

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

22 8 2007

CHRYSLER CORPORATION

02  
48 KG 2750 LB  
16X7  
339 KG 2950 LB  
16X7

GUAR:  
WITH  
RIMS AT  
WITH  
RIMS AT

2450 KG 05400 LB  
P225/75R16  
227 KPA ( 33 PSI) COLD  
P225/75R16  
227 KPA ( 33 PSI) COLD

TIRES  
TIRES



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE  
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SH  
VIN: 1J4GW48S530 [REDACTED] TYPE: MPV  
VEHICLE MADE IN U.S.A. PAINT: PEL TRIM: JLT5

MPV  
TRIM: JLT5

22 8 2007

DAIMLERCHRYSLER CORPORATION

MFR: 10-02

FRONT: 1248 KG 2750 LB

REAR: 1339 KG 2950 LB

GVWR:

WITH

RIMS AT

WITH

RIMS AT

2450 KG 05400 LB

P225/75R16

227 KPA (33

P225/75R16

227 KPA (33

TIRES

PSI) COLD

TIRES

PSI) COLD



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

VIN: 1J4GW48S530

VEHICLE MADE IN U.S.A.

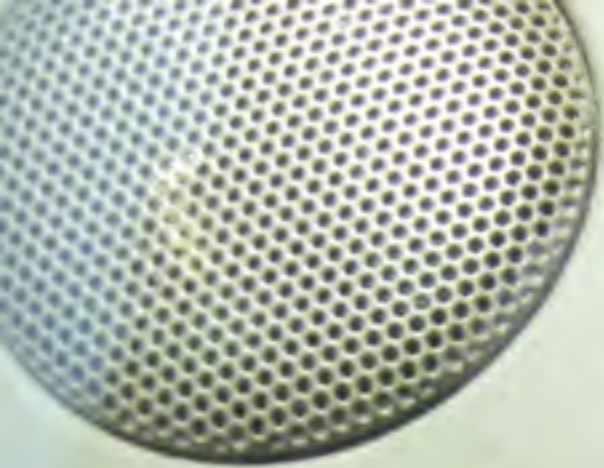
TYPE:

PRINT: PEL

MPV

TRIM: JLS

MM-1004



U4GW48S53C [REDACTED]

22 8 2007



Jeep

22 8 2007



Jeep  
4x4

22 8 2007



22 8 2007



22 8 2007





22 8 2007



22 8 2007



22 8 2007



22 8 2007



1539

CONSUMER TV & VIDEO  
2  
INCOB  
1/2007

22 8 2007



093828

22 8 2007



Jeep

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GLER SR



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22 8 2007



22 8 2007



39

22 8 2007



22 8 2007



Jeep

22 8 2007

**⚠ 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



22 8 2007

# **⚠ WARNING**



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- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

22 8 2007

COMMONWEALTH OF MASSACHUSETTS

2

ED

EXPIRES

NOON

JEEP  
BOGSNY

22 8 2007





22 8 2007



22 8 2007



22 8 2007

COMMONWEALTH OF MASSAC  
2



22 8 2007



COMMONWEALTH OF MASSACHUSETTS  
22 8 2007  
EXPRES  
NOC



22 8 2007



22 8 2007



22 8 2007

Keep feet clear of lift with lowering

22 8 2007





PARTS0EPT

22 8 2007





22 8 2007



PARTSDEPT

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22 8 2007





22 8 2007



22 8 2007



22 8 2007

Unable to ID Module for  
ORC

press any key to continue

22 8 2007



**CHRYSLER  
CORPORATION**

**DRB III™**

NO RESPONSE from PCM  
Please make certain of the  
following items:

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

22 Nov 2007





22 8 2007

August 27, 2007

[REDACTED]  
Southbridge, MA [REDACTED]

Reference No.: 16632625

VIN: 1J4GW48S53C [REDACTED]

Dear Ms. [REDACTED]

