

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

EA12-001

CHRYSLER

10-4-2012

ENCLOSURE 4

PEER CAIRS Backup

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Wed Jun 28 14:42:16 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

jeep problems

Comments:

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.

Sender Information:

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

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Fri Jun 30 13:59:07 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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.

Sincerely,

Don

Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

REFERENCE NUMBER: 15100457

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

jeep problems

Comments:

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.

VIN:

30

Mileage:

51000

Servicing Dealer:

star chrysler

Title:

Mr.

First Name:

Middle:

Last Name:

Address:

Address:

City:

Hoopeston

State:

IL

Zip:

Email:

Home Phone:

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup



Jeep





GRAND CHEROKEE LIMITED





♿
HANDICAPPED
PARKING
187

Jeep
GRAND CHEROKEE

V8







Jeep

GRAND CHEROKEE

05

Jeep





























AIR
BAG



758036

05500 LB
TIRES
PSI) COLD
TIRES
PSI) COLD



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

VIN: 1J8GW58N920 [REDACTED]

TYPE:
MPV
PAINT: PSB

MDH: 050107 738AA
4648509

TRIM: XLL5







MAXIMUM LIFT CAPACITY 7000 LBS (3175 KG)

RAISE LOWER

LOCK RELEASE

CAUTION

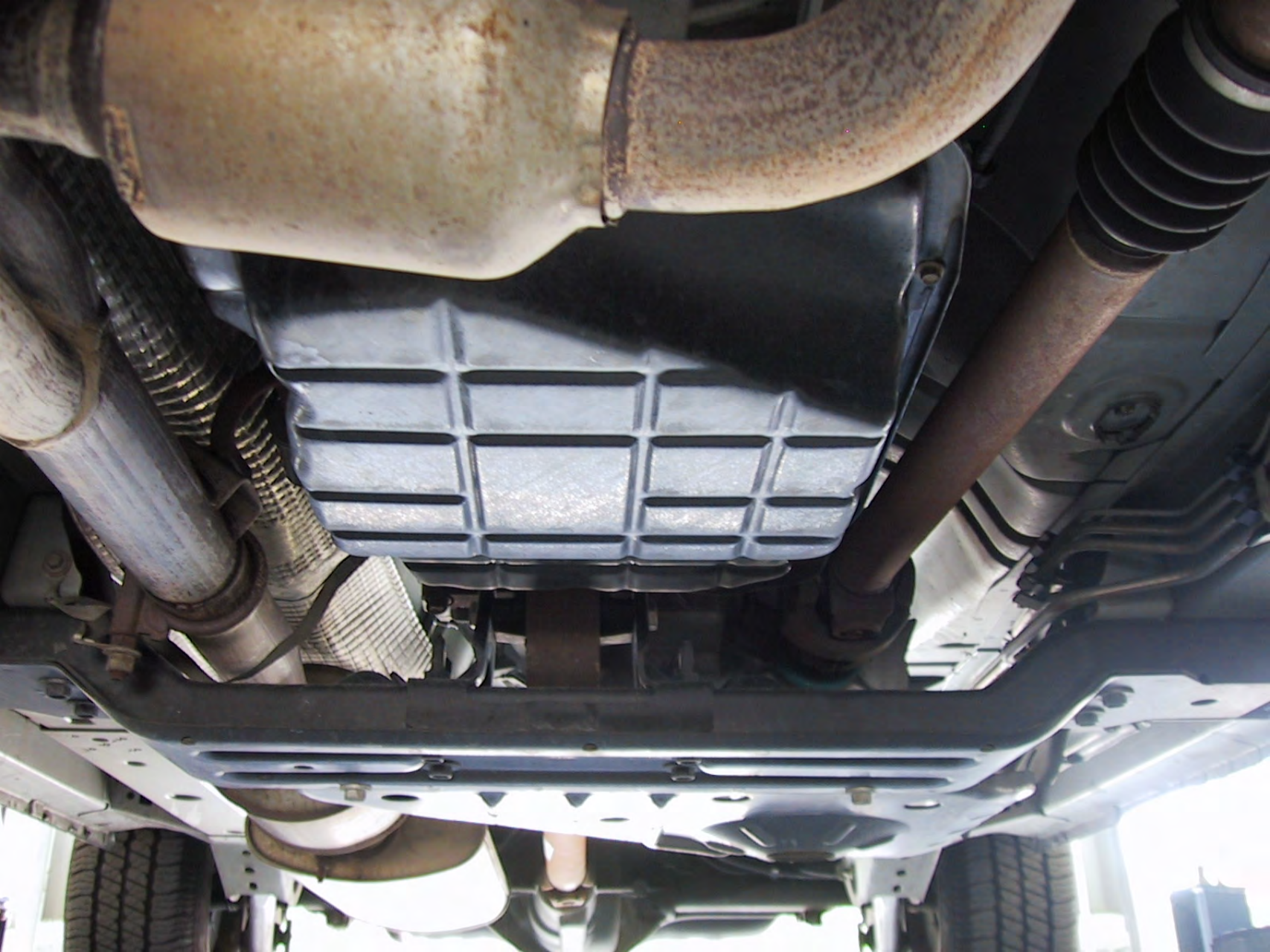
Before using this product, read and understand the instructions. Failure to follow the instructions may result in injury or death. The user must be trained and certified in the use of this product. The user must be trained and certified in the use of this product. The user must be trained and certified in the use of this product.

WARNING

Do not use this product on any surface that is not level. Do not use this product on any surface that is not level. Do not use this product on any surface that is not level.





