

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

Customer Assistance Inquiry Record (CAIR)#						10453571
VIN	3D7HA18N9 2G [REDACTED]	Open Date	09/18/2002	Built Date	01/30/2002	
Model Year	2002	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP		
In Service Dt	03/06/2002	Mileage	13,774	Dealer Zone	69 PHOENIX	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DDC	5-SPEED HD MANUAL TRANSMISSION				
Dealer	43519	DESERT CHRYSLER JEEP DODGE				
Dealer Address	4701 WEST SAHARA					
Dealer City	LAS VEGAS	Dealer State	NV	Dealer Zip	89102	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LAS VEGAS NV [REDACTED]	Country	UNITED STATES			

Corporate - Replacement - Default - Default - Default	Airbag deployed while driving vehicle in a parking lot
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	Airbag deployed while driving vehicle in a parking lot
Corporate - Roadside Services - Warranty - Tire - Default	

Customer had vehicle towed to dealership due to airbag deploying for no reason. Customer alleges he was driving the vehicle at slow speeds then the vehicle hesitated (backfired) and the air bag deployed for no reason. Customer alleges he did not hit anything. Service Management states customer does not want vehicle any longer. District Manager forwarding a file to special investigations for review of air bag deployment.

Vehicle is currently at Desert Dodge (43519) Service Manager's name: Russell Garceau. sp88

Vehicle located at
DESERT DODGE INC DT
4701 WEST SAHARA LAS VEGAS NV 89102 702-221-0000

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 10453571 REQUEST EAA INSPECTION 09-19-2002 14:09
CAIR NUMBER 10453571 E-MAIL SENT TO EAA 09-19-2002 14:09

M royek calls to advise that engineering wants to join in the investigation and wants to meet with EAA at the Dealership. Writer called EAA agent J. Elgan, and conferenced him in on phone conversation. Preliminary arrangements made. Phone numbers exchanged

Inspection made, no damage to vehicle. Airbag engineer wants to remove

Airbag controller, and Intake Manifold. Discussed further with Vehicle Safety, they have a concern with vehicle being repaired, and returned to the owner. They suggest a trade assist, with this vehicle being returned to DCX for further study. Will wait for final OK before implementing

File reviewed with J Audia, and E Janke, regarding final disposition of vehicle. Decision made to offer owner an MSRP to MSRP trade. Owner responsible for MSRP differences, title and taxes. Old vehicle to be parted out.

10/7/02 initial call to customer left a message to call writer back..sl

10/8/02 called customer he does not agree with paying any MSRP difference or mileage usage fee in this replacement process..he stated that he is prepared to go through his attorney to get the resolve he is looking for...writer called Special Investigator Mike Martell and left him a message to call writer back, as there are no notes in cair regarding a mileage usage fee..sl

Sandra L from ISG calls to advise that owner is adamant he will not pay anything towards replacement vehicle. Advised ISG to offer owner a repurchase, but owner still pays mileage fees.

10/9/02 writer called customer regarding the above change he stated he will have his attorney call ISG to review his two options then the customer will decide..sl

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/10/02 AT 00:00 10453571

10/10/02 called dealership was told that the customer had ordered a new vehicle before ISG rec'd the file, the vehicle has not arrived yet @ the dealership no invoice on the new vehicle either is available...dealer to check the status and will call writer back..faxed dealer packet..sl

10/18/02 called dealer for docs left a message to call writer back..sl

10/25/02 dealer called writer back stated that there is a \$600.00 MSRP difference and the customer is asking that it be waived, writer referred question to special investigator to authorize..sl

10/28/02 called dealer told him the DM has waived the MSRP difference, the dealer will secure the replacement vehicle & will fax docs needed to ISG..sl

10/28 DISTRICT MANAGER RECEIVED CALL FROM ISG, AND ADVISED CUSTOMER SEEKING DC TO WAIVE MSRP DIFFERENCE IN THE VEHICLE CHOSEN. MSRP DIFFERENCE IN THE VEHICLE IS \$625.00 ACCORDING TO ISG. DISTRICT MANAGER AUTHORIZED \$625.00 PER CUSTOMER SATISFACTION AND GOODWILL. SP88

11/8/02 called dealer for docs needed to work check package lt. a message to call writer back..sl

11/8/02 returned customer's attorney message, called & lt. her a message to call writer back..sl

11/13/02 called dealer for docs needed to work check package ..dealer stated that he is waiting for the vehicle to arrive in his shipment sometime early next week..dealer to call writer when the vehicle arrives..sl

11/18 District Manager received a call from Sandra with ISG inquiring about the offer made to customer. Sandra advised the MSRP to MSRP difference in the vehicle is \$1525. District Manager to waive this \$\$\$ amount. Customer is to pay a mileage fee.

11/18/02 REC'D DEALERS DOCS..FILE RAEDY TO WORK..SL

11/18/02 SUBMITTED CHECK PACKAGE FOR APPROVAL..SL

11/18/02 File returned for correction.rm

11/19/02 CORRECTED CHECK PACKAGE & SUBMITTED FOR AAPPROVAL..SL

11/19/02 File returned approved.rm

11/20/02 faxed dealers comp..sl

11/22/02-emailed Vince Imperiale to see if this vehicle is still needed by the engineering group..advised it is still not releasable..JLM

11/26/02-per email from Vince this vehicle is to be sold for parts..please generate LKQ docs when vehicle is deemed releasable...JLM

11/27: spoke with John Emmons..mileage fee is waived, as well as all fees..release faxed to him to make sure it is sufficient..wbb

11/27: waiving of fees is not authorized..will wait for word from DM on 12/2 to see how to proceed..provided release for John Emmons for approval..received call from atny regarding docs..will not release to atny..wb

12/2 District Manager spoke with Wendy at ISG (214/634-9100 ext. 455) and advised customer is to have no out of pocket costs with respect to going into new vehicle. If there are additional questions, feel free to contact me via cell phone at [REDACTED]. sp88

12/2: faxed revised dealer comp..wb

12/3/02 refaxed final docs to the dealership per their request..sl
12/5/02 CALLED DEALER FOR FINAL DOCS LT. A MESSSAGE TO CALL WRITER BACK..SL
12/5/02 rec'd dealers docs signed..old vehicle ready to be towed..file to t
itle..sl
12/12/02 I left a detailed message on Pam at the dealership's voicemail to
call me regarding the status of the title work...EM
12/19/02 Per my conversation w/Katie at the dealership, she will call ISG
once she receives the title and poa...EM
12/23/02-generated and faxed LKQ docs to have this vehicle p/u at Desert
Dodge...I have LKQ docs at my desk...JLM
12/27/02 Per my conversation w/Katie at the dealership, she will overnight
the title work to ISG today...EM
12/30/02 Submitted check request. File to disposal...EM
1/7/03 check requested over limit reassign to SP88 for authorization
all paperwork forwarded to call center for filing.OG2

Customer Assistance Inquiry Record (CAIR)# **11367339**

VIN	1J4GW48S3 3C [REDACTED]	Open Date	06/18/2003	Built Date	11/14/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	02/19/2003	Mileage	8,564	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	23605	LIBERTY JEEP CHRYSLER			
Dealer Address	1000 EAST PARK AVENUE				
Dealer City	LIBERTYVILLE	Dealer State	IL	Dealer Zip	60048
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BLOOMINGDALE IL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both Owner alleges airbags deployed without impact

Owner alleges airbags deployed with no impact, while driving down the road.
 Vehicle currently at listed dealer. Referred to 82t, per directives
 ASSIGNED TO RAP99
 Photos provided by OGC manually loaded on 03/26/04
 Offer Letter Sent: 2/18/2004

Customer Assistance Inquiry Record (CAIR)# 11373331

VIN	1J4GW48S3 3C [REDACTED]	Open Date	06/20/2003	Built Date	11/14/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	02/19/2003	Mileage	8,300	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	23576	SCHAUMBURG JEEP INC			
Dealer Address	920 WEST GOLF ROAD				
Dealer City	SCHAUMBURG	Dealer State	IL	Dealer Zip	60194
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	BLOOMINGDALE IL [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2003-06-17
 Road Side File Created 06-20-03 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 [REDACTED]
 BLOOMINGDALE SCHAUMBURG
 IL USA IL
 YCALLER_COMMENTS"-01 CUST AIR BAGS EXPLODED WHILE
 DEALER CODE : 23576 SCHAUMBURG JEEP INC

Customer Assistance Inquiry Record (CAIR)# 11395414

VIN	1J4GW48S6 2C [REDACTED]	Open Date	06/27/2003	Built Date	10/11/2001
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/31/2001	Mileage	26,000	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
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]		
	LIVERPOOL NY [REDACTED]	Country	UNITED STATES		

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

6/27 Owner's wife was driving vehicle yesterday 6/26 at about 8.10 pm on Lithey Road (about 1/2 block from his driveway) when the air bag light came on. The owner started to pull over and just then both front air bags deployed. Vehicle was not involved in any type of accident. Owner was taken to the emergency room and she has abrasions and welts on her right arm. Their insurance company was called, they use Royal & Son Alliance (their broker is Haller-Fryer and Koon) Phone- (315)451-1500. Then vehicle towed to dealer 26002- Sam Dell Chrysler right now. Their phone is- (315)458-0999. Their address- 7800 BREWERTON RD, CICERO, NY. Owner looking for rental. Advised at this time DCX not offering rental until vehicle diagnosed and then dealer and special investigations would review if issue merited a rental.

Assigned to rap99

Owner calling for an estimate of when he can expect a call and for an understanding of who's going to pay for his rental expenses in the interim of waiting for the inspection and subsequent repair of the vehicle. Writer provided owner file number and advised owner of lines 10-12.

Dealer 62950 calling in regards to above inquiring investigation, agent stated that there was no update, however customer should receive letter with contact information from legal prior to investigation.

07/15/03 Customer calls back seeking an update of the file. Customer states that he had received a contact letter from RAP99, but when he tried to call him, his voice mail was full. Writer advised customer to stay in contact with RAP99, and informed customer that an E-mail would be sent to that agent informing him of customer contact. No further promises made to the customer at this time.

Vice president (VP) Todd from dealer 62950 requesting an update on behalf of owner. Writer informed VP that the customer has to stay in contact with RAP99 for further update.

- 08/08/2003 a signed release cam in.

It was fax and CIMS to R. Polkowski
Photos provided by OGC manually loaded on 03/26/04

Customer Assistance Inquiry Record (CAIR)# 11397885

VIN	1J4GW48S6 2C [REDACTED]	Open Date	06/30/2003	Built Date	10/11/2001
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/31/2001	Mileage	23,000	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	26002	SAM DELL CHRYSLER-JEEP			
Dealer Address	7800 BREWERTON RD				
Dealer City	CICERO	Dealer State	NY	Dealer Zip	13039
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	LIVERPOOL NY [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2003-06-27
 Road Side File Created 06-30-03 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 [REDACTED]
 LIVERPOOL CICERO
 NY USA NY
 YCALLER_COMMENTS" AIRBAGS DEPLOYED, KENNEDY PARK, C
 DEALER CODE : 26002 SAM DELL CHRYSLER-JEEP

Customer Assistance Inquiry Record (CAIR)# 12204185

VIN	1J4GW58N9 3C [REDACTED]	Open Date	04/07/2004	Built Date	09/04/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	11/04/2002	Mileage	22,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68915	WOOD CHRY-DODGE-JEEP LLC			
Dealer Address	1222 ASHEVILLE HIGHWAY				
Dealer City	BREVARD	Dealer State	NC	Dealer Zip	28712
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BREVARD NC [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Owner alleges air bags deployed without incident while driving down road
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DM received call from serv mgr, Pete, advising of this vehicle being towed in for the deployment of both air bags. Owner advised serv mgr that she was driving down road about 35 mph when the air bag warning light came on, the chimes sounded and the bags deployed almost immediately after the noise started. Dealer attempted to connect the DRB but could not get it to communicate with the air bag system. Dealer went ahead and put owner in rental vehicle before calling me. Owner has not contacted insurance company. There were no other vehicles involved, no injuries and no police or fire reports submitted. Owner is just wondering why they deployed for no reason. Vehicle is located at Wood CDJ, 1222 Asheville Highway, Bevard, NC. 28712. Serv Mgr: Pete ph 828 883-9733. rhn

 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. RETURN REPORT TO ROGER BOTT. JSS15.
 CAIR NUMBER 12204185 REQUEST EAA INSPECTION 04-07-2004 10:40
 CAIR NUMBER 12204185 E-MAIL SENT TO EAA 04-07-2004 10:41
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/09/04 AT 06:00 12204185 4/26/04. PLEASE REPLACE AIR BAGS AND CHECK ENTIRE AIR BAG SYSTEM SINCE THERE WERE NO CODES OF ANY KIND STORED IN SYSTEM AND THERE WAS NO BODY OR UNDERCARRIAGE DAMAGE.

***** Attention District Manager *****
 Please comply with above.DGA.
 4/26/04 I have contacted the dealer this date and advised them to go ahead and repair the vehicle. When completed, claim will be handled as warranty.
 rhn
 Owner calls demanding an explanation why the air bags deployed... advised owner of lines 26-28... owner demands to speak to district

manager... advised owner the service manager is responsible for contacting the district manager.

4/29/04 Owner was requesting contact by someone with D/C. I contacted owner this date after leaving message and they returning my call. Husband advised me that he wanted someone to know about this situation and he is still under stress with situation and can not get back into the vehicle. He is unhappy with the handling and delay and has been to the doctor over this situation. He feels that some kind of compensation should be given. I reviewed with him situation explaining our policy on handling of this kind of situation. Owner wanted to know what caused them to deploy in which I responded I didn't know. I further advised after review that we could not provide any kind of compensation and were sorry about the situation. I advised that vehicle is being repaired in the interest of customer satisfaction instead of going through insurance company. Owner still unhappy. rhn

5/11/04 DM followup with serv mgr. Veh has been repaired and returned to owner. Rental bill involved totaling 24 days at about \$52.00 per day. I advised serv mgr that we would also handle rental bill and rental claim submitted and auth by me. rhn

Customer Assistance Inquiry Record (CAIR)# **12247105**

VIN	1J4GW48SX 4C [REDACTED]	Open Date	04/23/2004	Built Date	04/07/2004
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	04/08/2004	Mileage	2	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	60038	CHRYSLER JEEP OF WOODBURY LLC			
Dealer Address	241 GLASSBORO ROAD				
Dealer City	WOODBURY HEIGHTS	Dealer State	NJ	Dealer Zip	08097
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WOODBURY HTS NJ [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Tech advises that both airbags deployed while doing PDI
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Technician advises both airbags deployed while doing pre-delivery. Vehicle is at the dealership. Dealer address on first page of CAIR

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 12247105 REQUEST EAA INSPECTION 04-23-2004 16:01
CAIR NUMBER 12247105 E-MAIL SENT TO EAA 04-23-2004 16:01
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/05/04 AT 06:00 12247105

Inspection recieved, and referred to 82t, there now appears to be legal involment and injuries
5/6/04 assigned to kwk3/dmc

Atty's letter attached to file
refer to 82t
5/10/04-attny ltr is addressed to dlr, so file will remain with kwk3. this info fowarded to kwk3 for his review/rah
Offer Letter Sent: 7/6/2004
8-11-05 MABC CR Manager spoke with DCX legal department (Marery Massie, Moreen O'Donnell, and Gregg McMann). Gregg informed the BC that this vehicle needs to be repurchased through the BC.
8-11-05 CAIR sent to Steve Swain to process Quality Buy Back. MPW

Customer Assistance Inquiry Record (CAIR)#					12374528	
VIN	1B4HS28N0	1F	Open Date	06/14/2004	Built Date	02/01/2001
Model Year	2001	Body	DN5L74	DODGE DURANGO 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/22/2001	Mileage	30,827	Dealer Zone		
Plant	F	NEWARK ASSEMBLY PLANT	Market	U	US	
Color	PS4	BRIGHT PLATINUM METALLIC CLEAR COAT				
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LADY LAKE FL				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	front driver air bag deployed upon starting vehicle
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers Side	when vehicle started

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****
 Owner Alleges:
 air bag light illuminated, started vehicle, front driver air bag deployed.
 Description of the incident (what, when, where, injuries, etc)
 WHAT: Front air bag deployed.
 WHEN: 6/14/04 @ 1:00
 WHERE: Customer's drive way
 INJURIES: Driver - bumps and bruises from air bag.
 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 #)
 Customer's Residence
 [REDACTED]
 LADY LAKE, FL. [REDACTED]
 [REDACTED]

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 ****
 6/14/04- Original owner claims air bag light illuminated, started vehicle in efforts to reverse when front driver side air bag deployed. Agent suggested no repairs be performed until DCX inspector has looked at vehicle. Agent provided file number to customer and sent file to ALG2.
 6/15/04 Customer contacted DCCAC to follow up on CAIR# 12374528. Customer indicated that she would like incident investigated and requested that she be contacted as soon as possible.
 6.15.2004
 Forwarded to 82t m rp
 6/16/04-assigned to kwk3-RLG
 Owner calls to see if the vehicle could be driven. Agent informed owner that DCX would not recommend the vehicle be driven. Owner states that she can also be contacted at [REDACTED]
 CAIR NUMBER 12374528 REQUEST EAA INSPECTION 06-17-2004 15:14
 CAIR NUMBER 12374528 E-MAIL SENT TO EAA 06-17-2004 15:14
 6/21 owner called regarding above. Writer advised no update at this time.
 Inspection Requested: 6/17/2004
 acknowledgement letter mailed
 CAIR NUMBER 12374528 REQUEST EAA INSPECTION 06-23-2004 14:58

CAIR NUMBER 12374528 E-MAIL SENT TO EAA 06-23-2004 14:59

Caller seeking update, advised caller of above. Caller states that she is going to seek legal assistance. Advised caller that if she doesn't hear from DCX by Tuesday (6-23-04), call DCCAC.

CAIR NUMBER 12374528 REQUEST EAA INSPECTION 06-24-2004 18:39

CAIR NUMBER 12374528 E-MAIL SENT TO EAA 06-24-2004 18:39

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/30/04 AT 06:01 12374528

Inspection Conducted: 6/29/2004

Inspection Report Received: 7/1/2004

spoke with customer...tnewton

Offer Letter Sent: 7/14/2004 (TNewton)

Offer Letter Sent: 6/21/2005 (MAnne)

Customer Assistance Inquiry Record (CAIR)# **13447450**

VIN	1J4GW58N9 3C [REDACTED]	Open Date	04/22/2005	Built Date	09/04/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	11/04/2002	Mileage	23,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	60155	EGOLF OF BREVARD, LLC			
Dealer Address	1222 ASHEVILLE HIGHWAY				
Dealer City	BREVARD	Dealer State	NC	Dealer Zip	28712
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BREVARD NC [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Owner alleges air bags deployed without incident while driving down road
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Customer sent in letter asking for further compensation from DCX regarding air bag deployment. See linked CAIR. District Manager and dealer 60155 has been heavily involved and all repairs have been made under warranty and rental vehicle cost covered. No further compensation from DCX. Writer will send final close off. NLB26

Customer Assistance Inquiry Record (CAIR)# 13550927

VIN	1J4GW48S6 2C [REDACTED]	Open Date	05/16/2005	Built Date	05/21/2002
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	07/23/2002	Mileage	38,000	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	63814	EWALD'S MAYFAIR CHRY-JEEP INC			
Dealer Address	2201 N MAYFAIR RD				
Dealer City	WAUWATOSA	Dealer State	WI	Dealer Zip	53226
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MILWAUKEE WI [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Dings / Dents - Default Customer states airbag deployed without warning

TL187 May/16/2005

Customer states both their airbags deployed without warning. Customer took vehicle to dealership. Customer was at Ewalds dealership when they phoned. Customer had not yet been informed by dealership as the problem with airbags. Writer advised customer to find out from dealership what the problem is with airbag. Writer informed customer they have no recalls related to the airbag. Writer informed customer if they still have any concerns after speaking with dealership to phone back.
 mAY 18, 2005 jmt60 Non-recall related referral to the DCCCAC.
 CAIR REOPENED 05/20 by vh. Reassigned to Special Investigations.

vehicle located at
 EWALD'S MAYFAIR CHRY-JEEP INC CJ
 2201 N MAYFAIR RD WAUWATOSA WI 53226 414-258-5000
 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.

This is HOT HOT HOT HOT HOT HOT HOT HOT
 CAIR NUMBER 13550927 REQUEST EAA INSPECTION 05-20-2005 16:29
 CAIR NUMBER 13550927 E-MAIL SENT TO EAA 05-20-2005 16:29
 Customer calling with above issue. Agent consulted with JTH33 we will refer him to 605 for futher assistant.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/22/05 AT 06:00 13550927
 Customer was calling in about the above issue.
 Customer referred to the DCCAC.
 Customer states that they were going out of town for a week or so, but customer states that they need a truck for there needs. Writer advised customer to see the dealership about the extra vehicle needs since the dealership is who arranged for the rental and they are aware of the

rental agreements.

Vehicle airbag system reinspect at the request of Spec. investigations. Air bag, Instrument pad clockspring replaced. Jeep returned to owner.

Customer Assistance Inquiry Record (CAIR)# 13969739

VIN	1J4GX58N4 4C [REDACTED]	Open Date	08/24/2005	Built Date	02/26/2003
Model Year	2004	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
In Service Dt	06/30/2003	Mileage	42,000	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	26066	GOODSON CHRYSLER JEEP DODGE WEST			
Dealer Address	16835 KATY FREEWAY				
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77094
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SEALY TX [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default Referral to tier three.

Customer states airbag deployed when it was not supposed to. Advised agent to transfer customer to special investigations. Agent transferred.

8/24/05 Customer escalated to 82 regarding air bag deployment concern. Customer alleges that the vehicle was not involved in an accident but the air bags deployed in 10/04. Customer advised the the vehicle has been stored since the date of the air bag deployment and the air bags have not been reinstalled. Customer advised that there were no injuries. Customer advised that he wants to be bought out of his contract because he feels the vehicle is unsafe.

Customer will call back with the details, mileage, insurance, dates, location of unit.

5/25/2007 DM/PPB receives notification from Tiffany Jeter @ 45348 that owner had delivered vehicle to dealer requesting repairs mentioned above to be completed as he was about to turn in vehicle due to expiration of lease. Owner had not called call center back w/info two years ago so legal inspection never made. Vehicle shows to have 200 more miles on it than it did in 2005.

5/25/2007 DM/PPB inspected vehicle at 45348. Vehicle in rough condition. Sheet metal dinged from hail damage, ding on right side between RF passenger door & RF fender, steering wheel airbag deployed, radio missing, passenger side airbag deployed, drivers door & RF passenger door windows inop & manually wired not to open. DM/PPB consulted Jack Brinks, CRM @ SWBC. Customer is outside all warranty coverage & all repairs to be customer pay. Customer advised to call Call Center & request inspection as per 2005 call regarding 'alleged' airbag situation.

Customer calling in about update on his request for a inspection. Agent consulted with AHD9 and will send the customer to tier two. Agent advised customer of reference number.

Customer Assistance Inquiry Record (CAIR)# **14505379**

VIN	1J4GW48S2 2C [REDACTED]	Open Date	01/18/2006	Built Date	10/26/2001
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	11/13/2001	Mileage	67,000	Dealer Zone	71 LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PRV	DK. GARNET RED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	60115	LITHIA CHRYSLER JEEP OF RENO			
Dealer Address	3223 MILL STREET				
Dealer City	RENO	Dealer State	NV	Dealer Zip	89502
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SPARKS NV [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default Tier three support referral.

Customer states that her air bag deployed no reason. Referred customer to DCCAC for discussion of Special Investigations issue. rbs33

Customer Assistance Inquiry Record (CAIR)# 14505416

VIN	1J4GW48S2 2C [REDACTED]	Open Date	01/18/2006	Built Date	10/26/2001
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	11/13/2001	Mileage	67,000	Dealer Zone	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PRV	DK. GARNET RED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SPARKS NV [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default Airbags deployed

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****
 Owner Alleges:
 NO ANSWER PROVIDED BY AGENT
 Description of the incident (what, when, where, injuries, etc)
 Owner stated on 1/13 at approximately 12:30pm, she was in the vehicle and sitting at a stop light when the airbags deployed. Owner stated she was has a sore left shoulder and lower back. Owner stated the airbag hurt her stomach.
 Has the owners insurance company been contacted ?
 yes
 If yes provide name/policy number and phone number
 StateFarm/ (775)626-1897/ (Laurie Brasier)
 Where is the vehicle exactly located (provide name/address/phone #)
 At owner s home.
 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
 1/18/06.....Injuries to 82t for air bags.
 THERE WAS NO ACCIDENT ACCORDING TO OWNER.
 1/20/06 assigned to kwk3/jlg117.
 CAIR NUMBER 14505416 REQUEST EAA INSPECTION 01-20-2006 10:28
 CAIR NUMBER 14505416 E-MAIL SENT TO EAA 01-20-2006 10:28
 Inspection Requested: 1/20/2006 (KSmolinski)
 _01/24/2006: Sent acknowledgement letter (KS)
 Inspection Conducted: 1/24/2006 (KSmolinski)
 Inspection Report Received: 1/26/2006 (KSmolinski)

Customer Assistance Inquiry Record (CAIR)# 14558793

VIN	1J4GW48S3 4C [REDACTED]	Open Date	02/01/2006	Built Date	05/13/2003
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	02/18/2004	Mileage	30,345	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	65477	FAMILY AUTO CENTER			
Dealer Address	3146 HENRY ST				
Dealer City	MUSKEGON	Dealer State	MI	Dealer Zip	49441
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MUSKEGON MI [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	inadvertant deployment
Product - Unknown - Unknown - Accident - Default	injury, not an accident
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

Owner states that owner was leaving a gas station after filling up with fuel and came to a stop sign. While stopped the airbags deployed. There was no accident and no signs of damage according to dealership that called on owner s behalf.

Service Manager Roger Cole called from Family Auto Center (65477). Owner has neck injuries. Other passenger is okay as far as Roger knows. Vehicle is at dealership now.

Vehicle is at Family Auto Center.

Reassigning to Sl. /MJF5

VEHICLE IS LOCATED AT:

FAMILY AUTO CENTER
3146 HENRY ST MUSKEGON MI 49441 231-733-4401

Narrative indicates injury, Per OGC Matrix, reassigned to 82T. JSS15.

_2/3/06 Assigned to kwk3/jlg117.

CAIR NUMBER 14558793 REQUEST EAA INSPECTION 02-03-2006 11:39

CAIR NUMBER 14558793 E-MAIL SENT TO EAA 02-03-2006 11:39

_Inspection Requested: 2/3/2006 (KSmolinski)

Roger from dealer 65477 calls back indicating the inspector has come and gone. The dm has authorized rental for now, but wanted to know how much longer with next step.

Writer advised would leave message for further response..dg2

Writer left message for jss15.

_Inspection Conducted: 2/6/2006 (KSmolinski)

_Inspection Report Received: 2/6/2006 (KSmolinski)

* Service Manager (SM) Roger called. Looking for update. Writer notes

last narrative indicated report received 2/6. Customer has been in rental since 1/18/06 and he is worried that District Manager (DM) will not be happy about extended rental.
Per jss15, writer referred to 'CCRG.'
Offer Letter Sent: 2/27/2006 (KSmolinski)

Customer Assistance Inquiry Record (CAIR)# **15006528**

VIN	1J4GW48S9 3C [REDACTED]	Open Date	06/07/2006	Built Date	12/17/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	09/03/2003	Mileage	51,961	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	44856	HOOPESTON STAR CHRYSLER INC			
Dealer Address	900 WEST ORANGE STREET				
Dealer City	HOOPESTON	Dealer State	IL	Dealer Zip	60942
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOOPESTON IL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	beeping noise and then the air bags went off at stop sign
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

air bag malfunction

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

Email States:

my wife and daughter were sitting at a stop sign and she heard a beeping sound and then the air bags went off. she called the police because she was scared and didn't know what else to do. I just bought this jeep about a month and a half ago and I am very disappointed. If she had been on the highway it could have killed them both. something needs to be done about this immediately seeing how this was a vehicle malfunction.