This will further acknowledge contact to DaimlerChrysler Motors Corporation, regarding your 2003 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



# INTER-COMPANY REIMBURSEMENT NOTIFICATION

December 12, 2007

OUR INSURED: [REDACTED]  
 ADDRESS: [REDACTED]  
 SOUTHBRIDGE MA [REDACTED]  
 DATE OF LOSS: 08/15/07  
 LOCATION: MONTGOMERY AL  
 OUR FILE: 29 - 486663

YOUR INSURED: DAIMLER CHRYSLER  
 ADDRESS: P O BOX 218004  
 AUBURN HILLS MI 48231  
 YOUR FILE: 16632625

16632625

3C568709

**DAIMLER CHRYSLER CORPORATION**  
**PO BOX 21-8004**  
**AUBURN HILLS MI 48321**

**RECEIVED**  
 DEC 18 REC'D  
**SPECIAL INVESTIGATIONS**

Our investigation of this accident indicates that liability rests with your insured. We request reimbursement under the provisions of the Massachusetts Personal Protection Law for benefits and expenses paid and/or for amounts paid under physical damage coverages.

**I. PERSONAL INJURY PROTECTION (PIP)**

NAME OF INJURED	AGE	BENEFITS			EXPENSE		TOTAL
		MEDICAL	WAGE	OTHER	UNALLOCATED	ALLOCATED	

[NOTE: \$0.00 AMOUNT INDICATES PENDING]

**II. COLLISION/LIMITED COLLISION/COMPREHENSIVE**

TOTAL AMOUNT OF DAMAGES	TOTAL LOSS?	SALVAGE AMT	BAILMENT	RENTAL AMOUNT PAID	TOTAL CLAIMED
4,471.57	NO	0.00	NO	190.40	4,661.97

**Patricia Neale, CCLA**  
**Subro Specialist**  
**THE HANOVER INSURANCE COMPANY**  
**440 Lincoln Street PO Box 15149**  
**Worcester MA 01615-0149**  
**800/628-0250 3018**

# INSURORS SERVICE BUREAU

P.O. Box 536  
Greenville, RI 02828

401/233-8126  
FAX: 401/233-8126  
islh@insurorservicebureau.com  
www.insurorservicebureau.com

Hanover Insurance Group  
440 Lincoln Street  
Worcester, MA 01653

Attention: Jesse Bakin

Re: Insured: [REDACTED]  
File No: [REDACTED]  
DOL: 8/15/07

## LOSS

[REDACTED] reports that the airbags of her 2003 Jeep Cherokee deployed without cause or warning while the Jeep was operating on a highway in Alabama.

Grand  
being

[REDACTED] drove to a Jeep Dealership in Alabama and the problem to their Service Department, an independent who looked at the vehicle on behalf of Jeep concluded caused the windshield to crack caused the deployment.

reported  
inspector  
whatever

He indicated that the airbag system was not defective.

Ms. Bumett had the windshield replaced and drove home.

## ASSIGNMENT

This matter was assigned to EB on 8/30/07, by Jesse Bakin as request to examine 2003 Jeep for evidence of the cause of the bag deployment.

a  
air

## DETAILS

This report was prepared by Forensic Mechanic Richard Miller, ASE certified Master Technician with over 20 years of experience as a mechanic, and has been reviewed by Edward McCabe

an  
dealership-  
D.

The findings of this report are the result of a total of evidence to the actual circumstances of the incident.

application

VEHICLE

██████████ is 2003 Grand Cherokee Laredo and red 4 door SUV  
a 4.0 Liter - 246 CID 6 cylinder engine and 4 speed  
transmission.

with  
automatic

Accessories include: power steering, power brakes, A/C,  
P/W windows, power door locks, P/W mirrors, rear window defogger,  
wiper, intermittent wipers, cruise control, tilt wheel,  
seats, ABS, an air bag system, four wheel drive, AM/FM  
factory alloy wheels, factory tinted glass, factory roof  
transponder system, remote key-less entry, vehicle content  
system and aftermarket vent shades.