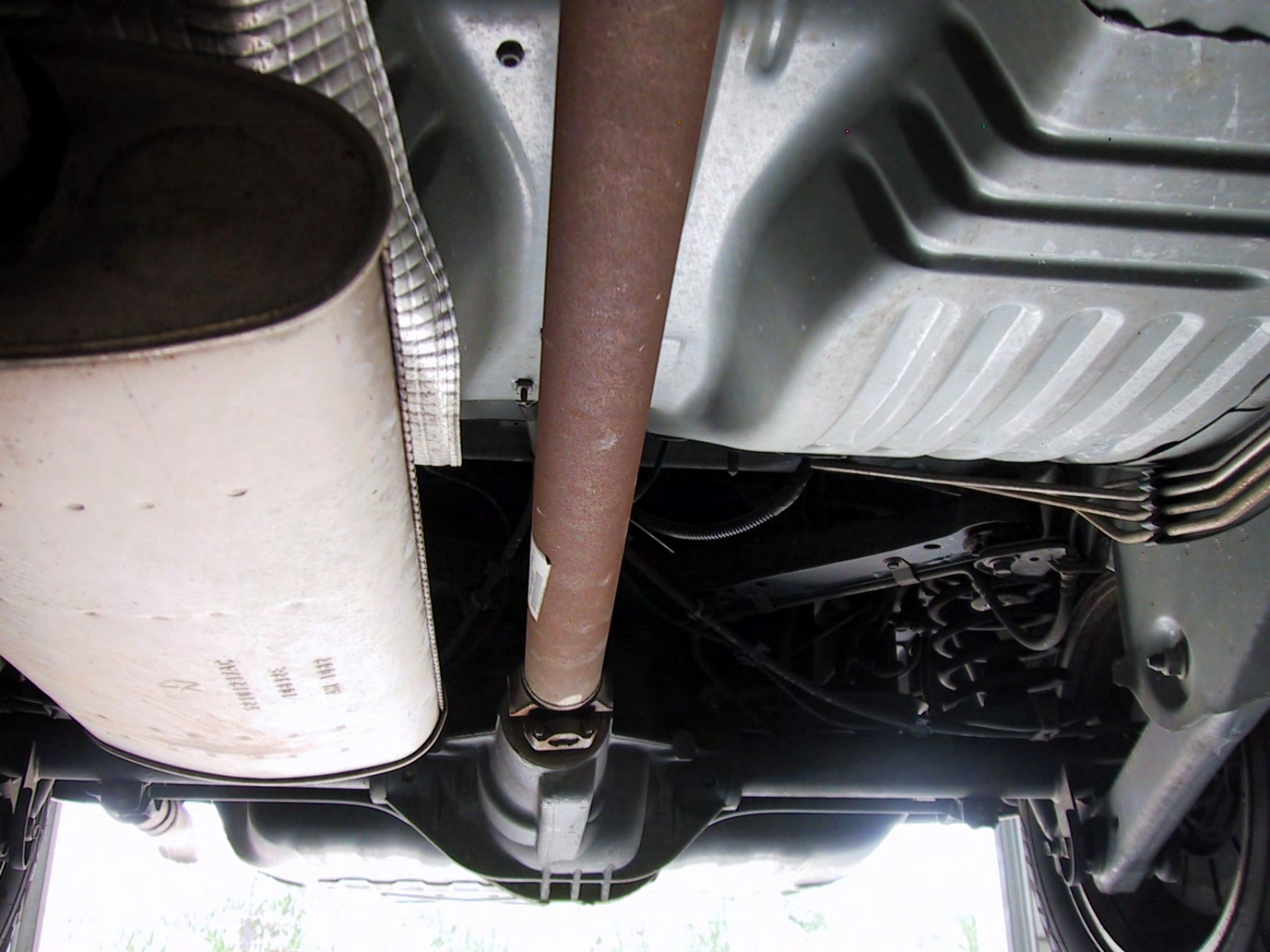
















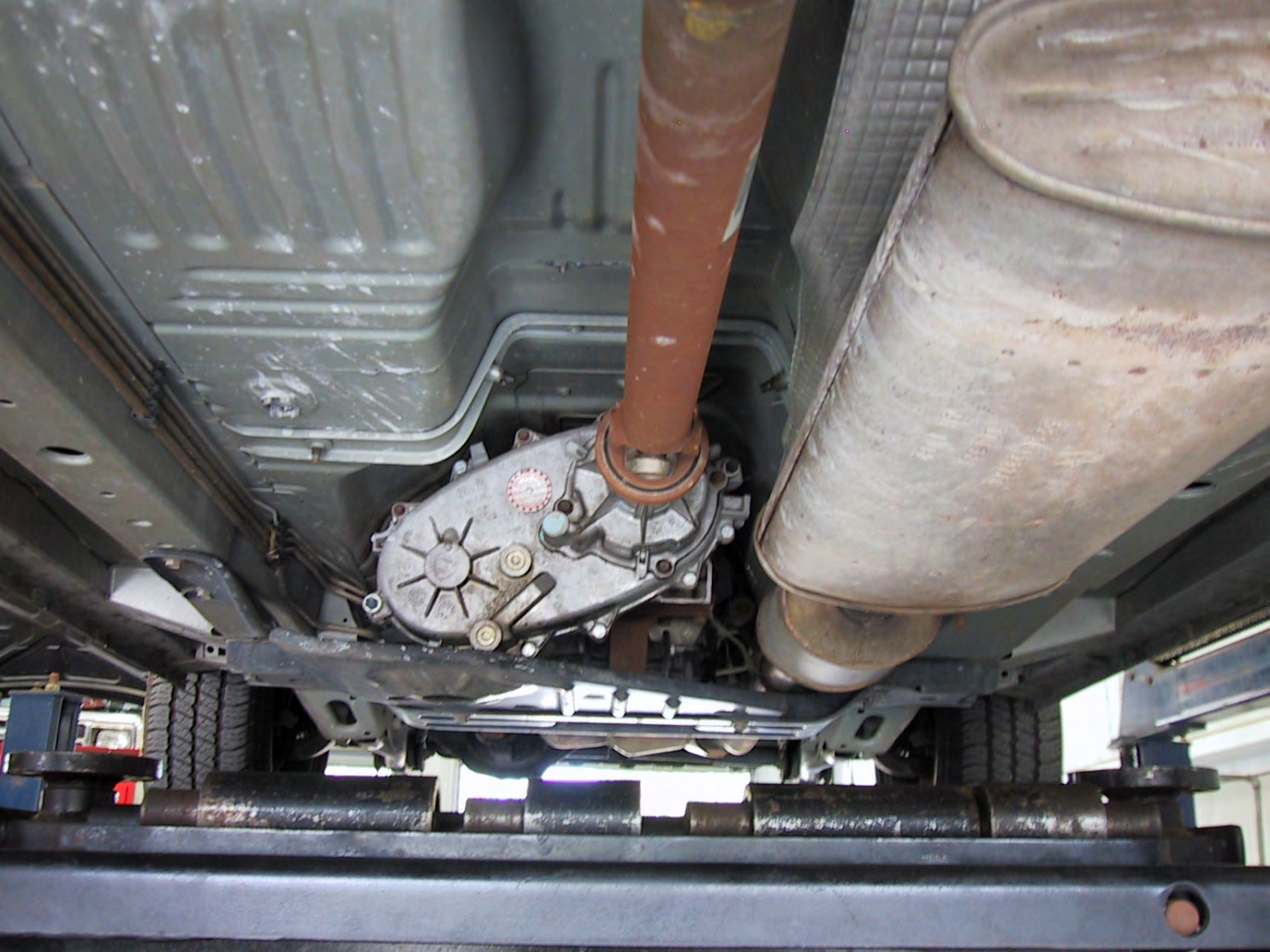




Jeep

QUADRA-DRIVE





DRB III

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

F1
HELP

F2
SYS

F3
MAN

1.0

RESPONSE from RSA

Please make certain of the following items:

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

MSIP

EQ
SYS

EQ
MAIN

— PCM DTCs —

NO DTCs DETECTED

Starts Since

22

Page back

Transmission Module Information

Version: 18

EATX IV - 545RFE

Perm Non-Autostick

Vehicle Model Year: 2002

Controller Model Year: 2002

TCM PART# 5604190500

VIN: 1J8GW58N [REDACTED]

F1
HELP

F2
SYS

63.0

F3
M

Transmission Module Information

Version: 18

EATX IV - 545RFE

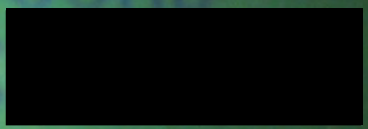
Perm Non-Autostick

Vehicle Model Year: 2002

Controller Model Year: 2002

TCM PART# 56041905AD

13GW58N92C



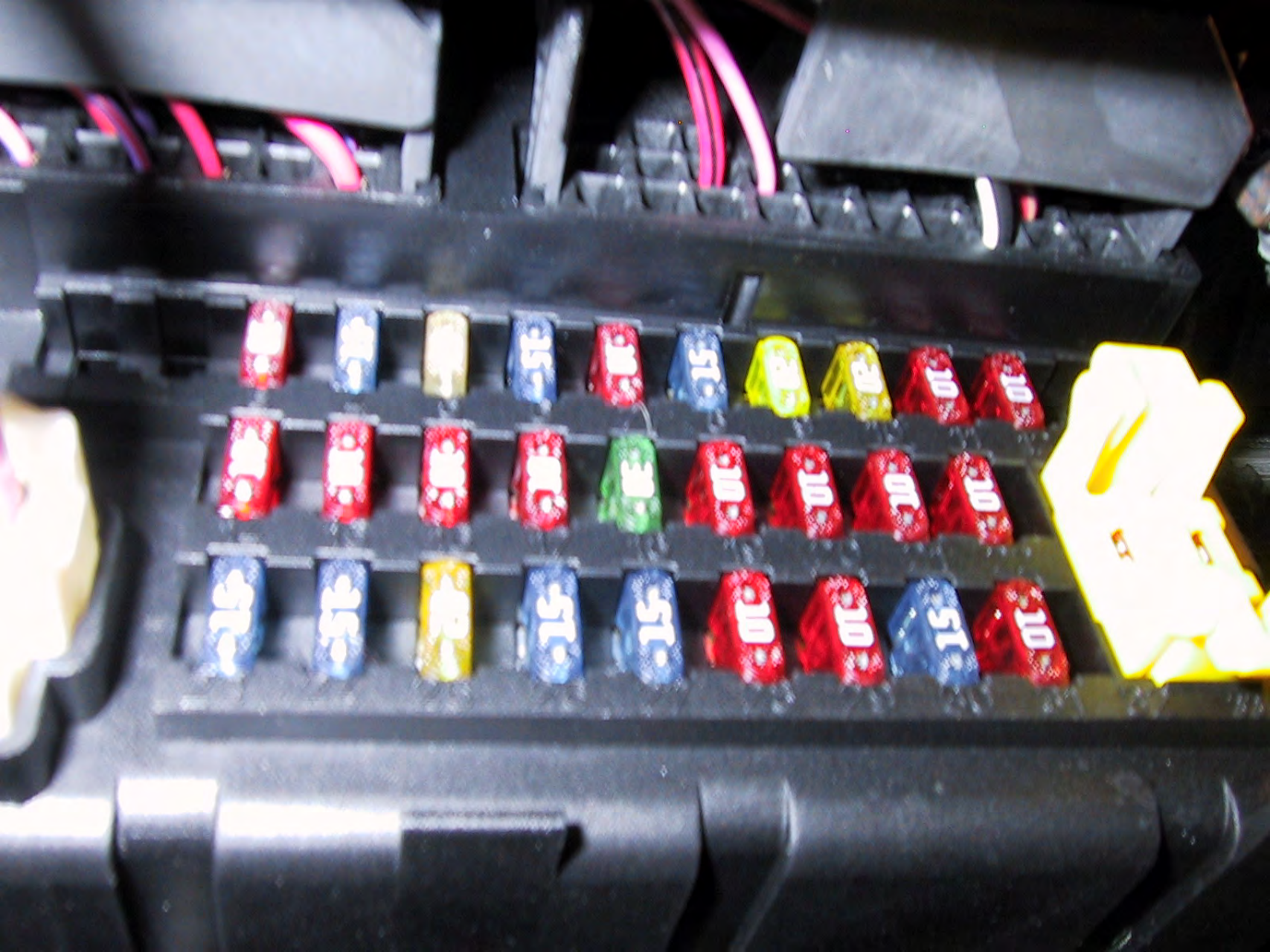
AT&T DIAGNOSTIC

Determining Cor
Type

Please Wait

Unable to ID Module for
ORC

Press any key to continue











07-73-06

TO: Daimler/Chrysler

LEGAL

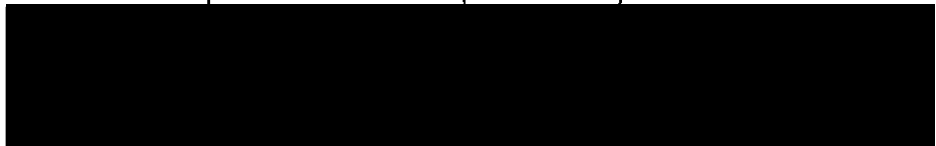
FROM: MIKE SLATER

EAA
RECEIVED

JUL 24 REC'D

SPECIAL INVESTIGATIONS

SUBJECT:



CAIR # ~~15140870~~

ATTACHED - REPAIR EST.
* VEHICLE SERVICE HISTORY

PAGES INC COVER
6

07/21/2006 at 12:00 PM
12818

Job Number:

CRYSTAL CHEVROLET

License #: [REDACTED]
1035 S. SUNCOAST BLVD.
HOMOSASSA, FL 34448
(352)795-1515 Fax: (352)795-0740

PRELIMINARY ESTIMATE

Written By: ED HOWARD
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
HOMOSASSA, FL [REDACTED]
Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2002 JEEP GRAND CHEROKEE 4X4 LIMITED 8-4.7L-FI 4D UTV SILVER Int:GRAY
VIN: 1J8GW58N920 [REDACTED] Lic: [REDACTED] FL Prod Date: 05/2002 Odometer: 58036

- | | | |
|-------------------------|-----------------------|------------------------|
| Air Conditioning | Rear Defogger | Tilt Wheel |
| Cruise Control | Intermittent Wipers | Climate Control |
| Keyless Entry | Theft Deterrent/Alarm | Rear Wiper |
| Steering Wheel Controls | Dual Mirrors | Privacy Glass |
| Roof Console | Luggage/Roof Rack | Fog Lamps |
| Clear Coat Paint | Power Steering | Power Brakes |
| Power Windows | Power Locks | Power Mirrors |
| AM Radio | FM Radio | Stereo |
| Search/Seek | Equalizer | CD Player |
| Infinity Sound System | Anti-Lock Brakes (4) | Driver Air Bag |
| Passenger Air Bag | 4 Wheel Disc Brakes | Leather Seats |
| Bucket Seats | Recline/Lounge Seats | Automatic Transmission |
| 4 Wheel Drive | Overdrive | Aluminum/Alloy Wheels |

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		RESTRAINT SYSTEMS					
2	Repl	RT Side air bag	1	297.00	m	3.5	M
3	Repl	LT Side air bag	1	384.00	m	3.5	M
4	Repl	System diagnosis	1		m	0.7	M
5	Repl	RT Side impact sens	1	42.50	m	0.4	M
6	Repl	LT Side impact sens	1	42.50	m	0.4	M
7	Repl	Diagnostic unit w/side air bag	1	244.00	m	0.7	M
8*	Repl	RT Cover taupe	1	4.70		0.3	
9*	Repl	LT Cover taupe	1	4.70		0.3	
10		QUARTER PANEL					

07/21/2006 at 12:00 PM
12818

Job Number:

PRELIMINARY ESTIMATE
2002 JEEP GRAND CHEROKEE 4X4 LIMITED 8-4.7L-FI 4D UTV SILVER Int:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11	R&I	RT Upper trim "C" pillar sandstone			Incl.	
12	R&I	LT Upper trim "C" pillar sandstone			Incl.	
13	R&I	RT Upper trim "D" pillar sandstone			Incl.	
14	R&I	LT Upper trim "D" pillar sandstone			Incl.	
15		PILLARS, ROCKER & FLOOR				
16	R&I	LT Pillar molding sandstone			0.3	
17	R&I	RT Pillar molding sandstone			0.3	
18*	R&I	Grip handle black RT			0.3	
19*	R&I	Grip handle black LT			0.3	
20	R&I	RT Upr ctr plr trim black			Incl.	
21	R&I	LT Upr ctr plr trim black			Incl.	
22		ROOF				
23	R&I	Headliner w/side air bag, w/o sunroof agate			Incl.	
24	R&I	RT Sunvisor illuminated agate			Incl.	
25	R&I	LT Sunvisor illuminated agate			Incl.	
26		CONSOLE				
27	R&I	Console assy w/o sunroof all			0.5	
28#		PARTS PRICES ARE SUBJECT TO CHANGE	1			
29#		POSSIBLE HIDDEN DAMAGE	1			
Subtotals ==>				1019.40	11.5	0.0
Parts						1019.40
Body Labor			2.3 hrs @ \$ 38.00/hr			87.40
Mechanical Labor			9.2 hrs @ \$ 65.00/hr			598.00
SUBTOTAL						\$ 1704.80
Sales Tax				\$ 1704.80 @ 6.0000%		102.29
GRAND TOTAL						\$ 1807.09

07/21/2006 at 12:00 PM
12818

Job Number:

PRELIMINARY ESTIMATE

2002 JEEP GRAND CHEROKEE 4X4 LIMITED 8-4.7L-FI 4D UTV SILVER Int:GRAY

ALL BODY SHOP REPAIRS ARE CASH, CREDIT CARD, OR CHECK UPON DEMAND BEFORE
RELEASE OF VEHICLE. NO GUARANTEE ON RUST REPAIRS.

