------------------------------------------------|------------------------------|
| Product - Unknown - Unknown - Accident - Default                               | both air-bags have deployed. |
| Dealer - By-Pass - Default - Default - Default                                 |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |                              |
| Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall               |                              |

- Who is calling and what is their contact information?  
Preferred: [REDACTED]  
Alternate: n/a
- What happened? Customer was backing out of their driveway when they heard a ding noise in their vehicle and both front air-bags went off. Customer states they did not hit anything.
- What is the current location of the vehicle? Customer s driveway.

\*\*\*\*\*  
03.28.11  
VEHICLE LOCATED AT: RESIDENCE  
[REDACTED]  
TULSA OK [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.  
THANKS, MG17  
CAIR NUMBER 20610672 REQUEST EAA INSPECTION 03-28-2011 13:51  
CAIR NUMBER 20610672 E-MAIL SENT TO EAA 03-28-2011 13:51  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/11 AT 17:04:26 20610672  
\*\*\*\*\*

04.01.11  
Reviewed EAA report and photos  
Called SM Steve Jones at Chris Nikels and ok d repairs 918-830-7514 \_  
He will call me with prices.  
I called and left a VMM for customer explaining and ref g to dlr  
Caller requesting to speak with Case Manager.  
\*\*\*\*\*

04.12.11  
Tried to call customer - N/A

Called dealer - spoke to Steve and auth d a rental  
Returned Micheal Blue, her Attorneys call and asked for a letter of Rep be  
faxed in

POSTMARK DATE: 041211; DATE RECEIVED: 041311

\*\*\*\*\*

04.13.11

Attorney: Michael M Blue 405-657-9673

Involved due to injuries and damages

Lauren Edghillokay

alan spoke with the attorney

injuries are minor

so the attorney is going to send them to you (primarily medical and lost wa  
ges)

he said that you can continue to handle the matter and the atty demand

alan said he can send you his notes if you like as well

and if you want his notes just let him know

name is alan degraw

Called dealer and left a VMM - I need them to do recall F23 ball joints

when vehicle is in for air bag repairs

\*\*\*\*\*

04.18.11

Returned Steves call - has to leave a VMM

04.20.11 - Started PA claim - he will call with final total with rental

---



|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>20649239</b> |
|---------------------------------------------------|-----------------|

|                       |                     |                             |                     |                                           |                     |               |
|-----------------------|---------------------|-----------------------------|---------------------|-------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL48K6           | 2W [REDACTED]               | <b>Open Date</b>    | 04/03/2011                                | <b>Built Date</b>   | 06/10/2002    |
| <b>Model Year</b>     | 2002                | <b>Body</b>                 | KJH74               | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 02/08/2003          | <b>Mileage</b>              | 96,000              | <b>Dealer Zone</b>                        | 42                  | DETROIT       |
| <b>Plant</b>          | W                   | TOLEDO NORTH ASSEMBLY PLANT |                     | <b>Market</b>                             | U                   | US            |
| <b>Dealer</b>         | 62849               | G G GRIM COMPANY            |                     |                                           |                     |               |
| <b>Dealer Address</b> | 315 S MILL ST       |                             |                     |                                           |                     |               |
| <b>Dealer City</b>    | DALTON              |                             | <b>Dealer State</b> | OH                                        | <b>Dealer Zip</b>   | 44618         |
| <b>Owner</b>          | [REDACTED]          |                             |                     |                                           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]          |                             |                     |                                           | <b>Home Phone</b>   |               |
|                       | DOVER OH [REDACTED] |                             |                     |                                           | <b>Country</b>      | UNITED STATES |

|                                                             |                     |
|-------------------------------------------------------------|---------------------|
| Corporate - Complaint Contact - Default - Default - Default | air bag light is on |
| Corporate - Recall - Default - Default - Default            | air bag sensor      |

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Mr Snyder states the air bag light is on in his vehicle and he read there was a recall in 2005. Agent advised customer to contact a CDJ dealer and have the issue diagnosed. Customer understood.

|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>20712876</b> |
|---------------------------------------------------|-----------------|

|                       |                          |                                |                  |                                           |                     |                   |       |
|-----------------------|--------------------------|--------------------------------|------------------|-------------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 1J4FK481X                | 3W [REDACTED]                  | <b>Open Date</b> | 04/17/2011                                | <b>Built Date</b>   | 08/13/2002        |       |
| <b>Model Year</b>     | 2003                     | <b>Body</b>                    | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                     |                   |       |
| <b>In Service Dt</b>  | 09/05/2002               | <b>Mileage</b>                 | 140,000          | <b>Dealer Zone</b>                        | 66                  | ORLANDO           |       |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT    |                  | <b>Market</b>                             | U                   | US                |       |
| <b>Dealer</b>         | 44073                    | CONWAY CHRYSLER DODGE JEEP INC |                  |                                           |                     |                   |       |
| <b>Dealer Address</b> | 2385 HWY 501 WEST        |                                |                  |                                           |                     |                   |       |
| <b>Dealer City</b>    | CONWAY                   |                                |                  | <b>Dealer State</b>                       | SC                  | <b>Dealer Zip</b> | 29526 |
| <b>Owner</b>          | [REDACTED]               |                                |                  |                                           | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]               |                                |                  |                                           | <b>Home Phone</b>   |                   |       |
|                       | BURNSVILLE NC [REDACTED] |                                |                  |                                           | <b>Country</b>      | UNITED STATES     |       |

|                                                             |                   |
|-------------------------------------------------------------|-------------------|
| Corporate - Complaint Contact - Default - Default - Default | Vehicle Complaint |
|-------------------------------------------------------------|-------------------|

Customer called in stating her air bag warning light was on. Writer advised customer that we are unable to diagnose the vehicle over the phone and cannot say whether the air bag is going to deploy or not. Writer sent customer to Roadside Assistance for possible towing assistance.

**Customer Assistance Inquiry Record (CAIR)#** **20751371**

|                       |                          |                                      |                  |                                            |                   |            |
|-----------------------|--------------------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>            | 1J4GL58K2                | 3W5                                  | <b>Open Date</b> | 04/29/2011                                 | <b>Built Date</b> | 07/25/2002 |
| <b>Model Year</b>     | 2003                     | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b>  | 10/02/2002               | <b>Mileage</b>                       | 77,000           | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>          | PW1                      | STONE WHITE CLEAR COAT               |                  |                                            |                   |            |
| <b>Engine</b>         | EKG                      | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>   | DG4                      | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |
| <b>Dealer</b>         | 42646                    | PALM CHRYSLER JEEP DODGE             |                  |                                            |                   |            |
| <b>Dealer Address</b> | 1801 S TAMIAMI TRAIL     |                                      |                  |                                            |                   |            |
| <b>Dealer City</b>    | PUNTA GORDA              | <b>Dealer State</b>                  | FL               | <b>Dealer Zip</b>                          | 33951             |            |
| <b>Owner</b>          | [REDACTED]               |                                      |                  | <b>Contact Type</b>                        | LETTER            |            |
| <b>Address</b>        | [REDACTED]               |                                      |                  | <b>Home Phone</b>                          | [REDACTED]        |            |
|                       | ZIONSVILLE IN [REDACTED] |                                      |                  | <b>Country</b>                             | UNITED STATES     |            |

|                                                                                         |  |
|-----------------------------------------------------------------------------------------|--|
| Corporate - Recall - Default - Default - Default                                        |  |
| Dealer - By-Pass - Default - Default - Default                                          |  |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |  |
| Referral - Executive Referrals - Pietro Gorlier - Default - Default                     |  |

POSTMARK DATE: 042611; DATE RECEIVED: 042911  
 \*\*\*\*\*TOP CARE: EXECUTIVE REFERRAL STAFF\*\*\*\*\*  
 Please Review CAIR # 20432331. Special Investigations send customer a letter. Vehicle was already repaired. Customer alleges their airbags deployed while driving 70 MPH on I-75 for no apparent reason. Correspondence sent to JSS15 for review and handling.  
 POSTMARK DATE: 050311; DATE RECEIVED: 050311  
 Dictated letter to owner advising of our position.  
 LETTER MAILED.  
 Customer called in today to speak to a case manager and supplied agent with case number. Agent transferred call to case management team.  
 POSTMARK DATE: 052011; DATE RECEIVED: 052311  
 Owner has sent in documents.  
 Reassign to 88S.  
 Contact number for the customer is [REDACTED]  
 \*\*\*\*\*  
 05.26.11  
 Customer mails in bills that her Ins paid for reimbursement - We do not reimburse the customer what the Ins paid If the Ins feels we are responsible they will subrogate Chry then deal with customer directly  
 This is not an Ins co Subro - but a customer seeking reimbursement Reimbursement has already been declined.

**Customer Assistance Inquiry Record (CAIR)#** **20793473**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K4  | 3W                                   | <b>Open Date</b> | 05/09/2011                                 | <b>Built Date</b> | 07/26/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 08/07/2002 | <b>Mileage</b>                       | 132,322          | <b>Dealer Zone</b>                         | 74                | DENVER     |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PX8        | BLACK CLEAR COAT                     |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                   |                         |    |                   |       |  |
|-----------------------|-------------------|-------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 45328             | MAX CHRYSLER JEEP DODGE |    |                   |       |  |
| <b>Dealer Address</b> | HIGHWAY 71 AND 52 |                         |    |                   |       |  |
| <b>Dealer City</b>    | BUTLER            | <b>Dealer State</b>     | MO | <b>Dealer Zip</b> | 64730 |  |

|                |           |                     |               |
|----------------|-----------|---------------------|---------------|
| <b>Owner</b>   |           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> |           | <b>Home Phone</b>   |               |
|                | ADRIAN MO | <b>Country</b>      | UNITED STATES |

|                                                                                |                     |
|--------------------------------------------------------------------------------|---------------------|
| Product - Unknown - Unknown - Accident - Default                               | Injury, no accident |
| Corporate - Property Damage - Default - Default - Default                      |                     |
| Dealer - By-Pass - Default - Default - Default                                 |                     |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |                     |

Referral from Star Center:  
customer states airbag deployed driving down road drivers and passengers cannot talk to airbag control module has airbag light on  
Customer said that his hands hurt.  
VEHICLE IS LOCATED AT:  
MAX CHRYSLER JEEP DODGE CJDT  
1108 W FORT SCOTT ST BUTLER MO 64730 660-679-4119  
\*\*\*\*\*  
Per OGC Matrix, reassigned to 82T.  
CONTACT NUMBER: 660 200 6131  
5/9/11 ASSIGN TO KSS28.  
CAIR NUMBER 20793473 REQUEST DEKRA INSPECTION 05-09-2011 14:57  
CAIR NUMBER 20793473 E-MAIL SENT TO DEKRA 05-09-2011 14:57  
Customer is inquiring about the status of his case and asked to speak with case management. Writer transferred customer to case management for further assistance.  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/10/11 AT 19:08:33 20793473  
CCRG Open Date: 05/09/2011 14:19:33  
Letter Sent: Acknowledgement 05/10/2011 08:47:38  
Customer called in to find out what is going on with his special investigation. Agent advised customer he can be transferred to the case manager. Agent tried to give the case number. Customer was driving. Customer stated he would call back to get the case number and to be transferred to the case manager in Answer Connect document 18819. Customer called in for his case number. Agent gave customer his case number. Customer requesting to speak with case manager. Agent transferred to case management department.  
\*\*\*\*\*  
Per OGC Matrix, reassigned to 82T.



**Customer Assistance Inquiry Record (CAIR)#** **20882064**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J8GL58K5  | 3W [REDACTED]                        | <b>Open Date</b> | 05/24/2011                                 | <b>Built Date</b> | 09/28/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 03/17/2003 | <b>Mileage</b>                       | 85,000           | <b>Dealer Zone</b>                         | 51                | CHICAGO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PBJ        | ATLANTIC BLUE PEARL COAT             |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                  |                          |    |                   |       |  |
|-----------------------|------------------|--------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 23738            | REUTHER'S JEEP-CHRY-PLYM |    |                   |       |  |
| <b>Dealer Address</b> | 11654 OLIVE BLVD |                          |    |                   |       |  |
| <b>Dealer City</b>    | CREVE COEUR      | <b>Dealer State</b>      | MO | <b>Dealer Zip</b> | 63141 |  |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   |               |
|                | SAINT LOUIS MO [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |                      |
|-----------------------------------------------------------------------------------------|----------------------|
| Product - Unknown - Unknown - Accident - Default                                        | no accident / injury |
| Corporate - Product Information - Default - Default - Default                           |                      |
| Corporate - Property Damage - Default - Default - Default                               |                      |
| Dealer - By-Pass - Default - Default - Default                                          |                      |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |                      |
| Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall                     |                      |

Customer called in looking for assistance for the repair work that needs to be completed on the air bag as per the good wil matrix there is no assistance that can be provided due to the age and mileage of the vehicle.

Has customer had previous history with current issue? N  
 Customer has a history of diagnosis for an intermittent problem? N  
 Has had repair history at Chrysler dealership(s)? Y  
 Was this vehicle purchased new by this customer? N  
 Customer has a history of purchasing Chrysler vehicles? N  
 If yes, number in household?  
 Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y  
 Has a Mechanical Chrysler Group Service Contract? Y  
 Warranty Coverage Code? 770  
 Customer Status? Second  
 Basic Warranty Component? Y  
 Powertrain Warranty Component? N  
 Within 3 years or 36,000 miles? N  
 Within 2 years or 24,000 miles? N  
 Customer also stated that when the air bag deployed it caused bruising as well as burns and would like to be contacted back in regards to any type of help that can be provided.  
 Writer reassigning back to RA795. Please get the contact phone number for the customer and the location of the vehicle. Please use the standard paragraph for SI. Please follow the information in answerconnect #18819.  
 Customer has the vehicle and the phone number she can be reached at is [REDACTED]

1. Who is calling and what is their contact information?

██████████  
Alternate:

- 2. What happened? Air Bag Unjustified Deployment
- 3. What is the current location of the vehicle?