P/seat,  
rear  
leather  
stereo/CD,  
rack,  
security

The 2003 Grand Cherokee Laredo's VIN is 1J4GW48553C██████████ and  
present odometer reading is 95140 (photos 18-19).

is

Less than a month before the deployment, on 7/19/07, Patrick  
in Charlton, MA; a Pontiac, GMC & Buick dealership, repaired  
defect in a wiring harness which had been blowing the A/C fuse.  
Further instances occurred after the repair.

Motors  
a  
No

EXAMINATION

On 8/31/07, I photographically documented my examination of  
2003 Grand Cherokee Laredo in the driveway at the policy address  
Southbridge, MA.

the  
in

Identification by VIN 1J4GW48553C██████████ was confirmed at the  
location on the cowling and on the Federal Mylar on the LF  
(photos 18 & 20). The VIN is correctly formulated.

public  
door

The exterior finish and body appear to have been in good  
condition prior to the date of loss (photos 1-12).

condition

Oil damage - Inspection of this vehicle revealed it was well  
maintained and in good condition with no indications of  
collision damage or body repairs.

well  
prior

Inspection of the undercarriage revealed no damage evident  
indications of contact with a ground based object. There are  
scratches evident in the plastic on the left side of the bumper.

or  
light

Glass - The windows and windshields are intact. The windshield  
new/recent replacement.

is

Tires - The four Goodyear 245/70/16 tires on factory alloy  
are in excellent condition with about 10% wear.

wheels

The interior trim and tan leather seats were in good  
condition prior to the date of loss.

condition

Oil damage - the interior is clean and well maintained with  
minor wear evident due to normal use (photos 13-17).

only

Fresh damage - The drivers airbag and the passengers airbag deployed. Both airbags have been folded/repacked by the insured in order to operate the vehicle. The drivers side air bag has temporarily repaired with gray duct tape to retain the airbag vehicle operation.

are  
in  
been  
for

Parts removed from the number - none apparent.

#### STICKERS

A federal sticker on the LF door lists the VN of record and production date of 10/02 (photo 20).

a

The inspection sticker lists the VN of record and is good 2/08 (photo 21). The inspection sticker has been removed and transferred to the replacement windshield.

until  
recently

There is no libe sticker on the vehicle.

#### CONDITIONS

The front seat is positioned halfway back.

The drivers seat is slightly worn.

The dome light comes on when the drivers door is opened.

The pedals are worn in proportion to the mileage.

The windshield is new.

The hood has minor sandblasting damage.

The battery is connected and charged.

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#### MECHANICAL SYSTEMS

The engine compartment is intact (photo 22).

The engine is a 4.0L - 244 CD Electronic Fuel Injected inline cylinder mounted in the front a front & a frontation with wheel drive.

6  
four

The clean and lubricous oil on the engine dipstick is up to fill mark.

the

The cooling system is full of a clean, strong solution.

antifreeze/water

The engine runs well and has no apparent defects.

The automatic transmission is full of clean fluid and operational.

is

Old damage - Prior repairs evident to the engine wiring harness repair AC and O2 sensor system circuitry for short to ground.

to

Fresh damage - none apparent.

RESEARCH

On 8/31/07 in preparation for the examination of the vehicle, researched NHTSA web site for related recalls and found none. then searched related complaints registered with NHTSA and one ODI D document #10111304 dated 10/22/03 for both air deployed while operating on the highway. Lists 1 injury, no available resolution indicated.