CRYSTAL COLLISION CENTER GAURENTEE S WORKMANSHIP, TO INCLUDE MATERIALS, FOR 1
YEAR ON ALL REPAIRS LISTED ON THIS ESTIMATE

THIS ESTIMATE IS BASED ON A VISUAL INSPECTION ONLY AND MAY
HAVE HIDDEN DAMAGE SO ESTIMATE MAY VARY.
PART PRICES SUBJECT TO CHANGE.
ESTIMATES GOOD FOR 30 DAYS.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY
INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE,
INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD
DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE
INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE
A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT
YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER
WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS
CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR
MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A
NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE
NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL
IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW
MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX
CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY
SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING
RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF
FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from
the Guide DR3WA99 Database Date 06/2006, CCC Data Date 06/2006, and the parts selected are
OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available
OE/Vehicle dealerships. OPT OEM (Optional OEM) parts are OEM parts that may be provided by or
through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some
specific, special, or unique pricing or discount. Asterisk (*) or Double Asterisk (**) indicate
that the parts and/or labor information provided by MOTOR may have been modified or may have come
from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operation
Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Co
Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qu
Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are descri
as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass
Specifications. Labor operation times listed on the line with the NAGS information are MOTOR
suggested labor operation times. NAGS labor operation times are not included. Pound sign (#)
items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year.
For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and pa
data from the previous year may be used. The Pathways estimator has a complete list of applica
vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

VIP Summary Report

Dealer: 26602 - CRYSTAL CHRYSLER DODGE JEEP
VIN: 1J8GW58N92C

Odometer: 58,036 Miles

Date: July 21, 2006 Time: 11:18:29
Currency: USD

Vehicle Information

Year/Model:	2002 JEEP GRAND CHEROKEE LIMITED 4X4 SPORT		
In Service Date:	June 10, 2002	Warranty Coverage Code:	336
Body Style:	WJJP74	Build Date:	May 1, 2002
Book:	R	Carline:	Z
Color 1:	PBB - Bright Silver Metallic Clear Coat	Color 2:	QSB - Bright Silver Metallic Clear Coat
Engine:	EVA - 4.7L Power Tech V8 Engine	Transmission:	DGQ - 5-Spd Automatic 645RFE Transmission
Sale Type:	1 - DIRECT RETAIL	Last Odometer:	33,034 Miles on February 28, 2005

Warning Message - No Warning Messages Available

Vehicle Restriction - No Vehicle Restriction

Owner Information

Name:	MR WESLEY E SCHUBACH	Preferred Name:	
Address:	1 BOSTON IVY CT		
City:	HOMDSASSA	State/Province:	FL
Country:	USA	Language Preference:	English
Telephone-Home:	(352)503-3184	Fax:	
Original Owner:	SCOTT B BURTON		
Postal Code:	34466030	Business:	

Warranty Coverage Summary

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	36 Month or 36,000 Miles	0	June 10, 2005	Expired (Time)
POWERTRAIN:	36 Month or 36,000 Miles	0	June 10, 2005	Expired (Time)
PERFORATION:	60 Month or 100,000 Miles	0	June 10, 2007	11 Month or 41,864 Miles
EMISSIONS:	36 Month or 36,000 Miles	0	June 10, 2005	Expired (Time)
ADJUSTMENT:	36 Month or 36,000 Miles	0	June 10, 2005	Expired (Time)
AIR CONDITIONING:	36 Month or 36,000 Miles	0	June 10, 2005	Expired (Time)
EXTENDED FEDERAL EMISSIONS:	96 Month or 80,000 Miles	0	June 10, 2010	46 Month or 21,864 Miles

In Service Odometer:	27 Miles	Roadside Assistance:	Yes	Towing Assistance:	N/A
Master Shield:	N/A	Transferable-Service Contract:	No	Transferable-Powertrain Warranty:	No

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

Recall Number	Description	Launch Date	Repair Date
C07	RECOMMENDATIONS FOR AVOIDING UNINTENDED	February 17, 2009	March 10, 2003

Service History (24 Month)

VIP Summary Report

Dealer: 26602 - CRYSTAL CHRYSLER DODGE JEEP

Date: July 21, 2006 Time: 11:18:29

VIN: 1J8GWS8N92 [REDACTED]

Odometer: 59,036 Miles

Currency: USD

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
February 28, 2005	66918 - LITHIA CHRYSLER JEEP DODGE OF 14800501 - Cap, fuel tank filler	837880	33,034 Miles	2005032	WARRANTY REPAIR

Service Contract(s) - No Service Contracts Available

Current Vehicle Transfer Information

Warranty Coverage Code	Model Year	Basic Coverage	Powertrain	Deductible	Rust Protection
338	1995-96	3/38	3/38	0	7/100
338	1997-02	3/38	3/38	0	5/100
338	2006-	3/38	3/38	0	5/100

WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM DAIMLER-CHRYSLER OF ANY SUBSEQUENT OWNER'S NAME AND ADDRESS CHANGES USING THE SALES TAB IN DEALERCONNECT.

Selling Dealer Information

Name: 24221 - POLLARD FRIENDLY MOTOR CO	Telephone: (303)447-8187
City: BOULDER	State/Province: CO

Open CAIR Summary - No Open CAIR Information Available

**You are not authorized to
view this report.**

**You are not authorized to
view this report.**

**You are not authorized to
view this report.**

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

CAIR# 15140870

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	1J8GW58N92C279193		05-01 07	58036	06/10/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				HOMOSASSA	FL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	Bright Silver Metallic Clear Coat	WJJ				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
POLLARD FRIENDLY MOTOR CO		74	24221	BOULDER	CO	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Michael Slater C			EAA		813-994-6337	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1807.09		

INTERVIEW

INTERVIEW WITH:

 DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE:

DATE OF INCIDENT:

TIME OF INCIDENT

INSPECTION DATE:

07/21/2006**07/07/2006****04:30** AM PM**07/21/2006**

1. DRIVER'S

DESCRIPTION OF EVENT:

Mr. [REDACTED] stated he was alone in his Jeep Vehicle when he started his vehicle at his home and backed out of his garage. He started to drive down Daisy Street, a smooth asphalt road on a clear dry day, about 88 to 92 degrees. He was at a point about 500 feet from his home when the right and left side curtain air bags deployed. He was hit on his right face cheek by a piece of trim from the right side air bag curtain deployment. He drove back home and rolled the side curtain air bag material up on each side and placed large paper clips on them to hold them up so he could drive his vehicle.

Insurance

Company

Southern Owners Ins

Name:

Personal Injury:

Were there

 Yes No

If Yes, complete section "B"

Personal

Injuries?

Any Indicator/

Warning Lights

 Yes No

If Yes, What light:

on Prior?

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

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

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

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF
 REPAIR ORDERS

INFORMATION:

- POLICE/AGENCY REPORT #:

None Made

- ALL REPORTS/PHOTOS BY
 OTHERS

- ADDRESS OF INSPECTION

Address **26524 Whirlaway Terr**

1

Address

2

City **Wesley Chapel**

State **FL**

Zip **33544**

Phone **813-994-6337**

- EVIDENCE OF TAMPERING OR PRIOR
 DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

Damage to the vehicle was limited to the deployment of the right and left side curtain air bags. There was no damage to the exterior of the vehicle including the undercarriage. This vehicle is in excellent condition and from the appearance has been very well maintained. Mr. [REDACTED] stated he was hit on the right face cheek by a piece of flying debris from the deployment of the right side curtain air bag. However he did not receive any medical treatment and his face has healed.

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

AECM INFORMATION

- SOFTWARE VERSION:
none available

- SERIAL NUMBER :
none available

- PART NUMBER :
none available

- DOES AIRBAG WARNING LIGHT CYCLE ON?

- YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)

- YES NO N/A

- RECORD LABEL PART NUMBER

none available

COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS

- WERE THERE DRB READINGS TAKEN?

- YES NO IF NO, EXPLAIN

attempted to get DRB readings to no avail

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

- WAS AIRBAG DEPLOYED?

- DRIVER YES NO

IF NO, EXPLAIN **no deployment**

- PASSENGER YES NO

IF NO, EXPLAIN **no deployment**

- SIDE AIRBAG YES NO N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

- LEFT RIGHT N/A BOTH

- TYPE OF SIDE AIRBAG

- SEAT CURTAIN N/A

- TYPE OF STEERING WHEEL

- TILT STANDARD

- ANY DAMAGE TO STEERING WHEEL

- YES NO
IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

- YES NO

IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

- ON OFF N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

- YES NO N/A

IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

- YES NO
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

No seat belt labels were found

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
right = AL383071 left = AL393021
PRETENSION DEPLOYED?

- YES NO UNKNOWN

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

fully upright

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

Down

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

NOTE RESULTS

- DOES THE BUCKLE LATCH?

- YES NO
IF NO, EXPLAIN

- DO THEY RELEASE?

- YES NO
IF NO, EXPLAIN

- DO THEY RETRACT?

- YES NO
IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

- YES NO
IF YES, EXPLAIN?

D Ring cover broken R&L

- CHECK FOR SEAT RETAINING BOLTS

- NORMAL
 BROKEN
 LOOSE
 MISSING

NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

Fully rearward

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

No Seat Belt concern, owner says they always operate properly. Owner says he is very concerned about his & his passengers safety due to this deployment and the air bag lamp staying illuminated. Not able to scan the air bag module for codes. The dealer Service Tech Mike Coppola stated the air bag module did not respond to all efforts to access codes, he used two different DRB computers and with two "Super Cards" # 8000 and 8361 and tried without a card, but no response. No Evidence of any water damage to this vehicle. Photo # 9501 shows a minor dent on left rear bumper. Photo # `s 9514 & 9515 show "No Response from Air Bag Computer. I found no TSB for Side Air Bag Concerns.

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

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

LAW OFFICES OF TERRY K. FLEMING
4100 INTERNATIONAL PLAZA, SUITE 532
FORT WORTH, TEXAS 76109
(817) 738-7196
FACSIMILE (817) 735-9924

FACSIMILE TRANSMISSION COVER SHEET

DATE: 07/27/06

TIME: 10:20

TO: Daimler Chrysler Motors Company

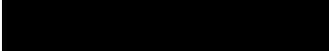
ATTENTION: Special Investigations

FACSIMILE NO: (214) 512-8748

FROM: Terry K. Fleming

This document will contain a total of 2 Pages, which includes this cover page. Please be sure to count pages received when transmission is complete.

If you have any questions or inquiries about missing pages or unreadable copies, please call immediately.

RE: 

CLAIM NO: 15210336

MESSAGE:

Unless otherwise indicated or obvious from the nature of this transmittal, the information contained in the fax message is attorney-client privileged and confidential, intended solely for the intended recipient, you are hereby notified that any dissemination, distribution, disclosure, use or copying of the contents of this communication, except to or by the intended recipient, is prohibited. If you have received this transmission in error, please immediately notify us by collect telephone and return the original message to us at the above address at our expense.