██████████  
SAINT LOUIS, MO-██████████

\*\*\*\*\*

05.25.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

MR ██████████

SAINT LOUIS MO ██████████

Per OGC Matrix, reassigned to 82T. MG17

5.25.11 One Open Recall:

J17 KJ UPPER BALL JOINTS SAFETY 04/07/2010 INCOMPLETE USA

5.25.11 Assigned to KSS28. MJK

CAIR NUMBER 20882064 REQUEST EAA INSPECTION 05-25-2011 15:54

CAIR NUMBER 20882064 E-MAIL SENT TO EAA 05-25-2011 15:54

CCRG Open Date: 05/25/2011 15:19:29

Letter Sent: Acknowledgement 05/26/2011 10:48:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/28/11 AT 14:44:02 20882064

Customer has called in and is seeking rental assistance.

Agent spoke with the customer and informed her that she will be contacted

by someone from the SI department and it should occur no later than

Friday (06/03). The customer states that the vehicle is located at her

home (2309 Artbald Unit A, Austin TX 78704).

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

6/1/11 UPDATED CCRG FILE. KSS28/LSE

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**Customer Assistance Inquiry Record (CAIR)#** **20892829**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J8GK58K8  | 2W [REDACTED]                        | <b>Open Date</b> | 05/26/2011                                 | <b>Built Date</b> | 10/12/2001 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 11/20/2001 | <b>Mileage</b>                       | 95,432           | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                |                               |                     |               |
|----------------|-------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                    | <b>Home Phone</b>   | [REDACTED]    |
|                | FORT LAUDERDALE FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |                                                                     |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers | Customer's wife was driving vehicle - air bag deployed unexpectedly |
| Corporate - Property Damage - Default - Default - Default                               |                                                                     |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown       |                                                                     |
| Product - Unknown - Unknown - Accident - Default                                        |                                                                     |
| Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall                        |                                                                     |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative

1. Who is calling and what is their contact information? Customer s husband called [REDACTED] cell)

2. What happened? Caller s wife was driving down the road and while she was slowing down stop, the driver s side air bag deployed unexpectedly. Customer was hit in the face with the air bag but did not need any medical attention. Customer would like to know why this happened and is very upset because when he talked to the dealership they were super rude to him stating 'what do you want us to do about it?'. Customer is frustrated because it will take so long for someone to get back to him and stated that it was ridiculous. Customer states that he is very upset that no one can tell him right now if he will get a rental, if Chrysler will pay for the repair or if the vehicle is safe to drive right now. CSR stated we were not technically trained so we could not advise him to drive the vehicle or not.

3. What is the current location of the vehicle? Currently it is at a strip mall a few blocks down from their dealership at a store called INSYNC - 5975 North Federal Highway sleet 120, Fort Lauderdale FL. (954 491 4961).  
 Reassign to 88S  
 \*\*\*\*\*

05.25.11  
 Spoke to customer / he will rent a vehicle  
 VEHICLE LOCATED AT:  
 CHRYSLER JEEP DODGE OF NORTH BROWARD  
 909 S. FEDERAL HWY POMPANO BEACH FL 33062 954-943-6700  
 F23 60444 OPEN LOWER BALL JOINTS SAFETY  
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION



OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 20892829 REQUEST EAA INSPECTION 05-26-2011 15:37

CAIR NUMBER 20892829 E-MAIL SENT TO EAA 05-26-2011 15:37

Agent spoke with the Assistant SM Richard Pawlewitz of dealer 60444 when he called. Richard states John Salzlein SM has asked him to call because the customer is getting hostile and he would like to know the phone number to call for this case.

The AnswerCONNECT article that was referenced to provide the answer to the service manager assistant was 18819.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/01/11 AT 14:08:59 20892829

\*\*\*\*\*

Reviewed report and photographs. In the interest of customer satisfaction, please arrange to have dealer repair the vehicle, including replacing the ORC at Chrysler expense. Thank you. \_

\*\*\*\*\*

06.02.11

I called Richard in dealer and left a VMM

I will cover repairs and I will auth a rental.

I called customer - and he is not happy with the length of time it took for an answer (4 working days)

he states he does not need a rental now. I explained the dealer has the auth to provide him one if needed.

He will never buy another Chrys.

He asked if we would pay to have the computer checked on his other Jeep I explained no. (no light on)

REASSIGNED TO BC/DLR 66 60444 06/03/11 08:34 O 20892829

\*Contact Date:06/03/2011

Service / Parts Director at the dealership has updated the Cair# 20892829

The vehicle has been diagnosed.

AM update, repairs have been authorized and are in process. bhw

Dealer 60444 Richard calling to speak with Maggie Gentry MG17

Agent transferred dealer to Maggie Gentry MG17 248-944-7084

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 17067

\*Contact Date:06/14/2011

Service / Parts Director at the dealership has closed the Cair# 20892829

DCX goodwill repair is documented on Repair Order#311222

CAIR RETURNED FROM DEALER ON 6/14/2011 AT 04:00:066 R 20892829

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**Customer Assistance Inquiry Record (CAIR)#** **20893076**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J8GK58K8  | 2W [REDACTED]                        | <b>Open Date</b> | 05/26/2011                                 | <b>Built Date</b> | 10/12/2001 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 11/20/2001 | <b>Mileage</b>                       | 95,432           | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                |                               |                     |               |
|----------------|-------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                    | <b>Home Phone</b>   | [REDACTED]    |
|                | FORT LAUDERDALE FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                          |                                                                        |
|----------------------------------------------------------|------------------------------------------------------------------------|
| Corporate - Rental Vehicle - Default - Default - Default | Seeking rental vehicle after his wife's air bag deployed for no reason |
|----------------------------------------------------------|------------------------------------------------------------------------|

Customer called because his wife s vehicle s air bag deployed while she was driving (case: 20892829). Customer wanted to know if his vehicle was safe to drive or not. CSR could not tell him this and customer wanted to know if he could get a rental because he does not feel it is safe to driving this vehicle around. CustoeMr is very upset because he feels like everyone including Chrysler is giving him the run around on handling this situation that is a defect.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]  
 Customer email address for case updates: Customer declined  
 Reassigned to 88R

\*\*\*\*\* CASE MANAGER TEAM - District WR \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. the writer left a message with writer s contact information.

This is an special investigations concern which is being addressed in cair 20892829. the writer will inform the customer that this case will be closed and rental will not be offered as this concern needs to be reviewed by Special Investigations.

The customer stated he has been given the run around and by the time he was sent to this writer he was very upset about the Air bag deployment Writer let the customer know the case would be sent to SI and he would receive a call back in 2 business days that would be 5-31-11 due to the holiday

please call the customer cell [REDACTED]

The writer spoke with the customer and infomred him his request for rental can not be granted at this time as investigation is required. The custotmer stated he did not request a rental and that the agent SF380 suggested it.

**Customer Assistance Inquiry Record (CAIR)#** **20936930**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK58K4  | 2W [REDACTED]                        | <b>Open Date</b> | 06/06/2011                                 | <b>Built Date</b> | 02/12/2002 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 03/26/2002 | <b>Mileage</b>                       | 60,000           | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                            |                                  |    |                   |       |  |
|-----------------------|----------------------------|----------------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 45148                      | JACKSONVILLE CHRYSLER JEEP DODGE |    |                   |       |  |
| <b>Dealer Address</b> | 11101 NURSERY FIELDS DRIVE |                                  |    |                   |       |  |
| <b>Dealer City</b>    | JACKSONVILLE               | <b>Dealer State</b>              | FL | <b>Dealer Zip</b> | 32256 |  |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | EUNICE LA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |                                     |
|-----------------------------------------------------------------------------------------|-------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers | Air bag deployed for no reason      |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default                  | Escalated for further reveiw to 88S |

Briefly summarize why the customer is contacting Chrysler:  
 Customer has a vehicle that had a unjustified deployment of the airbag  
 Briefly summarize what the customer is expecting:  
 Caller is seeking possible assistance/goodwill for the repairs.  
 Has customer had previous history with current issue? N  
 Customer has a history of diagnosis for an intermittent problem? N  
 Has had repair history at Chrysler dealership(s)? Y  
 Was this vehicle purchased new by this customer? N  
 Customer has a history of purchasing Chrysler vehicles? Y  
 If yes, number in household?  
 Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y  
 Has a Mechanical Chrysler Group Service Contract? N  
 Warranty Coverage Code?336  
 Customer Status? Second owner  
 Basic Warranty Component? Y  
 Powertrain Warranty Component? Y  
 Within 3 years or 36,000 miles? Y  
 Within 2 years or 24,000 miles? Y  
 Customer advised a call back is required and will take place within one business day by the CM  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: n/a  
 Who has possession of the vehicle? (Owner/Dealer/IRF) owner  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) not yet  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45148  
 Caller calling because his daughter put the vehicle into drive and air deploy. Also after the air bag deployed the seat belts don t work and the cruise control and speedometer doesn t work. The customer states that he is seeking assistance from Chrysler to help in covering the cost of the repairs.

Reassigned to 88S

1. Who is calling and what is their contact information?

Preferred: [REDACTED]

Alternate:

2. What happened? Caller calling because his daughter put the vehicle into drive and air bag deploy. Also after the air bag deployed the seat belts don't work and the cruise control and speedometer is not working. The customer states that he is seeking assistance from Chrysler to help in covering the cost of the repairs.

3. What is the current location of the vehicle? Customer has possession of the vehicle.

Daughters house

Jacksonville, FL

\*\*\*\*\*

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 20936930 REQUEST DEKRA INSPECTION 06-08-2011 08:24

CAIR NUMBER 20936930 E-MAIL SENT TO DEKRA 06-08-2011 08:24

CAIR NUMBER 20936930 REQUEST DEKRA INSPECTION 06-10-2011 15:27

CAIR NUMBER 20936930 E-MAIL SENT TO DEKRA 06-10-2011 15:27

Cair had bad phone number, bad location address, and wrong spelling of name.

\*\*\*\*\*

VEHICLE IS LOCATED AT:

[REDACTED]  
Atlantic Beach, FL [REDACTED]

[REDACTED] Fiance-Alex \_

Mrs. [REDACTED] called in looking for an update on CAIR. Writer advised customer of direct phone number for agent JSS15 and transferred customer.

Mrs. [REDACTED] called in looking for an update on CAIR. Writer advised customer of CAIR number, and transferred customer to jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/21/11 AT 14:04:10 20936930

\*\*\*\*\*

Reviewed report and photos. Please arrange to have dealer repair vehicle, including replacing the ORC at Chrysler expense. Thanks.

Customer calls to speak with their Case Manager. Writer informed customer of lines 68-69. Customer still wanted to speak to JSS15. Writer attempted to transfer caller but agent was unavailable.

Eddy SM called to find out what is going on. Writer informed the Dealer of lines 68-69. JSS15 248-944-7149 Dealer will contact the business center for further help.

Customer states she contacted the dealership this morning and they were not aware of Chrysler covering the repair. Writer advised caller the dealer has been advised Chrysler will be covering the repair.

\*\*\*\*\*

AM at Dealer this day. The vehicle has had the orc and air bag module replaced on this visit. Vehicle was returned to the owner, however the seatbelt retractor needs replaced too. AM authorized. RJV13

---

|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>20985676</b> |
|---------------------------------------------------|-----------------|

|                       |                            |                             |                  |                                            |                     |                   |       |
|-----------------------|----------------------------|-----------------------------|------------------|--------------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 1J4GK58K2                  | 2W [REDACTED]               | <b>Open Date</b> | 06/15/2011                                 | <b>Built Date</b>   | 12/21/2001        |       |
| <b>Model Year</b>     | 2002                       | <b>Body</b>                 | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                     |                   |       |
| <b>In Service Dt</b>  | 01/14/2002                 | <b>Mileage</b>              | 105,000          | <b>Dealer Zone</b>                         | 63                  | DALLAS            |       |
| <b>Plant</b>          | W                          | TOLEDO NORTH ASSEMBLY PLANT |                  | <b>Market</b>                              | U                   | US                |       |
| <b>Dealer</b>         | 67470                      | DON JOHNSON MOTORS INC      |                  |                                            |                     |                   |       |
| <b>Dealer Address</b> | 2101 CENTRAL BOULEVARD     |                             |                  |                                            |                     |                   |       |
| <b>Dealer City</b>    | BROWNSVILLE                |                             |                  | <b>Dealer State</b>                        | TX                  | <b>Dealer Zip</b> | 78520 |
| <b>Owner</b>          | [REDACTED]                 |                             |                  |                                            | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]                 |                             |                  |                                            | <b>Home Phone</b>   | [REDACTED]        |       |
|                       | PFLUGERVILLE TX [REDACTED] |                             |                  |                                            | <b>Country</b>      | UNITED STATES     |       |

|                                                                                     |                                            |
|-------------------------------------------------------------------------------------|--------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Air Bag Light Came On                      |
| Corporate - Recall - Default - Default - Default                                    | Inquiring on recalls for the airbag system |

Brian calling concerning his airbag light on in his vehicle.  
 Customer wanted to check to see if there was a recall for anything related to the airbag system.  
 Agent advised customer that there is currently no incomplete recalls, or past recalls on his vehicle that deal with the airbag in his vehicle

**Customer Assistance Inquiry Record (CAIR)# 21007754**

|                       |                          |                                      |                  |                                            |                     |               |
|-----------------------|--------------------------|--------------------------------------|------------------|--------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GK58K2                | 3W [REDACTED]                        | <b>Open Date</b> | 06/20/2011                                 | <b>Built Date</b>   | 09/11/2002    |
| <b>Model Year</b>     | 2003                     | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                     |               |
| <b>In Service Dt</b>  | 10/04/2002               | <b>Mileage</b>                       | 140,000          | <b>Dealer Zone</b>                         | 63                  | DALLAS        |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                  |               |
| <b>Color</b>          | PB7                      | PATRIOT BLUE PEARL COAT              |                  |                                            |                     |               |
| <b>Engine</b>         | EKG                      | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                     |               |
| <b>Transmission</b>   | DG4                      | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                     |               |
| <b>Dealer</b>         | 43290                    | HUFFINES CHRYSLER JEEP DODGE LEWIS   | VILLE            |                                            |                     |               |
| <b>Dealer Address</b> | 1024 SOUTH STEMMONS FRWY |                                      |                  |                                            |                     |               |
| <b>Dealer City</b>    | LEWISVILLE               | <b>Dealer State</b>                  | TX               | <b>Dealer Zip</b>                          | 75067               |               |
| <b>Owner</b>          | [REDACTED]               |                                      |                  |                                            | <b>Contact Type</b> | FAX           |
| <b>Address</b>        | [REDACTED]               |                                      |                  |                                            | <b>Home Phone</b>   | [REDACTED]    |
|                       | DENTON TX [REDACTED]     |                                      |                  |                                            | <b>Country</b>      | UNITED STATES |

|                                                                                         |                            |
|-----------------------------------------------------------------------------------------|----------------------------|
| Corporate - Technical Assistance - Default - Default - Default                          | why did the air bag deploy |
| Dealer - By-Pass - Default - Default - Default                                          |                            |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |                            |

Briefly summarize why the customer is contacting Chrysler: Customer stated she was driving at about 20 mph and the air bag deployed on the driver side of the vehicle. Customer stated she called the dealership and it was suggested it could be a sensor. Customer stated she is afraid to drive the vehicle and it is sitting at her house.