I  
I  
found  
bags  
VN

I downloaded and reviewed the air bag system wiring component location and description of operation from ALLDATA.

schematic,

LOSS SPECIFICS

On 8/31/07, during a personal interview Ms. [redacted] reported on the date of the loss she and her husband William were in Alabama a family reunion/vacation. Her husband was operating the Jeep two other family member vehicles were following them. She indicated that as they were just exiting the highway on to an off ramp as traveling approximately 20 mph, they heard a noise she described as a high pitched squeal/whine sound. As she turned to her husband to ask about the noise before she could say a word both air bags deployed.

that  
on  
while  
indicated  
ramp  
as  
to  
bags

She indicated that she had never heard a noise like the before, described to only lasted about a second.

she

They immediately pulled to the side of the road. She indicated no one got hurt and after examining the vehicle indicated there were no indications of a collision to her vehicle, only crack in the windshield on the passenger side.

that  
that  
a

She contacted the local police who advised that as there was no collision there was nothing they could do and advised she bring vehicle to a local dealership.

no  
the

Ms. [redacted] advised she brought the vehicle to Riverside Chrysler 217 Highway 231 North in Troy, Alabama. Upon arrival she spoke with the service manager, Thurman B. Robertson and advised him that the airbags deployed without cause. He advised that they would look into it and contact the manufacturer and to have the vehicle brought for repairs.

Chrysler  
with  
the  
in  
there

Ms. [redacted] advised that she was later contacted by an independent inspector who was retained by the Manufacturer, a Robert Wall 850-219-3567 who questioned her in regards to the air bag deployment specifics. Upon completion of his inspection he determined that the air bag system was not defective but that a cracked windshield had caused the airbags to deploy.

independent  
cell  
bag  
he  
a

Ms. [redacted] indicates that the windshield was cracked prior to the air bag deployment, or that anything other than the deployment caused the crack.

When she returned to Riverside Chrysler claims that the service manager was very rude to her and refused to make any repairs to her vehicle.

Calling from the dealership, Ms. [redacted] contacted Earles Glass, 1204 South Brundage Street, Troy, Alabama and asked them to come to the dealership and replace the cracked windshield.

Ms. [redacted] indicates that when an employee of Earles Glass arrived at Riverside Chrysler, Thuman B. Robertson refused to allow him to do the installation on the premises of Riverside Chrysler.

The vehicle was moved to Earles Glass 1204 South Brundage Street in Troy, Alabama where replacement of the windshield was completed. Earles Glass indicated that they typically make repairs on site at Dealerships and have never been prevented or instructed to remove a vehicle for repairs before.

Ms. [redacted] indicated that after the windshield was replaced her husband repacked both air bags duct taped the driver's air bag in order to allow them to drive back to Massachusetts.

Ms. [redacted] indicated that upon returning to Massachusetts she brought her vehicle to Bancroft Chrysler Jeep, 72 Shrewsbury Street, Worcester for repair of the air bags. She indicated that she was not booking for warranty repairs she just wanted the vehicle repaired fixed.

She was later contacted by Richard Shine the service manager Bancroft indicating that they had spoken with the Manufacturer for and were instructed not to repair the Jeep and requested that she pick the vehicle up immediately or that they would charge her storage.

Ms. [redacted] indicated that upon arrival at Bancroft she spoke with Richard Shine the service manager and requested to speak with who ever he had talked to with the Manufacturer, she indicated that he refused and told her to call the customer assistance number in her warranty book.

Ms. [redacted] contacted the Manufacturer Jeep and spoke with Tanya who gave her a reference # 16632625. Ms. Bumett indicates that no from Jeep has contacted her or returned her calls as of this date.

Ms. [redacted] indicated that she had purchased the vehicle used from Patriot Chrysler Jeep in Charlton, MA in October 2003 at the mileage of approximately 35,000. She advised that she was told it was a demo. She indicated that Patriot Chrysler Jeep has since gone out of business.