Vehicle located at:

900 WEST ORANGE STREET
HOOPESTON IL Zip 60942- Phone (217)283-5131

Email States:

Your email concerning your air bag incident was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. I see that the vehicle was towed to Hoopeton Jeep. If the vehicle is relocated please let me know. I have forwarded your file to the appropriate area for review. You will receive a letter by mail stating our corporate position.

Thank you again for your email.

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 15006528 REQUEST EAA INSPECTION 06-07-2006 11:14

CAIR NUMBER 15006528 E-MAIL SENT TO EAA 06-07-2006 11:15

Reviewed report Unable to interrogate Air bag module. Please arrange for dealer to repair air bag system and windshield at DCMC expense. jss15. 061306-reassigned to DM for compliance..wdt

Email States:

I am very upset it has been since monday and we have no other vehicle and three kids. You have not even been nice enough to call and let us know anything. I have never owned a Jeep before and I will never again. You have not been considered of our needs. The jeep could of done this an hour before it did and I would have been going down the interstate with my mom, daughter, and two stepdaughters then we would of been in serious trouble. BUT since I was just setting at a stop sign waiting to turn it only hurt my chest and bruised my daughters arm. I would of thought you would of been a little more concerned in our needs since it was your product that could have killed us and has kept me out of work a couple of days because of the chest injuries. Since you do not care at least you contact us and let us know how long are we walking for. Mrs. [REDACTED]

[REDACTED]. Hoopeston, IL [REDACTED] or contact my husband [REDACTED]

Advised JSS15 of alledged injury.

Email States:

Thank you for your reply.We apologize for your inconvenience. The inspection was completed and someone should be in contact with you advising of the next step. You may also choose to contact the Service Manager at Hoopeston Star Chrysler for further information.

Thank you again for your email.

Mr. Read, dealer owner,calls to check status. advised DCMC will be covering repairs. He asked about rental car. advised we will cover this as well, and advised him to go ahead and order parts and get started on repairs ASAP jss15.

COPY OF FAX TO JSS15..MFP

DSM: According to the dealer the repairs have been completed, and the vehicle will be returned to the owner shortly./mc78

Customer Assistance Inquiry Record (CAIR)#	15025156
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VIN	1J4GX48S8	2C [REDACTED]	Open Date	06/08/2006	Built Date	06/01/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	09/24/2002	Mileage	55,000	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERH	4.0L I6 POWER TECH ENGINE				
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION				
Dealer	63509	BERGERON CHRYSLER-JEEP				
Dealer Address	3525 VETERANS MEMORIAL BLVD					
Dealer City	METAIRIE	Dealer State	LA	Dealer Zip	70010	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LEESVILLE LA [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three Support Referral
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Customer states that the airbag went off without any warning. Writer updated CNA information. Writer advised the customer of the CAIR#. Referred customer to DCCAC for discussion of Special Investigations issue.

Customer calling seeking an update on his SI claim. Agent transferred customer for further discussion.

Referred customer to DCCAC for discussion of Special Investigations issue.

Customer states that he was on the phone with TEW39 and was hung up on. Agent informed customer that Special Investigations team is closed at this time and can be reached at 9am to 5pm eastern standard time.

Customer states that he will call back tomorrow.

Customer Assistance Inquiry Record (CAIR)# 15025223

VIN	1J4GX48S8	2C [REDACTED]	Open Date	06/08/2006	Built Date	06/01/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	09/24/2002	Mileage	56,334	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERH	4.0L I6 POWER TECH ENGINE				
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION				
Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP				
Dealer Address	8170 U S HIGHWAY 64					
Dealer City	BARTLETT	Dealer State	TN	Dealer Zip	38133	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LEESVILLE LA [REDACTED]	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags Air bags deployed without reason.

Owner alleges that as he was driving on 6/7/06 @ approximately 1:00 PM, the air bags deployed as he was driving at about 30 MPH. Owner advised that he two beeps prior to deployment. American National has been contacted: Policy# [REDACTED] Claim# ??????/ Phone# 417-887-0220 (Marc Bishop). Vehicle is located at: Gordon s Auto/ 699 Monroe Ave /Memphis, TN 38104 PHONE# 901-527-3345. No police report. Customer wants DCX to investigate as he claims he did not hit anything that would cause the air bags to deploy.

6.13.2006

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 15025223 REQUEST EAA INSPECTION 06-13-2006 08:54

CAIR NUMBER 15025223 E-MAIL SENT TO EAA 06-13-2006 08:55

6/15/06 - Owner stated he is seeking an update to his file. Writer advised owner a request for an inspection was made on 6/13 and his vehicle should be inspected within a few days. Writer advised owner he will be notified by mail of DCX position after the vehicle has been inspected.

Customer calling in regards to his special investigation. Customer states he is seeking a update on his file. Customer has a special investigation issue. Agent transferred customer for further assistance.

Owner calls seeks information regarding file. Writer advised owner that DCX will contact owner when investigation is completed.

This claim is being handled by SI. Not CCRG.

Customer seeking a update on special investigations. Agent transferred customer for further review.

REASSIGNED TO BC/DLR 63 67879 06/23/06 12:23 O 15025223

WOLFCHASE CHRYSLER DODGE JEEP

CJDT

8170 U S HIGHWAY 64 BARTLETT TN 38133 901-373-3030

Please repair the vehicle at no cost to the customer and provide alternate transportation during the repair. The Parts are to sent back to Daimler Chrysler. P.O. BOX 21004, AUBURN HILLS MI. 48231 For vehicle safety. REASSIGNED TO BC/DLR 63 67879 06/23/06 12:28 O 15025223

Mr. Paul Plantinga notified at _722 5895.

LINE 36 SHOULD READ P.O.BOX 218004 AUBURN HILLS MI. 48231 _ REASSIGNED TO BC/DLR 63 67879 06/23/06 13:05 O 15025223

Customer states that his car is on it s way for a repair. Customer states that a rental car was supposed to be waiting on him at the dealership.

Agent read over file and it does in fact say

please repair the vehicle at no cost to the customer and provide alternate transportation during the repair. Agent spoke with someone in service. Agent offered customer a call back. Customer accepted.

Customer called back in to speak with tier 3. Agent escalated call as per RBS33. Caller requesting authorization for rental vehicle.

Owner seeks information, then stated that [REDACTED] was just called by dealer to confirm rental authorization.

David from dealer 67879 calling about this vehicle. The writer consulted with CST6 and was advised that he will need to contact his Business center.

*Contact Date:06/26/2006

Service Manager at the dealership has updated the Cair# 15025223

Parts have been ordered.

*Contact Date:07/06/2006

Service Manager at the dealership has closed the Cair# 15025223

DCX goodwill repair is documented on Repair Order#46035

CAIR RETURNED FROM DEALER ON 7/06/2006 AT 08:54:288 R 15025223

*Contact Date:07/06/2006

Service Manager at the dealership has closed the Cair# 15025223

DCX goodwill repair is documented on Repair Order#46035

CAIR RETURNED FROM DEALER ON 7/06/2006 AT 08:56:015 R 15025223

*Contact Date:07/06/2006

Service Manager at the dealership has closed the Cair# 15025223

DCX goodwill repair is documented on Repair Order#46035

CAIR RETURNED FROM DEALER ON 7/06/2006 AT 09:12:986 R 15025223

*Contact Date:07/06/2006

Service Manager at the dealership has closed the Cair# 15025223

DCX goodwill repair is documented on Repair Order#46035

CAIR RETURNED FROM DEALER ON 7/06/2006 AT 09:43:316 R 15025223

David the Service manager states he has no proper address to send the parts to and needs to do so also he has repaetedly tried to close the cair and been unable to do so. Transferred for further information.

Vehicle is repaired writer closing file.

Customer is calling states that he came to pick his vehicle up and the wind shield is still broken. Customer states the dealership told him that they did not have orders to repair the wind shield. Agent advised customer transferring for further review.

7/6/06 Owner called regarding above. Reviewed with JSS15. Report states no windshield damage caused by air bag deployment; therefore, DCX will not be responsible for any windshield repairs. No further action necessary.

Referred customer to DCCAC for discussion of Special Investigations issue. Writer advised Susan Hall, Warranty Clerk of transfer for further research about possible assistance. Susan understood.

**Susan from dealer called inquiring on where to send the parts back to and how to submit for payment.

Reviewed with JSS15 who states to have dealer put under regular warranty claim and sent the part to DCCAC MI address.

Customer Assistance Inquiry Record (CAIR)#	15100457
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VIN	1J4GW48S9 3C [REDACTED]	Open Date	06/30/2006	Built Date	12/17/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	09/03/2003	Mileage	51,000	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	44856	HOOPESTON STAR CHRYSLER INC			
Dealer Address	900 WEST ORANGE STREET				
Dealer City	HOOPESTON	Dealer State	IL	Dealer Zip	60942
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOOPESTON IL [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Referred to tier three for further research.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	beeping noise and then the air bags went off at stop sign

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

jeep problems

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

I bought this 2003 jeep on 3/29/06 and 2 months later my wife and her daughter were at a stop sign and the air bags went off. This happened over 3 weeks ago and they still do not even know what is wrong with it, they are just ordering and replacing parts. They didn't even give me anything to drive for over a week. I do not want this jeep back and I want to know what you are going to do to make this right, also the car they gave me is a piece of junk and I have 3 kids to haul around. This has been the worst service I have ever received and I will tell everyone I know about how I was treated at Chrysler.

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

Please see linked CAIR for additional information.
 Thank you for contacting the DaimlerChrysler Customer Assistance Center. Your email concerning the Air Bag issue was received and reviewed by the DaimlerChrysler Customer Assistance Center.
 We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the issue.
 These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter or call 1-800-992-1997.
 The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; information about an incident report; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.
 Our Agent will then advise you concerning further actions.

Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# **15140870**

VIN	1J8GW58N9 2C [REDACTED]	Open Date	07/10/2006	Built Date	05/01/2002
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	06/10/2002	Mileage	58,036	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	26602	CRYSTAL CHRYSLER DODGE JEEP			
Dealer Address	1005 SOUTH SUNCOAST BLVD				
Dealer City	HOMOSASSA	Dealer State	FL	Dealer Zip	34448
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOMOSASSA FL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	curtain air bags deployed
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Owner contacted Rob Cole, SM at Crystal CDJ, (26602) today and stated that the side curtain air bags.

Owner stated that the side curtain air bags deployed while backing out of the garage at this home. Owner is requesting DCX cover the repairs. DM informed SM to have the owner contact his insurance company. Additionally, DM would send this information to DCX for investigation.

Owner contacts CALL CENTER, Owner alleges that the vehicle air bags deployed when driving down the street.

Physical location of vehicle:

Owner: [REDACTED]

HOMOSASSA, FL [REDACTED]

(Home) [REDACTED]

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

Owner Alleges:

Alleges curtain air bags deployed.

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

No physical injuries/fatalities. Happened when driving down Daisy Street (where customer lives) alleges that curtain air bags popped out.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number not provided

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

Residency to Customer

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

Yes customer alleging vehicle damages

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

No...

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

null

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 15140870 REQUEST EAA INSPECTION 07-20-2006 14:27

CAIR NUMBER 15140870 E-MAIL SENT TO EAA 07-20-2006 14:27

attached repair estimate to file. jss15.

Unable to identify ORC Module. Please arrange to repair vehicle at DC expense. Thank you. jss15.

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

Please comply with above. Estimate attached to email notification.dga
Customer seeking an update on air bag issue. Agent advised customer that agent does not see an update. Agent advised customer that he will be transferred for more information on the update. Customer understood.

***Owner is transferred here for further assistance. Writer notes lines 40-43 and left a message for Rob Cole to call me back. Owner was told to contact him to set up an appointment.

_7.27.2006

Paul Plantiga from the vehicle safety office is requesting that the airbag clockspring and module be returned to Daimler Chrysler and side curtains DaimlerChrysler Corporation

CIMS 482-00-91

800 Chrysler Drive

Auburn Hills, MI 48326

mrp

REASSIGNED TO BC/DLR 66 26602 07/27/06 10:19 O 15140870

Mr. Cole from the dealership will ship back requested parts. The customer will bring the vehicle in next week for repairs. m rp

Vehicle has been repaired and returned to the customer. Clockspring tested ok and was not replaced . Parts are being shipped back.. m rp

9.05.2006 Mr. Cole called and stated the the parts a being shipped back today. via the depot, to vehicle safety. m rp

*Contact Date:09/07/2006

Service Manager at the dealership has closed the Cair# 15140870

DCX goodwill repair is documented on Repair Order#310491

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 9/07/2006 AT 10:14:686 R 15140870

*Contact Date:09/07/2006

Service Manager at the dealership has closed the Cair# 15140870

DCX goodwill repair is documented on Repair Order#310491

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 9/07/2006 AT 10:15:849 R 15140870

*Contact Date:09/07/2006

Service Manager at the dealership has closed the Cair# 15140870

DCX goodwill repair is documented on Repair Order#310491

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 9/07/2006 AT 10:15:205 R 15140870

*Contact Date:09/07/2006

Service Manager at the dealership has closed the Cair# 15140870

DCX goodwill repair is documented on Repair Order#310491

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 9/07/2006 AT 10:16:140 R 15140870

*Contact Date:02/07/2007

Service Manager at the dealership has closed the Cair# 15140870

Dealer goodwill repair is documented on Repair Order#310491

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/07/2007 AT 02:05:889 R 15140870

Customer Assistance Inquiry Record (CAIR)# **15184805**

VIN	1J8GW58N9 2C [REDACTED]	Open Date	07/20/2006	Built Date	05/01/2002	
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	06/10/2002	Mileage	57,943	Dealer Zone	74	DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EVA	4.7L V8 POWER TECH ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	66916	LITHIA CHRYSLER JEEP DODGE OF	FORT COLLINS			
Dealer Address	3835 SOUTH COLLEGE AVE					
Dealer City	FORT COLLINS			Dealer State	CO	Dealer Zip 80525
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HOMOSASSA FL [REDACTED]			Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default Air Bags Deployed.

Customer stated air bags deployed while operating vehicle. Agent transferred for further review.

Customer Assistance Inquiry Record (CAIR)# **15210336**

VIN	1D7HA16KX 2J [REDACTED]	Open Date	07/26/2006	Built Date	05/18/2002
Model Year	2002	Body	DR1L61	DODGE RAM 1500 REG. CAB PICKUP	
In Service Dt	06/29/2002	Mileage	36,947	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DDC	5-SPEED HD MANUAL TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED] 8
	GRANBURY TX [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 - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	
Product - Unknown - Unknown - Accident - Default	

Caller (Debra) from law office calling concerning customer. Caller stated customer was in accident yesterday 7/25/06 due to airbags deploying. Agent transferred caller for further review per JPH48. Debra (817 738-7196) calls and states she is representing [REDACTED] son of [REDACTED] owner of vehicle. States on 7/25/06 [REDACTED] was driving in Cleburne TX going about 35mph in the far left lane when the air bag deployed and caused him to cross four lanes over and land in a ditch. States no other vehicles were involved. States owner was injured and taken to the hospital. States he has injury to his head, neck back and stomach. States police report was made but no report number for a few days. States owners insurance company is: Unitrin County Mutual Policy [REDACTED] 800 456-1919 States vehicle is currently at police department pound. Cleburne Police department 302 West Henderson Cleburne TX 76033 817 558-1804 States she will fax DCX special investigation department. _7.28.2006
 LAW OFFICES OF TERRY K. FLEMING
 RE: Letter of representation.
 forwarded to 82t mrp
 7/31/06 forward to Product Litigation mkc3/jlg117
 (Debra) From Law offices of Terry K. Fleming calling back concerning the above issue with the air bag. Writer transferred for further review Debra McIntosh from Terry Flemings Legal Office is calling back. 817-738-7196 is the requested follow up number. Writer advised that this file was sent to product litigation
 Customer seeking update on claim. Agent referred customer to CCRG. 9.13.2006 _
 _ LAW OFFICES OF TERRY K. FLEMING
 RE: status of investigation.. forwarded to 82t mrp

Customer Assistance Inquiry Record (CAIR)# **15389992**

VIN	1J8GW58N9 2C [REDACTED]	Open Date	09/11/2006	Built Date	12/21/2001
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	04/20/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PS5	SILVERSTONE METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68654	MIKE SHAD CHRY-JEEP AT CASSAT			
Dealer Address	1736 CASSAT AVENUE				
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32210
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Front two airbags deployed all by themselves
Product - Unknown - Unknown - Accident - Default	injury, not accident

**** EMAIL BRIEF DESCRIPTION CONTENT ****
 2002 Grand Cherokee Air Bags self deploying!
 **** END EMAIL BRIEF DESCRIPTION CONTENT ****

Email States:
 Last night my 2002 Jeep Grand Cherokee deployed the front two airbags all by themselves. I did not hit anything! I was in traffic and lucky I did not hurt anyone else. The airbag hurt my left arm. I will see a doctor tomorrow. I am very disappointed in you. This was my first plush car, I also own a 1996 Jeep Cherokee that I love. As soon as the 2002 gets fixed I am trading it in. I am nervous to get in the car anymore. Since I still love Jeep, I was hoping you would foot some of the bills to put me in a new Jeep. I am interested in the 5.7 Hemi or the 6.1 SRT 8 new. This is not much to ask since I am the hurt one and your car hurt me. Be a stand up company and help me. Thank you, [REDACTED]
 Jacksonville AT 2 (AW) USN Gulf War Vet. Honorable Discharged
 *****END OF EMAIL*****

Writer replied:
 Dear [REDACTED]:
 Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Jeep Grand Cherokee.
 We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the incident. These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter.
 The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; information about an accident report; where the vehicle is currently; the vehicle

identification number of your vehicle; and other pertinent information.
Our Agent will then advise you concerning further actions.
Thanks again for your email.

Email States:

Dear Lashon,Wow, you actually wrote back. My insurance company is USAA and here is their PH # [REDACTED]. [REDACTED] Angela is my agent. Autocrafters has the car and they will start to repair it as soon as they get the parts. Here is their PH # 1-904-381-6530 Jim Houck is my agent. They ordered the parts as per USAA. USAA said they did not want to pursue an investigation due to the fact that there was a previous owner to me. I don't know what that means? Here is my PH # H=[REDACTED] My work hours are from 0600 to 1530. I thought Jeep should know because this is a dangerous incident and I am going to trade in the vehicle as soon as it gets fixed. I don't trust it. Good news though, I am trading it in on a new Jeep Grand Cherokee Limited 5.7 or Overland. I love Jeep and I hope we can get this taken care of. I don't want the next owner dying because no one took action. [REDACTED]

Spoke with owner, who says that the vehicle is at Autocrafters, 1340 Cassat Ave., Jacksonville, FL 32205 (904)381-6530. Owner again states that the repairs haven't begun yet, and that he plans to trade the vehicle as soon as it's fixed. Owner says he will tell the shop not to begin repairs until the vehicle is inspected. Forwarding to special investigations.

TRead counter indicates injury. Per OGC Matrix, reassigned to 82T. JSS15.
_9/14/06 assigned to kwk3/jlg117

CAIR NUMBER 15389992 REQUEST EAA INSPECTION 09-14-2006 13:57

CAIR NUMBER 15389992 E-MAIL SENT TO EAA 09-14-2006 13:57

Inspection Requested: 9/14/2006 (KThornton)

Inspection Conducted: 9/15/2006 (KThornton)

Inspection Report Received: 9/18/2006 (KThornton)

*****W

as I supposed to use this reply? I just replied to the email. Anyway, here are my phone numbers: [REDACTED] I did not hear back from you so I told Autocrafters to start the repair when they get the parts. Jim Houck is the Autocrafters agent and you can reach him at (904)381-6530. Angela is the USAA agent and you can reach her at (800)531-8222 ext. 44194. I need to get this car fixed and traded. If you want to do an investigation, now is the time. I want to buy a new car before the end of the month. I need you to be done with the investigation before then, allow the car to be fixed or total the car and pay the loan off. Be aware! I am going to trade in the vehicle, if the vehicle kills someone later it is all your fault. Strong words but the truth. Your inquiry needs to start now. Thank you, [REDACTED]

Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center.

It appears that the inspection was conducted on 9/15/06.

Should you have any questions regarding the status of your claim, please call:

Impartial Services Group

1-866-432-1329

Reference #15389992

Thanks again for your email.

Resolution Letter Sent: 9/26/2006 (KThornton)

Hello Again, I need your phone number and address please. I would also like to know what your 'fact finder' Daimler Chrysler representative sent in to you regarding the incident with my vehicle's airbags deploying with no reason. He told me to call you to find out, I don't have your number. Thank you. [REDACTED]

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center.

The information you requested is listed below.

DaimlerChrysler

Special Investigations

P.O. Box 21-8004

800-992-1997

Thanks again for your email.

Resolution Pending: 10/17/2006 (KThornton)

CCRG Close Date: 12/15/2006

3/28/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)# **15440263**

VIN	1J4GX48S4	2C [REDACTED]	Open Date	09/18/2006	Built Date	05/23/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	08/08/2002	Mileage	42,759	Dealer Zone	71	LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBT	PATRIOT BLUE PEARL COAT				
Engine	ERH	4.0L I6 POWER TECH ENGINE				
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION				
Dealer	67035	WHITTIER CHRYSLER JEEP DODGE				
Dealer Address	13840 WHITTIER BOULEVARD					
Dealer City	WHITTIER	Dealer State	CA	Dealer Zip	90605	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	WHITTIER CA [REDACTED]			Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default Tier 3 referral.

Customer states airbags deployed while customer was driving down the road. Transfer to tier three.
CAIR closed to CAIR# 15442503. TJK7

Customer Assistance Inquiry Record (CAIR)# 15442503

VIN	1J4GX48S4 2C [REDACTED]	Open Date	09/19/2006	Built Date	05/23/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	08/08/2002	Mileage	42,759	Dealer Zone	71 LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	67035	WHITTIER CHRYSLER JEEP DODGE			
Dealer Address	13840 WHITTIER BOULEVARD				
Dealer City	WHITTIER	Dealer State	CA	Dealer Zip	90605
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WHITTIER CA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Airbags deployed while driving
Corporate - Property Damage - Default - Default - Default	

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

Owner Alleges:
 Airbags deployed while owner was driving the vehicle
 Description of the incident (what, when, where, injuries, etc)
 Owner stated on 9/17 at approximately 9:50pm, he was driving the vehicle when the airbags suddenly deployed. Owner stated the vehicle was not involved in an accident 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 #)
 Dealership 67035
 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
 vehicle located at
 WHITTIER CHRYSLER JEEP DODGE CJDT
 13840 WHITTIER BOULEVARD WHITTIER CA 90605 562-945-1436
 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 15442503 REQUEST EAA INSPECTION 09-20-2006 08:57
 CAIR NUMBER 15442503 E-MAIL SENT TO EAA 09-20-2006 08:57
 Customer is calling and seeking rental assistance. Agent consulted with

CDC43 and informed customer to call back on Monday between 8:00/4:30.

Inspection reviewed. No collision damage found. Airbag controller would _
not communicate with DRB. Please arrange for repairs to the airbag system
at no cost to the owner

100206 contacted sm dave z. authorized repairs to the airbag system as nece
ssary, and authorized a rental ... tmt

Customer calling in to get an update on the case. Agent informed customer
that the repair will be taken care of at no cost to the customer and that
he will have to work with the dealership on getting this repaired. Agent
also advised customer of the recall on the vehicle. Customer seeking
rental assistance.

Referred customer to DCCAC for discussion of Special Investigations
issue per AMJ22.

Per lines 36-37, the DM authorized the repairs and rental. Agent
referred owner to SM Dave Z.

repairs completed on ro 133426

3/28/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)# **15533945**

VIN	1J8GW58N9 2C [REDACTED]	Open Date	10/11/2006	Built Date	12/21/2001
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	04/20/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PS5	SILVERSTONE METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68654	MIKE SHAD CHRY-JEEP AT CASSAT			
Dealer Address	1736 CASSAT AVENUE				
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32210
Owner	[REDACTED]	Contact Type	FAX		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Front two airbags deployed all by themselves
Product - Unknown - Unknown - Accident - Default	injury, not accident

***** EXECUTIVE REFERRAL STAFF *****
 Owner inquiry forwarded for handling. Owner unhappy with settlement offer from DCX in regards to air bag deployment. Referred to Kris Krueger for handling.

Customer Assistance Inquiry Record (CAIR)# **15541999**

VIN	1J4GW48S0 2C [REDACTED]	Open Date	10/12/2006	Built Date	05/13/2002
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	08/12/2002	Mileage	59,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	26630	NALLEY ROSWELL CHRYSLER JEEP			
Dealer Address	11505 ALPHARETTA HWY				
Dealer City	ROSWELL	Dealer State	GA	Dealer Zip	30076
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RANGER GA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Airbags deployed while driving.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Both airbags deployed while driving on highway.
Recall - F25: ELECTRIC RADIATOR FAN - Advise Owner/Incomplete Recall	electric radiator fan

Owner says while driving down highway both airbags deployed, shattering the windshield and the dashboard.
 Vehicle has been towed to Nalley 26630.
 Referred customer to DCCAC for discussion of Special Investigations issue.
 Agent gave file number.
 Owner says incident occurred yesterday on highway 285 westbound. Customer says she contacted her insurance company and has a rental. Owner asked if DCX will be covering the rental. Agent informed owner that DCX cannot review rental assistance prior to the inspection. Owner says there were no injuries, and that she will call back with her insurance information. No police report.

VEHICLE IS LOCATED AT:
 NALLEY ROSWELL CHRYSLER JEEP CJ
 11505 ALPHARETTA HWY ROSWELL GA 30076 770-998-6150

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 15541999 REQUEST EAA INSPECTION 10-12-2006 16:43
 CAIR NUMBER 15541999 E-MAIL SENT TO EAA 10-12-2006 16:43

Please arrange for dealer to repair vehicle at DCMC expense. Vehicle also

has open recall F25 which needs to be performed. Thanks, jss15.

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

Please comply with above. DCX should also pay for rental.dga
ccg19 tier 3 referral.

Agent contacted dealer 26630, spoke with service manager, Jeff, advised
that vehicle repairs can start on vehicle per JSS15 and DGA.

Repairs Completed. (gdm)

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)# **15727147**

VIN	1J4GW48S0 2C [REDACTED]	Open Date	12/04/2006	Built Date	05/13/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	08/12/2002	Mileage	59,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	26630	NALLEY ROSWELL CHRYSLER JEEP			
Dealer Address	11505 ALPHARETTA HWY				
Dealer City	ROSWELL	Dealer State	GA	Dealer Zip	30076
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	RUNGER GA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Both airbags deployed while driving on highway.
Recall - F25: ELECTRIC RADIATOR FAN - Advise Owner/Incomplete Recall	electric radiator fan

**** EXECUTIVE REFERRAL STAFF *******

Customer not happy with handling of problems
 The repairs were covered, the rental was covered
 No one called to apologize, no one gave her a copy of black box report, she was declined someone in management to speak to, 6+ recalls and she never received 1. She has a for sale sign in Jeep now, and look at our biggest competitor to buy her next vehicle.
 Apologized for problems, sent 2 recall customer letters, explained we mail recalls to addresses on file.