Briefly summarize what the customer is expecting: Customer stated she would like to know why this happened.

1. Who is calling and what is their contact information?

Preferred: [REDACTED] if on Wednesday

Alternate: [REDACTED] if on Tuesday

2. What happened? air bag on the driver side deployed

3. What is the current location of the vehicle? Owner s residence

Agent advised documentation would be sent to special investigations department for review. Agent advised two business days are required as in

Anser connect ID: 18819

Reassign to 88S

Customer s address:

[REDACTED],  
DENTON, TX-

[REDACTED]

06.20.11

VEHICLE LOCATED AT: RESIDENCE

MR & MRS [REDACTED]

DENTON TX [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 21007754 REQUEST EAA INSPECTION 06-20-2011 15:27

CAIR NUMBER 21007754 E-MAIL SENT TO EAA 06-20-2011 15:27

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/22/11 AT 18:11:07 21007754  
POSTMARK DATE: 062211; DATE RECEIVED: 062311

\*\*\*\*\*

06.23.11

Reviewed EAA report and photos

Air bag light on 65534 mins and 2 dealer invoices have hand written on them - air bag light is on, no action taken by customer.

Sending dictated letter explaining no manufacturing defect

> attached copy of photo log and dealer invoices

LETTER MAILED. MG17

Customer called to see the status on the file, writer updated customer.

\*\*\*\*\*

06.29.11

Customer Call Back Seeking update on 82T -

I called her and explained her air bag light was on so yes there was a problem in system 3

---

**Customer Assistance Inquiry Record (CAIR)#** **21054402**

|                      |            |                                      |                  |                                              |                   |            |
|----------------------|------------|--------------------------------------|------------------|----------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK38K1  | 2W [REDACTED]                        | <b>Open Date</b> | 06/29/2011                                   | <b>Built Date</b> | 06/22/2002 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTM74           | JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 07/22/2002 | <b>Mileage</b>                       | 72,090           | <b>Dealer Zone</b>                           | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                            | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                              |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                              |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                              |                   |            |

|                       |                      |                         |    |                   |       |  |
|-----------------------|----------------------|-------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 67962                | POTAMKIN'S PLANET DODGE |    |                   |       |  |
| <b>Dealer Address</b> | 9975 N W 12TH STREET |                         |    |                   |       |  |
| <b>Dealer City</b>    | MIAMI                | <b>Dealer State</b>     | FL | <b>Dealer Zip</b> | 33172 |  |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | MIAMI FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |                 |
|-----------------------------------------------------------------------------------------|-----------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown                        | Air Bag blew up |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |                 |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer airbag blew up and broke the windshield.  
 Briefly summarize what the customer is expecting:  
 Customer is expecting assistance with repair of the airbag and window.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer contacted Jeep concerned about an issue with his airbag.  
 Customer was driving and the airbag blew up and broke the window.  
 Customer stated that the vehicle is currently at an IRF body shop. Writer informed the customer that we will send to a case manager and have them follow up by the EOB tomorrow.  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: N/A  
 Who has possession of the vehicle? (Owner/Dealer/IRF) IRF Body shop  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No  
 If a CDJ dealer has diagnosed, what is the dealer name or code? No  
 Reassigned to 88F  
 \* \* \* \* \* CASE MANAGER TEAM - District M \* \* \* \* \*  
 Customer histroy- SVC- expired 07/22/2009-2nd owner -only in brand.  
 Vehilce is 59 months and 34,000 miles out of warranty.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.  
 Writer advised customer case was being re-assigned to Special Investigation for further review. Customer stated vehicle is located at his home and has not been repaired. Customer email address is : [REDACTED]  
 Who is calling and what is their contact information? Owner, preferred: [REDACTED]  
 What happened? Customer states airbag deployed and broke windshield while driving.



What is the current location of [REDACTED]  
[REDACTED] 33175-4037

Status update provided via email to the following email address:

[REDACTED]

Dear Mr. [REDACTED]

My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.

Your case number: 21054402

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66385

My work hours: 8:00 am to 4:30 pm, Eastern time, Monday through Friday

Note: This is a system generated message. Please do not reply.

End of Status Update

\*\*\*\*\*

VEHICLE IS LOCATED AT: Owner s home [REDACTED]  
Court, Miami, FL [REDACTED]

\*\*\*\*\*

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 21054402 REQUEST EAA INSPECTION 07-12-2011 11:07

CAIR NUMBER 21054402 E-MAIL SENT TO EAA 07-12-2011 11:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/18/11 AT 04:18:51 21054402

\*\*\*\*\*

Reviewed report and photographs. In the interest of customer satisfaction, please arrange to have vehicle repaired at Chrysler expense, including replacement of the ORC module. Have old ORC Module ID d with VIN and returned to:

Chrysler Group LLC \_  
Vehicle Safety Office-482-00-91  
800 Chrysler Dr.  
Auburn Hills MI 48321  
Attn: P. Plantinga

\*\*\*\*\*

Mr. [REDACTED] called because he wants to go to a different dealership because the one he was set to go to is 50 miles away on a highway and he doesn't feel comfortable driving there without airbags. Writer stated that we were not able to approve or decline that request and provided him the phone number for Jay (JSS15) [REDACTED] as outlined in answerwconnect article 18819. Customer agreed to call.

\*\*\*\*\*

Owner would like to go POTAMKIN S PLANET. Advised any authorized dealer can do repair.

Gave dealer okay to repair. \_

The dealership called to speak with JSS15. Writer provided him with the number to reach him and also the number to case management for any other assistance. Writer transferred to [REDACTED].

Customer calling back to get an update regarding his case.

Writer advised the customer to contact JSS15 for updates.

Writer provided the number and transferred the call.

Please provide update

Owner needs rental/loaner. Directed to dealer. Will cover under normal warranty rates.

called dealer, gave okay for rental.

REASSIGNED TO BC/DLR 66 67962 08/18/11 22:23 O 21054402

\*Contact Date:08/20/2011

Service Director at the dealership has updated the CAIR# 21054402

The vehicle has been diagnosed.

\*Contact Date:08/22/2011

Service Director at the dealership has updated the CAIR# 21054402

The vehicle has been diagnosed.

\*Contact Date:08/24/2011

Service Director at the dealership has updated the CAIR# 21054402

Parts have been ordered.

\*Contact Date:08/29/2011

Service Director at the dealership has updated the CAIR# 21054402

\*Contact Date:09/02/2011

Service Director at the dealership has updated the CAIR# 21054402  
Parts have been ordered.

\*Contact Date:09/06/2011

Service Director at the dealership has updated the CAIR# 21054402  
Parts have been ordered.

\*Contact Date:09/12/2011

Service Director at the dealership has updated the CAIR# 21054402  
Parts have been ordered.

\*Contact Date:09/14/2011

Service Director at the dealership has updated the CAIR# 21054402  
Parts have been ordered.

\*Contact Date:09/16/2011

Service Director at the dealership has updated the CAIR# 21054402  
Parts have been ordered.

\*Contact Date:09/20/2011

Service Director at the dealership has updated the CAIR# 21054402  
The vehicle has been diagnosed.

\*Contact Date:09/26/2011

Service Director at the dealership has closed the CAIR# 21054402

DCX goodwill repair is documented on Repair Order#299465

CAIR RETURNED FROM DEALER ON 9/26/2011 AT 08:14:774 R 21054402

Writer spoke to Angel, Service Manager. Writer provided JSS15 telephone  
number

Dealer calls about rental. claim rejected. Post authorized. \_

Rental car was approved and covered as well.

31 days \$35.00 a day

Total approved for rental is \$1085.00. Claim approved by jss15.

---

**Customer Assistance Inquiry Record (CAIR)# 21060449**

|                      |                       |                             |                  |                                              |                     |               |
|----------------------|-----------------------|-----------------------------|------------------|----------------------------------------------|---------------------|---------------|
| <b>VIN</b>           | 1J4GL38KX             | 2W [REDACTED]               | <b>Open Date</b> | 06/30/2011                                   | <b>Built Date</b>   | 06/26/2002    |
| <b>Model Year</b>    | 2002                  | <b>Body</b>                 | KJJM74           | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b> | 08/30/2002            | <b>Mileage</b>              | 53,000           | <b>Dealer Zone</b>                           | 66                  | ORLANDO       |
| <b>Plant</b>         | W                     | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                            | US                  |               |
| <b>Owner</b>         | [REDACTED]            |                             |                  |                                              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>       | [REDACTED]            |                             |                  |                                              | <b>Home Phone</b>   |               |
|                      | HIALEAH FL [REDACTED] |                             |                  |                                              | <b>Country</b>      | UNITED STATES |

|                                                                     |                               |
|---------------------------------------------------------------------|-------------------------------|
| Product - Electrical - Unknown - Other - Default                    | air bag light keeps coming on |
| Corporate - Dealer Information - Default - Default - Default        |                               |
| Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall    |                               |
| Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall |                               |

Agent needed a interpreter for a customer because she only spoke spanish.  
 Agent told the caller about the two recalls and the customer did say she receive letter in the mail about the upper ball joints.  
 Agent told the caller that those two recall could be done at no charge to her. Customer also said something about her air bag lights coming up and the agent told her she would have to ask the dealership to look into this.

**Customer Assistance Inquiry Record (CAIR)#** **21069618**

|                      |            |                                      |                  |                                           |                   |            |
|----------------------|------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL48K5  | 2W [REDACTED]                        | <b>Open Date</b> | 07/05/2011                                | <b>Built Date</b> | 10/31/2001 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJJH74           | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 01/30/2002 | <b>Mileage</b>                       | 90,000           | <b>Dealer Zone</b>                        | 35                | WASHINGTON |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>         | PB7        | PATRIOT BLUE PEARL COAT              |                  |                                           |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |            |

|                       |                 |              |  |                     |    |                   |       |
|-----------------------|-----------------|--------------|--|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 42786           | MURRAY DODGE |  |                     |    |                   |       |
| <b>Dealer Address</b> | 1402 RIDGE PIKE |              |  |                     |    |                   |       |
| <b>Dealer City</b>    | CONSHOHOCKEN    |              |  | <b>Dealer State</b> | PA | <b>Dealer Zip</b> | 19428 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | WORCESTER PA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                                  |
|-----------------------------------------------------------------------------|----------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers | Air bag deployed unintentionally |
| Product - Unknown - Unknown - Accident - Default                            | Air bag deployed unintentionally |
| Corporate - Property Damage - Default - Default - Default                   |                                  |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling because his son was driving the vehicle down I95 in delaware and the air bag deployed without the vehicle being in an accident.  
 Customer stated that the vehicle was only going 35 MPH and after the air bag went off, the vehicle had to be towed to the dealership.  
 Customer states that the vehicle is at a GMC dealership because he purchased the vehicle used from there.  
 Briefly summarize what the customer is expecting:  
 Customer is seeking Chrysler to fix the vehicle because the problem was no fault of his.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative

1. Who is calling and what is their contact information?  
 Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? air bag deployed without the vehicle being in an accident

3. What is the current location of the vehicle? The purchased dealership (GMC dealer)  
 Answer ID 18820  
 Writer tried to contact the customer at 610-256-0886 but had to leave a message. Writer would like to know the location of the vehicle.  
 Caller requesting to speak with Case Manager, MC1157, not available.  
 Writer informed customer case has been assigned to: Jay? 248-944-7149 (7:30 am - 4:15 ET, M-F)  
 Customer states vehicle is at the Carfagno Chevy Dealership, Plymouth Meeting PA, 610-575-0507  
 Carfagno Chevrolet  
 1230 East Ridge Pike  
 Plymouth Meeting, Pennsylvania 19462

Service: (610) 275-0507

\*\*\*\*\*

Owner leaves message indicating son was injured.

Per OGC Matrix, reassigned to 82T.

7.7.11 Assigned to LSE6. MJK

CAIR NUMBER 21069618 REQUEST EAA INSPECTION 07-07-2011 11:36

CAIR NUMBER 21069618 E-MAIL SENT TO EAA 07-07-2011 11:36

CCRG Open Date: 07/07/2011 08:31:07

Letter Sent: Acknowledgement 07/08/2011 09:18:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/11/11 AT 19:39:39 21069618

ANTHONY TAORMINA called in to find out how long it will take for legal to contact him back. Writer advised we dont have a phone number to transfer.