During our conversation I asked Ms. [redacted] if any recent repair work had been performed to her vehicle. She indicated that a couple of weeks prior to traveling to Alabama she took her vehicle to Patriot Pontiac Buick GMC located on 104 Swinbridge Road in

Charlton for an oil change brake work and repairs to an AC system .

operative

She indicated that a wiring repair was made to the AC system and fuse was replaced. She no longer has this receipt. However she indicated that about 1 week after these repairs her AC system blowing warm air again and she returned to the dealer on the GMC. She does have this repair invoice.

a she was

This Patriot Pontiac Buick GMC located on 104 Sturbridge Road Charlton, MA repair invoice # 67209 dated 7/19/07 lists the as 91824.

in mileage

It states: "Customer states AC inop, keeps blowing fuses, history. Check and found another wire chafed toward back of side of engine, rubbing on bolt, repair wire, reposition total cost of repair \$76.00 It notes service engine soon light on.

see right harness."

A review of this invoice does not list any other repairs made necessary at this time.

or

I have enclosed copies of repair orders from Earle's Glass, Motors and Bancroft Jeep supplied by M s. Bumett.

Patriot

M s. [redacted] indicated that she had taken photos of her vehicle Riverside Chrysler prior to the windshield replacement. I reviewed these photos and it clearly shows the airbags deployed prior to repair. The windshield cracked approximately 4-6 inches above inspection sticker on the passenger side only. A photo of the front of the vehicle does not show any indications of collision damage evident.

at reviewed to the front damage

I have enclosed prints of these 5 photos provided by M s. Bumett.

TESTING AND OBSERVATIONS

On 8/31/07, I began my examination of this vehicle photographically documenting vehicle specifics and as conditions (photos 1-7). Here there is absolutely no indications any collision damage evident that would have satisfied requirements for air bag deployment. My inspection did not reveal any evidence of prior repaired collision damage.

by found of the reveal

With the use of my portable ramps I raised the front of the vehicle off the ground and was able to inspect the undercarriage for type of indications of contact with a ground based object collision damage evident from contact with road debris documented my observations of the undercarriage in photos 8-10. Inspection of the lower area of the front bumper, frame, plate, front axle and the remainder of the undercarriage did not reveal any damage or indications of contact to collision with a ground based object or road debris.

vehicle any or and 8-10. skid components with

During my inspection I noticed light scratches on the left side the plastic bumper cover (photos 11-12). M s. Bumett who

of was

present at this time indicated they were caused by an elderly backing in to her vehicle while parked at a yard sale a couple years ago. She indicated that as the damage was so minor she made a claim or had it repaired. My inspection of this revealed it was sustained during very low speeds. I inspected energy absorber at the I.P. of the bumper and observed the was not enough to have caused it to collapse or move at all clearly was not sufficient to have met the requirements for air deployment.

body of never contact the contact the bag

The condition of the deployed airbags is documented in photos 17. I was able to verify that the plastic air bag cover on steering wheel appears to have been split open consistent during deployment of the drivers airbag. It has also been and taped in a manner consistent with the insured's accounts.

13- the with repacked

The plastic dash covering at the passenger air bag is open in manner consistent with deployment. I pulled the air bag out documentation and prior to re-installing it. I pulled the cover outwards and upwards, it pivots on an upper hinge behind the chrome trim. It did this until made contact with windshield. This revealed it contacts the windshield 4-6 inches above the inspection sticker, in approximately the area as the crack in the windshield in the photos supplied by insured. The configuration and location of this crack is with other deployments I have seen.

a for plastic located the approximately same the consistent

It is my conclusion that the windshield damage is consistent the result of a deployment - as opposed to being damaged by from the front.

with contact

Inspection of the passenger compartment fuse panel revealed all fuses are intact and a review for proper fuse usage application are correct.

that and

My inspection of the engine compartment revealed it is intact free of any apparent collision damage sustained during this loss repaired collision damages prior to this loss.

and or

Inspection of all fluids revealed they are full and clean.