LAW OFFICES OF TERRY K. FLEMING

4100 INTERNATIONAL PLAZA, SUITE 532
FT. WORTH, TEXAS 76109
TELEPHONE (817) 738-7196 *** FACSIMILE 817-735-9924

July 27, 2006

Via Facsimile 248-512-8748

Daimler Chrysler Motors Company LLC
Post Office Box 21-8004
Auburn Hills, Michigan 48321-8004
Attention: Special Investigations

Re: My Client: [REDACTED]
Date of Loss: 07/25/06
2002 Dodge Ram 1500 PU
VIN #: 1D7HA16KX2 [REDACTED]
Reference No.: 15210336

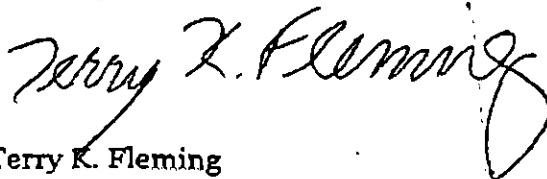
Dear Madam or Sir:

Please be advised that the undersigned has been retained by the above referenced claimant in connection with injuries he sustained in a motor vehicle accident on July 25, 2006 that occurred in Cleburne, Texas.

This letter is to put you on formal notice of my intention, on behalf of my client, to pursue a claim against Daimler Chrysler Motors Company for the injuries and damages sustained regarding the air bag restraint system.

Please contact my office promptly. You are further advised that inasmuch as substantial damages will be asked in this claim, you should turn this letter over to your liability insurance carrier immediately with instructions that their representative contact me promptly.

Sincerely,



Terry K. Fleming

TKF/dkm

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Aug 03 07:23:13 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Safety concerns: Our 2003 Jeep Grand Cherokee had both air bags explode while driving. We were not allowed to contact anyone with authority at Jeep? Why not? Also, heard that Liberty & Grd. Cherokee are being recalled. Concerned about safety issues. Jeep used have such high standards, \rwhy can\\\'t we tell our story to someone who will listen about the airbags. We were not treated very well at all. When we see \\\'"the Dr.\\\'" on TV, we get upset because we know we can\\\'t really get a straight answer.

Comments:

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri Aug 04 10:57:41 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Mr. & Mrs.:

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

Your email has been received and the concerns raised are fully appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the Business Center Office.

We appreciate you taking the time to communicate with DaimlerChrysler Motors Corporation, and regret a more favorable reply could not be provided.

Thanks again for your "Z"mail.

Sincerely,

Jeremy

Senior Staff Representative
Dr.Z's Customer Action Team

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

REFERENCE NUMBER: 15244861

EMAIL CASE NUMBER: 1459700

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4064102I25261L0K
M&

Original Message Follows:

US Customer Service - ASKDRZ Brand Site

Brief Description:

Safety concerns: Our 2003 Jeep Grand Cherokee had both air bags explode while driving. We were not allowed to contact anyone with authority at Jeep? Why not? Also, heard that Liberty & Grd. Cherokee are being recalled. Concerned about safety issues. Jeep used have such high standards,\rwhy can\\\'t we tell our story to someone who will listen about the airbags. We were not treated very well at all. When we see \\\"the Dr.\\\" on TV, we get upset because we know we can\\\'t really get a straight answer.

Comments:

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:
Mr. & Mrs.
Middle Initial:

Last Name:
Address:
Address 2:

City: Brevard
State:
NC

Zip:
Email:
Work E:

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

05500 LB



17 TIRES

33 PSI) COLD

17 TIRES

33 PSI) COLD

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

VIN: 1J8GW58N920 [REDACTED] TYPE: MPV MDH: 12210
VEHICLE MADE IN U.S.A. PAINT: PS5 TRIM: XLL5 46485





Jeep

Snap-on



GRAND CHEROKEE LIMITED





Jeep
QUADRA-DRIVE

V8





GRAND CHEROKE

Jeep



Jeep

Jeep





Jeep
SRS
PASSENGER

Jeep



Jeep
SPG
4x4

Jeep





2002 Jeep Gr Cherokee (Crew)
Customer: Klink, Derek
56361
Folder Contact: 3 Hood
Insurance USA (DHP)



















SELECT SYSTEM

1. Engine
2. Transmission & T-Case
3. Body Interior
4. Chassis & Body Exterior
5. Anti-lock Brakes
6. Passive Restraints
7. Theft Alarm
8. System Monitors

Page 1 of 1

HELP

F2

F3

63.0

SELECT RESTRAINT SYSTEM

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

SELECT FUNCTION

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

DTC TYPE

- 1. Active
- 2. Stored

-- ORC DTCs 1 of 4 --

DRIVER SQUIB 1
CIRCUIT OPEN

--- DTC 2 of 4 ---

PASSENGER SQUIB 1
CIRCUIT OPEN

— ORC DTCs 3 of 4 —

DRIVER SQUIB 2
CIRCUIT OPEN

— DTC 4 of 4 —

PASSENGER SQUIB 2
CIRCUIT OPEN

DTC TYPE

1. Active

2. Stopped

-- ORC DTCs 1 of 4 --

DRIVER SQUIB 1
CIRCUIT OPEN

MINUTES: 11 IGN CNTS: 0

--- DTC 2 of 4 ---

PASSENGER SQUIB 1
CIRCUIT OPEN

MINUTES: 11 IGN CNTS: 0

-- ORC DTCs 3 of 4 --

DRIVER SQUIB 2
CIRCUIT OPEN

MINUTES: 14 IGN CNTS: 0

-- DTC 4 of 4 --

PASSENGER SQUIB 2
CIRCUIT OPEN

MINUTES: 14 IGN CNTS: 0

AIRBAG Module Information

Body Style: WJ

Part#: 56010488AF

SW Version: 03.51

Front Dr and Pass/PCI Bus SAB

Front Lamp Dr w/On/Off Sw or AOSIM

Both Side Airbags Enabled

No Airbag On/Off Switch







Copyright © 2004 (copy)
56104
RPR, Derek
THROCK
U.S.A. (DHP)







! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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

! WARNING: HIGHER ROLLOVER RISK



**AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.**

ALWAYS BUCKLE UP.

**SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.**



! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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

E 184611

AL393 345

AL393 345

E 184611





From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Sep 07 12:32:34 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2002 Grand Cherokee Air Bags self deploying!

Comments:

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 my 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]
Gulf War
Vet.
Honorable Discharged

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Sep 07 16:46:10 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
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.

Sincerely,

Lashon

Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 15389992

EMAIL CASE NUMBER: 1507199

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4200152I25261LOK
M&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2002 Grand Cherokee Air Bags self deploying!

Comments:

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 my 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, Derek A. Kirk Avionics Navair Depot Jacksonville AT 2 (AW) USN Gulf War Vet. Honorable Discharged

VIN:

2C [REDACTED]

Mileage:

60000

Servicing Dealer:

Mike Shad Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle

[REDACTED]

Last Name

[REDACTED]

Address

[REDACTED]

Address

[REDACTED]

City:

Jacksonville

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home P

[REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Mon Sep 11 17:48:01 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance (KMM4200152I25261L0KM)
Dear Lashon,

Wow, you actually wrote back. My insurance company is USAA and here is their PH # 1-800-531-8222 press # ext. 44194 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's # [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.

Thanks,

----- Original message -----

From: customerassist <customerassist@daimlerchrysler.com>

> 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.

>=20
> Sincerely,=20
>=20
> Lashon=20
>=20
> Senior Staff Representative=20
> Chrysler Group Customer Assistance Center=20
>=20
> For any future communications related to this email, please refer to the=20
>=20
> following information:=20
> REFERENCE NUMBER: 15389992=20
> EMAIL CASE NUMBER: 1507199=20
> REPLY LINK:=20
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM42001=52I25261L0K=20
> M&=20
>=20
>=20
> Original Message Follows:=20
> -----=20
>=20
> US Customer Service - Jeep Brand Site=20
> Brief Description:=20
> 2002 Grand Cherokee Air Bags self deploying!=20
> Comments:=20
> Last night my 2002 Jeep Grand Cherokee deployed the front two airbags=20
> all by themselves. I did not hit anything! I was in traffic and lucky I=20
>=20
> did not hurt anyone else. The airbag hurt my left arm. I will see a=20
> doctor tomorrow. I am very disappointed in you. This was my first plush=20
>=20
> car, I also own a 1996 Jeep Cherokee that I love. As soon as the 2002=20
> gets fixed I am trading it in. I am nervous to get in the car anymore.=20
> Since I still love Jeep, I was hoping you would foot some of the bills=20
> to put my in a new Jeep. I am interested in the 5.7 Hemi or the 6.1 SRT=20
>=20
> 8 new. This is not much to ask since I am the hurt one and your car hurt=20
>=20
> me. Be a stand up company and help me. Thank you, [REDACTED]
>=20
> [REDACTED] Jacksonville AT 2 (AW) USN Gulf War Vet. Honorable=20
> Discharged=20
>=20
> VIN:=20
> 20 [REDACTED] 20
> Mileage:=20
> 60000=20
> Servicing Dealer:=20
> Mike Shad Jeep=20
> Title:=20
> Mr.=20
> First Name:=20
> [REDACTED]
> Middle Initial:=20
>=20
> Last Name:=20

> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]

>=20
> City:=20
> Jacksonville=20
> State:=20
> FL=20
> Zip:=20

> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

Warning: The card or
DIMM is not properly
connected to the Data
connector.

3

-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 149

Page back to exit

Powertrain Control Module Info
2002 WJ/WG 4.0L I6 SFI
Module: Cal 19.0, AUG 31
Natural Asp. Unleaded Fuel
Low Emission Vehicle (NBV)
Automatic Trans. RW Drive
Jeep Truck Engine, JTEC+
Single Fan, Variable Speed
PCM Part#: 56044357AB
Homologation ID: WBSADD
CARB OBD II Vehicle

A photograph showing a deployed white passenger airbag in a car. The airbag is inflated and positioned in front of the driver's seat. The steering wheel is visible in the background, featuring a black band with the word "Jeep" in white. The interior of the car is dark, and the airbag is brightly lit, creating a strong contrast. The airbag's fabric is wrinkled and appears to be made of a synthetic material. The overall scene is captured from a slightly elevated angle, focusing on the airbag and the steering wheel.

Jeep



Jeep

CHRYSLER



CHRYSLER























361

Jeep

GRAND CHEROKEE



Jeep



361

361

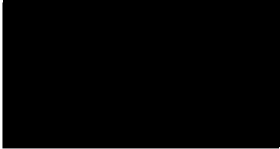


042758





EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup



COB/MCG
 05. OCT. 2006
 24698

Fax

To: Dr. Dieter Zetsche, COB **From:** [Redacted]
Fax: +49 711 17 22244 **Pages:** 5
Phone: +49 711 17 170 **Date:** 10/4/2006
Re: 2002 Jeep Grand Cherokee Safety Issue **CC:** Kris Krueger

Urgent For Review Please Comment Please Reply Please Recycle

• **Comments:** This is a serious safety issue that needs to be addressed ASAP!