Customer Assistance Inquiry Record (CAIR)#	15825907
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VIN	1J8GW58N6 2C [REDACTED]	Open Date	01/03/2007	Built Date	10/23/2001
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	11/17/2001	Mileage	59,500	Dealer Zone	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	STORM LAKE IA [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	See latest CAIR.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Airbags went off for no apparent reason
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 This is a 2002 Jeep Grand Cherokee Limited. My wife was running errands in town on Saturday Decemeber 30 when the airbags went off with no warning while driving. She did not have any accidents, nor did she bump into anything. The car has never in an accident since we have owned it (December 2003). I have tried calling your 800 number but it says your offices are closed. I would like an immeidate response to this email. Please call my work number a [REDACTED]. Thank you.
 *****END CUSTOMER EMAIL*****
 Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Jeep Grand Cherokee.
 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.
 Thanks again for your email.
 *****END EMAIL*****

Customer Assistance Inquiry Record (CAIR)# 15826152

VIN	1J8GW58N6 2C [REDACTED]	Open Date	01/02/2007	Built Date	10/23/2001
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	11/17/2001	Mileage	59,500	Dealer Zone	74 DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	38306	SCHUELKE AUTO COMPANY			
Dealer Address	211 W 5TH STREET				
Dealer City	STORM LAKE	Dealer State	IA	Dealer Zip	50588
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	STORM LAKE IA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers Caller claims that airbag deployed.

Caller alleges that the airbags deployed on his vehicle Saturday while his wife was driving and there was never an impact. Reassigned for further review per RBS33. called left word

 Owner is still in possession of vehicle. Has a dealership in his neighborhood 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 15826152 REQUEST EAA INSPECTION 01-03-2007 17:45
 CAIR NUMBER 15826152 E-MAIL SENT TO EAA 01-03-2007 17:46
 _1.10.2007

Please repair the vehicle under warranty terms and no cost to the customer. Return Airbag Control Module to the following address:
 Daimlerchrysler Corp.
 c/o Paul Plantinga
 CIMS 482-00-91
 800 Chrysler Drive
 Auburn Hills, MI 48326
 CRM forward to D/M for follow up with dealer and customer...
 Please arrange for repairs at the following dealer
 SCHUELKE AUTO COMPANY CJDT
 211 W 5TH STREET STORM LAKE IA 50588 712-732-3619

 * DEALER CALL *

Pat calling from 38306 for repair verification. Agent advised of line 15. Pat will run as warranty claim.
 012907 Owner has traded out of vehicle. Part was on back order, dealership

says part has been released they expect to complete this week.
020107 Dash panel boxed wrong, wrong color. Part reordered.
020907 Vehicle is in dealership inventory, part issue being addressed by
expediting.

Customer Assistance Inquiry Record (CAIR)# 16268774

VIN	1J8GW58N0 3C [REDACTED]	Open Date	05/04/2007	Built Date	10/29/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	12/11/2002	Mileage	77,993	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	66559	ZIMMER CHRYSLER-JEEP			
Dealer Address	1086 BURLINGTON PIKE				
Dealer City	FLORENCE	Dealer State	KY	Dealer Zip	41042
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WALTON KY [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	ACCIDENT
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	AIR BAG DEPLOYED
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	cust called to report inappropriate air bag deployment
Corporate - Property Damage - Default - Default - Default	

DM ter5 received call 5-3-07 P.M. from Mr. [REDACTED]. He is DM brother-in-law and called to report dual air bag deployment in his driveway. Had been out driving and was pulling up driveway when he heard chime. Checked fuel level thinking it was that warning and saw the air bag light was on. Moments later the bags deployed. No serious injury reported. Pass side bag broke the windshield. DM advised that Special Investigations may be required to handle this situation. This is Mr. [REDACTED]'s company car. Company has purchased at least 20 new/used DCX vehicles in last 9 years. DM assigning to jfs8 at GLBC for determination of proper handling. DM advised owner to rent alternate transportation with \$35 /day limit pending our determination of responsibility. TER5 DM 42t.

5/4 Vehicle located at owners home address
 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.

HOT HOT HOT
 FLEET CAR FLEET CAR
 CAIR NUMBER 16268774 REQUEST EAA INSPECTION 05-07-2007 10:39
 CAIR NUMBER 16268774 E-MAIL SENT TO EAA 05-07-2007 10:39
 Customer is seeking an update on the file. Agent informed customer that the file is currently open in the appropriate in basket. Advised him that the inspection process has begun and once a resolution is met he will be contacted.

notify Paul Plantinga with the findings mrp
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/14/07 AT 13:45:55 16268774
_5.15.2007

Please contact the customer and repair the vehicle at no cost to the owner.

Forward the air bag control module to

Daimlerchrysler Corp.

Attn: Paul Plantinga

800 Chrysler Drive

Auburn Hills, MI 48326

CIMS 482-00-91

_mrp

REASSIGNED TO BC/DLR 42 44254 05/15/07 10:39 O 16268774

REASSIGNED TO BC/DLR 42 66559 05/21/07 16:53 O 16268774

*Contact Date:06/01/2007

Service Manager at the dealership has closed the Cair# 16268774

Warranty repair has been documented on Repair Order#250568

CAIR RETURNED FROM DEALER ON 6/01/2007 AT 08:34:158 R 16268774

Dealer 66559 call

Warranty clerk from the dealer called in seeking the claim to be paid.

Agent informed he needs to contact his DM that is who authorized the claim.

Customer Assistance Inquiry Record (CAIR)# 16277332

VIN	1J8GW58N0	3C [REDACTED]	Open Date	05/14/2007	Built Date	10/29/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	12/11/2002	Mileage	77,000	Dealer Zone		
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EVA	4.7L V8 POWER TECH ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	2800 BULLITTSBURG CHURCH RD.	Home Phone
	PETERSBURG KY [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	ACCIDENT
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	AIR BAG DEPLOYED
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	cust called to report inappropriate air bag deployment
Corporate - Property Damage - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Airbags activated without warning and caused injury to driver, and damage to front windshield.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 5/15/07.....CLOSE TO CAIR 16268774.

Customer Assistance Inquiry Record (CAIR)# 16279651

VIN	1J8GW58N0 3C [REDACTED]	Open Date	05/10/2007	Built Date	10/29/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	12/11/2002	Mileage	1	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	23468	HILLVIEW MOTORS INC			
Dealer Address	5309 ROUTE 30				
Dealer City	GREENSBURG	Dealer State	PA	Dealer Zip	15601
Owner	[REDACTED]	Contact Type	FAX		
Address	[REDACTED]	Phone	[REDACTED]		
	PETERSBURG KY [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	ACCIDENT
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	AIR BAG DEPLOYED
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	SEE PRIOR CAIR 16268774
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	cust called to report inappropriate air bag deployment
Corporate - Property Damage - Default - Default - Default	

5/10/07.....PLEASE REFER TO CAIR 16268774.

Customer Assistance Inquiry Record (CAIR)# 16297662

VIN	1J8GW58N0 3C [REDACTED]	Open Date	05/14/2007	Built Date	10/29/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	12/11/2002	Mileage	1	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	23468	HILLVIEW MOTORS INC			
Dealer Address	5309 ROUTE 30				
Dealer City	GREENSBURG	Dealer State	PA	Dealer Zip	15601
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PETERSBURG KY [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	ACCIDENT
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	AIR BAG DEPLOYED
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	cust called to report inappropriate air bag deployment
Corporate - Property Damage - Default - Default - Default	

5/15/07.....CLOSE TO CAIR 16268774.

Customer Assistance Inquiry Record (CAIR)#	16358856
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VIN	1J4GX58N4 4C [REDACTED]	Open Date	05/31/2007	Built Date	02/26/2003
Model Year	2004	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
In Service Dt	06/30/2003	Mileage	40,862	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	45348	CHRYSLER JEEP DODGE OF SEALY			
Dealer Address	289 GEBHARDT RD				
Dealer City	SEALY	Dealer State	TX	Dealer Zip	77474
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SEALY TX [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Referred to tier three.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle?
 N/A
 COIN Updated & CAIR reassigned to 82S
 Contact: [REDACTED]
 Telephone # [REDACTED]
 LOCATION OF VEHICLE: Sealy Texas. At customer residence.
 What happened?: Customer states in October of 2004 customer s daughter was driving vehicle about 20 miles and hour and with no cause the air bags deployed. No injuries were substances and customer was able to get the vehicle to safety with out impact. Customer has police report from time of incident.
 Please see details in CAIR 13969739.
 _6.15.2007 called the customer, no answer mrp
 _6.15.2007
 Vehicle is located at the address listed.
 _6.15.2007
 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 16358856 REQUEST EAA INSPECTION 06-15-2007 11:51
 CAIR NUMBER 16358856 E-MAIL SENT TO EAA 06-15-2007 11:52
 6.22.2007
 Contact the customer and repair the vehicle at no cost to the customer. Provide alternate transportation if necessary. Also forward the following part (s) to Chrysler
 Please send the original airbag control module to:

DaimlerChrysler
800 Chrysler Drive
Auburn Hills, MI 48326
Attn: Paul Plantinga
REASSIGNED TO BC/DLR 63 45348 06/22/07 11:54 O 16358856

_Attn: Rose

6/25/07 DM/PPB just returned from vacation. DM reviewed w/JB @ SWBC @ 12:50
pm

6/25/07 DM/PPB reviewed above decision w/SM/Rose Vincent. SM to repair &
follow instructions on returning parts involved.

_7.02.2007

Vehicle is repaired, customer is being notified, and the requested parts
are being sent back. mrp

_7.03.2007

Customer called and will sending a letter of complaint. Requesting a
refund of lease payments. mrp

Customer Assistance Inquiry Record (CAIR)# 16511648

VIN	1J4GW48S0 2C [REDACTED]	Open Date	07/16/2007	Built Date	05/07/2002
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	06/29/2002	Mileage	44,888	Dealer Zone	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BROOKLYN NY [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	ALL
Referral - Tier Three - Default - Default - Default	Tier three referral.
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per RBS33

Customer called back and agent transferred per previous notes. COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

At customer house

[REDACTED]
BROOKLYN NY [REDACTED]

What happened?: Customer states he was sitting in traffic and a indicator light come on. Customer states the airbag light was on and states less than a minute all the airbags deployed.

_7.18.2007

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 16511648 REQUEST EAA INSPECTION 07-18-2007 15:47

CAIR NUMBER 16511648 E-MAIL SENT TO EAA 07-18-2007 15:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/23/07 AT 15:33:56 16511648

_7.24.2007 LETTER; Not led to believe..m rp

****Recall Contact****

Mike calling from Geico on behalf of customer. Mike seeking more information as to why customer was denied assistance. Agent advised Mike that after review of the inspection report that it was found that airbags deploying was not due to a manufacturing responsibility. Agent also advised Mike that there is no information as to what the cause was, only that it was not due to a manufacturing responsibility.

Customer Assistance Inquiry Record (CAIR)# 16632625

VIN	1J4GW48S5 3C [REDACTED]	Open Date	08/16/2007	Built Date	10/04/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/09/2002	Mileage	93,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	45378	TOWN & COUNTRY DODGE CHRYSLER JEEP			
Dealer Address	1630 IRIS DR SW				
Dealer City	CONYERS	Dealer State	GA	Dealer Zip	30094
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SOUTHBRIDGE MA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Tier Three 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 CDC43.

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

COIN Updated & CAIR reassigned to 82S

Contact: Diana or [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE [REDACTED] Brantley AL.

LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Customer states during driving conditions the air bag deployed suddenly cracking her windshield. Agent informed caller to have the following information available upon return call as soon as possible from a specialist - Name of insurance company, claim (or policy) number, contact and phone number.

Whether or not law enforcement and/or fire department showed up and report number.

Exact location of the vehicle and a telephone number for contact at that location

Customer is seeking an update on her file. Agent informed customer she would be contacted by a senior staff agent and informed her she would have to address her concerns with that agent. Customer claims she is going to take the vehicle to the dealership and obtain her rental vehicle.

8.21.2007 Incident occurred August 15, 2007 The vehicle is located at Riverside

_ RIVERSIDE CHRYSLER DODGE JEEP CJDT

_ 217 HWY 231 NORTH TROY AL 36081 334-566-3777

_8.21.2007

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 16632625 REQUEST EAA INSPECTION 08-21-2007 09:02

CAIR NUMBER 16632625 E-MAIL SENT TO EAA 08-21-2007 09:02

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/24/07 AT 09:15:28 16632625

Customer states that her vehicle will not be repaired until this afternoon and she has to leave before then to go home. Customer states that if she takes the rental vehicle with her it will be \$1.00 per mile and the trip is about 1300 miles. Customer states that she would like Chrysler to assist with rental. Agent consulted with KEG24 and advised customer that Chrysler will not assist with rental and she will need to speak with her insurance company. Customer states that she needs to know how long this investigation will take. Agent advised customer that writer does not have an estimated time period. Customer then requested to speak with a supervisor.

JLM172 took over call.

Customer states that a week and a half ago she drove down to Alabama for a family reunion and her air bags deployed for no reason. Customer states that Chrysler and her insurance company inspected the vehicle. Customer states that she needs to leave this afternoon. Customer states that the dealer will not have her vehicle repaired by the time she needs to leave. Customer states that she needs Chrysler to assist with rental. Agent advised caller that Chrysler will not assist with rental and she will need to refer to her insurance company. Customer then requested to know an estimated time period as to when her vehicle will be repaired. Agent advised customer that Chrysler does not have an estimated time period at this time. Customer states that when a decision has been made she does not want to receive it by letter, but would like someone to call her at

[REDACTED]
JLM172

Customer is seeking what to do now. She alleges that her children need to start school and she needs to get back to work. She alleges that the dealership advised her that they do not have any information on when the vehicle will be repaired. Agent advised the customer that we do not have any additional information and that she will need to continue working with the dealership. Customer complied.

_8.27.2007

Letter: Not led to believe a manufacturing responsibility exists.. mrp Nuno the service manager from Dealer07817 called and states Customer came in dealer and told them they are supposed to fix her airbags and give her a rental. Nuno advised customer he has no authorization to repair this vehicle and referred her to her insurance at which time customer states she is going to leave vehicle there and Nuno tells customer she cannot leave her vehicle. Nuno states customer is on phone with insurance but asks to be contacted at [REDACTED] with final decision from investigation.

Ins Subro rec d, dictated response

POSTMARK DATE: 061108; DATE RECEIVED: 061708

Received Arbitration Forums notice. Per OGC Matrix, reassigned to 82T. JSS1 5.

6/17/08 forwarded to warranty litigation lse6/mjm169

Items previously held in document retention forwarded to CCRG via CIMS.

jss15.

POSTMARK DATE: 070808; DATE RECEIVED: 071108

Received Arbitration Forums notice. Per OGC Matrix, reassigned to 82T. JSS1 5.

_7/14/08 Forward to warranty litigation lse6. mjm169

POSTMARK DATE: 072908; DATE RECEIVED: 080608

_8.07.2008

ARBITRATION FORUMS INC

Docket rescheduled

forwarded to 82t mrp

8-7-08 Forward to LSE6/SSS8

Received another Arbitration Forums notice. Per OGC Matrix, reassigned to 8
2T. JSS15.

_8/15/08 forwarded to warranty litigation lse6/mjm169

POSTMARK DATE: 081408; DATE RECEIVED: 081808

8.19.2008

Arb decision.

Forwarded to 82t mrp

_8/19/08 _Forwarded to warranty litigation lse6/mjm169

Customer Assistance Inquiry Record (CAIR)# 17406649

VIN	1J4GW48S7 3C [REDACTED]	Open Date	04/10/2008	Built Date	11/18/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	11/19/2002	Mileage	88,776	Dealer Zone	74 DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	24238	PHIL LONG DENVER JEE-CHRY			
Dealer Address	7800 WEST STANFORD AVENUE				
Dealer City	DENVER	Dealer State	CO	Dealer Zip	80123
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	DENVER CO [REDACTED]	Country	UNITED STATES		

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

4/10/08 CRM received phone call from Scott, SM, at Phil Long Chrysler Jeep (24238) advising that driver s and passenger s side air bag deployed without impact. Owner advised dealership that the airbag light came on for approx. 3 seconds while the vehicle was moving 10 mph hour, then both airbags deployed. Vehicle is presently at dealership. Scott Vansickle, SM , is the contact person (303) 973-5337. CRM advised that information would be forwarded to special investigations for review./rcw15

Vehicle located at
 PHIL LONG DENVER JEE-CHRY CJ
 7800 WEST STANFORD AVENUE DENVER CO 80123 303-973-5337
 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 17406649 REQUEST EAA INSPECTION 04-10-2008 16:50
 CAIR NUMBER 17406649 E-MAIL SENT TO EAA 04-10-2008 16:51
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/19/08 AT 14:09:16 17406649
 Send Module to Mahmud Amani, Cims 483 06 01, 800 Chrysler Drive, Auburn Hills, MI 48326 along with EAA report, and service history on vehicle. Remind Amani we want to know the findings of his review into module non-communication\

Customer calling in stating his dealer told him that CCAC should have sent him a letter. Agent consulted with JMA468. Agent informed him that it was still being investigated and that we did not show where any letter had been sent out. Also informed him that he needed to stay in contact with the service manager of the dealer.

 Inspection reviewed, discussed with Veh Safety. Please contact owner and arrange for repairs to the vehicle, at no cost to the owner.

POSTMARK DATE: 051408; DATE RECEIVED: 051908

Customer Assistance Inquiry Record (CAIR)# 17657626

VIN	1J4GX48S9 3C [REDACTED]	Open Date	07/02/2008	Built Date	08/24/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	03/06/2003	Mileage	120,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	23980	BOB TAYLOR JEEP INC			
Dealer Address	5665 N AIRPORT PULLING RD				
Dealer City	NAPLES	Dealer State	FL	Dealer Zip	34109
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	NAPLES FL [REDACTED]	Country	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer called in because the dealership told to do so.
Product - Unknown - Unknown - Accident - Default	air bag deployed while driving
Corporate - Property Damage - Default - Default - Default	

Customer states that the air bag of his vehicle deployed while driving, he too it to the dealership, the dealer told to call us. Tried to call the dealer at 2395910991, did not get the service manager. Stared the same to the customer.

Customer states that the air bag of his vehicle deployed while driving, so advised him no recall pending and transferred to cac
 ****Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Air bags deployed while driving

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

Owner was pulling into a subdivision driving at 30 mph. Owner alleges both air bags deployed. No injuries.

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 #)

Owners home address

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

yes

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

no

****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 17657626 REQUEST EAA INSPECTION 07-03-2008 14:11

CAIR NUMBER 17657626 E-MAIL SENT TO EAA 07-03-2008 14:11

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/09/08 AT 15:42:51 17657626

Reviewed report and photos. Rear transmission mount bent from impact.
after market wiring strung from drivers b pillar to under dash wiring.
Unable to relate to a manufacturing responsibility. dictated letter. jss15.
Customer calling in same regards transferred the call to T3 for further
handling.

Purchased New or Used? NEW

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? N/A

Customer seeking an update on the status of his claim. Informed customer
his file is still under review and someone will be in contact with him
once additional information is available.

LETTER MAILED. JSS15.

Owner calls to discuss findings. reiterated our position. jss15.

Customer Assistance Inquiry Record (CAIR)# 17661691

VIN	1J4GX48S9	3C [REDACTED]	Open Date	07/03/2008	Built Date	08/24/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	03/06/2003	Mileage	20,000	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERH	4.0L I6 POWER TECH ENGINE				
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION				
Dealer	23980	BOB TAYLOR JEEP INC				
Dealer Address	5665 N AIRPORT PULLING RD					
Dealer City	NAPLES	Dealer State	FL	Dealer Zip	34109	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	NAPLES FL [REDACTED]				Country	UNITED STATES

Corporate - Policy Issues - Default - Default - Default seeks help with the air bags.

customer states that the air bags were activated while driving with out any reason.and wants to speak to a concerned person. agent transferred the call to tier 3.

Customer Assistance Inquiry Record (CAIR)# 17667173

VIN	1J8GW68J7 2C [REDACTED]	Open Date	07/07/2008	Built Date	03/07/2002
Model Year	2002	Body	WJJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	05/30/2002	Mileage	109,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PJR	ONYX GREEN PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	26490	BROWN & WOOD JEEP			
Dealer Address	603 SW GREENVILLE BLVD				
Dealer City	GREENVILLE	Dealer State	NC	Dealer Zip	27834
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	QUINTON VA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has a problem with airbag
Referral - Tier Three - Default - Default - Default	Tier Three support referral
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

As dealer called in on behalf of the customer with the problem of airbag. As dealer states that customer was driving the vehicle and airbag deployed without any reason. Dealer wants an investigation from chrysler. Agent transferred the call to tier3. Dealer 26490 Service Manager Raymon who states air bag deployed when customer was driving vehicle. COIN Updated & CAIR reassigned to 82S
 Contact: Dealer 26490 Raymon Everett
 Telephone #1 252-756-1877 Ext-103
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: BROWN & WOOD JEEP
 603 SW GREENVILLE BLVD
 GREENVILLE, NC 27834
 LOCATION OF VEHICLE PHONE NUMBER 252-756-1877
 What happened?: Customer states air bag deployed when customer was driving vehicle.

 Customer called and said that his air-bag deployed suddenly, and wants to talk to someone who can help him with this problem. Agent transfd the call to tier-3 for further assistance.
 Purchased New
 Customer states he was advised to call this department. Advised customer the file was forwarded to proper department for further review. Requests dealer phone number. Provided 26490 phone number and name of SM.

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 17667173 REQUEST EAA INSPECTION 07-08-2008 10:55

CAIR NUMBER 17667173 E-MAIL SENT TO EAA 07-08-2008 10:56

* Customer said the person who transferred him told him he was going to be speaking with a senior safety supervisor.

Writer informed customer that report has not been received yet.

Writer declined to provide rental vehicle at this point. He said insurance company refused to provide rental vehicle since it was under investigation and they considered it a Chrysler safety issue. He did say that the insurance company said they would reimburse him for rental if the responsibility ended up being the insurance company s. _

* Customer said vehicle is out of state. He was supposed to go on vacation and return the car he borrowed to get home.

* Customer asked he be contacted when decision is made.

Cell: [REDACTED]

Writer told customer that writer will advise decision maker of request.

* Customer asked that he be contacted when decision is made

Customer calling regarding the above issue, agent transferred call to t3.

*Owner calls seeking update and loaner. States he is leaving on vacation tonight.

States the inspector informed him he looked at the vehicle but could not fax the paperwork because of a power outage at his home.

Explained to owner SI has to review. Informed owner CAIR will be updated to documented.

Reviewed report and photos. No evidence of impact damage. Unable to access AECM with DRB. In the interest of customer satisfaction, please arrange to have repairs completed at Chrysler expense. Thanks, jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/14/08 AT 14:05:50 17667173

Dealer made aware of lines 56-59... Dealer will repair vehicle...

Customer states that the dealership called him this morning and told him that Chrysler will help him in the repairs. Customer states that he wants to know what has been decided. Agent told the customer that the repairs will be done at Chrysler s expenses. Customer states that he needs a rental vehicle also as he has no other mode of transport. Agent told the customer that Chrysler is paying for the repairs and any further goodwill cannot be provided to him as the vehicle has more then 100,000 M on it. Customer states that he would like to talk to a senior about this.

Agent transferred the call to tier 3 for assistance.

Customer states he was contacted and was advised that Chrysler would cover the repairs. Customer states two weeks ago the front air bags deployed while driving down the interstate. Customer states he has rented a vehicle and is 400 miles away in South Carolina. Customer states the vehicle is currently at dealership #44561 for the concerns. Customer is seeking assistance with the rental charges. Agent consulted with RWA22 and advised Chrysler will not assist with the cost of rental. Customer is requesting to be sent a copy of this in writing. Agent advised customer agent could not provide a copy of the file in writing. Customer states he is going to pick up the vehicle and let it set at his home until the issue is resolved.

Customer Assistance Inquiry Record (CAIR)# **17716415**

VIN	1J4GW48S8 2C [REDACTED]	Open Date	07/21/2008	Built Date	02/21/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	05/17/2002	Mileage	45,000	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	66079	MCINERNEY'S WOODHAVEN CHRY-JEEP	INC		
Dealer Address	23940 ALLEN ROAD				
Dealer City	WOODHAVEN	Dealer State	MI	Dealer Zip	48183
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	RIVERVIEW MI [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has some concern with the air bag of his vehicle.
Product - Unknown - Unknown - Accident - Default	airbag
Product - Body / Trim / Paint Finish - Air Bag - Other - Front Drivers Side	injury
Corporate - Property Damage - Default - Default - Default	

Customer states that he was driving his vehicle at 45 mph and after some time the air bag indicator light came on. Customer said that after around 40 seconds, the air bag deployed and his wife got some injuries. Writer transferred the call to T3 for further handling as it may be a safety issue.

***Owner states that this incident occurred on 7/21/2008 and the airbag deployed. She was alone in the vehicle. Owner did not call the police but the owner contacted his insurance company, Liberty Mutual. Owner may have sustained an injury to her wrist and will be going to a doctor on 7/22/08.

The vehicle is at their house and they contacted their dealership who recommended that they call CAC.

***Owner states that this incident occurred on 7/21/2008 and the airbag deployed. She was alone in the vehicle. Owner did not call the police but the owner contacted his insurance company, Liberty Mutual. Owner may have sustained an injury to her wrist and will be going to a doctor on 7/22/08.

The vehicle is at their house and they contacted their dealership who recommended that they call CAC.

airbag deployment, injury, refer to 82t

7/22/08 Open recall: F25_ELECTRIC RADIATOR FAN mjm169

_7/22/08 Assigned to tk27/mjm169

CAIR NUMBER 17716415 REQUEST EAA INSPECTION 07-22-2008 09:13

CAIR NUMBER 17716415 E-MAIL SENT TO EAA 07-22-2008 09:13

Customer called back in regards to above concern. Transferred call as

previously handled by T3.

Owner called back and stated that dealer called requesting what to do with vehicle referred issue to mhm1

CCRG Open Date: 07/21/2008 16:27:25

Letter Sent: Acknowledgement 07/23/2008 10:53:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/25/08 AT 12:42:13 17716415

CCRG Reopen Date: 07/30/2008

Customer is calling for updates on the issue. Call transferred to Tier3 for followup.

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 she would like an update in the lemon law concern. Agent consulted with LGP14 and informed customer that a letter was sent about the concern. Customer stated she did not receive the the letter. Agent informed customer the information would be documented and advised that CCAC could not give the customer any updates for this concern.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/06/08 AT 15:03:38 17716415

Customer wanted to speak with Michael Fairo, Customer was told that agent cannot transfer the call to one particular person however he can transfer it to senior staff agents.

hence call transferred to T3

but agent hung up

Letter Sent: Offer 08/13/2008

Customer Assistance Inquiry Record (CAIR)# **17742957**

VIN	1J4GW48S7 2C [REDACTED]	Open Date	07/28/2008	Built Date	08/01/2001
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/09/2001	Mileage	75,000	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	62224	GANLEY CHRYSLER-JEEP INC			
Dealer Address	6780 PEARL ROAD				
Dealer City	MIDDLEBURG HGTS	Dealer State	OH	Dealer Zip	44130
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CEDAR GROVE WV [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Deactivation - Both	Customer had accident
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	
Product - Unknown - Unknown - Accident - Default	

The customer call was regarding the air bags which did not deploy well in time. He had accident where the customer son got hurt badly so transferring the call to T3 for further handling.

Customer states there was no accident but the airbag deployed. Customer says the vehicle s airbag light came on and a few seconds after noticing, the airbag deployed. This occurred 7/26/08. Property damage: Customer is not sure yet.

Location of the vehicle:

Customer s House

[REDACTED]
[REDACTED]
Cedar Grove, WV [REDACTED]

Called the police but they refused to come out because there was no accident. He tried to get an incident report but could not get one issued.