Customer would just need to wait to be contacted

Letter Sent: Denial 07/15/2011

The caller is requesting to speak to someone about this issue. The caller states that if it is determined that the aftermarket radio is at fault, he states that he does not accept that reason. The caller is requesting to speak to someone from the legal department.

Agent reopened CAIR and reassign to MJK32 for follow up.

Customer ANTHONY TAORMINA calls to speak with their Case Manager tired of waiting for legal to contact him back he does not want to go to an attorney but will if he has to.

Writer gave phone number per line 50, JSS15 - 248-944-7149 (7:30 am - 4:15 ET, M-F)

Customer [REDACTED], called that number while he kept writer on the line and left them a message at the legal department, now demands a supervisor, no one from the legal department he stated calls him back, he is demanding supervisor.

Writer informed customer that legal department is higher than us, we do not have a supervisor that is higher or over them, he will still need to contact that department at the number he is given.

Customer hung up.

Customer contacted back and requested president of the company. CSR told customer the contact information for the president is not provided to CAC. Customer was then told about the letter that was sent 07/15/2011 (line 45) and to allow more time for the letter to be received. customer requested information on the letter. CSR told customer that the letter is information strictly for his self the customer and the legal department.

7.21.11 Please send all CAIRS through Special Investigations. MJK \_

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**Customer Assistance Inquiry Record (CAIR)# 21082857**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL58K4  | 2W [REDACTED]                        | <b>Open Date</b> | 07/07/2011                                 | <b>Built Date</b> | 08/28/2001 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 10/11/2001 | <b>Mileage</b>                       | 95,000           | <b>Dealer Zone</b>                         | 32                | NEW YORK   |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PB7        | PATRIOT BLUE PEARL COAT              |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                    |                     |    |                   |       |  |
|-----------------------|--------------------|---------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 37000              | ARMORY GARAGE INC   |    |                   |       |  |
| <b>Dealer Address</b> | 926 CENTRAL AVENUE |                     |    |                   |       |  |
| <b>Dealer City</b>    | ALBANY             | <b>Dealer State</b> | NY | <b>Dealer Zip</b> | 12205 |  |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | RENSELAER NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |  |
|-----------------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                               |  |
| Dealer - By-Pass - Default - Default - Default                                          |  |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers |  |
| Product - Unknown - Unknown - Accident - Default                                        |  |

Customer states he was driving and the air bag light went on and then the driver s side air bag deployed. Customer states she has spent the morning in the emergency department at the hospital. Customer states that the driver s side seat belt is also locked.  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred number for call back number is [REDACTED]  
 IF no answer on cell, can call: [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 Customer stated that the vehicle is at:

[REDACTED],  
 RENSSELAER, NY- [REDACTED]

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 7.8.11 Assigned to LSE6. MJK  
 CAIR NUMBER 21082857 REQUEST EAA INSPECTION 07-08-2011 11:04  
 CAIR NUMBER 21082857 E-MAIL SENT TO EAA 07-08-2011 11:04  
 CCRG Open Date: 07/08/2011 08:21:17  
 Letter Sent: Acknowledgement 07/11/2011 08:54:45  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/12/11 AT 08:35:53 21082857

|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>21110130</b> |
|---------------------------------------------------|-----------------|

|                       |                         |                             |               |                                            |               |
|-----------------------|-------------------------|-----------------------------|---------------|--------------------------------------------|---------------|
| <b>VIN</b>            | 1J4GL58K4 2W [REDACTED] | <b>Open Date</b>            | 07/14/2011    | <b>Built Date</b>                          | 11/27/2001    |
| <b>Model Year</b>     | 2002                    | <b>Body</b>                 | KJJP74        | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b>  | 01/31/2002              | <b>Mileage</b>              | 156,443       | <b>Dealer Zone</b>                         | 35 WASHINGTON |
| <b>Plant</b>          | W                       | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b> | U                                          | US            |
| <b>Dealer</b>         | 66859                   | B Z MOTORS CHRY-DODGE-JEEP  |               |                                            |               |
| <b>Dealer Address</b> | 6801 W BRANCH HWY       |                             |               |                                            |               |
| <b>Dealer City</b>    | LEWISBURG               | <b>Dealer State</b>         | PA            | <b>Dealer Zip</b>                          | 17837         |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>         | TELEPHONE     |                                            |               |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>           |               |                                            |               |
|                       | NEW KENT VA [REDACTED]  | <b>Country</b>              | UNITED STATES |                                            |               |

|                                                  |  |
|--------------------------------------------------|--|
| Corporate - Recall - Default - Default - Default |  |
|--------------------------------------------------|--|

Customer called in inquiring about open recalls on their vehicle.  
 \*\*\*\*\*  
 Customer is having trouble with air bag light coming on. CAC updated COIN information. CAC advised customer there were no outstanding recalls that need to be completed on their vehicle. Advised customer if there is a recall on their vehicle in the future a notification letter would be sent to the mailing address we have on file. Agent advised customer to take vehicle to a CDJ to have it diagnosed and looked at and to hang on to all receipts/documentations if it ever becomes a recall in the future.

**Customer Assistance Inquiry Record (CAIR)# 21119696**

|                       |                    |                             |                  |                                           |                     |            |
|-----------------------|--------------------|-----------------------------|------------------|-------------------------------------------|---------------------|------------|
| <b>VIN</b>            | 1J4GK48K7          | 2W [REDACTED]               | <b>Open Date</b> | 07/18/2011                                | <b>Built Date</b>   | 08/21/2001 |
| <b>Model Year</b>     | 2002               | <b>Body</b>                 | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                     |            |
| <b>In Service Dt</b>  | 10/01/2001         | <b>Mileage</b>              | 79,532           | <b>Dealer Zone</b>                        | 66                  | ORLANDO    |
| <b>Plant</b>          | W                  | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                  |            |
| <b>Dealer</b>         | 44327              | JIM BURKE AUTOMOTIVE INC    |                  |                                           |                     |            |
| <b>Dealer Address</b> | 1409 5TH AVE NORTH |                             |                  |                                           |                     |            |
| <b>Dealer City</b>    | BIRMINGHAM         | <b>Dealer State</b>         | AL               | <b>Dealer Zip</b>                         | 35203               |            |
| <b>Owner</b>          | [REDACTED]         |                             |                  |                                           | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]         |                             |                  |                                           | <b>Home Phone</b>   |            |
|                       | JASPER AL          | [REDACTED]                  | <b>Country</b>   | UNITED STATES                             |                     |            |

|                                                                                     |                             |
|-------------------------------------------------------------------------------------|-----------------------------|
| Corporate - Recall - Default - Default - Default                                    | Potential repeat recall A07 |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | may be cause by recall      |

Briefly summarize why the customer is contacting Chrysler:  
 Air bag light keeps coming on  
 Customer is concerned that the light is being caused by the recallA07 that was completed in 2002.

Briefly summarize what the customer is expecting:  
 Customer wants to have the recall checked to determine whether this will need to be a repeat recall.  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred call back number is [REDACTED]  
 Preferred alternate call back number is [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? (Owner)  
 Has the vehicle been diagnosed by a CDJ dealer? (No)  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 Status update provided via email to the following email address:  
 [REDACTED]t

My name is David and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:  
 Your Case number: 21119696  
 Chrysler Case Management telephone number: 800-763-8422  
 My direct Extension: 66225  
 My Work hours: 10:00 am to 6:30 pm Eastern Standard Time, Monday- Friday  
 I will contact you by the end of business by telephone to review your case with you.

End of Status Update  
 OOW by 6 Years 43532 Miles, 1 Vehicle, 3rd Owner, 1 Used, No SC  
 \*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer left a detailed message.  
 Customer called back and writer spoke to customer who stated that she has not had vehicle diagnosed. Writer advised customer that vehicle needs to be diagnosed and if the issue is part of recall then dealership will take care of the repair but if it is not then the customer would be responsible for the repair as the vehicle is extremely OOW. Customer stated that it will take her a while but she will get into dealership.



Writer advised customer that Jeep decline any assist with the repair if it is not recall related due to being OOW. Customer understood. Writer closing case due to decline

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Decline approved by MM1448

CLOSED LOOP UPDATE - no need for additional follow-up.

---

**Customer Assistance Inquiry Record (CAIR)# 21168002**

|                       |                            |                                      |                  |                                            |                   |            |
|-----------------------|----------------------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>            | 1J4GL58K3                  | 3W [REDACTED]                        | <b>Open Date</b> | 07/28/2011                                 | <b>Built Date</b> | 08/29/2002 |
| <b>Model Year</b>     | 2003                       | <b>Body</b>                          | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b>  | 02/01/2003                 | <b>Mileage</b>                       | 106,364          | <b>Dealer Zone</b>                         | 63                | DALLAS     |
| <b>Plant</b>          | W                          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>          | PR4                        | FLAME RED CLEAR COAT                 |                  |                                            |                   |            |
| <b>Engine</b>         | EKG                        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>   | DG4                        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |
| <b>Dealer</b>         | 45215                      | SOUTH POINTE CHRYSLER JEEP DODGE     |                  |                                            |                   |            |
| <b>Dealer Address</b> | 9240 S. MEMORIAL DRIVE     |                                      |                  |                                            |                   |            |
| <b>Dealer City</b>    | TULSA                      | <b>Dealer State</b>                  | OK               | <b>Dealer Zip</b>                          | 74133             |            |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>                  | TELEPHONE        |                                            |                   |            |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                    | [REDACTED]       |                                            |                   |            |
|                       | BROKEN ARROW OK [REDACTED] | <b>Country</b>                       | UNITED STATES    |                                            |                   |            |

|                                                                                |                   |
|--------------------------------------------------------------------------------|-------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Both             | air bags deployed |
| Corporate - Property Damage - Default - Default - Default                      |                   |
| Dealer - By-Pass - Default - Default - Default                                 |                   |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |                   |
| Product - Unknown - Unknown - Accident - Default                               |                   |

1. Who is calling and what is their contact information? Ruth Feeley

Preferred: [REDACTED]

2. What happened? This vehicle was being driven by her husband and he was coming home. He was 1 house away from being home and the airbag deployed in the passenger side, then a second later the drivers airbag deployed.

3. What is the current location of the vehicle? The vehicle is now in the owners driveway. Customer is calling AAA to have this vehicle towed to the dealership.

South Pointe Chrysler Jeep Dodge  
5.27 miles away  
9240 s. memorial drive  
tulsa, OK 74133

[REDACTED]  
Reassigned to 88S  
\*\*\*\*\*

07.28.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:  
SOUTH POINTE CHRYSLER JEEP DODGE  
9240 S. MEMORIAL DRIVE  
TULSA OK 74133  
918-584-1481

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 21168002 REQUEST EAA INSPECTION 07-28-2011 13:34

CAIR NUMBER 21168002 E-MAIL SENT TO EAA 07-28-2011 13:34

██████████ requested rental assistance. Writer referred customer to MG17 s phone number for rental information.

The AnswerCONNECT article that was referenced to provide the answer to the customer was #18819

\*\*\*\*\*

07.29.11

Customer would like a call back with report decision

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/02/11 AT 04:17:57 21168002

Customer expecting a call back/ update and rental inquiry. Agent stated no rental may be available for SI cases.

\*\*\*\*\*

08.03.11

Reviewed EAA report and photos

I will cover repairs - spoke to Phillip in service and advised

I spoke to Mr Feeley - he will discuss with wife.

gave a Friends #FP396805P113

UPDATE - Customer called back and states he just came back from a Ear, Nose and Throat doctor and he has hearing loss due to air bag deployment and wonders where to send the bills.

I called Phillip in service, and said do not work on vehicle until he hears from legal. His number is ██████████.

Based on new info - sending to legal.

Email LZ40.

Per OGC Matrix, reassigned to 82T. MG17

8/4/11 ASSIGNED TO LSE6

CAIR NUMBER 21168002 REQUEST EAA INSPECTION 08-04-2011 14:55

CAIR NUMBER 21168002 E-MAIL SENT TO EAA 08-04-2011 14:55

\*\*\*\*\*

08.15.11

Phillip from dealer seeking status - as customer is in a rental

Phone# ██████████

Per OGC Matrix, reassigned to 82T. MG17

8/15/11 UPDATED CCRG FILE

customer called in and was looking for someone to speak with about this.

Customer states there is going to be some medical bills. Customer states he is looking for someone to contact with him back.

\*\*\*\*\*

08.16.11

Customer Call Back Seeking update on 82T -

Phone# 918-704-3430

Per OGC Matrix, reassigned to 82T. MG17

8/16/11 UPDATED CCRG FILE. PAG

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**Customer Assistance Inquiry Record (CAIR)#** **21228770**

|                      |            |                                      |                  |                                           |                   |            |
|----------------------|------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK48K6  | 3W [REDACTED]                        | <b>Open Date</b> | 08/11/2011                                | <b>Built Date</b> | 07/30/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 09/26/2002 | <b>Mileage</b>                       | 109,639          | <b>Dealer Zone</b>                        | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>         | PX8        | BLACK CLEAR COAT                     |                  |                                           |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |            |

|                       |                            |                                |       |
|-----------------------|----------------------------|--------------------------------|-------|
| <b>Dealer</b>         | 68064                      | TAMIAMI CHRYSLER PLYMOUTH JEEP | EAGLE |
| <b>Dealer Address</b> | 8250 SOUTH WEST 8TH STREET |                                |       |
| <b>Dealer City</b>    | MIAMI                      | <b>Dealer State</b>            | FL    |
|                       |                            | <b>Dealer Zip</b>              | 33144 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | ALEXANDRIA VA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                |                         |
|--------------------------------------------------------------------------------|-------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags         | deployed while driving. |
| Product - Unknown - Unknown - Accident - Default                               | no accident             |
| Corporate - Property Damage - Default - Default - Default                      |                         |
| Dealer - By-Pass - Default - Default - Default                                 |                         |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |                         |

Briefly summarize why the customer is contacting Chrysler: Customer states when driving her air bags deployed on her.  
 Briefly summarize what the customer is expecting: Customer wants to know why they deployed.