RECEIVED

OCT 11 2006

J. ROSS



October 3, 2006

In regards to: 2002 Jeep Grand Cherokee, VIN 1J8GW58N920 [REDACTED]

Dr. Dieter Zetsche, COB
Daimler Chrysler AG
70546 Stuttgart
Germany

Dear Dr. Zetsche,

My 2002 Jeep Grand Cherokee Limited auto deployed the front airbags for no reason on September 6, 2006 at 5 pm EST. I was hurt but able to control the vehicle out of traffic. I called my insurance company, USAA claim 1610 65 81 Angela Lyons (800) 531-8222 ext. 44194, soon after. The front dash/window was destroyed by the airbag release. I did not hit anything or anyone.

Not knowing who to contact at Jeep I emailed the customer service on the contact page explaining the situation. Not hearing back from you, much to be expected, I had the auto repair shop Auto Crafters 1340 Cassat Ave. Jacksonville, FL. 32205 (904) 361-6530 start the repair. After three days I got a response email from Lashon, a representative of your customer relations, expressing concern. Two days later I got a call from the same wanting more information. At both times, she was short and non-committal to this very dangerous safety issue.

I stopped repairs to let your representatives examine the vehicle. After three days, I heard back from the field inspector saying to call Chrysler in a day or so. His attitude was negative so I told Auto Crafters to re-start the work. Two days later your legal representative, Kris Krueger, called saying Daimler Chrysler is liable and is willing to make it right.

I wanted the car taken off the market and a new car for a great deal. I love Jeep or did! I told him that I did not trust the car anymore and I was getting rid of it no matter what. He offered that Daimler Chrysler will fix the car, pay me \$4000 pain and suffering, and give me the Daimler Chrysler friends and family discount on a new car.

I argued with him about leaving the car in the market and that it could kill someone later. He refused and said it would be all right. As you see the enclosed, the offer is not the same as promised and I am confused on why you are not taking this issue seriously.

I am not happy with how you are handling this major safety issue!

It seems that you really don't have concern over safety issues at all. Your car is unsafe and I have lost my patience! I have been the nice guy by being fair but your nonchalant action on this matter has made me livid! I am the one who was hurt, the one who had airbags blown up to the face, the one who has lost sleep over this for weeks, the one who has to take off time from work jeopardizing my job, and I still have no car! And just because I can take the pain and was able to control the car out of traffic does not mean this accident is incidental. My arm still hurts!

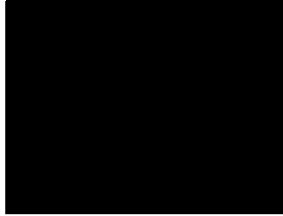
The written settlement offer, which was nothing like the phone offer, is a smack in the face on top of this month long pile of agony! Someone else or I could have been seriously hurt, maimed, or killed when the airbags went off in the middle of ongoing traffic.

I am real tired of this whole thing, I think I will start writing Federal agencies and demand a recall of the 2002 Jeep Grand Cherokee's and all other models sharing the airbag systems. You're uncaring of safety and me is unsettling.

● Page 2

October 3, 2006

Respectfully,

A handwritten signature in black ink, appearing to be "D. Krueger", written in a cursive style.

Cc:

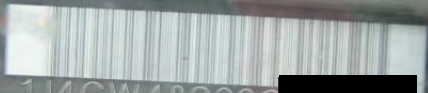
Kris W. Krueger

Daimler Chrysler

1000 Chrysler Dr.
Auburn Hills, MI 48326-2766
Customer Claims Resolution Group

Phone: (248) 512-4064
FAX: (248) 512-0922

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup



1J4GW48S02C



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 5-02

GVWR FRONT: 1248 KG 2750 LB
16X7

GVWR REAR: 1339 KG 2950 LB
16X7

GVWR:	2450 KG 05400 LB	
WITH	P225/75R16	TIRES
RIMS AT	227 KPA (33	PSI) COLD
WITH	P225/75R16	TIRES
RIMS AT	227 KPA (33	PSI) COLD



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

VIN: 1J4GJ48S02 [REDACTED] TYPE: MPV MDH:051307 73290
VEHICLE MADE IN U.S. [REDACTED] TRIM: E7L5 4648500















GRAND CHEROKEE

Goodyear

Goodyear
Tire



4x4

HILL CITY ELEMENTARY
HONOR ROLL STUDENT

Jeep
4x4



MySuzuki

WILLIAMS SUBARU
11111 1111 11111111
11111 1111 111111

Jeep
4x4





GRAND CHEROKEE 4x4







GRAND CHEROKEE





AL 293 021

E 18481 B















MADE IN USA

JOHNSON
MAGNETIC
ANGLE
Locator

NO. 704





MADE IN USA

JOHNSON
MAGNETIC
ANGLE
Locator

NO. 100











AL393 021

E 194612



























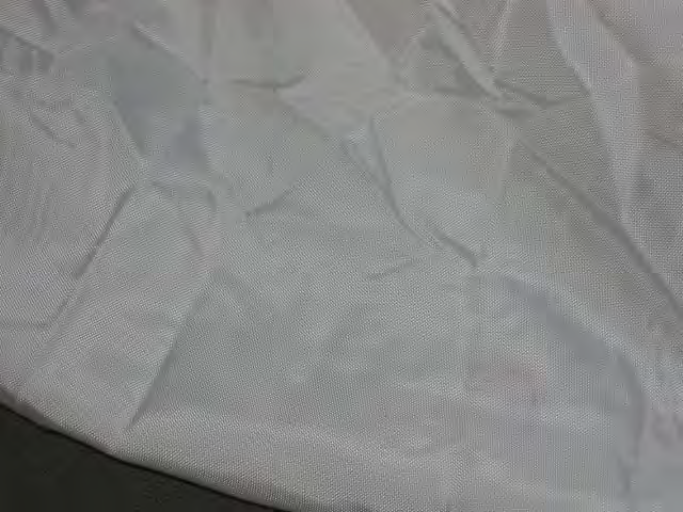


MADE IN USA
JOHNSON
MAGNETIC
ANGLE
Locator

NO. 100







































DAIMLERCHRYSLER

DRB III - BIOS Version 4.02
Copyright 2001, All Rights Reserved
Serial Number: 1934501653

Launching application...

1. Connect to TechniMIL
2. Generic Scan Tool
3. PEP Module Tools
4. Run Memory Card Programs
5. DRB Utilities
6. Vehicle Flash
7. Legacy MDS1 Support

Page 1 of 1



63.0

2006 (1) 2006 Application
DaimlerChrysler
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RELEASE 63.0.01

Released: 14:09:07 2/23/2006

Bios Version: 4.02

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

Cable in use: J1962 (CH7000A)

HELP

63.0

STAND-BY ONE MAIN MENU

1. 1980 - 2006 Diagnostics
2. 1983 - 1997 Diagnostics
3. Vehicle Module Scan
4. Customer Preference
5. Junction Port Tool
6. TechCONNECT DataRecorder

Page 1 of 1

HELP

MAIN

63.0

- 1992 - 2006 Chevrolet
1. 87 - 00 Stratus/Sabrina Coupe
2. 98 - 00 Avenger/Sabrina Coupe
3. 1998 Talon
4. 2004 - 2006 Crossfire
5. 2002 - 2006 Sprinter

F1
HELP

F2
SYS

F3
MAIN

63.8

SELECT SYSTEM

1. Engine
2. Transmission & 1-Case
3. Body Interior
4. Chassis & Body Exterior
5. Anti-lock Brakes
6. Passive Restraints
7. Theft Alarm
8. System Monitors

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

63.0

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

63.0

AIRBAG DIAGNOSTICS

Determining Controller
Type

Please Wait...

F1
HELP

F2
SYS

F0
MAIN

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

HELP

SYS

MAIN

63.1









EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Jan 02 09:37:38 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Airbags went off for no apparent reason

Comments:

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 at [REDACTED] Thank you.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed Jan 03 18:16:00 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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.

Sincerely,

Brent

Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 15825907

EMAIL CASE NUMBER: 1632672

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4555303I25261L0K
M&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Airbags went off for no apparent reason

Comments:

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 at [REDACTED] Thank you.

VIN:

2C [REDACTED]

Mileage:

59500

Servicing Dealer:

Woodhouse-Blair, NE

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Storm Lake

State:

IA

Zip:

Email:

Work Phone

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

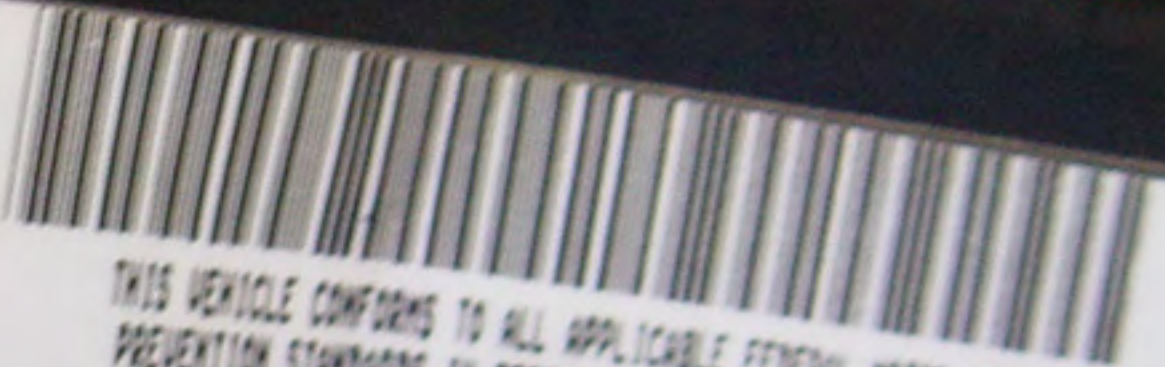
MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 10-01

GAWR FRONT: 1248 KG 2750 LB
17X7.5

GAWR REAR: 1339 KG 2950 LB
17X7.5

GWR: 2485 KG 05500 LB
WITH P235/65R17 TIRES
RIMS AT 227 KPA (33 PSI) COLD
WITH P235/65R17 TIRES
RIMS AT 227 KPA (33 PSI) COLD



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

VIN: 1J8GU58N62C [REDACTED]

TYPE: MPV
PAINT: PBT

TRIM: JLL5

MDK: 102310 738AA
4040500

5 11:41 AM



5 11:41 AM



MPH km/h

059927

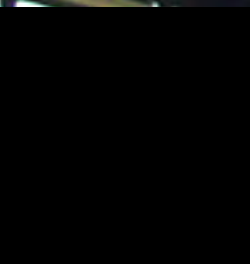
AVS 1 2 3 4 5
CASH 1 2 3 4 5

5 11:42 AM



Jeep

5 11:42 AM



5 11:43 AM



5 11:43 AM



5 11:43 AM



GRAND CHEROKEE LIMITED

5 11:43 AM



GRAND CHEROKEE

WOODRIDGE

ST MARYS

Jeep

5 11:44 AM



WOODHOUSE

ST MARYS

Jeep
QUADRA-DRIVE

V8

5 11:44 AM



WOODHOUSE

ST MARYS

V8

Jeep

5 11:45 AM



5 11:45 AM



5 11:46 AM



MEGA-TRON PLUS
85
DANGER / POISON
INTERSTATE
MEGA-TRON PLUS
INTERSTATE

SEE OWNER'S MANUAL

5 11:46 AM



5 11:48 AM



5 11:49 AM



Jeep

ON • OFF
CRUISE
SET

RES • ACCEL
CANCEL
COAST

SRS
AIRBAG

5 11:52 AM



5 11:52 AM

NO RESPONSE from ORC

Please make certain of the following items:

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

F1
HELP

F2

63.2

F3

5 12:02 PM

Unable to ID Module for
ORC

press any key to continue

5 12:02 PM

EMBA/ALZ

AL393 345

5 12:03 PM

! WARNING



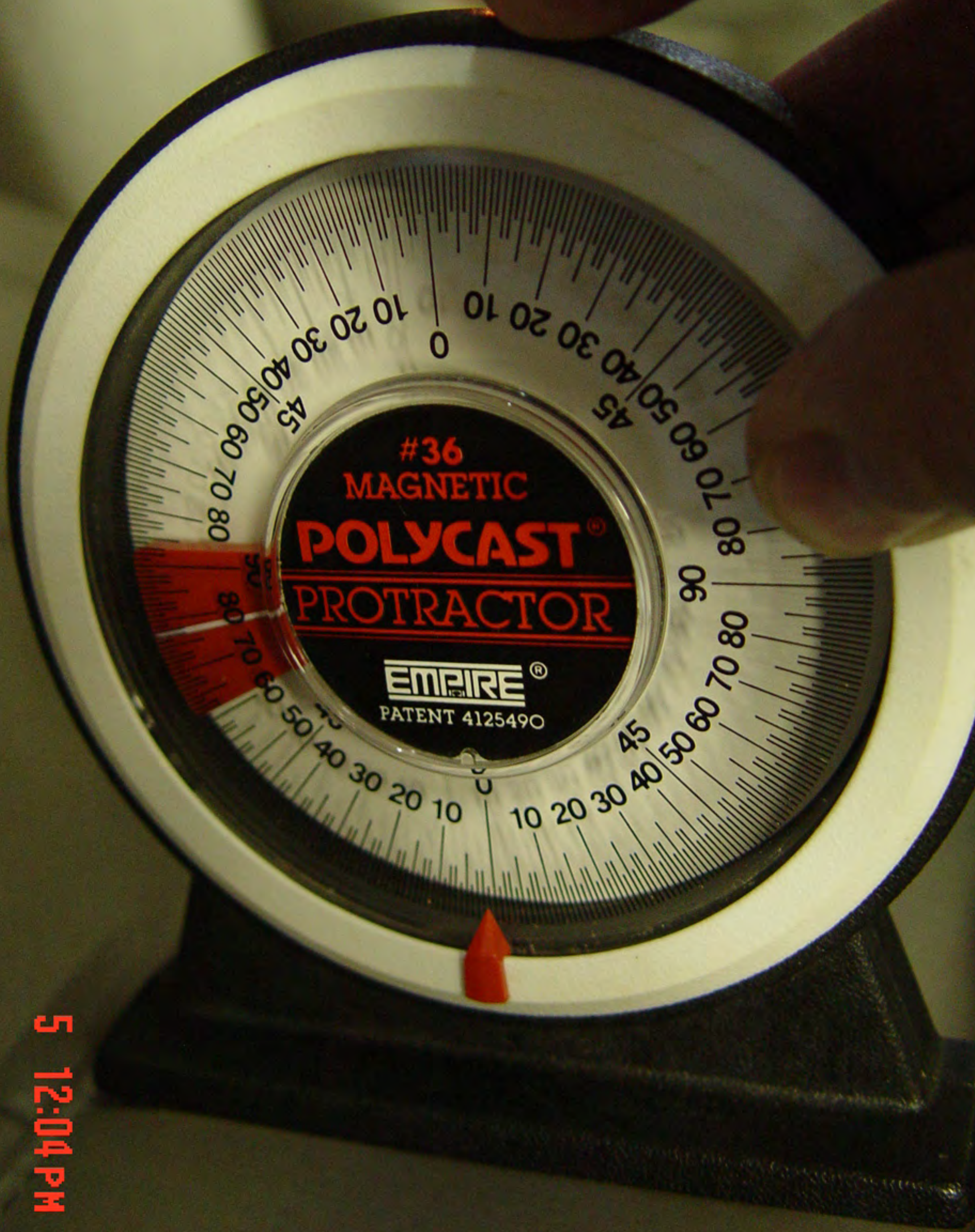
DEATH OR SERIOUS INJURY CAN OCCUR

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

5 12:03 PM



5 12:04 PM



#36
MAGNETIC
POLYCAST[®]
PROTRACTOR

EMPIRE[®]
PATENT 4125490

5 12:04 PM



5 12:05 PM



5 12:05 PM



5 12:06 PM



5 12:06 PM



Jeep
TIRE INFLATION PRESSURE
before drive cold - before turn
DO NOT reduce pressure if
are warm
ALL TIRES EXCEPT MINI SPARE
33psi/227KPa
(at full load)
MINI SPARE
60psi/413KPa
(at full load)

Heather Rude
From: membership@aaainnsw.com
Sent: 10/1/11

5 12:06 PM

E 184615

AL303 303

5 12:07 PM



5800 Enterprise Drive
Warren, MI 48092

Facsimile Cover Sheet
DaimlerChrysler Special Investigations Inspection Request
New project number effective January, 2007
DAIM-2007

Owner: [REDACTED]

Project No. DAIM-2007

CAIR No.: 15826152

TO: Ron Evangelisti

RECEIVED
JAN 09 REC'D
SPECIAL INVESTIGATIONS

FROM: EAA FC

Date Sent: 1/4/07

DUE DATE: 1/9/07

***PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL**

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

Date: 1/04/07 11:40 AM

Coversheet for DaimlerChrysler (Service Associate use only)
(Also fax or email to EAA for closure)

*Closure Date: 1/05/07

DaimlerChrysler Fax No.: 248-512-8748

- Martell (248) 944-7038
- Bott (248) 944-7056
- Porterfield (248) 944-7134
- Susalla (248) 944-7149

*MIKE - NAME IS SPALLED
LAMOREUX*

Comments: _____

15826152

STAR PARTS - PARTS LIST

Item	Part	Description	Qty	Upr	Uprsm	Unit	Price	Mount Cost	Notes
1	5HK981LBAC	PAD	1	1	EACH	720.0	432.0	0.0	410.4
2	5GV1543BAC	AIR BAG	1	1	EACH	575.0	345.0	0.0	300.0
3	5GV61WL8AC	AIR BAG	1	1	EACH	510.0	306.0	0.0	290.7
4	55042770AB	CLOCK SPRING	1	1	EACH	400.0	240.0	0.0	200.0
5	56010410AC	SENSOR, Air Bag, Right, Bracket Serviced with Sensor Only	1	1	EACH	42.5	25.5	0.0	24.23
6	56010411AC	SENSOR, Air Bag, Left, Bracket Serviced with Sensor Only	1	1	EACH	42.5	25.5	0.0	24.23

- ① Pad 23-11-14-02 1.2 hr
- ② Pass Air-bag 23-11-50-01 2.6 hr
- ③ Drive Air-bag 19-85-12-01 .3 hr
- ④ Clock spring 19-85-25-02 .4 hr.
- ⑤ Sensor FT-RT 08-14-25-02 .3 hr
- ⑥ Airbag mod 08-45-09-01 5 hr
- ⑦ Sensor FT-LT 08-14-25-03 .3 hr

\$1244.42 plus 40%
\$1742.19

\$2036.75
Total

5.6 hr @ \$32.60

\$294.56 labor

P.2
PAGE 02
712-889-2457
SCHUELKE AUTO
Ron Evangelisti
7127326116
Jan 06 07 12:20a
dl/vj/kag/ 1/1/07

1/5/07

PAGE.02
712 889 2457
JAN 05 2007 23:56

15826152

No. 3871



SCHUELKE AUTO COMPANY

Dodge
Chrysler Sales & Service
 Phone 732-3619
 www.schuelkeauto.com

Jeep

211 West 5th Storm Lake, Iowa 50588

Mileage <i>5500</i>	NAME
Year & Model <i>2007 Dodge</i>	ADDRESS
VIN Number <i>[REDACTED]</i>	
Phone Number	CITY & STATE
	ZIP CODE

PERFORMANCE SERVICE

QUANTITY	SERVICE AND PRODUCTS	TOTAL	
	CHANGE MOTOR OIL Mopar		
	FILTERS OIL <input type="checkbox"/>		
	AIR <input type="checkbox"/>		
	LUBRICATION		
	TRANSMISSION FLUSH		
	COOLANT FLUSH		
	FUEL FLUSH		
	TIRE ROTATION		
	<i>Shop Attention 732</i>		
	<i>for all my additional</i>		
	<i>732</i>		
	<i>732</i>		
	<i>732</i>		
	LABOR <i>12</i>		
	TAX		
Serviced by <i>Ron</i>	TOTAL		

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

CAIR# 15826152

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	1J8GW58N62C127811		10-23 10	59527	11/17/2001
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		STORM LAKE	IA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Patriot Blue Pearl Coat	WJJ	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
WOODHOUSE CHRYSLER JEEP DODGE		74	68280	BLAIR	NE	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Ron Evangelisti		SPX/EAA		712-889-2457		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1700.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **01/05/2007** DATE OF INCIDENT: **12/30/2006** TIME OF INCIDENT: **11:00** AM PM INSPECTION DATE: **01/05/2007**

1. DRIVER'S DESCRIPTION OF EVENT: [REDACTED] was traveling south on North Lake Street, around 4th or 5th streets. I heard a dinging type noise like when you leave the head-lights "ON" Then the Airbag light came "ON" and about 4-5 seconds later the airbags deployed.

Insurance Company Name: **IMT Insurance Co.**

Personal Injury:

Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/

Warning Lights on Prior? Yes No

If Yes, What light: **Airbag light**

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

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

ALL FOUR SIDE VIEWS

IF CRASH DAMAGED:

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

- ANY RECENT VEHICLE

INFORMATION:

POLICE/AGENCY REPORT #:

No report filed

ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION
Address **211 West 5th**

1

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

SERVICE

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

Address

2

City **Storm Lake**

State **IA**

Zip **50588**

Phone **712-732-3619**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: All glass "Intact" including Windshield. Interior: both front airbags, clock spring, module, sensor airbag right/left, pad. Exterior: Inspector could find notable damage to body or chassis, wheels/tires, etc. some minor door dings, scratches. No injuries noted.

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

INFORMATION:

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

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

AECM INFORMATION

- SOFTWARE VERSION:

- SERIAL NUMBER :

- PART NUMBER :

02000000

DOES AIRBAG WARNING LIGHT CYCLE ON?

- YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)

- YES NO N/A

- RECORD LABEL PART NUMBER

No numbers

COMPLETE PART D

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

- YES NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
Unknown/No response from ORC		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
Unknown/Unable to ID module for ORC		

- WAS AIRBAG DEPLOYED?

- DRIVER YES NO

IF NO, EXPLAIN

- PASSENGER YES NO

IF NO, EXPLAIN

- SIDE AIRBAG YES NO N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

- LEFT RIGHT N/A BOTH

- TYPE OF SIDE AIRBAG

- SEAT CURTAIN N/A

- TYPE OF STEERING WHEEL

- TILT STANDARD

- ANY DAMAGE TO STEERING WHEEL

- YES NO

IF YES, EXPLAIN

Center cap

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

- YES NO

IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

- ON OFF N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

- YES NO N/A

IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

- YES NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

No numbers

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

Driver AL 393 345 (E184612)
Passenger AL 393 345 (E184615)

- PRETENSION DEPLOYED?

- YES NO UNKNOWN

- EXISTING LOCATION OF RECLINER -

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

78 degrees

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

Down position

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

NOTE RESULTS

- DOES THE BUCKLE LATCH?

- YES NO

IF NO, EXPLAIN

- DO THEY RELEASE?