Contacted insurance company: Yes

Erie Insurance Company

304-926-0200

Agent - David Swor

Policy number - [REDACTED]

Injuries to both customer and his adult son. Injuries: Lower back and neck region ache. Son s Injuries: Upper thighs, groin, stomach and neck area are sore.

_7.28.2008

Forwarded to 82t mp

7-28-08 Open RecallsA02- Vapor Canister Vent Hose/ Fuel Tank and Recall B06

- Intake Manifold Debris Shield.

7-28-08 Assigned to TK27/SSS8

CAIR NUMBER 17742957 REQUEST EAA INSPECTION 07-28-2008 14:38

CAIR NUMBER 17742957 E-MAIL SENT TO EAA 07-28-2008 14:39

CCRG Open Date: 07/28/2008 14:01:38

Letter Sent: Acknowledgement 07/29/2008 09:09:14

Customer called in regards to this reference number. Agent transferred the call to t3.

7/31 Owner transferred to Tier 3 seeking copy of report filled out by the inspector yesterday. Advised owner copies of the report are not normally given to owners but he could ask CCRG about it since they are reviewing the inspection report.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/31/08 AT 09:43:42 17742957

CCRG Close Date: 09/02/2008

Customer Assistance Inquiry Record (CAIR)# **17749707**

VIN	1J4GW48SX 4C [REDACTED]	Open Date	07/29/2008	Built Date	02/06/2003	
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	03/03/2003	Mileage	53,590	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT				
Engine	ERH	4.0L I6 POWER TECH ENGINE				
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION				
Dealer	68485	SOLOMON CHRYSLER JEEP DODGE	CARMICHAELS			
Dealer Address	2605 E ROY FURMAN HWY					
Dealer City	CARMICHAELS	Dealer State	PA	Dealer Zip	15320	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	ADAH PA [REDACTED]	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Electrical - Unknown - Other - Default	

customer states that both air bags exploded in his jeep when starting jeep in his driveway. owner thinks chrysler should pay. jeep is at local chrysler dealer waiting for inspection. dealer states they see no visible impact. owner has also been informed to contact his insurance company in case chrysler denies responsibility.

jeep is located at dealer 68485 (solomon chrysler in carmichaels). dealer phone number is 724-966-2600 - contact is Tony Vinch (svc mgr) SOLOMON CHRYSLER JEEP DODGE CJDT 2605 E ROY FURMAN HWY CARMICHAELS PA 15320 724-966-2600

_7.30.2008 Called the dealer and was given the customer cell number. Called customer and requested a callback for his complete address, and the time that he can be reached by phone. Cair and direct phone number provided. mrp Incident occurred 16, 2008.

Contact the customer and make arrangements to inspect the vehicle at the servicing dealer.

7.30.2008
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 17749707 REQUEST EAA INSPECTION 07-30-2008 16:37
CAIR NUMBER 17749707 E-MAIL SENT TO EAA 07-30-2008 16:37
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/06/08 AT 08:39:18 17749707

_8.06.2008
Please contact the customer and repair the vehicle at warrannty costs....
....Thank you. mrp
8-7-08 CAIR reassigned to tks2 to investigate and resolve. jy473
REASSIGNED TO BC/DLR 35 68485 09/03/08 14:21 O 17749707
_Called the service manager and forwarded to cair to the dealer. mrp

Customer Assistance Inquiry Record (CAIR)# 17789461

VIN	1J8GW68J0 3C [REDACTED]	Open Date	08/11/2008	Built Date	10/08/2002
Model Year	2003	Body	WJJS74	JEEP GR CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	01/08/2003	Mileage	80,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	59592	KILE DODGE CHRYSLER JEEP			
Dealer Address	511 S LEE HWY				
Dealer City	CLEVELAND	Dealer State	TN	Dealer Zip	37311
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CRANDALL GA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Customer states that the airbag light is coming on
Product - Unknown - Unknown - Accident - Default	air bag deployment

Customer states that the airbag light is coming on and its is happening frequently. The customer is worried as its a safety concern. The customer has not been to the dealership, agent informed the customer to visit the dealership and TRANSFERRED THE LINE TO TIER 3 as per the customer will.

****Begin structured narrative SI POLICY FIRE OR ACCIDENT
 Owner Alleges:
 Owner states that side curtain air bags deployed while driving out of driveway. No injuries. No accident
 Description of the incident (what, when, where, injuries, etc)
 Owner states that side curtain air bags deployed while driving out of driveway. No injuries. No accident
 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 #)
 home residence
 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
 Owner states that side curtain air bags deployed while driving out of driveway. No injuries. No accident.
 Owner can be contacted at [REDACTED]
 CAIR NUMBER 17789461 REQUEST EAA INSPECTION 08-13-2008 08:57
 CAIR NUMBER 17789461 E-MAIL SENT TO EAA 08-13-2008 08:57
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/18/08 AT 14:44:17 17789461

Reviewed report and photos. Internal module failure. In the interest of

customer goodwill, please arrange for dealer to repair at Chrysler expense.
(new module, side air bags, etc.) Thanks. jss15.
Prior service work completed at Kile Dodge Chrysler Jeep
Customer called in to check the status of the above issue. Agent
transferred the call to t3.
Owner calling for update. Vehicle is at owners residence. Owner was
informed by agent that dealer is to repair vehicle at Chrysler expense.
Agent reviewed with JSS15, vehicle safe to drive to dealer or owner can
have dealer 59592 tow vehicle. Owner would like vehicle towed. Agent
contacted dealer 59592, spoke with Mitch, service manager.

Customer Assistance Inquiry Record (CAIR)# **17837600**

VIN	1J8GW58N1 2C [REDACTED]	Open Date	08/25/2008	Built Date	05/14/2002
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	08/05/2002	Mileage	83,000	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
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]		
	BARTLETT IL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both Air bags went off while driving.

Customer states that the AirBags went off while driving. Customer states that the air bag light came on and 15 seconds later the AirBags went off. Customer states that the vehicle has not been diagnosed yet. Customer wants Chrysler to pay for the towing charges and the diagnostic of the vehicle. Transferred call to Tier 3 for further handling.
 ESCALATED TRANSFER CALL ---- 3rd owner advises that both front air bags went off for no reason
 incident occurred on 8/24 while owner was driving and the driver side bag went off followed shortly
 by the passenger side...there was no accident or other vehicles involved and no injuries
 report filed with the Bartlett Illinois Police Dept (report number not known)
 Owner insured with State Farm Insurance Company
 Insurance was contacted but will not cover anything as there was no accident nor injury
 Vehicle is being taken to Feeny Chrysler/Jeep# 68264, 1010 E Chicago St, Elgin, IL 60120
 dealer phone number 847 697-0900
 Owner is seeking cost of towing, rental and repair to vehicle.....
 Forwarding file to Special Investigations for further review and handling.....lrm

 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 17837600 REQUEST EAA INSPECTION 08-25-2008 16:28
 CAIR NUMBER 17837600 E-MAIL SENT TO EAA 08-25-2008 16:28
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/27/08 AT 19:39:03 17837600

Reviewed report and photos. Unable to determine a manufacturing responsibility. Vehicle has under dash wiring modifications. In addition, owner admits to having run over a steel pipe that fell off a truck in June/2008. Vehicle damage was repaired at an independent. Currently unable to communicate with air bag module, unable to determine if related to prior accident or wiring mods. Dictated letter. jss15.
LETTER MAILED. JSS15.

Customer Assistance Inquiry Record (CAIR)#						18012380
VIN	1J8GX58N5	3C [REDACTED]	Open Date	10/21/2008	Built Date	08/29/2002
Model Year	2003	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
In Service Dt	11/19/2002	Mileage	46,698	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EVA	4.7L V8 POWER TECH ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	60133	RANDALL RILEY CHRYSLER DODGE JEEP				
Dealer Address	3400 HIGHWAY 71 EAST					
Dealer City	BASTROP	Dealer State	TX	Dealer Zip	78602	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	THE WOODLANDS TX [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer is experiencing problem with the air bags.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Passengers Side	
Referral - Tier Three - Default - Default - Default	

Customer called in stating that his car was running and the passenger side and the drivers side air bag deployed for no reason. Customer is upset about it and wants to speak to somebody regarding the same as it is a serious safety issue according to him. Transferred to tier 3 for further assistance after consulting LL679.

10/21 Owner transferred to Tier 3 regarding the passenger and driver air bag deploying when the vehicle was in park and idling. This occurred on October 13, 2008 around 6:30 PM. Owner stated he and his passenger had pulled out of his driveway, drove a few feet and stopped to talk to a neighbor. Vehicle was put in park but engine was left on.

Owner contacted local dealers in his area and his mechanic who advised him to contact his insurance company.

Insurance is with USAA - who just recently advised owner they would not fix his vehicle under his insurance coverage.

Owners vehicle is currently at his home.

Forwarding file to Special Investigations.

_10.21.2008

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 18012380 REQUEST EAA INSPECTION 10-21-2008 14:53

CAIR NUMBER 18012380 E-MAIL SENT TO EAA 10-21-2008 14:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/23/08 AT 15:07:25 18012380

_10.30.2008

Contact the customer and dealer and repair the vehicle at warranty rates.

mrp

Cair Assigned to Dm for handling of repair process. Please contact crm with questions.

crm left message for owner to arrange for repair of vehicle.

Owner returned call. 11/10/2008. CRM returned call left message today.

Bruce, I have not been able to reach owner. Help me get them in and fix this vehicle. It was inspected and we will handle. Estimate, bill can be paid with direct check if needed and less than \$5,000.

SLB can you please assist owner with repairs at a dealer closer to home address. Enlist Sab20 if you think it is needed. Thanks pas19

Owner lives in The Woodlands which is between DeMontrond and Spring. SLB transferred file to SAB20 who works with both dealerships. slb

slb contacted Spring CJD at paul sweeney s request. Ken would like owner to drop off veh with Jim, SA on 11-25-08. dm contacted owner and passed on info to drop veh off at Spring CJD. slb

Owner left a voicemail with DM stressing his dissatisfaction with the lack of knowledge of 'what caused' the airbag to go off? DM does not have that information. An inspection report should be filed, and owner should be made aware that Chrysler will repair his vehicle. No other information is available. sab20,DM.

Customer called in regarding the same issue. Agent informed as per above notations lines 45-47. Customer stated that he has already got it repaired by the dealership as per instructed by Chrysler but they are not ready to explain as to what caused the air bags to deploy. He was told by dealership that they are supposed to repair it and not research it. Customer did not accept the vehicle and said will not accept it till he is given an explanation. Customer wanted agent to call back on [REDACTED]

*****OUTBOUND CALL*****

Agent called back customer and told to call back with the reference number so that he can be transferred to T3. Agent gave the reference number.

****If customer calls back please transfer to T3 as approved by PA166****

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred to tier3

T3 in-basket ?insert in-basket #? per ? NIC ?.

at699

****End structured narrative T2 - TIER THREE REFERRAL

Customer called in with the same concern and the agent after consulting with at699 transferred the call to tier3.

Customer called in and stated we would like to talk to someone who can give him the reason why his airbag deployed by itself.

COIN Updated & CAIR reassigned to 82S

[REDACTED]
LOCATION OF VEHICLE - INCLUDING THE ADDRESS:THE WOODLANDS , TX-

[REDACTED]
UNITED STATES

LOCATION OF VEHICLE PHONE NUMBER: [REDACTED].

What happened?: Customer states airbag deployed by itself

Customer called in stating the same problem. Customer was upset that the SM refused to tell him what repair was done on the vehicle. Customer was upset about this and was not ready to pick the vehicle from the dealership and take it home. Agent tried to assure the customer but the customer was not convinced. Customer refused to talk to a supervisor.

Agent consulted supervisor RP777 and transferred the customer to tier 3.

Customer called regarding line 70 and 71. Writer reassigned Cair to 82S.

Writer advice that the file has been updated and the Special Department will contact him as soon as possible.

Customer phone number is [REDACTED]

1.02.2009

Please contact the customer and repair the vehicle at warranty rates. mrp

Scott / please get into Spring for repairs as per note above. wnh

Vehicle has been repaired. Customer at last point was seeking only an explanation of what caused the air bags to deploy on its own. No further

Customer Assistance Inquiry Record (CAIR)# 18080364

VIN	1J4GW48N3 3C [REDACTED]	Open Date	11/12/2008	Built Date	09/27/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	12/12/2002	Mileage	112,252	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PFF	LIGHT PEWTER METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent air bag deployment
Product - Electrical - Unknown - Other - Default	

Email from dealer and DM advising owner claims airbag light came on and a few seconds later the airbags deployed. Owner claims there was no impact to initiate air bag deployment. Dealer states there is evidence of impact but owner claims damage occurred well prior to air bag deployment. Forward to SI for evaluation.

Contact info and veh location:
 Mike Kennedy
 Jacksonville C.J.D
 (Service Manager)
 904-493-0000 ext.2056

VEHICLE IS LOCATED AT:
 JACKSONVILLE CHRYSLER JEEP DODGE CJDT
 11101 NURSERY FIELDS DRIV JACKSONVILLE FL 32256 904-493-0000

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 18080364 REQUEST EAA INSPECTION 11-12-2008 16:36
 CAIR NUMBER 18080364 E-MAIL SENT TO EAA 11-12-2008 16:36
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/15/08 AT 17:36:54 18080364

Reviewed report and photos. Unable to communicate with DRB. Please arrange for vehicle to be repaired at Chrysler expense, including replacing the ORC. (minor scuff marks found on front facia, not sufficient to generate deployment). Thanks. jss15.
 Closing CAIR based on 12/12/08 repairs

Customer Assistance Inquiry Record (CAIR)# 18410447

VIN	1J8GW48S5 3C [REDACTED]	Open Date	03/10/2009	Built Date	09/06/2002
Model Year	2003	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	01/19/2003	Mileage	80,000	Dealer Zone	74 DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	23621	RON HULETT AUTOMOTIVE INC			
Dealer Address	513 NORTH STATE HIGHWAY 5				
Dealer City	CAMDENTON	Dealer State	MO	Dealer Zip	65020
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CAMDENTON MO [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer says the air bag deployed suddenly.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer says the air bag deployed.

Customer called in for the update on the reference number. Customer is reachable at [REDACTED].
 Customer called in and says the air bag deployed when she was driving the vehicle and wants to know what can be done in this issue. Agent informed customer that the issue will be forwarded to the concerned department and informed that she will be getting a call back with in 3-4 business days.
 Agent reassigned the cair to 85S.
 Customer calling for update on her case. Writer advised it is still open and the department that handles this type of concern is reviewing it.
 Customer would like a call back regarding this concern.
 COIN Updated & CAIR reassigned to 82S
 Contact: ? [REDACTED]
 [REDACTED] ?
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED]
 CAMDENTON , MO)
 LOCATION OF VEHICLE PHONE NUMBER [REDACTED] ?
 What happened?: Customer states ?Customer driving home from Omaha, turned onto the last highway and was slowing down and heard a noise, (as if someone was shooting me). The side airbag deployed. Customer immediately pulled over, turned the car off and got out. Customer states she was afraid that the driver side was going to deploy.
 Customer was advised on 3/11/09 that she would hear from Chrysler within a few days. Customer is waiting for a callback.

 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 18410447 REQUEST EAA INSPECTION 03-13-2009 11:52
CAIR NUMBER 18410447 E-MAIL SENT TO EAA 03-13-2009 11:52
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/18/09 AT 03:18:15 18410447

Customer called stating that she was promised that she will receive a call from Chrysler within few days and no calls till date. Agent explained the case is still open and Chrysler is working on the issue, and she will receive a call as Chrysler makes a decision. Customer agreed.

Reviewed report and photos. Unable to determine a manufacturing responsibility. dictated letter. jss15.

Customer called in to know the status of her case. Customer stated that she was promised a call back but had never received one. Agent informed the customer (as per lines 39-40) that the photos and the reports were reviewed and were in the process of sending her a letter. Customer stated that she was very upset as she felt that she was getting a run around. Customer was very disappointed about this. Agent assured that customer that once the research and the review was completed she would get a written notification from us. Customer agreed.

LETTER MAILED. JSS15.

Customer called for the above mention concern and wants to speak to a supervisor. Agent transferred the call to tier3. Approved by LL679.

Customer wants to know what is mentioned in the letter.

Customer states she was advised a letter was mailed to her, she is requesting to know the contents of the letter. Writer advised the customer the contents of the letter is not available and regrettably, she will have to allow up to 7 to 10 days to receive the mail.

Customer states she needs to know what the decision is, she needs her vehicle and she is concerned about driving the vehicle. Customer was advised she will have to receive the letter for the information she is requesting.

Customer Assistance Inquiry Record (CAIR)# 18417173

VIN	1J4GW48S2 2C [REDACTED]	Open Date	03/12/2009	Built Date	05/17/2002
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	06/25/2002	Mileage	145,000	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PDR	GRAPHITE METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	67897	BILL MARSH CHRYSLER-DODGE & JEEP			
Dealer Address	1655 SOUTH GARFIELD AVE				
Dealer City	TRAVERSE CITY	Dealer State	MI	Dealer Zip	49686
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SUTTONS BAY MI [REDACTED]	Country	UNITED STATES		

Referral - Tier Two - Internal Escalation - Authorization - Default	Air bag deployed while the vehicle in park.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Airbag deployed

Customer called in stated that the vehicle was in park and both the air bags deployed. The customer took the vehicle to the dealership and he was informed by 67897-BILL MARSH CHRYSLER to contact Chrysler. The vehicle is currently with the customer. The customer stated that the vehicle is in a drivable condition and the vehicle is at the customer home and the address is in COIN. Customer can be reached on his cell number: [REDACTED].

Agent reassigned the case to 85S for further investigation. Agent also updated the customers email address and phone number in COIN. COIN Updated & CAIR reassigned to 85S
 Contact: ? [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

[REDACTED]
 SUTTONS BAY, MI- [REDACTED]

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states ?that the vehcile was in park and the air bags deployed automatically?. Agent assigned the case to 82S for further assistance.

03.16.09
 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 18417173 REQUEST EAA INSPECTION 03-16-2009 10:04
 CAIR NUMBER 18417173 E-MAIL SENT TO EAA 03-16-2009 10:04
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/23/09 AT 15:39:55 18417173

03.24.09

Unable to determine a manufacturing defect - sent customer a letter of denial

LETTER MAILED. MG17.

Customer Assistance Inquiry Record (CAIR)# 18486224

VIN	1J4GW48S0 2C [REDACTED]	Open Date	04/07/2009	Built Date	05/10/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	08/09/2002	Mileage	101,873	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PUB	WOODLAND BROWN SATIN GLOW			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	68583	STERLING CHRY-DODGE-JEEP			
Dealer Address	5504 I-49 NORTH SERVICE ROAD				
Dealer City	OPELOUSAS	Dealer State	LA	Dealer Zip	70570
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CARENCRO LA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both inadvertent air bag deployment

Forwarded from STAR Center-Dealer Technician Wayne Jeansomme called in, owner claims airbags deployed without an impact.

VEHICLE IS LOCATED AT:
 STERLING CHRY-DODGE-JEEP CJDT
 5504 I-49 NORTH SERVICE R OPELOUSAS LA 70570 337-942-1241

 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, UNDERCARRIAGE INSPECTION, AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.

CAIR NUMBER 18486224 REQUEST EAA INSPECTION 04-07-2009 09:39
 CAIR NUMBER 18486224 E-MAIL SENT TO EAA 04-07-2009 09:39
 CAIR NUMBER 18486224 REQUEST EAA INSPECTION 04-14-2009 09:30
 CAIR NUMBER 18486224 E-MAIL SENT TO EAA 04-14-2009 09:31
 Insurance company called in and states that he wants to know why the air bag deployed unnecessary. Agent transferred the call to Tier 3 for further handling. Approved by RP762

Insurance Company contacts CAC regarding this CAIR. Contact information:
 Progressive Insurance
 Eric Musca
 850-362-1738

Why is the Insurance Company calling? Air Bag Deployment for No Reason. Wants to know if related to non deployment that occurred approx 18 months ago from client being rear ended.

Transferred call to *8105
 Advised caller file was forwarded to SI.
 File number provided.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/16/09 AT 09:07:35 18486224

 Reviewed report and photos. Unable to determine a manufacturing

responsibility. Multiple DTC s dictated letter. jss15.

LETTER MAILED. JSS15.

Customer called in for the above issue. Agent transferred the call to t3. Agent consulted MIB8 for the transfer.

Writer updated mailing address for customer upon reviewing the information on file. Writer determined that on 04/21/09 a letter was sent out to customer concerning their request for assistance and with the situation related to the air bags deploying without being in an accident. Please send out the letter to the updated address.

Letter returned by P.O., undeliverable. Updated primary cair with new address that prior agent failed to do. requested new letter to new address. jss15.

LETTER MAILED. JSS15.

Customer Assistance Inquiry Record (CAIR)# 18555896

VIN	1J8GW68J7 2C [REDACTED]	Open Date	05/04/2009	Built Date	03/07/2002
Model Year	2002	Body	WJJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	05/30/2002	Mileage	109,000	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PJR	ONYX GREEN PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

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

Product - Air Conditioning / Heater - Unknown - Defective - Default	Air condition has gone bad
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has a problem with airbag
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Instrum't Panel-G. Box	Dashboard is broken
Referral - Tier Three - Default - Default - Default	Seeking re-authorization for the repair works
Product - Steering - Steering Wheel / Column - Defective - Default	Steering wheel has gone bad
Product - Body / Trim / Paint Finish - External Ornamentation - Broken, Cracked - Unknown	Wind sheild is broken
Product - Unknown - Unknown - Accident - Default	injury / no accident
Corporate - Property Damage - Default - Default - Default	

Customer called in with the regards of the reference number 17667173 and states that the vehicle has still not been repaired and is not drivable and states that the repair works are covered by Chrysler but the AC that has gone bad is not been covered and the dealership is charging him \$800-1200 to get that repaired and for the repair on the dashboard the right side of the windshield and the steering wheel Chrysler was ready to pay for all the repair of all except AC. Customer seeking authorization again for the same repair works.

Agent informed the customer that the decision will be the same on the AC repairs but for an re-authorization transferred the call to tier 3 Refer cair 17667173 . Approved by LL679.

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred customer to T2.5

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

LL679

****End structured narrative T2 - TIER THREE REFERRAL

Customer called in seeking goodwill assistance to repair air-conditioner. He stated air-conditioner was damaged when airbags deployed 04/07/08. He claimed after investigating the incident Chrysler agreed to repair vehicle but singled out air-conditioner. He stated dealership 26490 informed that it could not be covered. Customer stated vehicle is at his driveway and no repairs are done yet since July 08.

Writer tried to get in touch with Service Manager Jeff at the dealership but due to bad communication he requested a call back.

Customer called in for above issue. CAC informed the line 24 & 25.

Customer called in to speak with JL1077 and states he received a

voicemail stating to call back on the ext-66611. Agent transferred call to t3 approved by **SG580**.

Customer calls requesting to speak with....JL1077

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 # 66611

Agent tried to transfer the call to teh ext given by the customer but it was invalid. Thus, agent transferred call to t3 goodwill line.

Customer calls requesting to speak with....JL1077. 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 # 66111.

Customer alleges that the air bag deployed automatically.

Customer calls requesting to speak with JL1077.

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 # 66111.

Customer called in for the same seeks goodwill assistance for repairs; agent went through the previous records and transferred the call to ext 66111

Transfer authorized by ES738.

Customer called in for the same issue and wanted to speak to senior staff. Agent consulted MIB8 and transferred the call to t3.

Customer called and request to speak with agent JL1077. Writer review the notes and advice customer that the information will be given to agent for a call back at 804-932-4034. Per customer Chrysler agreed to fix the vehicle on 7/08 but due to many issues that never was done. Customer wants vehicle fix now at dealer 60376.

Customer seeking assistance regarding the same concern. Agent referred to LL679 and transferred the call to Tier 3 for further handling.

Customer states that he was getting transferred to tier 3 and the call got disconnected. Agent transferred the call to tier 3. Authorized by ES738.

Customer calls requesting to speak with.JL1077...

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 # 66118

Customer called seeking assistance to have air-conditioner fixed which was damaged when airbag deployed 07/04/09. He stated dealership 26490 told him it could not be covered. Customer believes that it was not fair to repair other damaged related to airbag and leave out air-conditioner.

Writer contacted Service Manager Jeff at dealership 26490 for an update on customer s concern.

Writer was not able to reach Service Manager Jeff and left him Voice Mail Message for call back.

Writer contacted Jeff, Service Manager at dealership 26490 on repairs of vehicle after airbag deployed. He stated customer wanted DM Charles Patella authorized repair coverage of airbag system. He stated that DM later declined assistance as customer wanted vehicle repaired at his dealership in Richmond.

Correction:# 81:He stated District Manager Charles Patella authorized repair of airbag system but DM declined repairs of air conditioner and customer decided to take vehicle to his dealer at Richmond.

Customer called in regards to the same concern. Customer states he has not been for a diagnosis to his dealer at Richmond. Customer requested to speak with JL1077. Agent transferred the call to extension # 66118.

Writer contacted Service Manager Robert at dealership 60376 regarding customer s vehicle that has been lying at customer s driveway. Writer informed Service Manager brief information on the deployed airbag and commitment of Chrysler to repair airbag. Service Manager was requested to

can drop in the vehicle for diagnosis.

06.12.09

STAR center notified us of this contact.

PLEASE SEE PRIOR CAIRS 17667173 & 18151579

Per OGC Matrix, reassigned to 82T. MG17.

6/12/09 Assign to KSS28. LSE6.

6/12/09 N-I-R. LSE6.

6/12/09 No Inspection Required. LSE6.

CCRG Open Date: 06/12/2009 08:57:40

Letter Sent: Denial 06/15/2009

Service Manager Robert from dealership 60376 called and stated that after

diagnosis they found that airbag deployed but would not know reasons.

Writer informed Service Manager Robert that when Airbag deployed 07/07/08

Chrysler Inspected and concurred with the incident. He stated there is a

shaking shattering in the transfer case but would know if that was

related to Airbag deployment. He stated diagnosis did not find any

relation to Airbag causing Air-conditioner (A/C) damage. He stated A/C

was not switching in the vent but now it is fine. Regarding the problem

of shaking shattering writer proposed Service Manager to contact Chrysler

Star tech and DM for further assistance.

07.17.09

Customer was told he needed authorization for windshield repair, so he

called CAC. Writer checked previous CAIR notations and did not see the

exclusion of the windshield in the repairs authorized by Chrysler.

Writer called dealer 60376 and spoke to Scott (SA) who stated that as

they were doing the repairs his Service Manager questioned doing the

windshield not seeing it listed specifically as a repair item. Writer

explained that there was no exclusion for the windshield so it should be

done. Scott was thankful to be able to do the repair so the customer

could have his vehicle back by the weekend, and he could use it to go on

his vacation. Writer spoke to the customer and explained that Scott was

going to get the repair done before the weekend. Customer stated that he

was hoping on picking up his vehicle tonight. Writer advised him to call

Scott and make sure they were both on the same page. Customer agreed,

and thanked the writer for his help in resolving the issue.

***Scott called from dealer 60376 regarding the above issues. Writer

notes this situation is the result of an special investigations cair and

will reassign it to them for follow up.

Per OGC Matrix, reassigned to 82T. MG17.

7/17/09 Updated CCRG File. LSE6.

7/29 Robert from the dealer contacts Tier 3 trying to get PA for the

repairs that JL1077 authorized. Robert stated he kept in contact with

JL1077 every time something was needed on the vehicle and JL1077 told

dealer to complete the work.

Checked GWA and no PA was entered.