1. Who is calling and what is their contact information? [REDACTED]

[REDACTED]

2. What happened? Customer was driving when the air bags deployed.

3. What is the current location of the vehicle? Carolina has the vehicle.

Reassigned to 88s

Customer stated that they have the vehicle.

Customer s address is:

[REDACTED],  
 ALEXANDRIA, VA-[REDACTED]

Agent spoke with the customer. Agent asked her to await a call.

\*\*\*\*\*

08.15.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

MS

[REDACTED]  
 ALEXANDRIA VA [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 21228770 REQUEST EAA INSPECTION 08-15-2011 08:37

CAIR NUMBER 21228770 E-MAIL SENT TO EAA 08-15-2011 08:37  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/22/11 AT 04:19:09 21228770  
\*\*\*\*\*

08.22.11

Reviewed EAA report and photos

No communication with module - I called dealer - left VMM with Jim

I asked if he will do repairs and provide a rental if needed - asked him to  
call me back.

> Spoke to Jim - he will do repairs - I called customer and left a VMM

---

**Customer Assistance Inquiry Record (CAIR)# 21239670**

|                      |            |                                      |                  |                                            |                   |            |
|----------------------|------------|--------------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK58K3  | 2W                                   | <b>Open Date</b> | 08/15/2011                                 | <b>Built Date</b> | 04/29/2002 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTP74           | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY |                   |            |
| <b>In Service Dt</b> | 05/26/2002 | <b>Mileage</b>                       | 123,650          | <b>Dealer Zone</b>                         | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                          | US                |            |
| <b>Color</b>         | PS2        | BRIGHT SILVER METALLIC CLEAR COAT    |                  |                                            |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                            |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                            |                   |            |

|                       |                    |                        |    |                   |       |  |
|-----------------------|--------------------|------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 26732              | TROPICAL CHRYSLER JEEP |    |                   |       |  |
| <b>Dealer Address</b> | 8910 N. E. 6TH AVE |                        |    |                   |       |  |
| <b>Dealer City</b>    | MIAMI              | <b>Dealer State</b>    | FL | <b>Dealer Zip</b> | 33138 |  |

|                |               |                     |               |  |  |  |
|----------------|---------------|---------------------|---------------|--|--|--|
| <b>Owner</b>   |               | <b>Contact Type</b> | TELEPHONE     |  |  |  |
| <b>Address</b> |               | <b>Home Phone</b>   |               |  |  |  |
|                | LAKE WORTH FL | <b>Country</b>      | UNITED STATES |  |  |  |

|                                                                                   |                    |
|-----------------------------------------------------------------------------------|--------------------|
| Product - Unknown - Unknown - Accident - Default                                  | Airbag deployed    |
| Corporate - Recall - Default - Default - Default                                  | Recall Information |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown |                    |

Briefly summarize why the customer is contacting Chrysler: Customer called to check on recalls involving the airbag system. Customer advised that as they were leaving a store the airbag suddenly deployed injuring his girlfriend. Customer stated the injuries were not serious just cuts and bruises.  
 Briefly summarize what the customer is expecting: Customer is requesting assistance.

\*\*\*\*  
 1. Who is calling and what is their contact information? Mr [REDACTED]  
 Derose

Alternate: N/A  
 2. What happened? Airbag deployed, airbag sensor warning light started to blink really fast moments before the airbag went off.  
 3. What is the current location of the vehicle? Customer s home address.  
 Reassigning to 88S  
 Customer s address is:

LAKE WORTH, FL- [REDACTED]  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 8/16/11 ASSIGNED TO LSE6. PAG  
 CAIR NUMBER 21239670 REQUEST EAA INSPECTION 08-16-2011 10:11  
 CAIR NUMBER 21239670 E-MAIL SENT TO EAA 08-16-2011 10:11  
 CCRG Open Date: 08/16/2011 08:41:38  
 Letter Sent: Acknowledgement 08/17/2011 08:11:30  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/23/11 AT 12:30:38 21239670

**Customer Assistance Inquiry Record (CAIR)# 21315678**

|                      |            |                                      |                  |                                           |                   |            |
|----------------------|------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL48K6  | 3W [REDACTED]                        | <b>Open Date</b> | 09/06/2011                                | <b>Built Date</b> | 03/06/2003 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 03/13/2003 | <b>Mileage</b>                       | 125,000          | <b>Dealer Zone</b>                        | 35                | WASHINGTON |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>         | PW1        | STONE WHITE CLEAR COAT               |                  |                                           |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>  | DG6        | TRANSMISSION-4-SPD. AUTOMATIC, 42RLE |                  |                                           |                   |            |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | COOLVILLE OH [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |                                                                  |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers | Customer states driver's air bag deployed when wife was driving. |
| Product - Unknown - Unknown - Accident - Default                                        | Injury - no accident.                                            |
| Dealer - By-Pass - Default - Default - Default                                          |                                                                  |

1. Who is calling and what is their contact information? Mr. [REDACTED]
2. What happened? Mr. [REDACTED] called to advise Jeep that the driver s air bag deployed while his wife was driving. Customer states his wife did not hit a bump or anything and they are both afraid to drive it now. Customer states his wife s chest and arm were cut by the air bag.
3. What is the current location of the vehicle? at customer s home. COIN is correct.

COOLVILLE , OH  
 \*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Reassigned to 88S.  
 \*\*\*\*\*

09.07.11  
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
 VEHICLE LOCATED AT: RESIDENCE  
 MR [REDACTED]  
 COOLVILLE OH [REDACTED]  
 Per OGC Matrix, reassigned to 82T. MG17  
 9/7/11 ASSIGNED TO LSE6.PAG45  
 CAIR NUMBER 21315678 REQUEST EAA INSPECTION 09-07-2011 15:11  
 CAIR NUMBER 21315678 E-MAIL SENT TO EAA 09-07-2011 15:11  
 CCRG Open Date: 09/07/2011 07:51:20  
 Letter Sent: Acknowledgement 09/08/2011 08:58:38  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/19/11 AT 14:07:01 21315678  
 Briefly summarize what the customer is expecting: Dealer is contacting Chrysler to see if the customer has been working with Chrysler for his air bags not deploying.  
 Writer advised dealer that our special investigations department is looking into the matter further.

| <b>Customer Assistance Inquiry Record (CAIR)#</b> |                        |                             |                  |                                            |                     | <b>21342349</b> |
|---------------------------------------------------|------------------------|-----------------------------|------------------|--------------------------------------------|---------------------|-----------------|
| <b>VIN</b>                                        | 1J4GL58K7              | 4W [REDACTED]               | <b>Open Date</b> | 09/13/2011                                 | <b>Built Date</b>   | 08/11/2003      |
| <b>Model Year</b>                                 | 2004                   | <b>Body</b>                 | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                     |                 |
| <b>In Service Dt</b>                              | 02/21/2004             | <b>Mileage</b>              | 63,000           | <b>Dealer Zone</b>                         | 63                  | DALLAS          |
| <b>Plant</b>                                      | W                      | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                          | US                  |                 |
| <b>Owner</b>                                      | [REDACTED]             |                             |                  |                                            | <b>Contact Type</b> | TELEPHONE       |
| <b>Address</b>                                    | [REDACTED]             |                             |                  |                                            | <b>Home Phone</b>   | [REDACTED]      |
|                                                   | ANDERSON MO [REDACTED] |                             |                  |                                            | <b>Country</b>      | UNITED STATES   |

|                                                                                     |                                                     |
|-------------------------------------------------------------------------------------|-----------------------------------------------------|
| Corporate - Rental Vehicle - Default - Default - Default                            | 3 days of rental                                    |
| Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall                    | Advised owner of incomplete recall                  |
| Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown                    | Customer experiencing problems with his airbags     |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default              | Customer seeking cost assistance for airbag repairs |
| Product - Electrical - Occupant Classification System - Defective - Default         | Occupant restraint module                           |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default |                                                     |
| Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Driver        |                                                     |

Briefly summarize why the customer is contacting Chrysler: Customer called in to see if he had a recall on his airbags. Customer stated he brought his vehicle into the dealership for his airbags because he was told he just needed to have them reset. The dealership tried to reset the code for the airbags and that would not work. Customer stated the dealership told him he needs an OCS bladder and cushion kit which is going to cost him \$11043. Customer stated the dealership provided him with a part number of 5126304AA and was going to give him the part at a discounted price for \$996.

Briefly summarize what the customer is expecting: Customer would like cost assistance for this repair as he just purchased the vehicle and is already having issues.

Customer stated the man at the dealership he has been working with is Jim B Good.

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? Y

Has had repair history at Chrysler dealership(s)? Y

Was this vehicle purchased new by this customer? N

Customer has a history of purchasing Chrysler vehicles? Y

If yes, number in household? 2

Customer claims to maintain vehicle as per maintenance schedule? Y - just purchased a week ago but maintains his other Chrysler vehicle

Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 770

Ownership status? Second

Basic warranty component? Y

Powertrain warranty component? N

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? N

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N

Customer advised a call back is required and will take place



within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Customer email address for case updates: no  
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner  
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 43276  
Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*

Household has owned 4 Chrysler vehicles, all used, currently have 2, 2nd owner on this vehicle. Vehicle is out of warranty by 4 years 5 months and 27000 miles. No SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer spoke with Mr Reardon. Customer stated that he did just purchase the vehicle through an auction and it was purchased as an as is vehicle. Customer stated that the auction was indirectly through Bill Hodge Dodge. Customer stated that the dealership 43276 did do the recall F23 and then he has to replace the entire air bag assembly. Customer stated that both of these issues are a big liability for Chrysler because of the air bag and the recall having never been done or fixed prior to it being sold. Writer stated that a call would be made to the dealer where the vehicle is to verify the information. Writer stated that there is not guarantee that Chrysler would be able to assist anymore because the dealership is already providing a discount for the repair on the air bag. Customer provided the customer case manager contact information.

Writer contacted the dealer to speak with SM Kevin. SM was not available. Writer spoke with a SA. SA stated that the vehicle is still at the dealer. SA stated that what is needing to be replaced is the seat cushion with the sensors in it for the air bag. SA stated that the customer is a dealer and he orders parts through this dealership and that is why the dealer is offer a discount to him. Writer stated that the customer is seeking additional assistance with the cost of the repair. Writer stated that a call back would be made to the SM Kevin to discuss that with him. Customer calls to speak with their Case Manager.

[REDACTED] calls to speak with their Case Manager. Customer called to speak with CM on case. Customer states he has left messages today with no return call. Writer attempted to connect customer to someone on the team, nobody available. Customer states he has left about 4 messages today, not wanting to leave any more and is very unhappy that he can t get a return call. Writer apologized, stating that case will be updated with this information.

Writer received voice mails from the customer asking for a return call. Writer contacted dealer to speak with the SM Kevin to discuss the customers request for further assistance. SM stated that he is a used car sales man and they are providing a discount to him because he does purchase parts through them. SM stated that the vehicle has over 128000 miles on it and does not think more of a discount should be provided. Writer contacted the customer. Customer stated that this is a safety issue and does not feel that he should have to pay the entire amount. Customer stated that the part will be \$996.00 plus labor so he is still looking at paying around \$1200.00 for this repair for the air bag system. Customer is asking for Chrysler to step up and a lest pay half of that cost. Customer stated that the vehicle is in good condition and there is only 63000 miles on the vehicle. Customer stated that he has an appointment with an attorney this after noon to go after the dealership that sold him the vehicle because the recall was not performed and with the issue of the air bag sensors in the seat. Writer stated that a call back would be made.

Writer received a message from customer. Customer stated that he purchase the vehicle through Bill Hodge dodge. Customer stated that according to the dealer there was nothing wrong with the vehicle and he was not informed of the recall or the air bag situation.

Writer contacted dealer 60407 to speak with the Sales Manager Chris. Sales manager was unavailable. Writer spoke with a sales associate who new a little about the situation, but stated that he would give case manager information for him to call back. Sales Associate stated that they took the vehicle to an auction and it was sold as is. Writer will

Writer called dealer and spoke with Kevin, SM and writer did not see CJ285 already contacted dealer. Service Manager states that this customer owns a used car lot and is bringing the vehicle in to get free repairs, advised writer its a used vehicle and no assistance is merited with age and situation.

Writer spoke with ZB37 and agreed to assist with half the cost of repair with refund with repairs done at that dealership. customer would pay for repair and then we refund half the repair. writer called customer and left message

Writer received a call back from the Sales manager Chris Wilkinson at dealer 60407. Writer attempted to contact Sales manager back and left a message.

Writer received a couple messages from the customer. Writer contacted the customer back. Writer provided the information per lines 107-110 that Chrysler will reimburse half the cost of repair done at the dealership.

Customer stated again that the total is going to be around \$1200.00.

Customer stated that repairs should be completed tomorrow. Writer advised the customer that once repairs are completed then reimbursement can be handle one of two ways. Writer stated that the first way is e-reimbursement or he can mail the documents in. Customer stated that he will check to see if someone can help him scan the documents or if he will need to mail the documents.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Writer will follow up with the customer to see if repairs are completed and what route he would like to take for e reimbursement.

Writer contacted the customer and left message asking to see if repairs were done on the vehicle. Writer advised the customer to call and let writer know if he would like to do the e reimbursement or if he is going to mail the documents in.