- YES NO

IF NO, EXPLAIN

- DO THEY RETRACT?

- YES NO

IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

- YES NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

- NORMAL

- BROKEN

- LOOSE

- MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

2.0"

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

Owners name is spelled [REDACTED] stated owned vehicle for three years, no accidents since ownership, wife (Beth) is primary driver. DRB Test, got a partial part number for airbag module, then could not get back into airbag module for codes, (No response from ORC) (Unable to ID module for ORC) Technician/Inspector tried numerous times. Estimate of repairs (2036.00)

Previous

Form Approved

Returned for corrections

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup
























A close-up photograph of the side of a red Jeep Grand Cherokee. The vehicle is elevated on a yellow hydraulic lift. The focus is on the side panel, which features a silver emblem that reads "GRAND CHEROKEE". Below the emblem are three horizontal, oval-shaped indentations. To the left, a portion of a black tire and a silver alloy wheel is visible. The background is dark, suggesting an indoor garage or workshop setting.

GRAND CHEROKEE


















Jeep



68





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

WIN: 1J8GW58N03 [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PRINT: PEL TRON:

121608
R

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 10-02

GAWR FRONT: 1248 KG 2750 LB
17X7.5

GAWR REAR: 1339 KG 2950 LB
17X7.5

GVWR: 2495 KG 05500 LB
WITH P235/65R17 TIR
RIMS AT 227 KPA (33 PSI) COL
WITH P235/65R17 TIR
RIMS AT 227 KPA (33 PSI) COL



ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
DEFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

TYPE:
INT: PEL

MPV

TRIM: XLT5

MDH: 102912 418AA

4648509





STAND-ALONE MAIN MENU

1. 1998 - 2007 Diagnostics
2. 1983 - 1997 Diagnostics
3. Vehicle Module Scan
4. Customer Preference
5. Junction Port Tool
6. TechCONNECT DataRecorder

Page 1 of 1

F1
HELP

F0
MAIN

63.3

STAND-BY MAIN MENU

1. 1998 - 2007 Diagnostics
2. 1983 - 1997 Diagnostics
3. Vehicle Module Scan
4. Customer Preference
5. Junction Port Tool
6. TechCONNECT DataRecorder

Page 1 of 1

HELP

MAIN

63.3

STAND-ALONE MAIN MENU

1. 2006 - 2007-Diagnostics
2. 1983 - 1997 Diagnostics
3. Vehicle Module Scan
4. Customer Preference
5. Junction Port Tool
6. TechCONNECT DataRecorder

STAND-ALONE MAIN MENU

1. 1998 - 2007 Diagnostics
2. 1983 - 1997 Diagnostics
3. Vehicle Module Scan
4. Customer Preference
5. Junction Port Tool
6. TechCONNECT DataRecorder

Page 1 of 1

HELP

MAIN

63.3

SELECT SYSTEM

1. Engine
2. Transmission & T-Case
3. Body Interior
4. Chassis & Body Exterior
5. Anti-lock Brakes
6. Passive Restraints
7. Theft Alarm
8. System Monitors

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

63.3

Unable to ID Module for
ORC

press any key to continue

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

63.3

Upgrade to ID Module for
ORC

press any key to continue

Unable to ID Module for
ORC

press any key to continue

44



077993

MPH km/h



AIR
BAG



077993



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

CAIR# 16268774

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	1J8GW58N03C561773		10-29 12	77993	12/11/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		WALTON	KY	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Inferno Red Tinted Pearl Coat	WJ	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
HILLVIEW MOTORS INC		35	23468	GREENSBURG	PA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Michael Schamel A			EA Associates Inc.		812-883-0226	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

 INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
05/10/2007	05/03/2007	05:30 <input type="radio"/> AM <input checked="" type="radio"/> PM	05/11/2007

1. DRIVER'S DESCRIPTION OF EVENT: **Owner/driver [REDACTED] states: While driving home and at his residence located at 11030 Harrison Way in Cincinnati Ohio. States he had stopped at his mailbox at the end of his driveway and was reading through his mail when suddenly a chime came on, and the airbag light suddenly came on and just a few seconds later the drivers and passengers airbag deployed. States his vehicle was no moving when the airbags deployed but was running. States he was alone in the vehicle and was not injured. States the airbag light or the chime had never came on prior while driving.**

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

If Yes, complete section "B"

If Yes, What light:

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

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

POLICE/AGENCY REPORT #:
None
 ALL REPORTS/PHOTOS BY OTHERS
 - ADDRESS OF INSPECTION
 Address **Zimmer CPJ**
 1

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO
 - IF YES, DESCRIBE AND PHOTOGRAPH

YES NO
 UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

Address **1086 Burlington Pike**
2
City **Florence**
State **KY**
Zip **41095**
Phone **859-544-5821**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: Owner/driver Michael Zovath states he was alone in vehicle and was not injured.

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

INFORMATION:

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

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

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

YES NO IF NO, EXPLAIN

No response from module

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

AECM INFORMATION

- SOFTWARE VERSION:

- SERIAL NUMBER :

- PART NUMBER :

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES NO N/A

- RECORD LABEL PART NUMBER

COMPLETE PART D

- WAS AIRBAG DEPLOYED?

DRIVER YES NO

IF NO, EXPLAIN **Deployed**

PASSENGER YES NO

IF NO, EXPLAIN **Deployed**

SIDE AIRBAG YES NO N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

LEFT RIGHT N/A BOTH

- TYPE OF SIDE AIRBAG

SEAT CURTAIN N/A

- TYPE OF STEERING WHEEL

TILT STANDARD

- ANY DAMAGE TO STEERING WHEEL

YES NO

IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

YES NO

IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

ON OFF N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

YES NO N/A

IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

YES NO

IF YES, EXPLAIN

No damage present to undercarriage

PHOTOGRAPH REQUIRED

PART - D SEATS/SHOULDER BELTS NOT APPLICABLE

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

Both front drivers and passenger bags have deployed. Airbag light stays on when key turned on. careful inspection of undercarriage and frame does not reveal damage or contact marks. Careful inspection of interior does not reveal evidence of water intrusion. Attempted to scan with DRB and module will not respond. Owner states there were no injuries in this incident. Vehicle is located at dealer Zimmer CPJ in Florence KY.

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

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Mon May 07 16:04:48 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Airbags activated without warning and caused injury to driver, and damage to front windshield.

Comments:

May 7, 2007

DaimlerChrysler Customer Assistance Center
P.O. Box
21-8004-09-09-20
Auburn Hills, MI 48321-8004-09

Re: 2003 Grand Cherokee-VIN #
1J8GW58N03C [REDACTED]
Reference No. 16268774

Dear Customer Service,

This is to advise you that last Thursday evening, May 3, 2007, our employee, [REDACTED] was driving the above-referenced vehicle, assigned to him, and experienced a serious malfunction with the vehicle. While driving up his driveway, Mr. [REDACTED] heard a warning tone that he thought was the low fuel warning, but when he observed the dashboard light, the warning showed the =93airbag=94 light; about a second later, both airbags activated. The driver side bag bruised his left arm and the passenger side bag broke the vehicle=92s windshield.=20

Mr. [REDACTED] had done nothing to prompt the vehicle to activate its airbags. He immediately parked the vehicle at his driveway and contacted a Chrysler representative in Columbus, who wrote down the vehicle=92s VIN and subsequently filed a report with Chrysler on Friday morning, May 4, 2007. Mr. [REDACTED] was expecting to hear from someone at Chrysler on Friday, May 4, but as of this date has still not been contacted by anyone at the company.=20

This letter is to advise you that we consider this incident to be of a serious nature, and at this point we are very disappointed at Chrysler=92s lack of prompt response regarding this matter. We have not yet contacted the Federal Trade Commission or any of the state attorneys general or other regulatory agencies regarding this incident, as we would like to first give Chrysler the opportunity to remedy the problem quickly and directly, without resort to involving government agencies. Still, as this may be problematic for other consumers and should be reviewed to determine if this particular malfunction may require a recall of this model vehicle (and perhaps other Chrysler models) for servicing, it may be appropriate to initiate such contact soon. =20

We would very much appreciate hearing from an authorized Chrysler representative before the end of business today, and would like to receive assurance that your company intends to remedy the problem promptly to our satisfaction, and is taking appropriate action to do so. You can reach [REDACTED] or cell [REDACTED]. If you cannot reach Mr. [REDACTED] directly, you can reach me at [REDACTED]. Thank you.

Very truly yours,=20

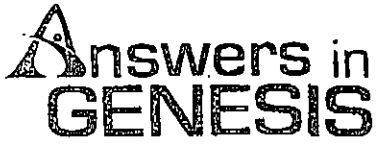
John E. Pence
General Counsel =20
Answers in
Genesis

cc: [REDACTED]

Sender Information:

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

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup



**FACSIMILE
TRANSMISSION
COVER SHEET**

TO: DaimlerChrysler Customer Assistance Center

FAX NO: 865-425-1592

ATTENTION: _____

FROM:  _____

Number of Pages (including this page): 3

DATE: 5-7-07 TIME: _____

MESSAGE



May 7, 2007

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

Re: 2003 Grand Cherokee-VIN # 1J8GW58N03C [REDACTED]
Reference No. 16268774

Dear Customer Service,

This is to advise you that last Thursday evening, May 3, 2007, our employee, [REDACTED] was driving the above-referenced vehicle, assigned to him, and experienced a serious malfunction with the vehicle. While driving up his driveway, Mr. [REDACTED] heard a warning tone that he thought was the low fuel warning, but when he observed the dashboard light, the warning showed the "airbag" light; about a second later, both airbags activated. The driver side bag bruised his left arm and the passenger side bag broke the vehicle's windshield.

Mr. [REDACTED] had done nothing to prompt the vehicle to activate its airbags. He immediately parked the vehicle at his driveway and contacted a Chrysler representative in Columbus, who wrote down the vehicle's VIN and subsequently filed a report with Chrysler on Friday morning, May 4, 2007. Mr. [REDACTED] was expecting to hear from someone at Chrysler on Friday, May 4, but as of this date has still not been contacted by anyone at the company.

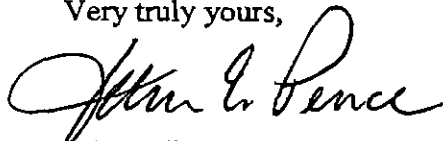
This letter is to advise you that we consider this incident to be of a serious nature, and at this point we are very disappointed at Chrysler's lack of response regarding this matter. We have not yet contacted the Federal Trade Commission or any of the state attorneys general or other regulatory agencies regarding this incident, as we would like to first give Chrysler the opportunity to remedy the problem directly, without resort to involving government agencies. Still, as this may be problematic for other consumers and should be reviewed to determine if this particular malfunction may require a recall of this model vehicle (and perhaps other Chrysler models) for servicing, it may be appropriate to initiate such contact soon.

We would very much appreciate hearing from an authorized Chrysler representative before the end of business today, and would like to receive assurance that your company intends to remedy the problem promptly to our satisfaction, and is taking appropriate action to do so. You can reach [REDACTED] or cell

[REDACTED] If you cannot reach Mr. [REDACTED] directly, you can reach me at [REDACTED]

[REDACTED] Thank you.