Inspection of the underhood power distribution center revealed AC fuse #21 is a 20 amp fuse which is documented in photo identified by the small screwdriver tip. The fuse usage located under the cover clearly identifies this circuit/location requiring a 15 amp fuse. This could clearly cause damage to circuit during overloading or a short condition. Also this 20 fuse in this location is very clean in appearance when with the other surrounding fuses and clearly indicates it has recently installed - likely during the recent AC electrical of this circuit by Patton 7/19/07.

that 24 chart as this amp compared been repair

Photo 25 shows an area at the rear of the engine where appearing tape is on the outside of the plastic bon of the wire harness and a new appearing plastic wire tie use to retain harness to the engine.

new engine the



In an effort to further diagnose the vehicle I started the Photos 26-27 document the IP as the engine is running and illumination of the airbag warning lamp.

engine.  
the

Non-destructive diagnostic scan - I connected my Genisys scan using Pathfinder 2.0 software to the vehicle's DLC and performed system analysis of all vehicle systems and sensors. I summarizes all DTC's detected/stored currently or in history all on-board computer systems along with displaying their VIN (if available) and calibration number I retrieves from PCM.

tool  
a  
vehicle's  
the

I documented this procedure and the results in photos 28-32.

The results are as follows:

Current codes:

P0122 Throttle/pedal position sensor A circuit low voltage/input

P0123 Throttle/pedal position sensor A circuit high voltage/input

Pending codes:

P078A description unavailable. A later search for a description this code referencing ALLDATA web base did not find a listing description for this code.

of  
or

No air bag codes were detected or any other codes from any modules at this time.

other

Inspection of A/C circuit to identify repairs.

I began an inspection of the engine wiring harness at the rear of engine, however I did not find any indications of repair work this time and had to conclude my examination as the insured prior comments and had to leave with the Jeep. We were reschedule the continuation of this examination at their convenience.

the  
at  
had  
to

However upon the conclusion of my vehicle examination at this I could rule out any collision damage, contact with a ground object and windshield contact with debris as causing the air deployment. In fact the manufacturer's contention that a windshield was the cause of the air bag deployment and not results is just not the case here.

time  
based  
bag  
cracked  
the

Deployment of the supplemental restraints/airbags depends upon angle and severity of an impact. Deployment is not based vehicle speed, rather, deployment is based upon the angle and of deceleration.

the  
upon  
rate

The fact that the ACM (air bag control module) signals inflation of the air bags indicates the need to explore possibility that recent repair work in the light of the of improper fuse usage application in the AC circuit may be contributing factor. Specifically the integrity of the two impact sensors located in the engine compartment and if any

the  
the  
discovery  
a  
front  
wiring

is coming in contact or shares common routing with any  
defective/repaired AC circuits/wiring. would

#### FURTHER RESEARCH

this vehicle by VIN. A review of this report did not reveal any  
reported collision, salvage or any other adverse history that would  
be a contributing cause or defect in this loss. I will supply a  
copy of this with my report.

On 9/12/07 I researched the ALLDATA web base, downloaded all  
related AC wiring schematics, component locations and reviewed the  
documents.

#### FURTHER TESTING AND OBSERVATIONS

On 9/13/07, I returned to the policy address to continue my  
examination of this vehicle specifically to inspect the recent  
wiring repairs to the AC circuits, all the engine wiring harnesses  
and the front impact sensor wiring harnesses for any common  
routing. Also I wanted to inspect the integrity of the impact  
sensor wiring harnesses and the possibility of cross shorting or  
introduction of voltage from the recent AC repair work or other  
sources.

The purpose of this is to either confirm or rule out the recent  
repairs as a contributing factor in the airbag deployment.

I began my examination by documenting the mileage reading as of  
this date as 95542 (photo 33).

I began my examination by inspecting the front impact sensors and  
their wiring and the routing and any common routing areas shared  
with the AC system.

This necessitated removal of the air filter box inlet and coolant  
recovery tank. This also provided a clearer but still restricted  
view of the LF impact sensor and harness. The front impact  
sensors are located on either side of the lower inboard radiator  
support.

Inspection of both front impact sensors revealed they are intact  
and properly mounted. The wiring harnesses for both are routed  
rearward along the frame rails to the front of the wheel wells  
thence up the wheel wells adjacent to the inner front fenders and  
into the passenger compartment through a sealed pass-through  
connector in the fire wall to the ACM.