Total cost of the repair is \$3,726.01. Current mileage is 110,005.

Writer reviewed file with supervisor dmm9 regarding dealer seeking

payment.

Robert tried to contact JL1077 and left messages but has received no

return call.

07.29.09

I called dealer spoke to Scott, Approved PA claim for:

air bags, windshield, instrument pad, clockspring, aib bag module.

Customer Assistance Inquiry Record (CAIR)# 18606036

VIN	1J4GX48S9 2C [REDACTED]	Open Date	05/21/2009	Built Date	06/24/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	08/07/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	67438	POTAMKIN CHRYSLER PLYMOUTH JEEP			
Dealer Address	16600 NW 57TH AVE				
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33014
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HIALEAH FL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Customer said the air bag exploded.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states the Air Bags Exploded
Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	

Customer states the Air Bag exploded while her husband was driving the vehicle. Her husband was injured. Customer states that how come the Air Bags can explode without any reason. Customer states chrysler needs to pay for the repairs. Agent gave the reference number. Agent transferred the call at VDN72412 for further assistance. Customer informed the vehicle is with her now.

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

Owner Alleges:

That the front air bags exploded.

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

That the front air bags exploded by itself; 5/21/09; Two blocks away from customer house; One person injured.

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 (No P.O.Boxes, include phone #)

[REDACTED], Hialeah, FL. [REDACTED].

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

Yes but not other vehicles were involved.

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

No.

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

Customer said the best contact phone number is [REDACTED].

VEHICLE IS LOCATED AT:

home address.

Per OGC Matrix, reassigned to 82T. JSS15.

5.22.09 Assigned to KSS28. MJK

CAIR NUMBER 18606036 REQUEST EAA INSPECTION 05-22-2009 13:43

CAIR NUMBER 18606036 E-MAIL SENT TO EAA 05-22-2009 13:44

CCRG Open Date: 05/22/2009 08:51:52

Letter Sent: Acknowledgement 05/26/2009 09:50:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/09 AT 13:34:16 18606036

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/09 AT 13:34:16 18606036

Customer Assistance Inquiry Record (CAIR)# 18893136

VIN	1J4GW48S5 2C [REDACTED]	Open Date	08/31/2009	Built Date	05/30/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	08/02/2002	Mileage	120,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

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

Referral - Tier 2.5 - Internal Escalation - Default - Default	Air bag deployed while going in reverse and cracked the windshield.
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****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 Yes
 Transfer approved per
 SG580
 ****End structured narrative T2 - Referral to SLC

Customer Assistance Inquiry Record (CAIR)# 18893178

VIN	1J4GW48S5 2C [REDACTED]	Open Date	08/31/2009	Built Date	05/30/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	08/02/2002	Mileage	145,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

1. Who is calling and what is their contact information? [REDACTED]
 Preferred [REDACTED] Work [REDACTED]

2. What happened? Customer states that her daughter Jasmine while pulling the car in reverse, the horn begin to blow and right after that the airbag deployed hitting Jasmine in the face , the passenger side airbag also deployed cracking the windshield. Customer stated that she is still driving the vehicle and vehicle is currently located at her place of business.

3. What is the current location of the vehicle? 900 Southside Blv Jacksonville FL 32256
 Work number [REDACTED]

Customer requested that any message be left on her cell phone voice mail
 Customer called in regarding the above concern hence transferred the call to tier 2.5 for further assistance. Approved by ES738. Agent was not able to add the referral reason code as CAIR open.
 Customer called in for a status of the situation.
 Customer states that she does not want to wait to long, because the cracks could get bigger. Writer apologized for the inconvenience and told the customer that she will be contacted within 2 more business days.

Please note, it took over 49 hours for cair to get from 88 to 82S.
 Called owner and left msg-due to age and mileage repairs would be owner responsibility. jss15
 Owner calls in response to message. reiterated above. jss15.
 Customer calls in stating she wants to file a complaint regarding the above situation. Customer states that she does not feel that the air bag should have deployed, as the vehicle was not involved in an accident.
 Customer states she feels that Chrysler should be responsible to pay for the repairs. Agent advised that this complaint has been documented, and

as per customer s request for further consideration, that this case would be assigned back to the proper department. Please contact the customer to discuss the issue further.

Owner has been told our position TWICE ALREADY. I called her AGAIN and left message. THERE IS NO FURTHER ACTION WE WILL TAKE. jss15.

Customer is calling to see what Chrysler will be doing about the vehicle since the air bags deployed without the vehicle being in an accident.

Writer reviewed and found no inspection scheduled on this vehicle from Chrysler and per lines 23-24, JSS15 has already explained to the customer that Chrysler will not be assisting customer with this issue.

Customer is seeking information on if Chrysler will cover any rental for her while the vehicle is still down and when the inspection will be completed.

Writer consulted with CP730 and both concurred on the same found on lines 23-24 that no assistance will be provided due to the mileage and age of vehicle.

Progressive Insurance allowed the dealership to have it towed to their location (dealer code 45148). Customer stated that since the vehicle was not in an accident, her insurance will not cover the rental any longer.

Customer was upset because Chrysler is not taking responsibility for the air bags deployed prematurely and when the vehicle was not in an accident. Customer stated that she would speak directly with the dealership to see if they can resolved her concern. Writer did not provide the CAIR number to customer and the customer disconnected the call.

Customer states she was driving in reverse when air bags deployed. DH23 inspected vehicle 1 2002 Cherokee with 146,197 miles on it. Evidence of accident as driver side has damage, front and rear facias have scratches and dents. CR mgr said to assign to special investigations.

S/I has already reviewed this. No inspection needed, no further action. jss15.

Customer Assistance Inquiry Record (CAIR)# 18944707

VIN	1J4GW48S4 3C [REDACTED]	Open Date	09/18/2009	Built Date	08/15/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	12/28/2002	Mileage	80,000	Dealer Zone	71 LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FRESNO CA [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

1. Who is calling and what is their contact information? Owner/Mrs. [REDACTED]

[REDACTED]

2. What happened?
 Customer alleges that her husband was driving vehicle at approximately 70-75 miles per hour when the air bag suddenly deployed. Customer states that the windshield cracked as a result as well as the dashboard cracked.

3. What is the current location of the vehicle? Customers home

[REDACTED],
 FRESNO, CA [REDACTED]

Called and left msg we are unable to provide assistance in this matter. jss15.

Writer was looking into the issue when she would not give any information on the issue and agent lost the call. Writer was going to look into the issue and was unable to, if customer calls back please see about assisting in the issue. Do not transfer the customer to agent RS1319. If customer will allow next agent please assist.

Customer called to check on the status of her claim Writer informed the customer that the SI department attempted to contact the customer without success. Writer reassure the customer that the SI team will contact her within 24-48 hours

12/2/2009 DM, BRIAN STOSKOPF WAS CONTACTED BY SERVICE MANAGER, RYAN COHOON LAST WEEK PERTAINING TO THIS CUSTOMER. CUSTOMER STATES SHE HAS NEVER BEEN CONTACTED BY SPECIAL INVESTIGATIONS TO VOICE HER CONCERNS PERTAINING TO HER AIRBAG ISSUES. LAST CAIR UPDATE WAS ON 9/25/09. DM TO SEND CAIR TO WEST BC FOR ASSISTANCE. (BS19)

reassigned to special investigations/jss15 tmt
 Called and left message for SM. jss15.

SM returns call. Reviewed. file. No change to prior response. Advised him
I will call owner again.
Called and left another message for owner on [REDACTED] advising
we are unable to assist. jss15.

Customer Assistance Inquiry Record (CAIR)# **19038294**

VIN	1J8GW58N4	3C [REDACTED]	Open Date	10/23/2009	Built Date	09/09/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	10/01/2002	Mileage	101,100	Dealer Zone	74	DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EVA	4.7L V8 POWER TECH ENGINE				
Transmission	DGE					

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	GRAND LAKE CO [REDACTED]	Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer states both airbags deployed with no accident
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Both airbags deployed while the vehicle was in motion with no accident or bump.
 What are the customer s expectations?
 To have repairs to windscreen damage caused by deployment repaired and airbags reinstalled.
 ****End structured narrative T2 - Beginning Narrative
 Customer states on October 16,2009 his daughter was driving the vehicle home when both airbags deployed with no warning other than airbag maintenance light coming on for about 10 seconds prior to the deployment. There were witnesses to this incident. Also, the windscreen was damaged by the deployment of the airbags and there is damage to the dashboard as well. Customer is seeking goodwill assistance for these repairs and feels it is a safety issue.
 Customer will be in Mexico and unreachable by phone until 11/2/2009. Please call on that date.
 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 [REDACTED] - on 11/2/09.
 Who has possession of the vehicle? Owner.
 Reassigned to 88F
 1. Who is calling and what is their contact information?
 Preferred: [REDACTED]
 Alternate: N/A
 2. What happened?Customer states on October 16,2009 his daughter was driving the vehicle home when both airbags deployed with no warning other than airbag maintenance light coming on for about 10 seconds prior to the deployment. There were witnesses to this incident. Also, the windscreen was damaged There were witnesses to this incident. Also, the windscreen was damaged by the deployment of the airbags and there is damage to the dashboard as well
 3. What is the current location of the vehicle? unknown

called and left message requesting location. jss15.
Daughter has vehicle away at school, still driving it.
left message requesting location. jss15.

[REDACTED]
[REDACTED]
Greeley CO [REDACTED]
[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. JSS15.

CAIR NUMBER 19038294 REQUEST EAA INSPECTION 11-06-2009 11:33

CAIR NUMBER 19038294 E-MAIL SENT TO EAA 11-06-2009 11:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/11/09 AT 12:48:10 19038294

Reviewed report and photos. No impact damage found. Please arrange to have vehicle repaired, including replacing the AECM, at Chrysler expense. jss15.

POSTMARK DATE: 111109; DATE RECEIVED: 111109

WAM reassigning to Area Manager, please handle on merits/dir

AREA MANAGER CONTACT BRIAN AT FORT COLLINS TO ADVISED THAT CUSTOMER NEEDS TO BE CONTACTED TO HAVE CUSTOMER COME TO DEALERSHIP TO INSPECT WHAT PARTS NEED TO BE ORDERED FOR AIRBAGS. SERVICE MANAGER ADVISED THAT HE IS ALREADY IN THE PROCESS OF ATTEMPTING TO CONTACT CUSTOMER.

AREA MANAGER CONTACTED CUSTOMER TO ADVISE THAT CHRYSLER WILL BE PAYING TO HAVE AIRBAGS REPLACED AND WINDSHIELD. AREA MANAGER ADVISED CUSTOMER TO CONTACT BRIAN SCARBOURGH TO SET APPOINTMENT FOR INSPECTION OF VEHICLE TO ORDER CORRECT PARTS AND WINDSHIELD.

AREA MANAGER FOLLOW UP WITH SERVICE MANAGER THAT VEHICLE REPAIRED HAS BEEN COMPLETED.

Customer Assistance Inquiry Record (CAIR)# 19062935

VIN	1J4GX58N8 3C [REDACTED]	Open Date	11/03/2009	Built Date	07/30/2002
Model Year	2003	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
In Service Dt	09/14/2002	Mileage	73,000	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PJR	ONYX GREEN PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	NEW ORLEANS LA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer complains about the air bags
Corporate - Complaint Contact - Default - Default - Default	

Customer stating that he was stopped at the traffic light and the both air bags deployed for no reason and the light is on. Customer has taken the vehicle at the dealer 45454 and seeks assistance 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 Preferred call back number is [REDACTED] Who has possession of the vehicle? Dealer 45454 Has the vehicle been diagnosed by a CDJ dealer? Yes Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

Customer called in stating that he has not received a call about his case and he would like to know what is going on. Writer apologized that he has not been contacted today and informed him that it has been assigned to an agent but they have not yet gotten to it yet. Writer then transferred call to BB878 ext 66056.

Writer is calling customer to see how we can assist with his concern. CONTACT UPDATE - Customer was contacted today at 5:31 PM.

Customer calls requesting to speak with....

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 # 66002

Customer requested to speak with the Senior Resolution agent handling his issue. Writer transferred to extension 66002.

The customer wanted to speak to BB878 the agent transferred the customer to ext 66002 since the agent was not available to take the call.

Writer is going to call dealership 45454 spoke with SM Jeff who is stating that they started to diagnose parts of the vehicle or a visual inspection but needed authorization for further diagnostic and customer declined.

Writer is going to call customer to see what's going customer is stating he wanted to talk with us before he made a decision on the tear down.

Customer is stating he will call dealership and set up a diagnostic time and writer is setting up call back for Thursday.

Customer calls requesting to speak with BB878

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 # 66002

Writer is calling customer to see if he had vehicle diagnosed.

Writer was speaking with customer and call was dropped writer tried contacting customer back with no luck.

Writer will need to set up call back for another day.

Call back for Monday.

Customer is called and he wants to speak to a supervisor. He states that his vehicle needs to be fixed. He states that the cellphone dropped and BB878 did not contact him back. And now that he is calling, BB878 is not answering. Agent tried BB878 line; he is not available. Agent informed customer that she left a note on BB878 desk. As far as a call back from sup, agent will fill up call back request.

Customer adds that dealership informed him that the ORC control module and the air bag need to be replaced.

Customer calls requesting to speak with....

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 # 66002

Customer called to speak with BB878 and did not want his voice mail.

Customer requested to speak with a supervisor. Agent checked with supervisors who state they will get back with him today.

*****Supervisor Call Back*****

Customer stated that he has played phone tag with the agent and that he has full diagnoses. Writer advised the customer that the writer will contact the dealership now and address this issue. Writer talked to SM Jeff and he was ok with Chrysler assisting with the repair with a PA and had the writer talk to SA Jim. SA stated that the customer needs a new air bag control module and may need to new air bags but they will not know until the module is replaced. Writer has offered the customer a co-pay of \$50.00 and customer accepted. Writer advised SA Jim will follow up with new agent TP324 ext 66158 on Monday. SA has also followed up with the customer and received approval to order the parts.

The Body Control Module (BCM) should be delivered today, then the dealership will inspect the air bags and determine if the air bags need to be replaced as well. The SA will contact the writer when the BCM is installed.

The writer left a message for the customer on the repair status.

Writer is calling customer to inform them of the update on the account.

Writer informed customer that the parts are supposed to be in today.

Customer is stating he was aware of the update and requesting a call back some time next week to make sure he is satisfied.

Writer is setting up a call back for 11/24/09.

The SA stated that module is in and it is operating as normal, the dealership needs to air bags ordered. The CAC will authorize the air bags to be replaced with a \$50.00 deductible to the customer. The writer would like to assist in the entire repair at the \$50.00 deductible. The SA also stated that they will give the writer the parts and labor breakdown.

The vehicle should be done today, the customer will contact the dealership later on today with an update.

Writer is calling customer to see if there problem was resolved.

Customer is stating his repair should be done today and feels this we be done right and doesn't feel like he needs a call back.

Writer is closing cair due to dealership resolving concern.

The SA stated they will have the parts and labor breakdown today.

The SM provided the writer with the parts and labor breakdown.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty. According to the dealer, the warranty

costs of the repair are as follows:

Parts: \$1,401.40

Labor: \$513.62

With the concurrence of the Service Manager, Jeff,

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 Travis at 800-992-1997 extension # 66158. 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 63 45454 11/30/09 09:52 O 19062935
The total cost after the dashboard was added was Parts: \$2,229.92 Labor: \$724.12. The PA was adjusted.

Customer Assistance Inquiry Record (CAIR)# 19094272

VIN	1J4GW58NX 3C [REDACTED]	Open Date	11/16/2009	Built Date	10/11/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	04/07/2003	Mileage	87,000	Dealer Zone	51 CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	62971	WALTON ON DEMPSTER INC			
Dealer Address	5050 DEMPSTER ST				
Dealer City	SKOKIE	Dealer State	IL	Dealer Zip	60077
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PARK CITY UT [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Customer states that both air bags deployed on their own.
Product - Unknown - Unknown - Accident - Default	injury from airbag, no accident
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? Owner spouse

[REDACTED]

2. What happened? Owner was driving and saw Air Bag light come on and then within 3 seconds both air bags deployed by itself. Owner put up hand to block and hurt hand and cracked windshield. Owner then drove home.

3. What is the current location of the vehicle? Home Address

[REDACTED]
PARK CITY, UT [REDACTED]

Per OGC Matrix, reassigned to 82T. JSS15.
 11/17/09 ASSIGN TO TNT16.
 CAIR NUMBER 19094272 REQUEST EAA INSPECTION 11-17-2009 11:51
 CAIR NUMBER 19094272 E-MAIL SENT TO EAA 11-17-2009 11:51
 CCRG Open Date: 11/17/2009 10:13:29
 Letter Sent: Denial 11/18/2009
 Letter Sent: Acknowledgement 11/18/2009 09:32:33
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/24/09 AT 14:42:57 19094272
 Customer called in stating that someone was supposed to be giving him a call back by today. Writer told him that it looks like they are still working on his case and should be called back by today or Friday.
 Customer was seeking a case update. Writer informed the customer that she should receive a letter.
 Customer called in requesting update on case status, Writer advised customer to check back on monday for further information, Writer informed we are waiting for image to post.

Caller is seeking any new information. Caller states that they are frustrated because they feel that they have been given the run around. Caller also mention that her husband is an attorney and will take action if they have not received a answer soon.

Agent stated that at this time there is no new news and CSC is just the mediator and does not make any offers as to a settlement. Caller will try back tomorrow for any new information.

Customer states he did not receive letter mailed 11/18/09. caller transferred to extension 66079.

*****Supervisor Call*****

The customer Mr. [REDACTED] stated that he is frustrated that he has not recieved an answer from Chrysler. He stated that he has been promised a callback. Writer is reassigned to 82S please contact the customer at [REDACTED].

Per OGC Matrix, reassigned to 82T. JSS15.

12/7/09 UPDATED CCRG FILE. TNT16/LSE6

Katie from Central Collision in Salt Lake City, Utah, called stating that they have a vehicle that had the airbags deploy while the customer was driving. Katie states that an inspector from Chrysler came and looked at the vehicle while it was at a dealership. Caller seeking if she can speak with the inspector or get some information concerning the inspection.

Agent informed caller that as that information is proprietary information, the CAC is unable to provide it. Agent informed caller that if she needs to get that information she will need to go through legal channels.

Katie stated that is what she needed to know.

Customer Assistance Inquiry Record (CAIR)# 19213444

VIN	1J4GX48S1 2C [REDACTED]	Open Date	01/06/2010	Built Date	03/13/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	03/30/2002	Mileage	92,000	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PUB	WOODLAND BROWN SATIN GLOW			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	44783	DON DAVIS CHRY-DODGE-JEEP			
Dealer Address	5020 SEVENTH ST.				
Dealer City	BAY CITY	Dealer State	TX	Dealer Zip	77414
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BAY CITY TX [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

1. Who is calling and what is their contact information? Customer

Preferred: [REDACTED]

2. What happened? Customer states that while her husband was driving with her in the vehicle, both airbags deployed.

3. What is the current location of the vehicle?

Don Davis Chrysler Dodge

5020 SEVENTH ST

Bay City, TX 77414

979-245-1211

01.07.10

Called Sandy in service at dealer - asked her to scan module for fault codes.

NEW INFO _ Both driver and passenger were injured and customer has spoken to an Attorney

VEHICLE LOCATED AT:

Don Davis Chrysler Dodge

5020 SEVENTH ST

Bay City, TX 77414

979-245-1211

EMAIL TO LZ40. MG17

cc to LSE6

Per OGC Matrix, reassigned to 82T

1/7/10 ASSIGN TO LSE6.1

CAIR NUMBER 19213444 REQUEST EAA INSPECTION 01-07-2010 14:24

CAIR NUMBER 19213444 E-MAIL SENT TO EAA 01-07-2010 14:25

CCRG Open Date: 01/07/2010 14:15:18

Letter Sent: Acknowledgement 01/08/2010 09:23:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/09/10 AT 09:03:02 19213444

The customer wanted to know what is going on with this cair. The agent told the customer a letter is send as per line 29. The customer said that is fine she will wait to get the letter.

Letter Sent: Denial 01/12/2010

Customer was disappointed with Jeeps decision to not help her. She says she will not purchase a Jeep again.

Caller states they are calling from DON DAVIS CHRY-DODGE-JEEP. Caller states looking for copy of the investigation report on the case. Caller states that the customer received a letter but the dealership had not.

Writer referred caller to their local business center.

SA Sandy at dealer 44783 called about the SI. Her SM wants to talk to someone in the Special investigation department about this. Writer advised SA Sandy to contact her local business center. She she does not know how to do this. Writer advised she can check with her Service manager, Sales manager or DM and they will have the contact information for her business center.

Mr [REDACTED] called again for update on case. Writer explained that he should have got the denial letter which he did. Writer also stated that the SA was going to get more information for customer and referred customer to dealership.

Dealer called seeking a copy of the denial letter, writer informed her that some research is needed and she will be contacted with additional information.

Karen Perkins from the dealer called in on customer s behalf and for the same issue above states that Chrysler sent the customer to the dealer because they have the information but they have nothing. Writer informed Karen please contacts her Business Center and writer gave her their phone number.

01.21.10

I returned Karens call - customer is looking for a copy of report
I explained we do not send out these reports - advised if customer has questions regarding letter they should call CCRG at number on letter
Gave Karen CCRG s number 888.922.7329

Customer Assistance Inquiry Record (CAIR)# **19258317**

VIN	1J4GW48S1 3C [REDACTED]	Open Date	01/22/2010	Built Date	09/03/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	11/29/2002	Mileage	31,589	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 60263 MANFREDI CHRYSLER JEEP & DODGE, LLC

Dealer Address 1239 HYLAN BLVD

Dealer City STATEN ISLAND **Dealer State** NY **Dealer Zip** 10305

Owner [REDACTED] **Contact Type** FAX

Address [REDACTED] **Home Phone** [REDACTED]

BROOKLYN NY [REDACTED] **Country** UNITED STATES

Product - Unknown - Unknown - Accident - Default	NO ACCIDENT
Corporate - Consequential Expenses - Default - Default - Default	car clean up
Corporate - Complaint Contact - Default - Default - Default	
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? Anthony Parente/Used car sales man
 Preferred: [REDACTED]/Used car sales man.

2. What happened? Used car dealer sold car to customer and customer alleges that he was driving and he heard chimes then both front airbags deployed with out a collision. Customer took the vehicle to the dealer he purchased it from.

3. What is the current location of the vehicle? Capri Auto sales
 1801 Cropsey Ave
 Brooklyn NY, 11214
 718-232-1300 7182321300
 Reviewed RP829
 Customer called back and states that he wants to talk to someone now. Writer informed him that it does take some time. Writer empathized with the customer and informed him that we don t give rentals during an investigation.
 Customer is concerned about being not having vehicle, wants contact soon, asks for a number to contact 82s.
 Writer advised customer CCAC doesn t have that information, advised customer 82s will be in contact with him.

 01.25.10
 Spoke to customer gave my number/ CAIR# @Preferred: [REDACTED] / Owner
 VEHICLE LOCATED AT:
 Capri Auto

1801 CROPSEY AVE
Brooklyn, NY 11214
(718) 232-1300

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 19258317 REQUEST EAA INSPECTION 01-25-2010 10:42

CAIR NUMBER 19258317 E-MAIL SENT TO EAA 01-25-2010 10:43

01.26.10 NEW LOCATION
MANFREDI CHRYSLER JEEP & DODGE,
1239 HYLAN BLVD
STATEN ISLAND NY 10305
718-667-8989

I called Capri and he said EAA inspector Pat Gallow called him today and has this new infor

Customer called for update on case, stated the inspector was out to see vehicle on Wednesday. Customer has been unable to contact MG17. Writer tried to contact MG17 and went to voice mail. Writer also informed customer that the case is still assigned to the inspector and no information regarding that inspection has been put into system. Customer stated that he is going to call inspector to find out what is going on. Stated he may call back after talking with them. Customer is very frustrated that he is paying for a rental car, and we are taking to long to get this resolved.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/01/10 AT 04:20:06 19258317

02.01.10
VEHICLE LOCATED AT:
MANFREDI CHRYSLER JEEP & DODGE,
1239 HYLAN BLVD
STATEN ISLAND NY 10305
718-667-8989 718.667.9191 John

Reviewed EAA report and photos

Could find no outside reason for air bags deployment _

Spoke to customer and explained we will repair and provide a rental

I will call dealer back after lunch to discuss

I spoke to Frank in service - he asks what to replace - I explained to inspect and give me an estimate - hes concerned if he just replaces airbags they could go off again.

I need DM s assistance to dealer to determine what parts should be replaced and authorize repairs and a rental while in shop

jeff please assist

02.03.10
Customer called states no one has called dealer to advise on repairs
I called DM - he asked I call Frank and have Frank do necessary repairs.
I called dealer - Frank is not in - was told to call this afternoon
ATTENTION DEALER

If you need assistance getting vehicle tech assistance - please call your DM, Tech Advisor, or STAR

Call me with prices to repair air bag and module so I can PA

Maggie 248-944-7084.

REASSIGNED TO BC/DLR 32 60263 02/03/10 11:13 O 19258317

Contacted Technical Rep and shared detail specific to situation, cair and vin#. Contacted Dealer SM to inform.

*Contact Date:02/16/2010

Service Director at the dealership has closed the Cair# 19258317

DCX goodwill repair is documented on Repair Order#93248

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/16/2010 AT 06:38:03 R 19258317

02.18.10
Customer seeking a car clean up / dust in vents, etc.

02.23.10

customer will fax in paid receipt
Customer stated that they will fax the information today.
POSTMARK DATE: 031210; DATE RECEIVED: 031210
Customer is asking if his fax has been received. Writer found the fax
was received March 12, 2010. Writer informed the customer his fax was
received and Chrysler will be making a decision based on the receipt.
Customer understood.

03.18.10
This is a check request for \$243.84

Customer Assistance Inquiry Record (CAIR)# 19339648

VIN	1J4GW48S4 3C [REDACTED]	Open Date	02/23/2010	Built Date	08/15/2002
Model Year	2003	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	12/28/2002	Mileage	80,000	Dealer Zone	71 LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FRESNO CA [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	
Referral - Government - Default - Default - Default	

Government agency contacts CAC regarding this CAIR
 State of California
 Mrs. [REDACTED]

Why is this government agency calling? Mrs. [REDACTED] states customer alleges that the airbag deployed for no reason and there is not a safety coverage for the repair as the airbag issues are covered under the 3/36 basic warranty only. CAIR # 18944707
 CAIR reassigned to 82S

 See prior cair.Called back advised of our position. As before, it is up to owner to pay delaer for diagnosis. If dealer finds anything Chrysler needs to be aware of, they can contact us for review. jss15.

Dealer calls, they have looked at vehicle, ORC internal fault, multiple engine codes relating to misfire and evap system (p0300,p0304,p0455,p0303) Dealer has no service history on vehicle. Vehicle not well maintained. No change in prior decision. jss15.

Returned [REDACTED] message advising of above. Im. jss15.