Writer spoke with the customer. Customer stated that there is a problem with the parts. Customer stated that the parts the dealer keeps ordering come in defective and they have to keep re ordering them. Customer stated that he was told that repairs should be done today. Customer stated that he would contact the dealer to check and see if the parts came in and if repairs will be done. Customer stated that he will call back if there is still an issue with the parts. Customer stated that he would be mailing in the documents for reimbursement.

Writer contacted the customer. Customer stated that he was advised that the vehicle is repaired, but he can not pick it up until tomorrow 9-24-11. Customer stated that he did not know what the exact amount was yet. Writer stated that a call would be made to him on 9-26-11 to follow up to make sure he has the vehicle and to get the exact totals for the reimbursement.

Writer contacted the customer. Customer stated that he went to get the vehicle on Saturday and he paid \$1250.00 for the repair, but the air bag light was still on. Customer stated that he left the vehicle and is supposed to pick it up today because the technician who is trained in resetting the air bag will be there today. Customer stated that he would follow up with the case manager once he has the vehicle back.

Writer contacted the customer. Customer stated that he does not have the vehicle back yet. Customer stated that the dealer advised him that they are waiting to hear back from STAR. Writer stated that a follow up call would be made to find out what is happening with the vehicle.

Writer contacted the dealer and left message for the SM Kevin to call back to get an update on the customers vehicle.

Writer received a message from the customer. Customer stated that he spoke with someone at the dealer and they advised him that they have not heard back from STAR yet on what to do with the vehicle.

Writer contacted the dealer again to check the status on the vehicle.

follow up.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2011-09-27 @ 18:18

Customer called and left message wanting an update on what is going on with the vehicle.

Writer received a message from Steve at the dealer to call back. Writer contacted Steve back. Writer stated that the customer called back stating that the vehicle is still at the dealer because the airbag light was still on. Writer stated that the customer was told that the dealer was waiting on a response from STAR regarding the issue. Steve stated that he would talk with the SA and the technician to see what the status is and would follow up with writer.

Writer received a call from the customer. Customer stated that he just spoke with Steve at the dealer and he advised the customer that they are still waiting on STAR to get back to them. Writer stated that a call was placed today to the dealer and Steve was going to check into what was happening with the vehicle and was supposed to follow up with case manager as to what is going on with the vehicle. Writer stated that we have not heard back from the dealer yet. Writer stated that another call would be placed to the dealer to speak with Steve to see if there is any further information as to what is going on with the vehicle. Writer will follow up with the customer as soon as more information is gathered.

Writer contacted the dealer and Steve had already left for the day.

Writer will follow up in the morning.

Writer contacted the dealer to speak with Steve, however, he was unavailable. Writer left message with the receptionist to have Steve call case manager back to get a status update on the vehicle.

Writer received a message from the customer. Customer stated that he spoke with Anthony at the dealer. Writer contacted the dealer and left a message for Anthony or Steve to call back with a status update on what is happening with the vehicle.

Writer contacted the dealer to speak with Steve or Anthony. Writer was advised that today is Steve's last day. Writer spoke with Anthony. Anthony stated that the technician has been in contact with STAR and with Chrysler engineering regarding this vehicle. Anthony stated that they have tried every repair that they have been advised to do, but the air bag light is still on and the technician is stumped as to what is happening with the vehicle. Anthony asked if Chrysler could supply a rental vehicle for the customer. Customer has not asked for any rental assistance. Writer stated that further research would need to be done to see if any rental could be provided. Writer spoke with JB1049 and Chrysler can not provide rental assistance. Writer is also reassigning case to 88W because of the unresolved concern and writer has not heard back from TAPS request. Writer contacted dealer back and left message for Anthony stating that Chrysler will not be able to provide any rental assistance. Writer provided Anthony with writer's contact information if he has any further questions.

Writer contacted the customer and left a message indicating that the case was going to be sent to a different department for further review. Writer stated that someone would be in contact with him as soon as more information becomes available. Writer did not give a time frame for a call back.

Writer reassigning to 88W for further review.

Since no response from TAPS and unresolved concern, sending case to 82W. Writer received a message from the customer that he was advised that there is an issue with the seat belt now. Customer said that he would need to replace the seat belt as well and the dealer told him that it would be another \$600.00 on top of the \$1200.00 for the OCM bladder. Owner has already been declined for out of warranty assistance. No reason to send to 82W for review.

Agent contacted dealer, spoke with SM Anthony who is working with area tech but after owner has paid 1200.00 for air bag, now owner needs to pay 600.00 for seat belt. Initial concern has been resolved, but now vehicle needs seatbelt. Owner has been declined financial assistance with repairs.

Anthony has requested case to make sure seatbelt replacement will

owner and dealer coverage of courtesy rental. Agent advised Anthony (and he agrees that dealer should not be responsible for rental) that file will be reassigned back to agent CJ285 if she has promised owner rental. Agent provided him my direct line for any needed follow up. Writer reviewed the case with TP344 and was advised that Chrysler does want to assist with the OCM bladder replacement and the seat belt issue due to these issue being safety concern. Writer contacted dealer and spoke with SA Anthony. Writer was informed that because the dealership is under new management they are currently looking for a new SM. SM Steve no longer works at the dealer as of Friday 9-30-11. Writer stated that this case was reviewed with supervisor and Chrysler does want to go ahead and assist the customer with the OCM bladder replacement as well as the seat belt replacement. Writer stated that warranty pricing would be needed and then we could discuss what customer co pay would be for the repairs. SA Anthony stated that he would gather that information and would contact the writer back with it. Writer provided contact information. Writer stated that as far as the rental vehicle assistance Chrysler is declining assistance with that. SA stated that the customer has been in a rental vehicle since Monday. Writer stated that a message was left for SM Steve prior to him leaving that Chrysler will not assist with the rental. Writer received a voice mail message from SA Anthony with the warranty pricing for the OCM Bladder and the seat belt repairs for the vehicle.

OCM bladder:  
Parts - \$1043.00  
Labor - \$59.28  
Total - \$1102.28  
Seat belt  
Parts - \$529.20  
Labor - \$29.64  
Total - \$558.84

Total for both repairs - \$1661.12  
Writer spoke with TP344 and Chrysler will offer a \$500.00 co pay for the repairs. Writer contacted SA Anthony and advised him of the offer. Writer stated that Chrysler will help with the cost of the repairs, but the customer would be responsible for the rental. SA stated that they were informed that Chrysler is sending out a technician to help their technician with the repair. SA stated that he is not sure when that technician will be coming out. SA stated that Chrysler usually sends the technician that they work with through STAR, but that person is on vacation for a week. SA stated that he would contact the customer to let him know of the offer. SA stated that the seat belt is ordered and is on the way. Writer stated that an RA would be put into the system for them to claim the repairs under warranty.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$1572.20  
Labor = \$88.92  
Total = \$1661.12  
Co-pay = \$500.00

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.

This customer has been informed of this decision.  
Please update and/or close CAIR when complete.

#####  
REASSIGNED TO BC/DLR 63 45538 10/06/11 11:19 O 21342349

Writer contacted customer. Writer left message asking if SA Anthony has contacted him regarding the repairs for the vehicle. Writer stated that there will be a \$500.00 co pay with Chrysler assisting with the rest. TA inspected 10/13/11.

Writer contacted the dealer and spoke with SA Anthony. SA stated that the tech advisor was there yesterday to inspect the vehicle. SA stated that

part. Writer was transferred to parts department to get part numbers and order numbers. Seat belt part number 5JL401DBAF and the order number is 01010A. Occupancy module part number 56038862AF the part is being ordered today. Writer asked what the ETA is for the parts. Writer was advised that both parts are coming from National.

Writer called dealer back to verify that writer has the correct part number and order number. Writer spoke with Pat in the parts department. Seat belt part number is 5JL401DVAF order number 01010A. Part number for the Occupancy module is 56038862AF order number 01014A. Writer will do parts expediting, per GOP both parts are showing no date for an ETA. Writer spoke with the customer. Writer advised the customer that the dealer was called in regards to the parts that have been ordered and a parts expediting request has been submitted to find out what time frame we are looking at for the parts to arrive. Writer stated that a follow up would be made with him once more information is obtained. Customer understood.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

PARTS EXPEDITING

on 2011-10-14 @ 18:38

\*\*\*\*\* START OF SUPPORT ESCALATION by T8430MH\*\*\*\*\*

Shipped to dealer from facing PDC 10/13

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T8430MH

\*\*\*\*\* START OF SUPPORT ESCALATION by T8430MH\*\*\*\*\*

Original order did not ship. Forced new order# 01014A ETA is week of 10/17

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T8430MH

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Writer contacted the dealer to speak with SA Anthony. SA transferred

writer to parts to check and see if the parts had come in. Writer was

advised the occupancy monitor did come in, but the seat belt has not.

Writer was advised that the seat belt might not be needed. Writer asked

to be transferred back to the SA Anthony to check and see if the seat

belt was no longer needed. SA stated that he was not sure what was

happening. Writer was told that the technician is working with STAR on

this and he has not been given any updates. Writer stated that a call

would be made to follow up next week so that the SA could have a chance

to get more information on what is happening with the vehicle.

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Writer contacted the dealer to check the status of repairs on the

vehicle. Writer was advised that the vehicle has been repaired and the

customer has it back. Writer was advised that the new SM is Donny. Writer

was transferred to the warranty administrator to get the warranty pricing

for the repairs that were done. Writer was advised that the customer paid

\$500.00 co pay. WA Angie stated that the repairs that were done were for

the OCM bladder and an occupant restraint module. WA confirmed that the

seat belt was checked and was found to be working properly so that was

not replaced. WA stated that the customer was also in a rental. Writer

stated that for the rental Chrysler will cover 3 days at \$35.00 per day.

Warranty pricing for the repairs are

OCM Bladder

Parts - \$996.00

Labor - \$59.28

Total - \$1055.28

Occupant restraint module

Parts - \$109.41

Labor - \$170.43

Total - \$279.84

Total of \$1335.12

Rental for 3 days at \$35.00 per day - \$105.00

Grand total of - \$1440.12

Writer stated that the RA would be updated to reflect the correct repairs and pricing information.

adjustment for this repair based on customer satisfaction.

According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$1105.41

Labor = \$229.71

3 days rental = \$105.00

Total = \$1440.12

Co-pay = \$500.00

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint

goodwill policy decision has been made on behalf of our mutual customer.

If you need assistance with claim payment, please refer to

Warranty Bulletin D-11-19.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

Writer spoke with the customer. Customer stated that he does have the vehicle back. customer stated again that he is frustrated by how long it took for the vehicle to be repaired. customer stated that the dealer did not follow up with him on the status of the vehicle. customer stated that he contacted the dealer on Friday and he finally got through to SA Anthony who advised him that the repairs were done. Customer stated that the SA told him that they would do an oil change on the vehicle and adjust the rear gate on the vehicle. Customer stated that he went and got the vehicle on Saturday, but the oil change was not done and the adjustments were not done. customer stated that he waited for them to do that. Customer thanked the writer for the assistance and stated that he would continue to purchase Jeep products.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01010A for dealer: 45538 for part: 5JL401DVAF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01010A for dealer: 45538 for part: 5JL401DVAF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01010A for dealer: 45538 for part: 5JL401DVAF has been resolved

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Order 01010A for dealer: 45538 for part: 5JL401DVAF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

Order 01010A for dealer: 45538 for part: 5JL401DVAF has been resolved

Order 01014A for dealer: 45538 for part: 56038862AF has been resolved

**Customer Assistance Inquiry Record (CAIR)# 21367866**

|                       |                            |                                  |                  |                                              |                     |            |
|-----------------------|----------------------------|----------------------------------|------------------|----------------------------------------------|---------------------|------------|
| <b>VIN</b>            | 1J4GK38K1                  | 2W [REDACTED]                    | <b>Open Date</b> | 09/20/2011                                   | <b>Built Date</b>   | 05/24/2002 |
| <b>Model Year</b>     | 2002                       | <b>Body</b>                      | KJTM74           | JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR |                     |            |
| <b>In Service Dt</b>  | 07/19/2002                 | <b>Mileage</b>                   | 159,803          | <b>Dealer Zone</b>                           | 66                  | ORLANDO    |
| <b>Plant</b>          | W                          | TOLEDO NORTH ASSEMBLY PLANT      | <b>Market</b>    | U                                            | US                  |            |
| <b>Dealer</b>         | 45148                      | JACKSONVILLE CHRYSLER JEEP DODGE |                  |                                              |                     |            |
| <b>Dealer Address</b> | 11101 NURSERY FIELDS DRIVE |                                  |                  |                                              |                     |            |
| <b>Dealer City</b>    | JACKSONVILLE               | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                            | 32256               |            |
| <b>Owner</b>          | [REDACTED]                 |                                  |                  |                                              | <b>Contact Type</b> | LETTER     |
| <b>Address</b>        | [REDACTED]                 |                                  |                  |                                              | <b>Home Phone</b>   | [REDACTED] |
|                       | JACKSONVILLE FL            | [REDACTED]                       | <b>Country</b>   | UNITED STATES                                |                     |            |

|                                                                                     |                                             |
|-------------------------------------------------------------------------------------|---------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer is saying her air bag light is on. |
| Corporate - Reimbursement - Default - Default - Default                             | Requesting reimbursement for window repair. |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default              | goodwill assistance                         |
| Corporate - Survey By-Pass - Default - Default - Default                            | pending customer appointment                |
| Product - Electrical - Power Windows - Worn - Unknown                               | window regulators                           |
| Product - Electrical - Power Windows - Complete Failure - F. Door-Driver            |                                             |