Very truly yours,



John E. Pence
General Counsel
Answers in Genesis

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup



May 7, 2007

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

Re: 2003 Grand Cherokee-VIN # 1J8GW58N03C [REDACTED]
Reference No. 16268774

Dear Customer Service,

This is to advise you that last Thursday evening, May 3, 2007, our employee, [REDACTED] was driving the above-referenced vehicle, assigned to him, and experienced a serious malfunction with the vehicle. While driving up his driveway, Mr. [REDACTED] heard a warning tone that he thought was the low fuel warning, but when he observed the dashboard light, the warning showed the "airbag" light; about a second later, both airbags activated. The driver side bag bruised his left arm and the passenger side bag broke the vehicle's windshield.

Mr. [REDACTED] had done nothing to prompt the vehicle to activate its airbags. He immediately parked the vehicle at his driveway and contacted a Chrysler representative in Columbus, who wrote down the vehicle's VIN and subsequently filed a report with Chrysler on Friday morning, May 4, 2007. Mr. [REDACTED] was expecting to hear from someone at Chrysler on Friday, May 4, but as of this date has still not been contacted by anyone at the company.

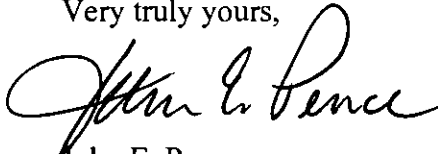
This letter is to advise you that we consider this incident to be of a serious nature, and at this point we are very disappointed at Chrysler's lack of response regarding this matter. We have not yet contacted the Federal Trade Commission or any of the state attorneys general or other regulatory agencies regarding this incident, as we would like to first give Chrysler the opportunity to remedy the problem directly, without resort to involving government agencies. Still, as this may be problematic for other consumers and should be reviewed to determine if this particular malfunction may require a recall of this model vehicle (and perhaps other Chrysler models) for servicing, it may be appropriate to initiate such contact soon.

We would very much appreciate hearing from an authorized Chrysler representative before the end of business today, and would like to receive assurance that your company intends to remedy the problem promptly to our satisfaction, and is taking appropriate action to do so. You can reach [REDACTED] or cell

[REDACTED] If you cannot reach Mr. [REDACTED] directly, you can reach me at [REDACTED]

[REDACTED] Thank you.

Very truly yours,



John E. Pence
General Counsel
Answers in Genesis



PO BOX 510
HEBRON, KY 41048-0510



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

RECEIVED MAY 11 2007

WWW.ANSWERSINGENESIS.ORG

48321 8004 8156



EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

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

CAIR# 16358856

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR	1J4GX58N44C139733		02-26 14	40862	06/30/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				SEALY	TX	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
	Bright Silver Metallic Clear Coat	WJT				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
GOODSON CHRYSLER JEEP DODGE WEST		63	26066	HOUSTON	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
GARY DIXON L				281-376-2696		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 3000.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: 06/18/2007 DATE OF INCIDENT: 10/18/2004 TIME OF INCIDENT: 07:00 AM PM INSPECTION DATE: 06/21/2007

1. DRIVER'S DESCRIPTION OF EVENT: **MR. [REDACTED] STATED THAT HIS DAUGHTER, [REDACTED] WAS LOOKING FOR AN APARTMENT IN LUBBOCK, TX, WHEN THE AIRBAGS DEPLOYED FOR NO REASON. MR. [REDACTED] STATED THAT HIS DAUGHTER WAS TRAVELING AT APPROXIMATELY 20 MPH AT THE TIME AND HAD MADE CONTACT WITH NOTHING. MR. [REDACTED] STATED THAT HE CONTACTED CHRYSLER AT THAT TIME AND HE DOES NOT KNOW WHY IT HAS TAKEN SO LONG FOR THEM TO GET BACK WITH HIM ABOUT THE UNWANTED DEPLOYMENT IF THE AIRBAGS.**

Insurance Company Name: **NOT PROVIDED**

Personal Injury:

Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/

Warning Lights on Prior? Yes No

If Yes, What light:

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

Help Key

PART A- GENERAL

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

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

INFORMATION: POLICE/AGENCY REPORT #:**04-44170LUBBOCK** ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **SEALY CHRYSLER**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

 YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

- ANY RECENT VEHICLE
SERVICE

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

1 **DODGE**
Address **289 GEBHARDT**
2
City **SEALY**
State **TX**
Zip **77474**
Phone **979-885-0668**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

**NO DAMAGE TO THE FRONT OF THE VEHICLE NOTED, ONLY DAMAGE NOTED
 WAS A DENT ON RIGHT FRONT DOOR AND RIGHT FRONT FENDER AND THE
 SEAM WHERE THE TWO PANELS MEET. NO INJURIES OTHER THAN SOME
 BRUISES AND ABRASHIONS.**

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

AECM INFORMATION

- SOFTWARE VERSION: ?
- SERIAL NUMBER :

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

- NO NUMBERS**
- COMPLETE PART D**

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

YES NO IF NO, EXPLAIN

VEHICLE WOULD NOT COMMUNICATE WITH DRB

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

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

DO NOT ERASE DRB READINGS

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

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

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

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

- INFORMATION:**
- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR): **NO LABELS**
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE **DRIVER AL393 463 PASSENGER AL393 463**
- PRETENSION DEPLOYED?
 - YES NO UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING **DRIVER 25 DEGREES PASSENGER 23 DEGREES**
- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT): **BOTH IN FULL DOWN POSITION**

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

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

DAUGHTER DRIVES WITH SEAT FULL FORWARD.

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

INSPECTION OF VEHICLE FOUND NO PHYSICAL DAMAGE TO FRONT OF THE VEHICLE AND NONE FOUND TO THE UNDERCARRIAGE. THE UNDERCARRIAGE SHOWS HEAVY RUST AND COULD NOT DETECT ANY NEW PARTS BEING INSTALLED ON THE VEHICLE. TRIED TO DOWNLOAD INFORMATION USING DRB BUT IT WOULD NOT COMMUNICATE WITH THE VEHICLE. TWO DEALERSHIPS, LUBBOCK AND SEALY, HAD PREVIOUSLY TRIED TO DOWNLOAD INFORMATION ALSO WITH NO SUCCESS. HAVE ATTACHED PICTURES OF REPAIR ORDER AND DEALER LETTER TO MR. IVEY STATING WHAT WAS DONE ON INSPECTION OF VEHICLE AT OWNERS REQUEST AT TIME OF MISHAP. POLICE REPORT ALSO ATTACHED BECAUSE DAUGHTER THOUGHT X-BOYFRIEND MIGHT HAVE CAUSED THE PROBLEM. WHEN IGNITION IS PUT IN RUN POSITION THE SEAT BELT AND AIRBAG WARNING LIGHTS ILLUMINATE AND STAY ILLUMINATED FOR AS LONG AS KEY IS ON. WHEN SEAT BELT BUCKLED THE SEAT BELT LIGHT STAYS ILLUMINATED. AIRBAG ON STEERING WHEEL HAS BEEN REMOVED AND FOUND IN THE REAR SEAT. PASSENGER AIRBAG WAS FOLDED AND STORED IN THE DASH. PICTURES OF BOTH UNITS WERE TAKEN AND MAKEUP WAS FOUND ON PASSENGER AIRBAG.

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

EA12-001
CHRYSLER
10-4-2012
ENCLOSURE 4
PEER CAIRS Backup

July 24, 2007

[REDACTED]
Brooklyn, NY [REDACTED]

Reference No.: 16511648

VIN: 1J4GW48S02C [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to DaimlerChrysler Motors Corporation, regarding your 2002 Jeep Grand Cherokee.

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

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

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

Sincerely,

M. R. Porterfield
Special Investigations
(248) 944-7134

MRP/kat

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

CAIR# 16511648

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1J4GW48S02C287703		05-07 09	44888	06/29/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		BROOKLYN	NY	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Steel Blue Pearl Coat	WJJ	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
WARNOCK DODGE CHRYSLER JEEP OF		32	26504	MORRISTOWN	NJ	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Patrick Gallo F			EAA		516-521-0427	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **07/18/2007** DATE OF INCIDENT: **07/14/2007** TIME OF INCIDENT: **06:30** AM PM INSPECTION DATE: **07/19/2007**

1. DRIVER'S DESCRIPTION OF EVENT: **Owner/Driver John McDevitt stated "On July 14th a Saturday at 6:30 PM he was sitting in traffic just outside the Holland Tunnel on the New Jersey side, when his dash warning indicator lights came on, and in less then a minute the Air Bags deployed".**

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

If Yes, complete section "B"

If Yes, What light: **Air Bags**

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

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

ALL FOUR SIDE VIEWS

IF CRASH DAMAGED:

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

- ANY RECENT VEHICLE

INFORMATION:

POLICE/AGENCY REPORT #:

None

ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **Bay Ridge Jeep**

1

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

Observed replacement parts assembly at time of inspection, Hood ph#22&23, Right front Head lamp

SERVICE

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

Address **6502 5th Ave.**
2
City **Brooklyn**
State **NY**
Zip **11220**
Phone **718-439-4010**

assembly ph #47-51,Radiator and A/C condenser, engine fan assembly ph #27-31, replament parts stickers noted ph# 47-51.

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: Exterior damage (None), Interior damage observed Left and Right side Air Bags uncased. see photos 11&12 and 41-43. No injuries reported.

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

INFORMATION:

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

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

AECM INFORMATION

- SOFTWARE VERSION:

- SERIAL NUMBER :
see comments.

- PART NUMBER :
see comments.
DOES AIRBAG WARNING LIGHT CYCLE ON?

- YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)

- YES NO N/A

- RECORD LABEL PART NUMBER

None

COMPLETE PART D

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

- YES NO IF NO, EXPLAIN

See comments for details.

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

- WAS AIRBAG DEPLOYED?

- DRIVER YES NO

IF NO, EXPLAIN

- PASSENGER YES NO

IF NO, EXPLAIN

- SIDE AIRBAG YES NO N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

- LEFT RIGHT N/A BOTH

- TYPE OF SIDE AIRBAG

- SEAT CURTAIN N/A

- TYPE OF STEERING WHEEL

- TILT STANDARD

- ANY DAMAGE TO STEERING WHEEL

- YES NO

IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

- YES NO

IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

- ON OFF N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

- YES NO N/A

IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

- YES NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

None

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

L/F-AI393 092, L/R-PXR572 0711, C/R-2888 410-1, R/F-AL393 022, R/R-PXR572 065.

- PRETENSION DEPLOYED?

- YES NO UNKNOWN

- EXISTING LOCATION OF RECLINER -

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

5 degrees

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

3 inches

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

NOTE RESULTS

- DOES THE BUCKLE LATCH?

- YES NO

IF NO, EXPLAIN

- DO THEY RELEASE?

- YES NO

IF NO, EXPLAIN

- DO THEY RETRACT?

- YES NO

IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

- YES NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

- NORMAL

- BROKEN

- LOOSE

- MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

none

PART - E TRANSMISSION NOT APPLICABLE

[Previous](#)

[Next](#)

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

Was unable to read DTC`S from SIR system, DRB was unable to communicate with SIR module, when asked to use Supercard on this year vehicle I did so and still unable to read SIR DTC`S. Manually obtain SIR Module Part Numbers (P56010485 AF) (VME 1192C0709)see photos # 63&64. Only DTC in system was P0000, no codes detected in any other systems. Observed vehicle general appearance, repainted front sheet metal,hood, front fenders, new Grill and other new front end parts. Owner stated he had just purchased the vehicle in March 2007 from a private individual and had no knowledge of any past history of the vehicle.VIP report indicates recall F25 performed by a Dealer(23108) on 3/01/07. No other repairs on file

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