Customer Assistance Inquiry Record (CAIR)# **19346403**

VIN	3D7HU18N4	2G [REDACTED]	Open Date	02/25/2010	Built Date	04/08/2002
Model Year	2002	Body	DR6L41	DODGE RAM 1500 QUAD CAB PICKUP		
In Service Dt	06/14/2002	Mileage	100,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DDC	5-SPEED HD MANUAL TRANSMISSION				
Dealer	41927	T S & S				
Dealer Address	2060 NORTHEAST HIGHWAY 20					
Dealer City	BEND	Dealer State	OR	Dealer Zip	97701	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]		MO AV	Home Phone		
	RED BLUFF CA [REDACTED]			Country	UNITED STATES	

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

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Air bags deployed while the vehicle was just idling.
 What are the customer s expectations?
 Caller would like Chrysler to pay for the repairs.
 ****End structured narrative T2 - Beginning Narrative
 Caller is unwilling to drive the vehicle due to filling that the vehicle is unsafe to drive The closest dealer in 23 miles away.
 Caller requested if he can have the vehicle diagnosed at an IRF.
 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 [REDACTED].
 Who has possession of the vehicle? owner
 Has the vehicle been diagnosed by a CDJ dealer? no
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 -Customer is 2nd owner
 CONTACT UPDATE - Customer was contacted today at 12:11pm MST.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Agent contacted Customer and advised that diagnosis had to be at an authorised CDJR dealership and that Chrysler may be able to assist depending on the diagnosis.
 customer agreed to call back when diagnosis is done.
 Customer called and stated that he can not afford to pay for a diagnostic fee. Agent looked at the issue and determined that this issue is a SI and should go to investigation. Agent informed the customer to wait further instruction.
 Agent brought this issue to the attention of superior.
 agent closing so case can be handled as SI

Customer Assistance Inquiry Record (CAIR)# 19351679

VIN	3D7HU18N4 2G [REDACTED]	Open Date	02/26/2010	Built Date	04/08/2002
Model Year	2002	Body	DR6L41	DODGE RAM 1500 QUAD CAB PICKUP	
In Service Dt	06/14/2002	Mileage	100,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	4.7L V8 MPI ENGINE			
Transmission	DDC	5-SPEED HD MANUAL TRANSMISSION			
Dealer	41927	T S & S			
Dealer Address	2060 NORTHEAST HIGHWAY 20				
Dealer City	BEND	Dealer State	OR	Dealer Zip	97701
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RED BLUFF CA [REDACTED]	Country	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 - Unknown	

1. Who is calling and what is their contact information? [REDACTED]
 [REDACTED].
 Alternate: none

2. What happened? The customer stated that he was idling, and both the airbags deployed for no reason. His son was injured.

3. What is the current location of the vehicle? The customer address on file
 left message*****
 Per OGC Matrix, reassigned to 82T.
 email to lz40. jss15.
 VEHICLE LOCATION: [REDACTED],
 RED BLUFF, CA- [REDACTED].
 3/1/10 ASSIGN TO KSS28.
 CAIR NUMBER 19351679 REQUEST EAA INSPECTION 03-01-2010 14:27
 CAIR NUMBER 19351679 E-MAIL SENT TO EAA 03-01-2010 14:27
 CCRG Open Date: 03/01/2010 13:33:50
 Letter Sent: Acknowledgement 03/02/2010 08:44:18
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/05/10 AT 04:20:13 19351679
 Owner leaves message seeking status update. [REDACTED]
 Per OGC Matrix, reassigned to 82T.
 3/17/10 UPDATED CCRG FILE. RLG92/LSE6

Customer Assistance Inquiry Record (CAIR)# 19615180

VIN	1J8GX58N2 3C [REDACTED]	Open Date	06/08/2010	Built Date	08/29/2002
Model Year	2003	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
In Service Dt	11/02/2002	Mileage	127,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44912	LAKE KEOWEE CHRY-DODGE LLC			
Dealer Address	10815 CLEMSON BLVD				
Dealer City	SENECA	Dealer State	SC	Dealer Zip	29678
Owner	[REDACTED]	Contact Type	CERTIFIED LETTER		
Address	[REDACTED]	Home Phone			
	WALHALLA SC [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	Air bag deployed without any accident
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers Side	Air bag deployed without any accident

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer s wife was driving and the airbag light suddenly came on, and then the air bag deployed. There was not very much traffic, so the callers wife was able to maintain he composure and pull the vehicle to the side of the road. The highway patrol was also contacted.
 What are the customer s expectations?
 Wants this investigated

****End structured narrative T2 - Beginning Narrative
 Caller alleges that he is an attorney and that his wife s airbag was deployed randomly.
 1. Who is calling and what is their contact information?
 Preferred: [REDACTED]
 Alternate:
 2. What happened? Air bag randomly deployed
 3. What is the current location of the vehicle? Located at dealership - 44912

VEHICLE IS LOCATED AT:
 LAKE KEOWEE CHRY-DODGE LLC CDT
 10815 CLEMSON BLVD SENECA SC 29678 864-888-1200

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 19615180 REQUEST EAA INSPECTION 06-08-2010 11:11
 CAIR NUMBER 19615180 E-MAIL SENT TO EAA 06-08-2010 11:11
 Customer states he received a call last night and he wants to know what its about. Writer advised customer to contact JSS15 at 248-944-7149.

Customer states that he received a call from a Robert Walls from the EAA, customer states that he was offended at how he was treated by the EAA agent and wants verification who this person is via fax and if he s really a EAA agent. Customer states that he left a message to JSS15 and needs to speak with them soon because he needs a resolution on the vehicle because its his primary transportation.

POSTMARK DATE: 061010; DATE RECEIVED: 061010

Owner has restriceted access to vehicle. Inspection cancelled. Dictated letter. jss15.

POSTMARK DATE: 061110; DATE RECEIVED: 061110

LETTER MAILED. JSS15.

POSTMARK DATE: 061010; DATE RECEIVED: 061510

attached original letter to file. jss15.

Customer Assistance Inquiry Record (CAIR)# 19655418

VIN	1J4GX58S3 4C [REDACTED]	Open Date	06/22/2010	Built Date	02/27/2003
Model Year	2004	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
In Service Dt	07/04/2003	Mileage	123,433	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	42590	FARRIS MOTORS INC			
Dealer Address	1340 S WESLEYAN				
Dealer City	ROCKY MOUNT	Dealer State	NC	Dealer Zip	27804
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TARBORO NC [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both

Service Manager at Farris (Randy Perkins) called to advise that the vehicle arrived at the dealership with both front airbags deployed. Owner told him that he was driving 40 Mph when the airbags went off. Owner claims that there was no incident that should have caused this deployment. Vehicle is at the dealership (Farris) Randy Perkins has the keys. Forwarding to Special Investigations for handling.

VEHICLE IS LOCATED AT:
 FARRIS MOTORS INC CJDT
 1340 S WESLEYAN BLVD ROCKY MOUNT NC 27803 252-977-1340

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 19655418 REQUEST EAA INSPECTION 06-22-2010 11:57
 CAIR NUMBER 19655418 E-MAIL SENT TO EAA 06-22-2010 11:57
 CAIR NUMBER 19655418 REQUEST EAA INSPECTION 06-22-2010 15:38
 CAIR NUMBER 19655418 E-MAIL SENT TO EAA 06-22-2010 15:38
 Inspection scheduled for this week.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/02/10 AT 04:23:36 19655418

Please arrange to repair this vehicle at Chrysler expense-Return ORC Module to:
 Chrysler Group LLC
 800 Chrysler Drive
 Auburn Hills, MI 48326
 CIMS 482-00-91
 ATTN: D. DePaolis

REASSIGNED TO BC/DLR 66 42590 07/06/10 09:46 O 19655418

*Contact Date:07/06/2010

Service Manager at the dealership has updated the Cair# 19655418

An appointment has been set with the customer.

6/8/2010 Reviewed with Service Manager. Vehicle is in for repairs. will follow up next week.

Dealer is waiting on the windshield. Will follow up next week. All other repairs have been completed.

7/23/2010 Reviewed with Randy Perkins (Service Manager). Vehicle has been repaired and customer is coming in today to pick it up. File good to close.

Customer Assistance Inquiry Record (CAIR)# 19665972

VIN	1J4GW48S3 2C [REDACTED]	Open Date	06/25/2010	Built Date	04/09/2002
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	06/27/2002	Mileage	115,000	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PDR	GRAPHITE METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODGE			
Dealer Address	794 JERICHO TURNPIKE				
Dealer City	ST JAMES	Dealer State	NY	Dealer Zip	11780

Owner	[REDACTED]	Contact Type	FAX
Address	[REDACTED]	Home Phone	[REDACTED]
	RONKONKOMA NY [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Both air bags deployed without warning
Dealer - By-Pass - Default - Default - Default	no accident / air bag deployed
Product - Unknown - Unknown - Accident - Default	no accident / air bag deployed
Corporate - Property Damage - Default - Default - Default	

Owner claims both air bags activated w/o warning. Claims didn't hit anything. Driving on expressway @ highway speeds & airbags just deployed.
 No indication of impact and tech claims had 'stored fault active, unable to communicate w/airbag module'.
 Veh being held @ Smith haven c/j/d for EAA inspection. Customer in Rental. RGR1, AMgr
 please arrange for vehicle to be inspected

06.25.10
 VEHICLE LOCATED AT:
 SMITH HAVEN CHRYSLER JEEP DODGE
 794 JERICHO TURNPIKE
 ST JAMES NY 11780
 631-863-2000

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 19665972 REQUEST EAA INSPECTION 06-25-2010 09:48
 CAIR NUMBER 19665972 E-MAIL SENT TO EAA 06-25-2010 09:48
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/29/10 AT 16:20:36 19665972
 POSTMARK DATE: 062910; DATE RECEIVED: 063010

06.30.10
 Reviewed EAA report and photos

We will repair vehicle / Spoke to Bob in service he will get me prices
I auth s a warranty rate rental while in for repairs
I called customer and advised.
- 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

06.30.10
Sheriff Dept Field Report Attached.

07.06.10
Called Bob back @631-863-2000 X348
I did not receive fax - I need total and miles to finish PA claim
Did ORC get returned?
07.13.10
Called and spoke to Bob - gave him correct fax number and asked him to
enter PA in tomorrow afternoon
POSTMARK DATE: 070810; DATE RECEIVED: 071410

07.15.10
Approved PA - RO is still not in system
POSTMARK DATE: 071510; DATE RECEIVED: 071510

Customer Assistance Inquiry Record (CAIR)# **20181380**

VIN	1D4HS38Z3	3F	Open Date	11/26/2010	Built Date	07/22/2003
Model Year	2003	Body	DN5M74	DODGE DURANGO SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/22/2003	Mileage	90,000	Dealer Zone	51	CHICAGO
Plant	F	NEWARK ASSEMBLY PLANT	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EML	5.9L V8 MPI ENGINE				
Transmission	DGB					

Dealer	63814	EWALD'S MAYFAIR CHRY-JEEP INC				
Dealer Address	2201 N MAYFAIR RD					
Dealer City	WAUWATOSA	Dealer State	WI	Dealer Zip	53226	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	MILWAUKEE WI	Country	UNITED STATES			

Product - Unknown - Unknown - Accident - Default	No accident / air bag deployed while driving
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	went off while going onto expressway.
Corporate - Legal - Default - Default - Default	

Customer states that the air bags in the vehicle went off on their own while entering onto expressway. No accident. Caller claims there is also damage to seat belt apparatus over the driver s shoulder. Customer is seeking assistance with repair wants to know why airbags deployed.

Best Contact Number: [REDACTED]
 Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:09 AM. Agent spoke to customer and advised him that this will be reassigned to the SI department, due to the fact that the air bags deploying, were unjustified.

1. Who is calling and what is their contact information?

Preferred: [REDACTED]

2. What happened? Customer s son was driving when the air bags deployed for no reason. There was no accident, and no one was hurt, but they deployed on their own while he was driving.

3. What is the current location of the vehicle? Customer has the vehicle at his home [REDACTED] Milwaukee WI [REDACTED]

11.30.10 Spoke to customer
 VEHICLE LOCATED AT: A RESIDENCE

[REDACTED]
 MILWAUKEE WI [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 20181380 REQUEST EAA INSPECTION 11-30-2010 11:54

CAIR NUMBER 20181380 E-MAIL SENT TO EAA 11-30-2010 11:54

12.03.10

THIS CASE WILL BE DELAYED. THE VEHICLE WILL BE DELIVERED TO THE DEALERSHIP
ON MONDAY DEC. 6th EM.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/07/10 AT 04:17:21 20181380

12.08.10

Reviewed EAA report and photos

Found no reason for air bag deployment - I called Gabe in Service Dept
and approved repairs - he will call me with prices, I called customer and
explained above and we will cover repairs

Customer calling to speak with their Case Manager, call transferred.

SA calls stating the driver seat air bag is being delayed. Estimated time
of arrival is April, 2011. SA attempting to get this expedited. Part
number:5GK53XDZ1D.

SA Paul has been trying to reach MG17 to give pricing, the Phone number
that SA just goes to VM. Writer noted the pricing

Parts: \$3507.63

Labor: \$441.48

Total: \$3949.11

01.11.11

Approved PA claim

Customer Assistance Inquiry Record (CAIR)# 20387521

VIN	1J4GX48S5 3C [REDACTED]	Open Date	02/04/2011	Built Date	09/23/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	04/26/2003	Mileage	114,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PFF	LIGHT PEWTER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

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]
	MOBILE AL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer states both Airbags deployed on there own.
Product - Unknown - Unknown - Accident - Default	customer claims son was injured by airbag deployment
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states airbags in vehicle went off without the vehicle even being on.
 Briefly summarize what the customer is expecting:
 Customer wants problem fixed because airbags shouldn t have gone off.
 ****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]
 [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 O* *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 [REDACTED] Writer spoke with customer to verify information for special investigation handling
 1. Who is calling and what is their contact information?
 Preferred [REDACTED]
 2. What happened? customer states airbag deployed after turning key on
 3. What is the current location of the vehicle? at residence.
 [REDACTED]
 MOBILE AL

[REDACTED]

Per OGC Matrix, reassigned to 82T.

2/7/11 ASSIGN TO KSS28.

CAIR NUMBER 20387521 REQUEST EAA INSPECTION 02-07-2011 11:25

CAIR NUMBER 20387521 E-MAIL SENT TO EAA 02-07-2011 11:25

CCRG Open Date: 02/07/2011 08:09:42

Letter Sent: Acknowledgement 02/08/2011 09:15:26

Customer called in about further questions regarding her case.

Transferred to CM for further assistance.

Customer calls to speak with their Case Manager. She is requesting a rental for when she brings the car in on Monday. Transferred to 82.

Owner leaves message, requesting loaner car for inspection.

Per OGC Matrix, reassigned to 82T.

2/10/11 UPDATED CCRG FILE. KSS28/LSE6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/18/11 AT 16:18:37 20387521

Ronald, from dealership, called wanting to speak to case manager. Writer transferred call to case manager line. Writer spoke to Tristan who tried to help with transferring call to 82.

Ronald, from dealership, called wanting to speak to case manager. Writer transferred call to case manager line. Writer spoke to Tristan who tried to help with transferring call to 82.

Dealer calling for CM, writer provided the contact number for JSS15 as the contact information for LSE6 is unavailable in AnswerCONNECT article 18819 .

Tristan gave writer phone [REDACTED] to conference call to. Writer got answering machine. Ron needs to talk to someone as he has customer there. Customer needs a car to get to work.

Writer cold transferred call to JSS15.

Dealership calling on behalf of customer.

Customer is at the dealership and is expecting a rental vehicle.

Agent assisted with the transfer to Case Management Team to Case Manager who was in charge of this request.

SA Ronald states that vehicle is here. SA states that the customer needs rental. Agent advised SA to contact business center and get DM involved.

Both custoemr and delaer has called, leaving messages requesting status update.

Per OGC Matrix, reassigned to 82T.

2/25/11 UPDATED CCRG FILE. RLG92/LSE6

Customer Assistance Inquiry Record (CAIR)# **20520671**

VIN	1J4GW48S7 4C [REDACTED]	Open Date	03/10/2011	Built Date	02/18/2003
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	03/12/2003	Mileage	1	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PFF	LIGHT PEWTER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 63088 NEWELL CENTRAL SERV INC

Dealer Address 400 WASHINGTON ST

Dealer City NEWELL **Dealer State** WV **Dealer Zip** 26050

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone**

WYANDOTTE M [REDACTED] **Country** UNITED STATES

Product - Unknown - Unknown - Accident - Default	No accident, injury
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

driving home from work in the afternoon, temp was mid 40s to low 50s (one of those rare days a couple of weeks ago) 9th I think it was, I can confirm it when I get home (otherwise it was the 16th). Roads were clear and smooth, going about 35mph. I heard a weird tone/chime I had never heard before, I looked at the dash and saw the airbag light was on, I then looked up at the roof console to see if it had any info, as soon as I looked back down the airbags deployed (both sides). Luckily I was just sitting back a bit returning from looking up and the bags just barely grazed my face otherwise they would have hit me full on in the face had I been looking at the dash. Probably 10-15 seconds or so from time of the chime to the bags deploying.

VEHICLE IS LOCATED AT:
 Owner s possession, still driving vehicle

Per OGC Matrix, reassigned to 82T.
 3/10/11 ASSIGN TO KSS28.
 CCRG Open Date: 03/10/2011 11:46:37
 Letter Sent: Acknowledgement 03/11/2011 08:29:32
 Letter Sent: Offer 03/18/2011

Customer Assistance Inquiry Record (CAIR)# **20541030**

VIN	1J8GW68J9 2C [REDACTED]	Open Date	03/14/2011	Built Date	03/05/2002
Model Year	2002	Body	WJJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	03/28/2002	Mileage	96,000	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PJR	ONYX GREEN PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	60136	FAIR OAKS CHRYSLER JEEP			
Dealer Address	4170 AUTO PARK CIRCLE				
Dealer City	CHANTILLY	Dealer State	VA	Dealer Zip	20151
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	CLIFTON VA [REDACTED]	Country	UNITED STATES		

Corporate - E-Reimbursement - Default - Default - Default	Air Bag Replacement
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Needs assistance

Briefly summarize why the customer is contacting Chrysler: Assistance in repairs.

Briefly summarize what the customer is expecting: Customer stated that the air bags deployed on Feb. 16. Dealership stills has the vehicle and has failed to keep the customer posted on needed repairs. Customer is requesting assistance in repairs and in the speeding up the process of the repair. Repair cost est. \$4500 dollars

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]

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? 60136

Reassigned to 88F

***** CASE MANAGER TEAM - District Q *****

Case manager called Service Manager Chris (SM Chris) at dealer #60136 - FAIR OAKS CHRYSLER JEEP DODGE at 703-961-9900.

SM Chris is not immediately available; case manager will try again later.

SM Chris reports that customer had vehicle towed in with airbag assembly already torn apart by an IRF. SM Chris also reports that customer is demanding that the dealership fix the airbag at no charge to him immediately.

SM Chris customer has never been into his dealership before.

SM Chris has no interest in providing any goodwill assistance to this customer.

Customer purchased this vehicle new in 2002.

Customer has purchased, in the past several years, five (5) other new and one (1) used CDJR vehicles, none of which are currently active.

Customer has had two (2) valid service contracts in the past; no service contract currently active.

Case manager reviewed case file with TL KL307; CACC will offer customer

\$1,500 reimbursement if customer carries out repairs at an authorized CDJR dealership.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

Call went to voice mail; case manager provided reimbursement offer in voice mail message.

Provided CMT callback #800-763-8422, CAIR # and agent name for requested callback.

Customer calls to speak with their Case Manager. Agent transferred call to voice mail.

Angela Hogler is the customer that left voice mail.

Customer's voice mail left a message that the reimbursement offer of \$1500 was not acceptable; customer wants all repair expenses covered.

Case manager called customer back; call went to voice mail.

Case manager reconfirmed CACC's reimbursement offer of \$1,500 if customer has airbags replaced/repared at an authorized CDJR dealership; case manager further advised customer (in voice mail) that the reimbursement offer is valid for 30 days; it will expire 4/15/2011.

Case manager called customer at [REDACTED]. Call went to voice mail.

Case manager repeated narrative lines 46 - 49.

Caller requesting to speak with Case Manager.

Customer called back and spoke with case manager.

Customer provided email address of jahogler@gmail.com

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-03-24 @ 16:22

Status update provided via email to the following email address:

[REDACTED]

I enjoyed speaking with you this afternoon. Just wanted to provide you with some basic information - the center is open six days a week from 8 AM to 8 PM EDT. Your case manager is available from 8:30 AM to 4:30 PM EDT weekdays.

Your case is #20541030; my contact phone number is 800-763-8422, ext.66116.

Thanks for being part of the Jeep family!

End of Status Update

Customer spoke with Angela Hogler; they have accepted the \$1500 reimbursement offer and the vehicle is being repaired at the dealership now.

Customer will send in invoice(s) after the airbag repairs are completed.

***** Customer Document Received *****

Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.

n/a

If this is for a previously made goodwill decision, what is that CAIR #?

n/a

Enter the Mileage at the time of the repair.

96,417

Enter the Date when the repairs were completed.

3/25/2011

What is the total cost of the Parts to be reimbursed?

\$1,500.00

What is the total cost of the Labor to be reimbursed?

\$0.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$1,500.00

****End structured narrative T2 - eReimbursement

As per narrative lines 31 - 33, TL KL307 approved \$1,500 reimbursement.

Approved and Processed

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 20691963

VIN	1J4GX48S2 2C [REDACTED]	Open Date	04/11/2011	Built Date	05/20/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	07/18/2002	Mileage	94,611	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 44990 ALLEN SAMUELS DODGE

Dealer Address 21777 KATY FREEWAY

Dealer City KATY **Dealer State** TX **Dealer Zip** 77450

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

KATY TX [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	airbags deployment
Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer calling in to find out why the air bags deployed for no reason
 Briefly summarize what the customer is expecting:
 Customer is seeking assistance with getting vehicle repaired
 1. Who is calling and what is their contact information? Owner Preferred [REDACTED]

2. What happened? Customer was driving down the road at about 50 mph. Customer noticed airbag warning light had come on and seconds later the air bags deployed. There was no accident as customer was able to keep control of the vehicle.

3. What is the current location of the vehicle?
 [REDACTED],
 KATY, TX- [REDACTED]

04.11.11
 VEHICLE LOCATED AT: RESIDENCE
 MR [REDACTED]

KATY TX
 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 20691963 REQUEST EAA INSPECTION 04-11-2011 13:21
 CAIR NUMBER 20691963 E-MAIL SENT TO EAA 04-11-2011 13:21

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/14/11 AT 14:39:23 20691963

04.15.11

Reviewed EAA report and photos

I will cover repairs - I called customer - he will call dealer to set up
tow to dealer - I spoke to Ken in service and I will cover repairs
he will call me for auth

Mr Rebelo called in to speak with his file manager. Writer advised the
customer of lines 30-34. The customer will contact that The Allen Samuels
CDJ dealership and speak with Ken in service.

Asst service manager, Jackie, asking for call from case manager on this
case.

04.30.11

Jackie busy with customer - left my name and number for her to call back

05.04.11

Called Jackie and approved the PA claim

Customer Assistance Inquiry Record (CAIR)# **20713250**

VIN	1J4GW48S6 3C [REDACTED]	Open Date	04/18/2011	Built Date	08/08/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	03/13/2003	Mileage	76,842	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 44676 PREBUL CHRY-JEEP-DODGE, LLC.

Dealer Address 4302 RHEA COUNTY HWY

Dealer City DAYTON **Dealer State** TN **Dealer Zip** 37321

Owner [REDACTED] **Contact Type** E-MAIL

Address [REDACTED] **Home Phone** [REDACTED]

DAYTON TN [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air Bags deployed prematurely
Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	

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

Unnecessary air bag deployment

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

While driving at 25 MPH on a city street, both front air bags on our 2003 Jeep Cherokee deployed for no reason. Fortunately, my wife received only minor injuries. The police responded and verified there was no damage to the vehicle other than the air bag deployment. Insurance (State Farm) will not pay for the damage since they stated it is a manufacturing defect.

Please help. Thank-you.

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

Dear Donald:

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

We were sorry to learn of your airbag incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. These types of issues are handled on a personal basis, over the telephone.

The agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident, the place, detailed information about the incident, where the vehicle is currently, the vehicle identification number of your vehicle, and other pertinent information.

If you need immediate assistance, please call our Customer Care Center at: 1-877-IAM-JEEP (426-5337) between 8 a.m. and 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. Before

calling the Customer Care Center, please have the above information handy.

Our agent will then advise you concerning further actions.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Jeep Customer Assistance Center

****END OF CAC EMAIL RESPONSE****

****FORWARDING TO 88S DUE TO PREMATURE AIR BAG DEPLOYMENT****

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? Customer stated that the air bags went off without an accident.

3. What is the current location of the vehicle? Customer stated that the vehicle is at his house.

[REDACTED]
DAYTON TN [REDACTED]

Per OGC Matrix, reassigned to 82T.

4.19.11 Assigned to KSS28. MJK

CAIR NUMBER 20713250 REQUEST EAA INSPECTION 04-19-2011 10:07

CAIR NUMBER 20713250 E-MAIL SENT TO EAA 04-19-2011 10:07

CCRG Open Date: 04/19/2011 07:45:26

Letter Sent: Acknowledgement 04/20/2011 10:31:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/25/11 AT 04:17:30 20713250

Customer Assistance Inquiry Record (CAIR)# **20763061**

VIN	1J4GW48SX 2C2 [REDACTED]	Open Date	05/03/2011	Built Date	03/12/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	03/23/2002	Mileage	100,000	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	26190	DON PHILLIPS & SON ENTERPRISES INC			
Dealer Address	1820 ROSEMONT				
Dealer City	FREDERICK	Dealer State	MD	Dealer Zip	21701
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ALBERTVILLE AL [REDACTED]	Country	UNITED STATES		

Recall - F25: ELECTRIC RADIATOR FAN - Advise Owner/Incomplete Recall	Advised customer of Incomplete recall
Product - Unknown - Unknown - Insurance / Subrogation - Default	Air bags deployed while driving
Corporate - Complaint Contact - Default - Default - Default	air bags deployed.

Insurance company called to tell us that the airbags in this vehicle deployed without any front end impact. Writer informed him to tell the customer to go to a chrysler dealership.
 Current Mileage: 169386 miles.
 Advised the customer of incomplete recall F25 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 Customer called stating the airbags deployed while customer was driving the vehicle. Agent put the customer on hold to set up the documents for special investigations and customer disconnected the call before any further information was given.

Customer Assistance Inquiry Record (CAIR)# 20798809

VIN	1J4GW48SX 2C [REDACTED]	Open Date	05/10/2011	Built Date	03/12/2002
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	03/23/2002	Mileage	169,521	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	ALBERTVILLE AL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Customer stated she was driving and her air bags deployed
--	---

Briefly summarize why the customer is contacting Chrysler:
 Customer calls in stating that her air bag deployed when she was just driving down the road.

Briefly summarize what the customer is expecting:
 Customer calls in with complaint about air bag deploying while driving.

1. Who is calling and what is their contact information? [REDACTED]

[REDACTED]

2. What happened? Customer was driving down the road and her air bags deployed

3. What is the current location of the vehicle?

[REDACTED] t, Albertville, AL [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 20798809 REQUEST EAA INSPECTION 05-10-2011 11:50
 CAIR NUMBER 20798809 E-MAIL SENT TO EAA 05-10-2011 11:50
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/12/11 AT 13:38:04 20798809

Reviewed report and photos. Unable to determine a manufacturing responsibility. Dictated letter. _

LETTER MAILED.

Customer called seeking to speak to someone higher than CAC due to her request being declined. Agent explained that file had already been to 82 and there was no office available for me to escalate beyond and declination will not be overturned. Customer states she is extremely upset that Chrysler will not stand behind this vehicle. Customer feels that if it was 20 years old she would understand but if she knew something in her vehicle might break after just 9 years then she would not have purchased a jeep. Customer asked if she could speak with 82. Agent explained that CAC is not provided with contact information for that office and offered mailing address for Richard Thornton. Customer took the address and will be sending him a letter.