A visual non-intrusive inspection of the front impact sensor wiring  
harness did not reveal any defect or common routing with the AC  
system.

As reported by the insured and noted on the 7/19/07 Patriot RO,  
there appeared to be two separate repairs to the AC wiring harness

for shorts or chaffing with replacement of the AC fuse.

I began my inspection of the wing harness at the AC (located at the RF of the engine) and work my way back to the distribution center (located at the right side of the compartment).

compressor  
power  
engine

The condition of the AC compressor wing harness is documented in photos 34-46.

in

Photo 34 is of the AC compressor wing harness where it exits front of a rigid plastic bonnet located on top of the intake at the front of the engine. Here the AC compressor wing enters a plastic bonnet and is routed to the LF of the engine the P/steering pump and then to the AC compressor directly this.

the  
manifold  
harness  
behind  
between

I removed the wire harness connector from the AC compressor then removed the plastic bonnet to expose all the wiring. Photos 35-36 shows the AC compressor wing harness - a circuit/wire 18 DB/Y (dark blue with a yellow strip) and a circuit 18 black.

and  
within.  
12V  
ground

Inspection of the connector and individual wires in this harness revealed no defect or evidence of repairs. Also in the bonnet are the Bank 1 Sensor 1 and Bank 2 Sensor 1 Oxygen wing harness.

circuit  
same  
Sensors

Photo 37 is of repairs which have been made to the wiring with use of heat shrink tubing. A careful inspection revealed that some point these wires were contacting the P/steering retaining bolt at the rear of the pump.

the  
at  
upper

I removed the plastic cover of the rigid wing harness bonnet runs across the top of the intake manifold in photos 38-39. I traced out the AC 12V circuit/wire 18 DB/Y and ground circuit 18 black, front to rear, by carefully separating them from the injector wiring and inspecting the insulation of these wires. The use of a magnifying glass revealed no defect in the harness.

that  
I  
18  
field  
with  
wing

I proceeded with my inspection to where this wire harness enters the main engine wire harness bonnet at the rear of the engine.

enters

In photo 40 identified by the red arrow is an area of repairs in the form of new appearing electrical tape and a tie. This is an area of recent repair described in the Patrol RO.

recent  
wire  
7/19/07

I carefully removed the electrical tape and wires and fanned the wires here to separate and inspect the AC 12V circuit/wire 18 DB/Y and ground circuit 18 black (photo 41). Here I located electrical tape on the AC 12V circuit/wire 18 DB/Y in photo 42. Removal of this tape revealed the insulation of this circuit has been chaffed to the point bare wires are exposed. This is consistent with the reported repair noted on the 7/19/07 Patrol RO.

out  
18  
fresh  
42.  
has  
is  
Patrol

I continued my tracing out the engine wiring harness to the of the engine compartment in photos 44-46 Here in photos identified by the red arrows the plastic wire harness boom contacting the RF shock upper mount bolt. However a inspection of the boom and the wiring within revealed that it not centered/punctured the boom or damaged any wiring within.

right  
45-46  
is  
careful  
has

I continued my inspection of the the AC 12V circuit/wire 18 and ground circuit 18 black back to the power distribution and found no other evidence of repairs or any defects.

DBX  
center

I was also able to rule out any common routing with the sensors.

in part

Inspection of all ground circuits/points on the engine and body the engine compartment revealed they are all without defect or corrosion.

of  
or

At this point I reassembled all the wiring harnesses, retaped secured. I then reinstalled the air filter box, inlet and recovery tank. The reassembled condition of the engine at the conclusion of my examination is documented in photo 51.

and  
coolant  
compartment

Discussion - At this point I had eliminated the AC circuit as contributing factor in this incident and had verified the of the two front impact sensors located in the engine and any wiring is coming in contact or shares common routing any defective/repaired AC circuits/wiring. Therefore this is not contributing factor in the air bag deployment. I had eliminated any collision damage, contact with a ground based and windshield contact with debris as causing the air deployment.