POSTMARK DATE: 091311; DATE RECEIVED: 091611  
 Please refer to CAIR# 21224009 for further information on this issue.  
 Writer reassigned to CM JN589.  
 CONTACT UPDATE - Cair # 21224009, Lines 59-62 stated Chrysler will reimburse customer 272.00 for drivers side window. Writer reassign back to case manager SH981.  
 Previous Agent Promise - Template  
 \*\*\*\*\*  
 Customer submitted documents for request for reimbursement for repairs to the window regulator on their vehicle, on line 59-62 in CAIR#21224009 reimbursement was promised by previous agent in the amount of \$272.00  
 Customer s proof of payment is: receipt  
 Date of Repair: 08/09/2011  
 Labor \$155.88  
 Parts \$175.00  
 Tax \$24.40  
 Misc \$17.54  
 Total \$372.82  
 Writer is submitting check for approval in the amount of \$272.00  
 CNA confirmed with submitted documents.  
 Approved

**Customer Assistance Inquiry Record (CAIR)# 21396824**

|                      |            |                             |                  |                                           |                   |            |
|----------------------|------------|-----------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GL48K2  | 2W [REDACTED]               | <b>Open Date</b> | 09/28/2011                                | <b>Built Date</b> | 05/11/2001 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                 | KJH74            | JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 06/02/2001 | <b>Mileage</b>              | 199,000          | <b>Dealer Zone</b>                        | 32                | NEW YORK   |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                         | US                |            |

|                       |                  |                       |    |                   |       |  |
|-----------------------|------------------|-----------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 37058            | R I SURESKY & SON INC |    |                   |       |  |
| <b>Dealer Address</b> | RTE 17A HATFIELD |                       |    |                   |       |  |
| <b>Dealer City</b>    | GOSHEN           | <b>Dealer State</b>   | NY | <b>Dealer Zip</b> | 10924 |  |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | GOSHEN NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                         |                         |
|-----------------------------------------------------------------------------------------|-------------------------|
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default | air bag light coming on |
| Corporate - Recall - Default - Default - Default                                        | recall information      |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states the air bag light is coming on in her vehicle. Customer states she read there is an investigation going on concerning this. Agent informed customer there was a previous recall (A07), that was completed in 2002, but this could be stemming from that recall. Customer inquiring if she takes her vehicle to dealer and pays to have this repaired and then a recall is issued, can she get reimbursement. Agent informed customer if it does become a recall after she pays to have the repair done, she can submit for possible reimbursement.  
 Briefly summarize what the customer is expecting:  
 information on air bag light coming on  
 \*\*\*\*End structured narrative T2 - Beginning Narrative



**Customer Assistance Inquiry Record (CAIR)# 21397294**

|                       |                         |                                      |               |                                            |               |
|-----------------------|-------------------------|--------------------------------------|---------------|--------------------------------------------|---------------|
| <b>VIN</b>            | 1J4GL58K1 3W [REDACTED] | <b>Open Date</b>                     | 09/28/2011    | <b>Built Date</b>                          | 07/20/2002    |
| <b>Model Year</b>     | 2003                    | <b>Body</b>                          | KJJP74        | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b>  | 10/09/2002              | <b>Mileage</b>                       | 130,000       | <b>Dealer Zone</b>                         | 35 WASHINGTON |
| <b>Plant</b>          | W                       | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b> | U                                          | US            |
| <b>Color</b>          | PB7                     | PATRIOT BLUE PEARL COAT              |               |                                            |               |
| <b>Engine</b>         | EKG                     | ENGINE - 3.7L POWER TECH V6          |               |                                            |               |
| <b>Transmission</b>   | DG4                     | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |               |                                            |               |
| <b>Dealer</b>         | 26537                   | SPORT CHRYSLER-JEEP INC              |               |                                            |               |
| <b>Dealer Address</b> | 1416 W MAIN ST          |                                      |               |                                            |               |
| <b>Dealer City</b>    | NORRISTOWN              | <b>Dealer State</b>                  | PA            | <b>Dealer Zip</b>                          | 19403         |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                  | TELEPHONE     |                                            |               |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                    |               |                                            |               |
|                       | FREDERICK MD [REDACTED] | <b>Country</b>                       | UNITED STATES |                                            |               |

|                                                                                |                     |
|--------------------------------------------------------------------------------|---------------------|
| Product - Unknown - Unknown - Accident - Default                               | injury, no accident |
| Dealer - By-Pass - Default - Default - Default                                 |                     |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both |                     |

1. Who is calling and what is their contact information?  
 [REDACTED] Son. Address on file is Mr. [REDACTED] s other son s [REDACTED]  
 [REDACTED]  
 [REDACTED] fax number

2. What happened?  
 Mr. [REDACTED] stated that his father was driving the vehicle when air bags deployed on both the passenger and drivers side. Mr. [REDACTED] stated that there was no collision and/or accident. The police were called and have that documented. The owner of the vehicle Mr. [REDACTED] was taken to the hospital as a result and has contacted a lawyer. He is hearing impaired. Vehicle has been at the dealership for 4 days and was informed today that the dealership is unable to contact Chrysler that customer needs to.  
 Agent expressed empathy and commended Mr. [REDACTED] for his assistance with the current situation

3. What is the current location of the vehicle?  
 Dealership code #26537  
 Customer stated that the vehicle is located at:  
 SPORT CHRYSLER JEEP DODGE  
 1416 W MAIN ST  
 NORRISTOWN PA 19403  
 6105393100

\*\*\*\*\*  
 09.28.11  
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
 VEHICLE LOCATED AT:  
 SPORT CHRYSLER JEEP DODGE  
 1416 W MAIN ST  
 NORRISTOWN PA 19403  
 610-539-3100

Per OGC Matrix, reassigned to 82T. MG17

9/28/11 ASSIGNED TO LSE6. PAG45

CAIR NUMBER 21397294 REQUEST EAA INSPECTION 09-28-2011 14:38

CAIR NUMBER 21397294 E-MAIL SENT TO EAA 09-28-2011 14:38

The customer is deaf and relayed the call through an interpreter.

The customer states that last week both air bags deployed for no reason while driving.

The customer would like there to be an investigation into why this happened.

Writer advised that a case has already been sent off

Writer provided case number

CCRG Open Date: 09/28/2011 14:30:37

Letter Sent: Acknowledgement 09/29/2011 09:03:16

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/30/11 AT 14:09:25 21397294

Customer stated he has been without a vehicle for two weeks and has not heard anything as of yet. Customer is John and is speaking through an interpreter. Agent advised of line 44. Agent advised if a letter is not received after the first of the week to make a return call for further assistance.

Call came by interpreter relay as in earlier calls. Today's interpreter is 3896. Caller [REDACTED] requesting to speak with Case Manager. Writer advised the case has been sent to our legal department. We have no contact information for legal. Customer is requesting a phone call at [REDACTED] as he states has been without his vehicle for 2 weeks and needs to get this resolved and get his vehicle back.

Call came by interpreter relay as in earlier calls. Customer was requesting a status of the case. Agent advised that the case was sent to special investigation. Agent provided and transferred the customer to special investigation to speak with MG17.

---

**Customer Assistance Inquiry Record (CAIR)# 21398588**

|                       |                         |                                   |                  |                                            |                   |            |
|-----------------------|-------------------------|-----------------------------------|------------------|--------------------------------------------|-------------------|------------|
| <b>VIN</b>            | 1J4GL58K3               | 3W [REDACTED]                     | <b>Open Date</b> | 09/28/2011                                 | <b>Built Date</b> | 09/05/2002 |
| <b>Model Year</b>     | 2003                    | <b>Body</b>                       | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                   |            |
| <b>In Service Dt</b>  | 12/30/2002              | <b>Mileage</b>                    | 86,389           | <b>Dealer Zone</b>                         | 35                | WASHINGTON |
| <b>Plant</b>          | W                       | TOLEDO NORTH ASSEMBLY PLANT       | <b>Market</b>    | U                                          | US                |            |
| <b>Dealer</b>         | 43642                   | ELM GROVE DODGE CHRYSLER JEEP INC |                  |                                            |                   |            |
| <b>Dealer Address</b> | 2538 NATIONAL RD        |                                   |                  |                                            |                   |            |
| <b>Dealer City</b>    | WHEELING                | <b>Dealer State</b>               | WV               | <b>Dealer Zip</b>                          | 26003             |            |
| <b>Owner</b>          | [REDACTED]              |                                   |                  | <b>Contact Type</b>                        | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]              |                                   |                  | <b>Home Phone</b>                          | [REDACTED]        |            |
|                       | GLEN DALE WV [REDACTED] |                                   |                  | <b>Country</b>                             | UNITED STATES     |            |

|                                                                                     |                                                                        |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default              | Customer is upset about the Air Bag Light issues                       |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | The Customer is upset of the Air Bag Light on and off for last 2 years |

Has customer had previous history with current issue? Yes  
 Customer has a history of diagnosis for an intermittent problem? Yes  
 Has had repair history at Chrysler dealership(s)? Yes  
 Was this vehicle purchased new by this customer? No  
 Customer has a history of purchasing Chrysler vehicles? Yes  
 If yes, number in household? 2  
 Customer claims to maintain vehicle as per maintenance schedule? Yes  
 Has a mechanical Chrysler Group Service Contract? No  
 Warranty coverage code? 770  
 Ownership status? 2nd Owner  
 Basic warranty component? No  
 Powertrain warranty component? No  
 Service contract or Mopar warranty component? No it s expired  
 Within 3 years or 36,000 miles? No  
 \*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 \*\*\*\*\*Customer States that if this issue as referred to in the News item from New Station WTOV9, in the morning on Wenesday September 28 2011, that she would consider SUING\*\*\*\*\*  
 \*\*\*\*\* The Customer saw on their Local News station WTOV9, where there was news item about some of the 2002-2003 Jeep Liberty had a default in the Air Bag System where the Air Bags could Deploy with out an impact and injuring people in the Vehicle\*\*\*\*\*  
 Briefly summarize why the customer is contacting Chrysler: The Customer states that the Air Bag Light has been coming and off for the last 2 years, and the Customer states that she has taken the vehicle for this issue for the last 2 years and she took it to the Dealership Elm Grove Dodge Chrysler Jeep, the Customer states approximately 2-3 times, for this issue and this Dealership stated that they could not find anything wrong with the Air Bag Light coming on and off issue. This Dealership informed the Customer that they could look further in depth as to what is causing the issue with the Air Bag Light, but that it would cost the Customer more money for the Dealership to tear the apart the Vehicle to

check more in depth, to see why the issue of the Air Bag Light Coming on and off.

Elm Grove Dodge Chrysler Jeep  
2538 National Rd  
Wheeling, WV 26003  
304-243-1999

The Customer states that she is fed up of the Air Bag Light issue not having been fixed for the last 2 years, and want resolution.

Briefly summarize what the customer is expecting: The Agent informed the Customer she is documenting her concerns regarding the Air Bags, and they she is Escalating this Case of to a Case Manager.

\*\*\*\*\*The Customer correct Current Mileage is 86,389 miles\*\*\*\*\*Please read all notes carefully as the Customer threatens to Sue if she experiences the issue with the Air Bag Deploying with out impact as stated on the New item from WTOV9, from this morning Wenesday September 28 2011

\*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*

2nd owner

Vehicles owned: 1 used

Writer contacted the dealership and spoke with Serivce Manager Paul who states that the customer has not been in since June 2010 for a recall, air bag light and an engine light. SM states that the customer did call the dealership yesterday. Writer explained that she has called into the CAC as well for the air bag light concern.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

2nd attempt made to contact customer. Writer was informed that the customer was not in right now and would not be back until late this afternoon.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

5th attempt made to contact customer. Left message.

CLOSED LOOP UPDATE - no need for additional follow-up.

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|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>21405514</b> |
|---------------------------------------------------|-----------------|

|                       |                           |                             |                  |                                              |                     |               |
|-----------------------|---------------------------|-----------------------------|------------------|----------------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GL38K6                 | 3W [REDACTED]               | <b>Open Date</b> | 09/30/2011                                   | <b>Built Date</b>   | 09/04/2002    |
| <b>Model Year</b>     | 2003                      | <b>Body</b>                 | KJJM74           | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR |                     |               |
| <b>In Service Dt</b>  | 10/26/2002                | <b>Mileage</b>              | 74,000           | <b>Dealer Zone</b>                           | 42                  | DETROIT       |
| <b>Plant</b>          | W                         | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                            | US                  |               |
| <b>Dealer</b>         | 61512                     | HERRNSTEIN CHRYSLER INC     |                  |                                              |                     |               |
| <b>Dealer Address</b> | 133 MARIETTA ROAD         |                             |                  |                                              |                     |               |
| <b>Dealer City</b>    | CHILLICOTHE               | <b>Dealer State</b>         | OH               | <b>Dealer Zip</b>                            | 45601               |               |
| <b>Owner</b>          | [REDACTED]                |                             |                  |                                              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                             |                  |                                              | <b>Home Phone</b>   |               |
|                       | CHILLICOTHE OH [REDACTED] |                             |                  |                                              | <b>Country</b>      | UNITED STATES |

|                                                             |                                                                   |
|-------------------------------------------------------------|-------------------------------------------------------------------|
| Product - Electrical - Unknown - Defective - Default        | Customer calling because of Air Bag light coming on intermittenly |
| Corporate - Complaint Contact - Default - Default - Default | Customer calling to ask about the Air Bag Light issue             |

Briefly summarize why the customer is contacting Chrysler: The Customer had seen a new item on TV about the Air Bags issue, where Air Bags deploy on there on. The Customer states that her Air Bag lights comes on intermittenly, so she had concerns, about the Air Bags in her vehicle having the same issue of deploying on their own.

Briefly summarize what the customer is expecting: Agent advised the Customer to take the vehicle to their Dealership to Diagnose the Air Bag lights come on and off issue the Customer is experiencing.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: The Customer had seen a new item on TV about the Air Bags issue, where Air Bags deploy on there on. The Customer states that her Air Bag lights comes on intermittenly, so she had concerns, about the Air Bags in her vehicle having the same issue of deploying on their own.

Briefly summarize what the customer is expecting: Agent advised the Customer to take the vehicle to their Dealership to Diagnose the Air Bag lights come on and off issue the Customer is experiencing.