Customer Assistance Inquiry Record (CAIR)# **20834024**

VIN	1J8GW68J8 3C [REDACTED]	Open Date	05/17/2011	Built Date	09/12/2002
Model Year	2003	Body	WJJS74	JEEP GR CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	10/28/2002	Mileage	85,150	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGE				

Dealer	44811	TYLER AUTOMOTIVE			
Dealer Address	1100 S 11TH STREET				
Dealer City	NILES	Dealer State	MI	Dealer Zip	49120

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

Product - Unknown - Unknown - Accident - Default	no accident - 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	
Recall - J14: HEATED SEAT ELEMENTS - Advise Owner/Incomplete Recall	

File sent from STAR
 both airbags deployed pulling out of driveway
 VEHICLE LOCATED AT:
 TYLER AUTOMOTIVE
 1100 S 11TH STREET
 NILES MI 49120
 269-684-8200
 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.
 >> Please photograph, underside of ORC module, pull carpet back and inspect Instrurment panel supports. Thanks, MG17
 CAIR NUMBER 20834024 REQUEST EAA INSPECTION 05-17-2011 09:18
 CAIR NUMBER 20834024 E-MAIL SENT TO EAA 05-17-2011 09:18
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/25/11 AT 12:10:15 20834024

05.25.11
 Reviewed EAA report and photos
 I called Doug in service and auth d repairs based on EAA report
 He will call the customer
 Customer states that her vehicle has been off the road for a couple weeks now and she believes she should be granted a rental vehicle. Agent requested customer contact MG17 at [REDACTED] with her concerns.
 The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 18819.

05.31.11

I called dealer and left a Message for Doug to call me

I called Mrs Watts and told her I will auth a rental for her.

Est of repairs is 06.08.11 - I auth s the Rental

06.02.11

Called Doug and asked him to ship ORC to:

Chrysler Group LLC

800 Chrysler Drive

Auburn Hills, MI 48326

Attn: Paul Plantinga

CIMS 482-00-91

Customer Assistance Inquiry Record (CAIR)# 20935104

VIN	1J8GW58N8 3C [REDACTED]	Open Date	06/06/2011	Built Date	08/28/2002
Model Year	2003	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	11/29/2002	Mileage	118,000	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGE				

Dealer 65561 HUMES CHRYSLER JEEP DODGE

Dealer Address 1010 ROUTE 19 NORTH

Dealer City WATERFORD **Dealer State** PA **Dealer Zip** 16441

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

UNION CITY PA [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Both air bags deployed for no reason - vehicle was in park
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	Both air bags deployed for no reason - vehicle was in park

****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?
 Preferred [REDACTED]
 Alternate:

2. What happened?
 Customer bought this vehicle last Wednesday from an independent dealership. Customer states that this morning while the vehicle was in park but was running for about a minute, both front air bags deployed. Customer was not in the vehicle but heard a loud noise and when they went back to the vehicle the airbags were deployed.

3. What is the current location of the vehicle? At the home address: [REDACTED]
 [REDACTED] Union City PA

Reassign to 88S

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 20935104 REQUEST EAA INSPECTION 06-08-2011 08:20
 CAIR NUMBER 20935104 E-MAIL SENT TO EAA 06-08-2011 08:23
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/17/11 AT 04:17:41 20935104
 Reviewed report and photos. Unalbe to determine a manufacturing responsibility. Dictated letter.
 LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)# **20965562**

VIN	1J4GW48S2 2C [REDACTED]	Open Date	06/10/2011	Built Date	05/15/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	05/31/2002	Mileage	70,000	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 43678 KALLIS CHRYSLER

Dealer Address 244 MAIN STREET

Dealer City BELFAST **Dealer State** ME **Dealer Zip** 04915

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

LEWISTON ME [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Both air bags deployed while driving
Product - Unknown - Unknown - Accident - Default	Injury, no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information?

Mrs [REDACTED]
[REDACTED]

2. What happened?

Customer s daughter [REDACTED] was driving the vehicle on the road at 45-50 miles per hour on Main and the airbags deployed. [REDACTED] was not hurt and he put his blinker on and drove to the side of the road. Daughter Holly was hurt bruised and cut on her right arm, she also had bruises on both legs, she was turned talking to someone in the backseat. Customer took her daughter to the emergency and she checked out alright just with bruises and cuts. May 30, 2011 is the date this happened at approximatly 5pm. Customer had the vehicle towed because she could not drive it to the towing garage, from there she had it brought to her mechanic IRF, Mark Dumais owner of Dumais Auto phone number [REDACTED]. IRF has done some research and he came up with \$4,000 for repair, although he will not touch the vehicle to complete the repair.

3. What is the current location of the vehicle?

Vehicle currently is at Dumais Auto 13 Wales Road Sabattus, ME phone number [REDACTED]

Customer email address for case updates: [REDACTED]
Reassigned to 88S

Customer is seeking that Jeep pay for the airbags to be put back into the Jeep and for the vehicle to be put to rights.

06.10.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Dumais Auto Repair
13 Wales Road
Sabattus, ME 04280-4136
(207) 375-8332

Per OGC Matrix, reassigned to 82T. MG17

6/13/11 ASSIGN TO KSS28.

CAIR NUMBER 20965562 REQUEST EAA INSPECTION 06-13-2011 11:42

CAIR NUMBER 20965562 E-MAIL SENT TO EAA 06-13-2011 11:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/14/11 AT 15:16:33 20965562

CCRG Open Date: 06/10/2011 15:27:40

Letter Sent: Acknowledgement 06/14/2011 08:32:11

Customer Assistance Inquiry Record (CAIR)# 21099833

VIN	1J4GW48S0 3C [REDACTED]	Open Date	07/12/2011	Built Date	10/03/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	02/12/2003	Mileage	99,700	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	23305	TYSONS JEEP INC			
Dealer Address	8448 LEESBURG PIKE				
Dealer City	VIENNA	Dealer State	VA	Dealer Zip	22182
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	APT B2	Home Phone		
	BLACKSBURG VA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	airbag deployment, no injury
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	

1. Who is calling and what is their contact information? Daughter of registered owner.
 Preferred: [REDACTED]

2. What happened? Airbags deployed for no reason.

3. What is the current location of the vehicle? Customer is on the road right now but plans on taking it to closest repair shop to get windshield fixed in Christiansburg, VA.
 Customer s boyfriend called in and stated that he just called in and did not get the answer that he wanted. Writer advised of what has happened with the file and that this is the only thing that we can do. Customer stated that this process is bad and that someone should Handel the file right now.
 Customer stated that the vehicle will be located at their apartment at:
 [REDACTED]
 blacksburg VA [REDACTED]
 Customer calls in stated the vehicle will be at: mall shopping center back parking lot by [REDACTED]
 [REDACTED]
 Blacksburg. VA [REDACTED]

 07.13.11
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 VEHICLE LOCATED AT: RESIDENCE
 [REDACTED]
 BLACKSBURG 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 21099833 REQUEST EAA INSPECTION 07-13-2011 08:09

CAIR NUMBER 21099833 E-MAIL SENT TO EAA 07-13-2011 08:10

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/15/11 AT 04:16:54 21099833

Briefly summarize why the customer is contacting Chrysler: Customer called in looking for an update on this case.

Briefly summarize what the customer is expecting: Advised customer this has been sent to the legal department and that the photographic images have been attached to this file for the review process. Advised customer to please allow a little more time to research and investigate this case further.

07.18.11

Reviewed EAA report and photos

Did not meet parameters of air bag deployment

Sending dictated letter explaining not led to believe

air bag light on 29 13650/4 29 30 31 mins

Customers mother calls in irate because writer informed her a letter has been mailed out to her and she will be receiving it soon.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # 18819.

Writer transferred customers mother to [REDACTED] for further assistance.

Customer called wanting to file a complaint about previous agent being very rude. Customer wanted to know status of her case. Writer advised of lines 43-48. Customer mother wanted to know what was in letter. Writer advised we do not have access to the legal departments letter. Customer understands. Customer also wanted noted, that she will be seeking attorney. Writer advised it has been noted.

LETTER MAILED. MG17

Briefly summarize why the customer is contacting Chrysler: Customer called in regarding this case. Customer was wanting to know if the letter had been mailed out to them, as the customer is stating that the repair facilities are not wanting to repair the vehicle until they get word from Chrysler regarding why the issue with the air-bags occurred.

Briefly summarize what the customer is expecting: Writer advised customer that the information on this end shows the letter was mailed July 18th.

Caller stated that they are having a problem with getting what the codes provided to him by his case manager mean. Caller stated the dealer does not know what they mean. Agent advised caller they would transfer him to the phone number listed on line 53 to see if they are able to provide him any assistance with what those codes mean.

Briefly summarize why the customer is contacting Chrysler: Because he is unsure of what the codes in the letter mean, and the dealership does not know what the codes mean either. Customer stated that he did not receive a letter yet. Customer stated that another agent had provided him with the codes in the letter.

Briefly summarize what the customer is expecting: Customer is expecting information.

Agent advised customer that legal document is not accessible to me and recommend that he wait until he receive the actual letter and then if he requires further assistance to call back at that time.

Transferred customer to line on 53 as she was supposed to call back if she has not received letter.

As per AC doc, writer provided the customer the phone number on line 53.

Briefly summarize why the customer is contacting Chrysler: Customer called very irate as no one can help her. Customer is determined that Her daughter was driving 30 mph and the air bags deployed and it is a manufacturer's defect.

Briefly summarize what the customer is expecting: Agent advised that she will have to wait for the letter that was mailed on the 18th.

07.25.11

Customer Call Back Seeking update on 82T -

returned call - left a VMM [REDACTED]

Customer Assistance Inquiry Record (CAIR)# **21275601**

VIN	1J4GW58N7 2C [REDACTED]	Open Date	08/24/2011	Built Date	06/14/2002
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	08/14/2002	Mileage	142,838	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGE				

Dealer 62621 DAYTON ANDREWS INC

Dealer Address 2388 GULF TO BAY BOULEVARD

Dealer City CLEARWATER **Dealer State** FL **Dealer Zip** 33765

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

PALM HARBOR FL [REDACTED] **Country** UNITED STATES

Product - Unknown - Unknown - Accident - Default	Injury from inadvertent deployment, no accident
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

Customer states that she was sitting at a light this morning and the airbag light flashed on at the dash and both air bags deployed immediately. Vehicle is currently at Dayton Andrews CJD (62621) in Clearwater, FL. Owner indicates she has Abrasions on both arms from the deployment. Owner has not requested a rental at this time. Area Manager to forward to JSS15 for further follow up and investigation. djk18

VEHICLE IS LOCATED AT:
 DAYTON ANDREWS INC CJDT
 2388 GULF TO BAY BLVD CLEARWATER FL 33765 727-799-4539

Per OGC Matrix, reassigned to 82T.
 8.23.11 Assigned to LSE6. MJK
 CAIR NUMBER 21275601 REQUEST EAA INSPECTION 08-24-2011 15:22
 CAIR NUMBER 21275601 E-MAIL SENT TO EAA 08-24-2011 15:22
 CCRG Open Date: 08/24/2011 15:08:51
 Letter Sent: Acknowledgement 08/25/2011 09:37:54
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/29/11 AT 17:39:47 21275601

Customer Assistance Inquiry Record (CAIR)# 21441807

VIN	1J4GX48S6 3C [REDACTED]	Open Date	10/10/2011	Built Date	07/22/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	08/14/2002	Mileage	93,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	45346	ROB LAMBDIN'S UNIVERSITY DODGE			
Dealer Address	5455 S UNIVERSITY DR				
Dealer City	DAVIE	Dealer State	FL	Dealer Zip	33328
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PEMBROKE PINES FL [REDACTED]	Country	UNITED STATES		

Corporate - Technical Assistance - Default - Default - Default	Special Investigations
Dealer - By-Pass - Default - Default - Default	Special Investigations
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	deployed on there own

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called in today because his wife was driving and the air bags deployed.
 Briefly summarize what the customer is expecting:
 Customer seeking what chrysler will do about the deployment.
 ****End structured narrative T2 - Beginning Narrative

1. Who is calling and what is their contact information? [REDACTED]
 [REDACTED]

2. What happened? His wife was driving and the air bag chimed and then deployed a few seconds later.

3. What is the current location of the vehicle? Customers Home Reassigned to 88s

Customer stated the vehicle is located at:
 [REDACTED],
 PEMBROKE PINES, 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 21441807 REQUEST EAA INSPECTION 10-11-2011 11:26
 CAIR NUMBER 21441807 E-MAIL SENT TO EAA 10-11-2011 11:26
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/13/11 AT 10:07:03 21441807

Reviewed report and photographs. Please arrange to have vehicle repaired

at Chrysler expense, including the replacement of the ORC Module.
Customer called in stating that someone came out to look at his vehicle but has not heard anything further. Customer is seeking a contact number to figure out what is going on. Agent provided customer with the contact number for JSS15.

returned dealers call to advise _

110111 AM UPDATE, AM CONTACTED SM AT MASSEY-YARDLEY 58821 ADVISED REPAIR IS AUTHORIZED AND ASKED LDR TO CONTACT OWNER TO ARRANGE REPAIR. BHW
112111 AM FOLLOWUP, DEALER ADVISES OWNER HAS NOT RETURNED CALLS AND HAS NOT MADE VEHICLE AVAILABLE FOR REPAIR. AM CALLED OWNERS CELL PHONE 10:00AM THIS DATE TO REVIEW SITUATION. LEFT MESSAGE FOR OWNER TO CONTACT AM OR DEALER. BH
120911 AM UPDATE, AFTER NUMEROUS ATTEMPTS, OWNER HAS NOT CONTACTED AM OR DEALER 58821 CAIR BEING CLOSED. BHW

Customer Assistance Inquiry Record (CAIR)# 21464686

VIN	1J4GW58N4 2C [REDACTED]	Open Date	10/17/2011	Built Date	04/04/2002
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
In Service Dt	07/17/2002	Mileage	105,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EVA	4.7L V8 POWER TECH ENGINE			
Transmission	DGE				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	PINEHURST NC [REDACTED]	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customers air bags deployed with out warning
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Customers air bags deployed with out warning

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? [REDACTED] called in stating that on Saturday afternoon his daughter was driving the vehicle and she was stopped at a stop light and when the light changed and she went to drive her air bags deployed. [REDACTED] stated that his daughter was about 3 blocks from their house so she was able to drive the vehicle home.

3. What is the current location of the vehicle? The current location of the vehicle is at the customer s house.
Customer stated that the vehicle is located at:

[REDACTED]
PINEHURST , NC- [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 21464686 REQUEST EAA INSPECTION 10-17-2011 11:35
CAIR NUMBER 21464686 E-MAIL SENT TO EAA 10-17-2011 11:35
Customer called for update on case. Agent apologized and informed customer that inspector was requested at 11:35 yesterday and it is hoped he will hear from that person this morning. Agent provided case number. PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/21/11 AT 13:46:09 21464686
Reviewed report and photographs. Please arrange to have vehicle repaired at Chrysler expense, including the replacement of the ORC Module.
Thanks.

Customer called for an update on the account. CAC advised of lines26-28. Briefly summarize why the customer is contacting Chrysler: Customer wanted to know the status of the callback for his air bag defective issue for jeep grand Cherokee.
Briefly summarize what the customer is expecting: Agent advised customer to wait for the callback with dealership information on where to get vehicle fixed.

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called today because he wanted to check the status of his claim

Agent used answer connect and provided the phone number to Jay and transferred the customer over

Returned owner s phone message. Referred to dealer to arrange for repairs. left message on dealership VM advising windshield would be covered, since it was damaged by deployment. _

Spoke to dealer advised of above. _

Followed up with SM on November 17, 2011. Parts have been ordered. Bob Rossi, Area Manager (11/20/11).

Repairs (both front airbags, airbag module, top instrument pad and windshield) have been completed. Bob Rossi, Area Manager (12/4/11).

Customer Assistance Inquiry Record (CAIR)# 21582829

VIN	1J4GW48S6 2C [REDACTED]	Open Date	11/21/2011	Built Date	04/17/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	05/31/2002	Mileage	156,800	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PDR	GRAPHITE METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	23327	KINGS JEEP INC			
Dealer Address	9570 KINGS AUTO MALL DRIVE				
Dealer City	CINCINNATI	Dealer State	OH	Dealer Zip	45249
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LOVELAND OH [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light illuminated
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	Air bags deployed
Corporate - CNA Change - Default - Default - Default	COIN/PRIMARY CAIR updated
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? [REDACTED] called stating that he was driving in a parking lot when the air bag light went on. Customer then stated that the air bags then deployed. Customer requested to have the case expedited as he is without a vehicle. As per AC document 18819 he was made aware of the 2-5 business day contact time frame. Customer stated that the vehicle was left in the parking lot.

3. What is the current location of the vehicle?
 TJ Maxx Parking Lot
 Montgomery Road
 Cincinnati, OH

11.21.11
 VEHICLE LOCATED AT: PARKING LOT
 T.J. Maxx
 11311 Montgomery Road
 Cincinnati, OH 45249-2312
 (513) 247-9290

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 21582829 REQUEST EAA INSPECTION 11-21-2011 11:31
 CAIR NUMBER 21582829 E-MAIL SENT TO EAA 11-21-2011 11:31

Customer called for status on case. Writer advised that it is currently being worked on and he will be contacted shortly. Customer is seeking a rental in the meantime as he does not have a vehicle to drive. Writer will create new CAIR for rental.

Customer inquired as to the status of thier case. Agent advised of linkes 26 -27. Customer was aware of this and advised the inspection took place on 11/23/2011. Agent advised due to the holidays the case would most likely be review today. Customer understood and stated they would wait for review.

No guarantees were made.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/26/11 AT 12:02:07 21582829

11.28.11

Reviewed EAA report and photos

Did not meet parameters of air bag deployment

Sending dictated letter explaining not led to believe/denial

NOTE - Air bag light on 7300+ mins

LETTER MAILED. MG17

Customer is contacting Chrysler to seek update on case. Agent advised customer of lines 42-45 and customer would like a call back if possible at [REDACTED] containing case.

Customer seeking Chrysler to seek an update, agent advise customer of lines 42-45. Customer wanted to be transferred to a legal department, agent advised that we could not do that. Agent advised customer a letter was mailed out today and he should receive it in about a week.

Customer seeking information for this case. Agent advised of line 45 and explained the letter will contain information regarding this file.

Customer stated Maggie has not called back and many messages were left.

Agent advised documentation would be added and reminded of line 45.

CUstomer called to speak to MG17. Agent advised the customer of lines 42-45.

Caller asking if they can overturn the decision for this claim. Agent advised caller that we really can t deal with legal issues and perhaps a district manager might be able to stear them toward someone.

Customer is calling in again because he wants to speak to Maggie because she has not returned his phone calls and he needs to speak to her and agent advised that we can only document and he needs to keep leaving messages.

Customer has left voice mail messages for MG17 for a call back about this case and would like a copy of this case file sent to them and an explanation about the decision concerning this case.

Customer Assistance Inquiry Record (CAIR)# 21592995

VIN	1J4GW48S6 2C [REDACTED]	Open Date	11/23/2011	Built Date	04/17/2002
Model Year	2002	Body	WJJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	05/31/2002	Mileage	151,687	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PDR	GRAPHITE METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 43664 KINGS DODGE CHRYSLER JEEP

Dealer Address 4486 KINGSWATER DRIVE

Dealer City CINCINNATI **Dealer State** OH **Dealer Zip** 45249

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

LOVELAND OH [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Air bag deployment on it's own
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light illuminated
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	Air bags deployed
Corporate - CNA Change - Default - Default - Default	COIN/PRIMARY CAIR updated
Corporate - Rental Vehicle - Default - Default - Default	Rental Request
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - RENTAL
 Is the vehicle still under warranty?
 Yes
 Does the vehicle have any service contract that covers rental?
 No
 What repairs are currently being completed?
 Air bag deployment
 Why has the vehicle not been repaired and returned to the owner?
 Vehicle is in legal hands (82E) for air bag deployment on its own
 What is the estimated date that the repair will be completed?
 Unknown at this time
 Is this a recall repair?
 No
 Is this a pre-authorization or a request for reimbursement?
 N/A
 Chrysler authorizes rental? Explain why or why not...
 N/A

****End structured narrative T2 - RENTAL
 Customer called stating he has a active case with special investigations for air bag deployment for no reason. Customer states he is looking for a rental vehicle to use while his vehicle is being repaired and as well while the investigation goes on. Please see CAIR 21582829 for notes. Writer advsied customer that case would be created and sent to 88R for further review. Writer advised he would be contacted by the end of the buisness day today. Customer understands.

****Customer Contact Information****

Name: [REDACTED]

Dealer code of where vehicle is: 43664

The customer has called back wanting to know why nothing has happened with their case.

Writer advised about the before end of business today (8 PM EST) call back time.

***** CASE MANAGER TEAM - District ? 88R ? *****

*As per case #21582829 being worked for Special Investigation.

Maggie-MG17-248-944-7084 (8:30-5:15 ET, M-F).

**** RENTAL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the rental.

Chrysler will not authorize rental while vehicle is under Special Investigation.

Unless the customer offers new information, decision remains unchanged.

CONTACT UPDATE - 1st Contact to [REDACTED], phone number dialed, [REDACTED].

Agent informed the customer of lines 37-41.

Agent provided the customer with line 36 and informed the customer this case will be escalated to MG17 for decision for rental assistance.

Customer called in with decision of denial for rental, was advised case manager will be in contact in future with customer.

Customer stated they are still awaiting MG17 to contact them in regards to overriding the decision for rental. Agent advised due to the request and holidays please allow MG17 a few more days to review the case.

NAN / SEE UPDATED AND OPEN CAIR 21582829

Customer Assistance Inquiry Record (CAIR)# **21603573**

VIN	1J4GX48S1 3C [REDACTED]	Open Date	11/28/2011	Built Date	09/14/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	11/05/2002	Mileage	216,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	44809	CHEROKEE CHRYSLER DODGE JEEP			
Dealer Address	200 LIBERTY BLVD				
Dealer City	CANTON	Dealer State	GA	Dealer Zip	30114
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MARIETTA GA [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer inquiring of a recall on airbags
Corporate - Product Information - Default - Default - Default	Customer stated airbags deployed while in vehicle was in motion

Briefly summarize why the customer is contacting Chrysler: Customer called stating airbags deployed randomly while the vehicle was in motion. Customer inquired of any recalls on the vehicle. Agent advised customer the vehicle needed to be diagnosed by a chrysler dealership to determine the problem.

Briefly summarize what the customer is expecting: Customer expected agent to provide recall information on airbags. Agent advised customer there is no recalls on the airbags.

Customer Assistance Inquiry Record (CAIR)# 21613680

VIN	1J4GX48S1 3C [REDACTED]	Open Date	11/30/2011	Built Date	09/14/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	11/05/2002	Mileage	122,114	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 44305 PALMER DODGE INC

Dealer Address 11460 ALPHARETTA HWY

Dealer City ROSWELL **Dealer State** GA **Dealer Zip** 30076

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

MARIETTA GA [REDACTED] **Country** UNITED STATES

Dealer - By-Pass - Default - Default - Default	Air бага deployed at stop sign
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air бага deployed at stop sign

1. Who is calling and what is their contact information?

MR [REDACTED]
 MARIETTA, GA- [REDACTED]
 [REDACTED]
 [REDACTED]

2. What happened?

Customer states his son was picking up his brother and when they went off the freeway and were stopped at a stop light the air bag light went off and 5 seconds later the air bags deployed.

3. What is the current location of the vehicle? [REDACTED]
 [REDACTED]

VEHICLE IS LOCATED AT:
 PALMER DODGE CHRYSLER JEEP RAM CJDT
 11460 ALPHARETTA HWY ROSWELL GA 30076 770-410-1111

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 21613680 REQUEST EAA INSPECTION 11-30-2011 14:30
 CAIR NUMBER 21613680 E-MAIL SENT TO EAA 11-30-2011 14:30
 Briefly summarize why the customer is contacting Chrysler: Caller called back after researching the problem on NHTSA.com. Caller has gone to this site and found 9 exact complaints about the 2003 JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR. Caller wants the web address to be listed

on his CAIR, it is: www/odi.nhtsa.dot.gov/complaints/results.cfm part of safercar.gov

Briefly summarize what the customer is expecting: Agent documented as per customer's request.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/05/11 AT 04:19:40 21613680

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have vehicle repaired, including the replacement of the ORC Module, at Chrysler expense. Thanks.

Customer called about his case. Agent advised the customer to call his dealership because it looks like Chrysler is assisting him with the repairs.

Customer called asking for an update as far as Chrysler covering repairs to his vehicle. Agent informed customer of lines 38-39. Customer wished to speak with CM. Agent transferred customer to 1 [REDACTED]

Customer is seeking to get a call from the Cm. [REDACTED] (Cell)

Service manager (mike stewert (770-220-7604) 44305.

Called dealer and advised repairs will be covered. Called owner and advised.

REASSIGNED TO BC/DLR 66 44305 12/07/11 10:07 O 21613680

*Contact Date:12/12/2011

Service Manager at the dealership has updated the CAIR# 21613680

Parts have been ordered.

Customer called in wanting to know what was going on in regards to his case. Agent advised customer of lines 51-53. Customer states that he just spoke with the dealer and they said the part will not be here for 3-4 days. Customer states that his vehicle has been there for 3+ weeks and he does not want to wait any longer. Customer states that he wants this part shipped to him over night. Customer was requesting the agent call the dealer to tell them to have the part sent over night. Agent advised customer that she did not have the authority to do that. Customer then asked for a supervisor. Agent then advised customer supervisor call backs take 24 hours. Customer states that he can't wait that long. Customer was very upset and stated that he wants a call back in an hour from that case manager. Agent advised customer that she could not promise that.

Best call back number: [REDACTED]

Customer called in stating that he was hoping to receive a call back from someone. Customer is very upset that he did not receive a call back from someone today with regards to what can be done to ship the part he needs over night. Customer was very rude to agent in the fact that he did not want to believe anything the agent was informing him of. Customer states that he will just wait around for someone to call him back. Customer calls to speak with their Case Manager. customer wanting to talk to supervisor

Customer states dealership has had vehicle for over 3 weeks and agree to pay for repair. Customer upset that dealer cannot get part in sooner, wanted the other dealer to overnight the needed part. Customer believes Palmer dealer- 44305 told him they cannot request overnight, referred to Chrysler. Customer contact: [REDACTED]-cell. Customer requested a supervisor, writer explained a request can be submitted, 1-2 hour call back time but a supervisor is likely to tell him the same thing, this case is handled by Jay- JSS15 - 248-944-7149 (7:30 am - 4:15 ET, M-F), writer transferred caller to that line.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # 18819, reassigned to 82S.

OD1212 S 121211 1 MLW 1 1214 7000 INVOICED-PDC 1214
STAT DATE 12/14 REAS CD 00 INVOICED-PDC INV NUM PKLIST
STAT QTY 1 T/B 11568 INV DATE 12/14/11 ARRIVE
CARRIER XDOCK REFERRAL(SEE PARTH)

REASSIGNED TO BC/DLR 66 44305 12/14/11 13:52 O 21613680

*Contact Date:12/16/2011

Service Manager at the dealership has updated the CAIR# 21613680

Parts have been ordered.

*Contact Date:12/21/2011

Service Manager at the dealership has closed the CAIR# 21613680

Warranty repair has been documented on Repair Order#201778

CAIR RETURNED FROM DEALER ON 12/21/2011 AT 12:59:789 R 21613680

Customer Assistance Inquiry Record (CAIR)# 21618503

VIN	1J4GW48SX 2C [REDACTED]	Open Date	12/01/2011	Built Date	08/29/2001
Model Year	2002	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/31/2001	Mileage	137,000	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	68911	BOLLES CHRY-DODGE-JEEP			
Dealer Address	121A W STAFFORD RD				
Dealer City	STAFFORD SPRINGS	Dealer State	CT	Dealer Zip	06076
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	STAFFORD SPRINGS CT [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	air bag deployed unexpectedly
Product - Unknown - Unknown - Accident - Default	air bag deployed unexpectedly
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	drivers side and passengers side airbag's deployed

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? Customer s wife was sitting in a McDonald s drive thru, waiting in line, and she heard a chime. She looked up at the dash and both drivers side and passengers side airbag s deployed. No one hit her, she was just sitting idling, waiting in line.