**Customer Assistance Inquiry Record (CAIR)# 21416165**

|                      |            |                                      |                  |                                           |                   |            |
|----------------------|------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK48KX  | 3W [REDACTED]                        | <b>Open Date</b> | 10/03/2011                                | <b>Built Date</b> | 08/27/2002 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 11/15/2002 | <b>Mileage</b>                       | 151,012          | <b>Dealer Zone</b>                        | 63                | DALLAS     |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>         | PGR        | SHALE GREEN METALLIC CLEAR COAT      |                  |                                           |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |            |

|                       |                   |                              |    |                   |       |  |
|-----------------------|-------------------|------------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 67703             | HUFFINES CHRYSLER JEEP DODGE |    |                   |       |  |
| <b>Dealer Address</b> | 4500 W PLANO PKWY |                              |    |                   |       |  |
| <b>Dealer City</b>    | PLANO             | <b>Dealer State</b>          | TX | <b>Dealer Zip</b> | 75093 |  |

|                |                    |                     |               |
|----------------|--------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]         | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]         | <b>Home Phone</b>   | [REDACTED]    |
|                | KATY TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                              |
|-----------------------------------------------------------------------|------------------------------|
| Dealer - By-Pass - Default - Default - Default                        | Customers air bags deployed. |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown | Customers air bags deployed. |
| Product - Unknown - Unknown - Accident - Default                      | Injury, no accident          |
| Corporate - Property Damage - Default - Default - Default             |                              |

Briefly summarize why the customer is contacting Chrysler: Customer called stating that they were driving their vehicle through an intersection when the air bag light came on then all air bags in the vehicle deployed. This customer claims unspecified injuries. The customer also stated that the steering wheel and air vents are damaged. The customer stated there has been no problem with the vehicle prior to this incidence.

Briefly summarize what the customer is expecting: Customer is expecting coverage for damages incurred to the vehicle from the air bags being deployed. Customer is also seeking a rental vehicle until their vehicle is repaired.

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED] cell /office number is 281-391-2121 ext 58  
 Preferred Afternoon/Evening call back number is [REDACTED] cell /office number is 281-391-2121 ext 58  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88S

- Who is calling and what is their contact information? Melanie Morris  
 Preferred: cell [REDACTED]  
 Alternate: office number is [REDACTED]
- What happened? : Customer called stating that they were driving their vehicle through an intersection when the air bag light came on then all air bags in the vehicle deployed. This customer claims unspecified injuries.
- What is the current location of the vehicle? The vehicle is at the

customer s residence.

Customer stated that they have the vehicle.

[REDACTED],  
KATY, TX- [REDACTED]

Per OGC Matrix, reassigned to 821.

10/4/11 ASSIGNED TO LSE6.PAG45

CAIR NUMBER 21416165 REQUEST EAA INSPECTION 10-04-2011 11:53

CAIR NUMBER 21416165 E-MAIL SENT TO EAA 10-04-2011 11:53

CCRG Open Date: 10/04/2011 09:39:15

Letter Sent: Acknowledgement 10/05/2011 08:11:48

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/06/11 AT 14:05:46 21416165

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|                                                   |                 |
|---------------------------------------------------|-----------------|
| <b>Customer Assistance Inquiry Record (CAIR)#</b> | <b>21421555</b> |
|---------------------------------------------------|-----------------|

|                       |                          |                             |                  |                                            |                     |                   |       |
|-----------------------|--------------------------|-----------------------------|------------------|--------------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 1J4GL58K3                | 2W [REDACTED]               | <b>Open Date</b> | 10/04/2011                                 | <b>Built Date</b>   | 09/18/2001        |       |
| <b>Model Year</b>     | 2002                     | <b>Body</b>                 | KJJP74           | JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY |                     |                   |       |
| <b>In Service Dt</b>  | 09/26/2001               | <b>Mileage</b>              | 0                | <b>Dealer Zone</b>                         | 42                  | DETROIT           |       |
| <b>Plant</b>          | W                        | TOLEDO NORTH ASSEMBLY PLANT | <b>Market</b>    | U                                          | US                  |                   |       |
| <b>Dealer</b>         | 41744                    | CHIPPEWA MOTORS INC         |                  |                                            |                     |                   |       |
| <b>Dealer Address</b> | 3107 S M 129             |                             |                  |                                            |                     |                   |       |
| <b>Dealer City</b>    | SAULT SAINTE MARIE       |                             |                  | <b>Dealer State</b>                        | MI                  | <b>Dealer Zip</b> | 49783 |
| <b>Owner</b>          | [REDACTED]               |                             |                  |                                            | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]               |                             |                  |                                            | <b>Home Phone</b>   |                   |       |
|                       | BIRMINGHAM MI [REDACTED] |                             |                  |                                            | <b>Country</b>      | UNITED STATES     |       |

|                                                                                     |                    |
|-------------------------------------------------------------------------------------|--------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Air bag light      |
| Corporate - Recall - Default - Default - Default                                    | Recall Information |

Briefly summarize why the customer is contacting Chrysler: Recall Information

Briefly summarize what the customer is expecting:

Customer called stating that the airbag light has come on and customer states he read there is an investigation by NHTSA for this. Writer advised at this time there are no open recalls on the above vehicle. Writer advised of recall A07 that was performed back in 02 for the airbag wire chaffing. Writer advised if it is the same part that is in need of replacement that was under recall, repair would be at no charge, as indicated in AC Doc 18806. Customer understands.



**Customer Assistance Inquiry Record (CAIR)# 21427979**

|                      |            |                                      |                  |                                           |                   |            |
|----------------------|------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK48K8  | 2W                                   | <b>Open Date</b> | 10/06/2011                                | <b>Built Date</b> | 10/17/2001 |
| <b>Model Year</b>    | 2002       | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 10/31/2001 | <b>Mileage</b>                       | 118,000          | <b>Dealer Zone</b>                        | 42                | DETROIT    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>         | PR4        | FLAME RED CLEAR COAT                 |                  |                                           |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>  | DG4        | TRANSMISSION-MULTI-SPEED AUTO, 45RFE |                  |                                           |                   |            |

|                       |              |                          |    |                   |       |  |
|-----------------------|--------------|--------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 52151        | GOODWIN BROS AUTO CO INC |    |                   |       |  |
| <b>Dealer Address</b> | 250 BROAD ST |                          |    |                   |       |  |
| <b>Dealer City</b>    | NEW CASTLE   | <b>Dealer State</b>      | IN | <b>Dealer Zip</b> | 47362 |  |

|                |                |                     |               |
|----------------|----------------|---------------------|---------------|
| <b>Owner</b>   |                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> |                | <b>Home Phone</b>   |               |
|                | SAINT CLOUD FL | <b>Country</b>      | UNITED STATES |

|                                                                                |                                      |
|--------------------------------------------------------------------------------|--------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both | Air bag deployed with out any impact |
| Dealer - By-Pass - Default - Default - Default                                 | injury, no accident                  |
| Product - Unknown - Unknown - Accident - Default                               | injury, no accident                  |
| Corporate - Property Damage - Default - Default - Default                      |                                      |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states both air bags deployed all of sudden injuring her wrist.  
 Briefly summarize what the customer is expecting:  
 Customer wants Chrysler to fix her vehicle as her insurance declined the repairs.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
 1. Who is calling and what is their contact information?  
 Preferred: [REDACTED]  
 Alternate: same as above  
 2. What happened? Both air bags deployed all of a sudden while driving with out any impact  
 3. What is the current location of the vehicle? Owner s residence  
 Agent assigning CAIR to 88S for further handling.  
 Customer stated that they have the vehicle.

[REDACTED]  
 SAINT CLOUD, FL- [REDACTED]  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 10/6/11 ASSIGNED TO LSE6. PAG45  
 CAIR NUMBER 21427979 REQUEST EAA INSPECTION 10-06-2011 14:27  
 CAIR NUMBER 21427979 E-MAIL SENT TO EAA 10-06-2011 14:27  
 CCRG Open Date: 10/06/2011 11:33:55  
 Letter Sent: Acknowledgement 10/07/2011 10:01:21  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/14/11 AT 18:07:14 21427979

**Customer Assistance Inquiry Record (CAIR)# 21450746**

|                      |            |                                      |                  |                                           |                   |            |
|----------------------|------------|--------------------------------------|------------------|-------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 1J4GK48K2  | 3W                                   | <b>Open Date</b> | 10/12/2011                                | <b>Built Date</b> | 02/22/2003 |
| <b>Model Year</b>    | 2003       | <b>Body</b>                          | KJTH74           | JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR |                   |            |
| <b>In Service Dt</b> | 08/06/2003 | <b>Mileage</b>                       | 117,900          | <b>Dealer Zone</b>                        | 66                | ORLANDO    |
| <b>Plant</b>         | W          | TOLEDO NORTH ASSEMBLY PLANT          | <b>Market</b>    | U                                         | US                |            |
| <b>Color</b>         | PJC        | LIGHT KHAKI METALLIC CLEAR COAT      |                  |                                           |                   |            |
| <b>Engine</b>        | EKG        | ENGINE - 3.7L POWER TECH V6          |                  |                                           |                   |            |
| <b>Transmission</b>  | DG6        | TRANSMISSION-4-SPD. AUTOMATIC, 42RLE |                  |                                           |                   |            |

|                       |                            |                                |       |
|-----------------------|----------------------------|--------------------------------|-------|
| <b>Dealer</b>         | 68064                      | TAMIAMI CHRYSLER PLYMOUTH JEEP | EAGLE |
| <b>Dealer Address</b> | 8250 SOUTH WEST 8TH STREET |                                |       |
| <b>Dealer City</b>    | MIAMI                      | <b>Dealer State</b>            | FL    |
|                       |                            | <b>Dealer Zip</b>              | 33144 |

|                |          |                     |               |
|----------------|----------|---------------------|---------------|
| <b>Owner</b>   |          | <b>Contact Type</b> | LETTER        |
| <b>Address</b> |          | <b>Home Phone</b>   |               |
|                | MIAMI FL | <b>Country</b>      | UNITED STATES |

|                                                                                |                                       |
|--------------------------------------------------------------------------------|---------------------------------------|
| Corporate - Product Information - Default - Default - Default                  | air bags deployed while driving       |
| Dealer - By-Pass - Default - Default - Default                                 | air bags deployed while driving       |
| Product - Unknown - Unknown - Accident - Default                               | air bags deployed while driving       |
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both | customer's air bags deployed suddenly |
| Corporate - Property Damage - Default - Default - Default                      |                                       |

Has customer had previous history with current issue? n  
 Customer has a history of diagnosis for an intermittent problem? n  
 Has had repair history at Chrysler dealership(s)? y  
 Was this vehicle purchased new by this customer?  
 Customer has a history of purchasing Chrysler vehicles? n  
 If yes, number in household?  
 Customer claims to maintain vehicle as per maintenance schedule? y  
 Has a mechanical Chrysler Group Service Contract? n  
 Warranty coverage code? 770  
 Ownership status? 3rd  
 Basic Warranty component n  
 Powertrain warranty component? n  
 Service contract or Mopar warranty component? n  
 Within 3 years or 36,000 miles? n  
 Within 2 years or 24,000 miles? n  
 Within 1 year or 12,000 miles? y  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.  
 Preferred Morning/Midday call back number is  
 Preferred Afternoon/Evening call back number  
 Who has possession of the vehicle? dealer  
 Has the vehicle been diagnosed by a CDJ dealer?  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68064  
 Reassigned to SI  
 Briefly summarize why the customer is contacting Chrysler: Customer called for Spanish interpreter id3997. Customer reports that air bags deployed while being driven; vehicle was not in an accident. Passenger went to the hospital with pain in chest but no injury was detected.  
 Briefly summarize what the customer is expecting: Customer reports that

air bag light has never come on and the dealer has the vehicle and is waiting for a case number before repairing. Agent expressed sympathy that this happened and advised customer that the dealership should not touch the vehicle until it is inspected. Special Investigations will call within one business day. Agent provided case number.

\*\*\*\*\*  
Daaler code listed on line 24 is invalid. Please provide vehicle location info.

The customer called in, agent verified that the vehicle is at the customer s house. The customer is requesting a call back. Customer called wanting to know why the adjustor did not show to inspect his vehicle.

Agent advised customer that there was no phone number to be in contact with him.

Customer provided [REDACTED]

Customer is upset that no one has contacted him. Agent advised customer that with now having the proper contact information that Chrysler will be in contact with him.

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called to speak to CM. Agent transferred customer to CM 1-800-763-8422

Customer was upset that he has not been contacted as was promised. Writer advised of Case Manager information Jay - JSS15 - 248-944-7149 (7:30 am - 4:15 ET, M-F) per Answer ID 18819 Writer reassigned to Mc1157 per BR343 for location

The customer s home address is as follows (per COIN):

[REDACTED]  
Miami, FL [REDACTED]

Olga Pozo niece of the customer calls to speak with their Case Manager for case update. Agent advised that the case has been reassigned to Special Investigation and that she needs to have patience. Agent advised that it could take 2-5 business days for contact from SI.

Customer states that there was a 19 year old who was injured.

Location of vehicle is at the address on line 60-61.

\*\*\*\*\*

VEHICLE IS LOCATED AT:

The customer s home address

[REDACTED]  
Miami, FL [REDACTED]

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

10/17/11 ASSIGNED TO LSE6.PAG45

CAIR NUMBER 21450746 REQUEST EAA INSPECTION 10-17-2011 11:36

CAIR NUMBER 21450746 E-MAIL SENT TO EAA 10-17-2011 11:36

CCRG Open Date: 10/17/2011 09:23:36

Letter Sent: Acknowledgement 10/18/2011 09:20:47

POSTMARK DATE: 101911; DATE RECEIVED: 101911

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/24/11 AT 04:18:14 21450746

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