3. What is the current location of the vehicle? Vehicle is at Bolles Chrysler (68911) in Stafford Springs Connecticut.
 BOLLES CHRY-DODGE-JEEP
 121A W STAFFORD RD,
 STAFFORD SPRINGS CT 06076

 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 21618503 REQUEST EAA INSPECTION 12-01-2011 15:14
 CAIR NUMBER 21618503 E-MAIL SENT TO EAA 12-01-2011 15:15
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/02/11 AT 15:16:43 21618503

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have vehicle repaired, including the replacement of the ORC Module, at Chrysler expense. Thanks.
 joe please handle
 Area Manager: I will be at dealership on wednesday

Customer called requesting status report on her case. Agent advised as per lines 23-27.

Customer is contacting the dealer for status as today is Wednesday.

Customer was thankful for the information.

Spoke to SM Joe @ BOLLES CHRY. States he or the customer has not heard for anyone on this. Informed SM of lines 22 thru 31. SM will get prices and E-mail them. Writer will write an RA.

Received dealer s E-mail;

Shaun,

Case # 21618503

The parts are 55116438AC - 902.00 / 5GV61XDVAC - 795.00 / 56010485AH - 230.0 & 5017527AB - 432.00

The last part is a windshield the was cracked from the passanger air bag deployment.

LOP S ARE:

23115001 - 2.6 / 19851201 - .3 / 08450901 - .5

Plus sublet repair for windshield repair - 150.00

It looks like the grand total is 2,741.56. Hopefully I do not find anything else. Please e-mail me back to confirm that we are repairing it.

Thanks

Tony Paoletta

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$2359.00

Labor = \$232.56

Sublet = \$150.00

Total = \$2741.56

Co-pay = \$0

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 not been informed of this decision.

Please update and/or close CAIR when complete.

#####

Area Manager: Vehicle is in the shop. Winshield replaced waiting for 1 airbag. Estimated completion 12/30/11.

Spoke to SM Tony @ BOLLES CHRY. States the vehicle needs more parts and he is up to a part total of \$4400.00. Does want the DM to know.

Area Manager: Spoke with SM and I am aware of parts costs need to fix and return to customer

Area Manager: Vehicle almost complete waiting on one part

Area Manager: Vehicle complete customer happy close CAIR _



Customer Assistance Inquiry Record (CAIR)# 21948802

VIN	1J4GX48S9 2C [REDACTED]	Open Date	03/02/2012	Built Date	05/14/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	06/26/2002	Mileage	160,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				

Dealer 65666 SUNCOAST CHRYSLER JEEP INC

Dealer Address 8755 PARK BOULEVARD

Dealer City SEMINOLE **Dealer State** FL **Dealer Zip** 33777

Owner [REDACTED] **Contact Type** LETTER

Address [REDACTED] **Home Phone** [REDACTED]

SEMINOLE FL [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both both front air bags went off

1. Who is calling and what is their contact [REDACTED]

2. What happened? Customer was just driving down the road Wednesday night about 10:30 at night. Red air bag light came on and then heard a beep and then a second later both of air bags were deployed. Customer was startled but was ok. Customer drove home went to bed and then .went to work.. Brought it to the dealership and the dealership said that it was going to cost 4500.00 to fix

3. What is the current location of the vehicle? Vehicle is at the dealership
 Suncoast Chrysler Jeep Dodge
 8755 Park Boulevard
 Seminole, FL 33777
 727-393-4621

 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 21948802 REQUEST EAA INSPECTION 03-05-2012 07:48
 CAIR NUMBER 21948802 E-MAIL SENT TO EAA 03-05-2012 07:48
 Briefly summarize why the customer is contacting Chrysler: Customer states he has a case.

Briefly summarize what the customer is expecting: Customer seeks information.

Agent advised the customer that the case is under review and that the case manager will contact the customer.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/12 AT 15:11:57 21948802
 Reviewed report and photos. Unable to determine a manufacturing

responsibility. Dictated letter. _
POSTMARK DATE: 030912; DATE RECEIVED: 030912
LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)# 22041549

VIN	1J8GX48S7 2C [REDACTED]	Open Date	03/26/2012	Built Date	10/29/2001
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	12/22/2001	Mileage	145,990	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGB				
Dealer	26241	HENDRICK CHRY-JEEP			
Dealer Address	5421 RAEFORD ROAD				
Dealer City	FAYETTEVILLE	Dealer State	NC	Dealer Zip	28304
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RAEFORD NC [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Customer states the airbags deployed in her vehicle while in park
Corporate - CNA Change - Default - Default - Default	Customer updated ownership information
Dealer - By-Pass - Default - Default - Default	Injury, states the airbags deployed in her vehicle while in park
Product - Unknown - Unknown - Accident - Default	Injury, states the airbags deployed in her vehicle while in park
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED]
 [REDACTED]
 Alternate: No alternate

2. What happened? Customer states that herself and a friend sat down in the vehicle, put it into park and both airbags deployed. Customer states that there were no serious injuries, but that her shoulder is sore.
 3. What is the current location of the vehicle? Customers home (Customer states that she is still driving the vehicle.)

Reassigned to 88S

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle s airbags deployed and did some investigation herself and found that there were recalls regarding airbag deployment. Customer stated that the dealership already told her that there were no recalls on the vehicle and agent confirmed this, but will be escalating to special investigations for further assistance

Briefly summarize what the customer is expecting: Customer was expecting to find out recall information on her vehicle.

Per information provided vehicle is located at [REDACTED] RAEFORD , NC [REDACTED]

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

VEHICLE IS LOCATED AT:

RAEFORD NC

(Customer states that she is still driving the vehicle.)

Per OGC Matrix, reassigned to 82T.

3/26/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22041549 REQUEST EAA INSPECTION 03-26-2012 15:35

CAIR NUMBER 22041549 E-MAIL SENT TO EAA 03-26-2012 15:35

CCRG Open Date: 03/26/2012 14:59:33

Letter Sent: Acknowledgement 03/27/2012 10:06:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/29/12 AT 20:17:57 22041549

Letter Sent: Denial 04/03/2012

Customer Assistance Inquiry Record (CAIR)# 22218615

VIN	1J8GX58J9 3C [REDACTED]	Open Date	05/09/2012	Built Date	09/18/2002
Model Year	2003	Body	WJTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
In Service Dt	08/02/2004	Mileage	85,000	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44554	DAVID STANLEY DODGE LLC			
Dealer Address	7609 S E 29TH STREET				
Dealer City	MIDWEST CITY	Dealer State	OK	Dealer Zip	73110
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	OKLAHOMA CITY OK [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air Bag s deployed concerns
Recall - J14: HEATED SEAT ELEMENTS - Advise Owner/Incomplete Recall	HEATED SEAT ELEMENTS
Recall - C07: RECOMMENDATIONS FOR AVOIDING UNINTENDED VEHICLE M - Advise Owner/Incomplete Recall	RECOMMENDATIONS FOR AVOIDING UNINTENDED VEHICLE M
Corporate - Recall - Default - Default - Default	recall inquiry
Corporate - CNA Change - Default - Default - Default	system update
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states both front Air Bags Were deployed
 Briefly summarize what the customer is expecting: Customer expecting Chrysler to repair the vehicle

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? Customer states her husband were driving on the interstate and the Air Bag light came on and shortly after both Air Bags in the front were deployed he pulled off to the side of the road turned off the vehicle waited for sometime then restarted the vehicle and drove home.

3. What is the current location of the vehicle? Customer stated the vehicle is been driven now by her husband they only have the one vehicle [REDACTED], OKLAHOMA CITY , OK-[REDACTED], Customer advised a call back is required and will take place within two to five business days.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: declined
 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
Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

05.14.12
VEHICLE LOCATED AT: RESIDENCE

██████████
██████████
OKLAHOMA CITY OK ██████████
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

INC RECALLS
CAIR NUMBER 22218615 REQUEST EAA INSPECTION 05-14-2012 08:03
CAIR NUMBER 22218615 E-MAIL SENT TO EAA 05-14-2012 08:03

Jay,
I read the CAIR. If the Adams inspection confirms an IAD event we would like to pursue a repurchase. We will need to visually confirm an ORC electrical over-stress (EOS) occurred before we agree, plus we will need to confirm that the vehicle's electrical system has not been modified (ie aftermarket stuff).
The ORC EOS can be confirmed by the inspector, with our instructions, or by us after we receive the ORC.

Paul Plantinga

Jay,
On second thought, it may be best to have the ORC quickly returned to me and I can review it with Engineering customer calling in stating he was told he would receive a call back within 24 hours. CAC advised customer that we do not do 24 hour call back, we do end of 1 business day. CAC advised customer he would have to give until 8pm Eastern time for that call back. Customer understood and is seeking a call back

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/17/12 AT 04:18:29 22218615

Customer seeking to get an update on the file, and that she has not received a call back. Agent advised that the case is being updated and can not guarantee a call back. Agent advised that she can call in for a case update but there is no case manager assigned to the file.

05.21.12

Reviewed EAA report and photos
Could not communicate with ORC using DRB
I called dealer - spoke to Chris in service - asked him to return ORC he said customer has vehicle
I sent an email to Paul Plantinga see how I should proceed

Maggie,
I reviewed the SI report and photos. We would need to confirm the damaged ORC before we bought it back. Can we get the ORC replaced and overnighted to us? We can confirm our intent the day we receive it.
Called Chris - requested ORC be returned, Called customer and authorized a rental.

Completed survey and emailed

06.28.12

I authorized a rental while Chrysler bought back vehicle for VSO - 1380.45 This included shipping ORC back and a rental for customer in the process entered RA claim

Customer Assistance Inquiry Record (CAIR)# **22242790**

VIN	1J8GW68JX 3C [REDACTED]	Open Date	05/17/2012	Built Date	09/23/2002
Model Year	2003	Body	WJJS74	JEEP GR CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	10/26/2002	Mileage	172,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PDR	GRAPHITE METALLIC CLEAR COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Dealer 23962 DADE JEEP CHRYSLER

Dealer Address 15895 S DIXIE HWY

Dealer City MIAMI **Dealer State** FL **Dealer Zip** 33157

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

PALM COAST FL [REDACTED] **Country** UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	Air bag deployment
Product - Unknown - Unknown - Accident - Default	Air bag deployment
Corporate - Property Damage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called stating her air bag deployed for no reason. The customer would like an investigation into the issue.
 Briefly summarize what the customer is expecting:
 Customer is expecting an investigation.
 ****End structured narrative T2 - Beginning Narrative

- Who is calling and what is their contact information? MISS [REDACTED]
- What happened? Air bags deployed
- What is the current location of [REDACTED]

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

 Called owner, she was cut on her shoulder from side air bag deployment. Both curtain airbags deployed. Survey completed.

Per OGC Matrix, reassigned to 82T.
 5/18/12 ASSIGNED TO LSE6. PAG
 CAIR NUMBER 22242790 REQUEST EAA INSPECTION 05-18-2012 10:50
 CAIR NUMBER 22242790 E-MAIL SENT TO EAA 05-18-2012 10:50
 CCRG Open Date: 05/18/2012 09:51:06
 Letter Sent: Acknowledgement 05/21/2012 09:52:40
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/23/12 AT 13:14:55 22242790
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/23/12 AT 19:33:10 22242790

Customer Assistance Inquiry Record (CAIR)# **22247027**

VIN	1J4GX48SX 2C [REDACTED]	Open Date	05/19/2012	Built Date	06/17/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	07/06/2002	Mileage	138,000	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	45180	MAC HAIK DODGE CHRYSLER JEEP			
Dealer Address	11000 NORTH FWY				
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77037
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOUSTON TX [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	air bag deployed without justification
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking rental
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that she was driving around town and her air bags deployed. Customer states first she heard a beep, the airbag light came on then both front airbags deployed. Customer states she was not in an accident so there was no cause for this to happen. Customer states the dealer advised her she would have to go through insurance and insurance told her she needs to go through Chrysler.

Briefly summarize what the customer is expecting: seeking her vehicle to be repaired.

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? airbags deployment with no cause
 3. What is the current location of the vehicle? Mac Haik Dodge Chrysler Jeep

11000 north fwy Houston, TX 77037-1008 281-447-9500
 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]

Customer email address for case updates: [REDACTED]

Reassigned to 88R

***** RENTAL CASE MANAGEMENT - District R *****

- Is the Original Owner
- Has 1 NEW CDJR
- Has 0 USED CDJR

- 0 cancelled service contract
- 0 active service contract
- 1 expired service contract - 7/100,000 EXTEND LTD
Status update provided via email to the following email address:

My name is [REDACTED] and I have been assigned as your rental case manager. Here is some information that will be useful for you to have:
Your case number: 22247027
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66396
My work hours: 8:00 am 4:00 pm EST Monday-Friday.
I will contact you within one business day by telephone to review your case with you.

Thank You, [REDACTED]
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
Writer left a message for the customer.
2nd attempt made to contact customer. Left message.
**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****
Informed customer that Chrysler will not participate in the rental.
SI is in process is rental is not provided.
Unless the customer offers new information, decision remains unchanged.

Customer has not been informed of decision yet.
Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

Airbag deployment without accident. Refer to 82S
Agent informed customer of goodwill denial and customer was extremely upset by the news. Customer demanded to speak with supervisor and CEO of chrysler regarding the rental assistance. Agent informed customer that as it stands the decision is final. Customer refused answer and demanded to speak with supervisor. Customer demanded a supervisor call back at [REDACTED]

Customer contacted CAC regarding case. Customer inquired why rental was declined. Writer informed customer per CM1101 that the due to the nature of the case it has been sent to our Special Investigations team for review and research. Writer informed customer that since the case is in the hands of 82S and currently being reviewed, at this time, CAC cannot authorize rental assistance. Writer advised customer that she should received a call from 82S within 2-5 business days. Writer informed customer that if she pays out of pocket for a rental there is no guarantee for reimbursement but depending on the decisions made by 82S reimbursement can be considered. Customer understood and will wait for a call from 82S.

05.22.12

VEHICLE LOCATED AT:
MAC HAIK DODGE CHRYSLER JEEP
11000 NORTH FWY
HOUSTON TX 77037
281-447-9500

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 22247027 REQUEST EAA INSPECTION 05-22-2012 07:47
CAIR NUMBER 22247027 E-MAIL SENT TO EAA 05-22-2012 07:47

I will call dealer for rental & ORC return
I will call customer for survey
NOTE> I spoke to Ellis in dealer service, he says there has been recent rt end repairs - I will not auth rental at this time, until I get my inspection report back

No customer survey at this time.
Customer called to see if a update is available on the case.
Writer advised customer that no new updates are available.
Customer thanked writer and disconnected call.

she may reach her S.I. case manager MG17 at 248-944-7084. Writer transferred to voicemail.

The AnswerCONNECT article that was referenced to provide the answer to the customer was #17067

Caller ROSALIE JACKSON requesting to speak with Case Manager. Writer informed customer that she may reach her SI Case Manager MG17 @ 248-944-7084 and transferred customer to CM s Voice mail.

Caller [REDACTED] asking for an email address for CM. Writer informed customer CM would need to provide that information.

Customer called in requesting an update on case. Writer informed customer a message has been left with case manager to contact customer. Customer requested to be transferred to case manager line at [REDACTED]. Writer successfully transferred customer to [REDACTED].

[REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/24/12 AT 04:18:31 22247027

05.30.12

Left message with Ellis to order parts -we will do repair

Left message with Customer - advising we will repair, she can call dealer for a rental, and t call me so I can do survey

Caller [REDACTED] requesting to speak with Case Manager MG17 248-944-7084, transferred to VM.

[REDACTED] stated that MG17 is difficult to get a hold of and requested if there was anyone else customer could speak to. As per EG704, writer provided customer with phone number [REDACTED] for JSS15 and transferred customer to [REDACTED].

06.01.12

Called Ellis - auth d repairs, gave Address for Paul to send in ORC

Called customer - did survey, emailed to Paul

Customer Assistance Inquiry Record (CAIR)# 22265282

VIN	1J4GW48S7 4C [REDACTED]	Open Date	05/25/2012	Built Date	05/16/2003
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	06/11/2003	Mileage	113,852	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PFF	LIGHT PEWTER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	
	MECHANICSVILLE VA [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	No Accident
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	both air bags deployed
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED]

2. What happened? Customer states that he was driving was going to on exit ramp on the freeway and was switching lanes when the passenger air bag went off. When the customer was pulling over the driver s side air bags went off. Customer states that this happened in the middle of last week. He had called the police and they advised that there is no need for a report due to no property damage or an accident. Customer contacted his insurance company and they recommended to contact Chrysler and have a representative to look at the vehicle and find out why the air bags deployed.

3. What is the current location of the vehicle?

J&J Body Shop
 7465 Sujen ct.
 Mechanicsville, VA
 23111
 Phone # 804-746-2744
 Inadvertant Airbag deployment, refer to 82S

05.30.12
 VEHICLE LOCATED AT:
 J & J Auto Body Shop
 7465 Sujen Court
 Mechanicsville, VA 23111
 (804) 746-2744

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 22265282 REQUEST EAA INSPECTION 05-30-2012 08:03

CAIR NUMBER 22265282 E-MAIL SENT TO EAA 05-30-2012 08:03

UPDATE:

NEW VEHICLE LOCATION

PEARSON CHRYSLER JEEP DODGE
8250 W BROAD ST
RICHMOND VA 23294
804-965-0300

I spoke to Chuck in service - I auth d a rental and a tow until inspection report comes back _ I will call Chuck back - and told him we may need ORC returned

Completed Survey and emailed _

06.08.12

I called customer back - hes been taking care of family business - he will call Chuck to make sure its towed today

I called Chuck - he will make sure he gets it towed to dealer today

I made sure he has the address for Paul @ Chrysler to return ORC

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/13/12 AT 14:47:52 22265282

06.18.12

Reviewed EAA report and photos

Emailed Paul - asked for his opinion on this one

Rec d report back and we will repair vehicle and have ORC returned to VSO

Called Chuck and auth d

06.28.12

Briefly summarize why the customer is contacting Chrysler: Customer states he would like information on CAIR#22265282. Customer states

Briefly summarize what the customer is expecting: Customer seeking information on CAIR#22265282.

CAC advised customer information can be sent for CM to contact customer back with information.

Johnny White

Preferred call back number is [REDACTED]

I will call customer and advise repairs were auth d and to keep in touch with dealer at this time

06.28.12

I called Chuck in dealer - he said parts are in and Jeep should be ready on MON - Called customer and advised

Jay Susalla ?2:47 PM?: it is already authorized in gwa:

Auth d rental and tow - poss return of ORC 2012-06-11 T1125MG

Rec d report back and we will repair vehicle and have ORC returned to VSO whatever needs to be fixed is authorized

Helper

Last message received at 2:48 PM.

Spoke to Johnny about the continued repairs of his vehicle. Johnny told me the story of vehicle, and his attempts to have repairs finished. All Jeep needs now is replacement windshield, which has been approved on Cair.

Called Chuck at dealer and advised him to replace windshield, he agreed.

07.18.12

I will cut a check direct to dealer. He will email me the RO .

RO rec d - will be imaged to cair

POSTMARK DATE: 071812; DATE RECEIVED: 071912

Customer Assistance Inquiry Record (CAIR)# 22290476

VIN	1J4GX48S0 3C [REDACTED]	Open Date	06/04/2012	Built Date	10/04/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	11/27/2002	Mileage	1,700	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	60020	BAYTOWN CHRYSLER JEEP DODGE			
Dealer Address	5225 I 10 EAST				
Dealer City	BAYTOWN	Dealer State	TX	Dealer Zip	77521
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TOMBALL TX [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Airbags Deployed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Both Air Bags Deploy.
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? Customer s girlfriend, [REDACTED]

2. What happened?

Elisa was driving down the road when the air bags deployed. Customer states that one of the airbags has a burn hole in it. Customer states that they have been to the hospital as they are having troubles breathing.

3. What is the current location of the vehicle?

Miller Car Star.
707 West 24th
Houston Texas 77429
832-265-8103
Reassigned to 96S.
Reassigned to 82S

06.07.12
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT:
Miller s Carstar Auto Body
707 W 24th St
Houston TX 77008
713-864-7820
Per OGC Matrix, reassigned to 82T. MG17
(VMM with customer to do survey)

6/7/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22290476 REQUEST EAA INSPECTION 06-07-2012 13:37
CAIR NUMBER 22290476 E-MAIL SENT TO EAA 06-07-2012 13:37
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/08/12 AT 18:07:55 22290476
CCRG Open Date: 06/07/2012 09:27:13
Letter Sent: Acknowledgement 06/08/2012 10:07:42

06.11.12 Left a 2nd VMM @ [REDACTED]
Customer states she has never heard back about her issue. Customer states she is looking for an update on the case. Agent advised customer case is being handled by special investigations. Agent transferred customer to MG17. Customer seeks call back as soon as possible to the numbers listed on lines 3 and 4.

06.18.12
Called [REDACTED] they will have driver call me back so I can do survey

06.28.12
Called - left a message for driver Alicia to call me regarding survey
UPDATE: Customer called - she completed survey
Customer would like a rental extension - she is requesting a call back

[REDACTED]
6/29/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# **22417025**

VIN	1J8GW68J7 2C [REDACTED]	Open Date	07/12/2012	Built Date	05/20/2002
Model Year	2002	Body	WJJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	09/09/2002	Mileage	150,000	Dealer Zone	71 LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
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]		
	MISSION VIEJO CA [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	customer reports air bags deployed while stopped at a light
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Briefly summarize why the customer is contacting Chrysler: Customer reports that he was sitting at a red light and both air bags deployed. Customer was not injured beyond a scraped arm. The vehicle was not hit by another vehicle. Customer is leaving town for the weekend and plans to leave the vehicle at the dealership tomorrow morning.

Briefly summarize what the customer is expecting: Customer is seeking cost assistance as dealership has cited \$135 just to look at the vehicle. Customer is aware the vehicle is 10 years old but since the air bags deployed without provocation, customer feels Chrysler should look into why it happened, and offer cost assistance.

Who has possession of the vehicle? owner

Has an authorized dealer diagnosed the vehicle? n

If a CDJR dealer has diagnosed, what is the dealer name and code?

Customer advised a call back will take place by COB tomorrow.

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: n/a

Reassigned to: 88f

Jeff from DLR called and stated that he has possession of the vehicle at the Dealership, TUTTLE-CLICK CHRYSLER JEEP DODGE ?24097?. Jeff from the Dealership wanted to know what to do with the vehicle.

Agent advised that a CM from Special investigations should be in touch with him shortly to advise how best to proceed.

Customer called to check on his case. The agent advised the customer that the Special Investigations contact was 2-5 business days and that someone should be contacting him within the next couple of days.

Owner advises he was not injured. Suevey completed and emailed.

VEHICLE IS LOCATED AT:

TUTTLE-CLICK CHRYSLER JEEP DODGE CJDTR
40 AUTO CENTER DRIVE IRVINE CA 92618 949-472-7400

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 22417025 REQUEST EAA INSPECTION 07-17-2012 16:08

CAIR NUMBER 22417025 E-MAIL SENT TO EAA 07-17-2012 16:09

Dealer called for case update. Agent advised dealer of the inspection.
Dealer claims that has been completed. Agent advised that at this time we
wait for the results.

Reviewed report. Unable to communicate with ORC Module. Please arrange to
have ORC module replaced, and part returned, as well as fix any airbag
deployment related damage. Provide Rental car as needed. Owner is
responsible for any non-airbag related concerns. Quality Part Return
request entered in DealerConnect. Authorizarion for repairs entered in
GWA DM notes.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/20/12 AT 14:37:24 22417025

Called dealer to advise of above. Jeff will call owner.

072712 spoke to SA Jeff, parts on order, waiting on 2 more. customer in
a rental and is aware of status

Will check in again next week to check status with dealer

tmt

080112 lm for sa jeff for status tmt _

080312 per sa jeff, erpairs completed today and customer has been notified
to return rental, pick up vehicle. dealer will sent requested parts back_

and call if any questions tmt

080712 confirmed part received with jss15, ok to close _

part shipped

(rec.@QEC08-02-12)

and received at QEC

tmt

Customer Assistance Inquiry Record (CAIR)# 22431899

VIN	1J4GW48S7 4C [REDACTED]	Open Date	07/17/2012	Built Date	03/20/2003
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/04/2003	Mileage	42,000	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			
Dealer	26780	HAASZ AUTOMALL, LLC			
Dealer Address	4886 STATE ROUTE 59				
Dealer City	RAVENNA	Dealer State	OH	Dealer Zip	44266
Owner	[REDACTED]	Contact Type	FAX		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RAVENNA OH [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	air bag went off with out warning
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	air bag went off with out warning
Product - Unknown - Unknown - Accident - Default	air bag went off with out warning, no accident

Briefly summarize why the customer is contacting Chrysler: Customer called in because her air bag went off while she was driving and it went off with out warning.

Briefly summarize what the customer is expecting: The customer wants to no what happened Agent told the customer she would receive a call back in a couple days. She said the vehicle is at shoemans road side service but she is bringing the vehicle back to her place tomorrow night

Joni asked that we call her cell number [REDACTED]

***** CASE MANAGER TEAM - District ? 96S ? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

2nd attempt made to contact customer [REDACTED]. Left message.

Customer calling for update the phone number being called is wrong [REDACTED]. Agent updated the phone number.

CM spoke with customer.

Customer has the vehicle at her home, it has not been repaired.

[REDACTED],
RAVENNA, OH-[REDACTED]

Reassigned to 82S

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 22431899 REQUEST EAA INSPECTION 07-25-2012 09:30

CAIR NUMBER 22431899 E-MAIL SENT TO EAA 07-25-2012 09:30

Briefly summarize why the customer is contacting Chrysler: Customer states they are going to contact a lawyer. Customer states the agent they spoke with told them they would have contact from a CM within 48 hours.

Customer states she wants contact immediately.

Briefly summarize what the customer is expecting: Information and contact for case update

Agent advised customer of lines 24-28 and apologized for the misinformation and that it can take 7-10 business days for response.

Agent provided the contact for JSS15 as per AC 18819

Spoke to owner. Survey completed and emailed.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/01/12 AT 17:43:29 22431899

POSTMARK DATE: 080212; DATE RECEIVED: 080212

Reviewed report and photographs. Unable to communicate with ORC Module.

Please arrange to have vehicle repaired at Chrysler expense, and ORC

Module returned. Provide rental car as needed for duration of repairs.

Part return request has been entered in Dealer Connect. _

Repair authorization has been entered in GWA DM Notes. _

Thanks.

8/3/2012 Please make arrangements for this vehicle to be repaired as per the below. Thanks gpj

AM spoke to Joe Buza at dealer and advised him of above including authorization of loaner. AM left a message for owner.

AM spoke Tom at dealership-they are waiting for a module that should arrive Monday.

AM spoke to Joe at dealer- they are still waiting for a module.

part 56010485ah order s0803a shows eta of 8/17 but also shows supplier shipping parts on 8/31. AM will try to expedite part.

AM is waiting to hear about status of part. _

eta is 9/13 according to expediting

AM received an email that part was escalated to VOR and waiting for a report-no eta.

Still waiting for an eta for module. _

still waiting for an update.

am sent a request for parts status update.

AM sent another request to expediting for an update _