a  
integrity  
compartment  
with  
a  
also  
object  
bag

Operational testing - I started the engine and ran it approximately 15-20 minutes with the AC on to verify its and ensure I have not induced any defects. This verified the system is operational and no defects were introduced.

for  
operation  
AC

As I had not detected any DTCS in the ACM (air bag control during my last system analysis test despite the fact that the are deployed and the air bag warning lamp is still illuminated, decided to perform this test procedure once again and the results in photos 47-50.

module)  
bags  
I  
documented

This time the system analysis test detected a DTC in the described as Occupant Restraint Control Internal Diagnostic Code which is documented in photo 48. I attempted to get the data snapshot which would provide a snapshot of all related data the time of the deployment or setting this code (photo 49). I was unable to retrieve the data stream list as documented photo 50. At this point I cannot determine if the GenSys scan or the ACM is preventing a review of the data stream snapshot this DTC.

ACM  
#1  
stream  
at  
However  
in  
tool  
for

I saved and recorded this DTC and the system analysis test from both test procedures on the memory of the GenSys. As I

results  
had

not detected any DTCs on my previous vehicle examination on 8/31/07 I wanted to explore the possibility that this code could have been erased by one of the dealerships prior to my inspections.

8/31/07  
been

I selected chardTC and performed the system analysis test. This revealed this code was still detected and that I could clear it.

again.  
not

This raises the question why was this code not detected during initial testing.

during

Prior to having the the insured's husband arrived and during conversation he indicated that immediately prior to the air deployment he described hearing a high pitched whine noise. He indicated that it increased in frequency and likened it to a flash powering up. He said he only heard it for a second before the airbags deployed.

our  
bag  
He  
camera  
the

I found this observation rather significant as it describes capacitor charging and a capacitor is used to fire the igniters deployed by the airbags. However during a normal deployment event, this would happen so quickly that it would not be detected.

a  
to  
this

FURTHER RESEARCH

I researched ALLDATA web base for a description and procedure for the DTC I retrieved, Occupant Restraint Internal Diagnostic Code #1. This revealed that this description is not listed but the closest description is 1.

diagnostic  
Control  
actual  
Internal

The condition for setting DTC internal 1 is described as; this will set if the ACM (airbag control module) identifies an out of range internal circuit. Lists possible causes as ACM (air control module).

DTC  
of  
bag

There is no other description or diagnostics. This code could set as a result of the deployment of the air bags, as the ACM should recognize the deployment and will require replacement as a result of the deployment. Or the possibility exist that this identifies a faulty ACM that is/was the cause of the deployment.

have  
ACM  
a  
DTC

At this point I cannot be more specific.

PHOTOGRAPHS

While inspecting the 2003 Jeep Grand Cherokee Laredo I took my observations in 51 photographs with a Cannon EOS Rebel T1 SLR camera and Fuji 400 color print film. The negatives will be retained with our file. I have provided a CD with all the photos.

documented  
35mm  
be

1. The front end.

2. Same as photo number 1.

3. The left side body panels.
4. Same as photo number 3.
5. The rear body panels.
6. The right side body panels.
7. Same as photo number 6.
8. The overview of the front bumper and undercarriage.
9. The undercarriage.
10. Same as photo number 9.
11. Close-up of the light scratches on the left side of the front bumper cover. the
12. Same as photo number 11.
13. The the as found condition of the dash.
14. Close-up of the as found condition the driver's airbag.
15. Close-up of the as found condition of the passenger airbag.
16. Close-up of the passenger airbag pulled out of the dash documentation. for
17. The front seats.
18. Macro of the public VN plate.
19. Macro of the mileage on 8/31/07.
20. Macro of the Federal ID label plate.
21. Macro of the inspection sticker.
22. The engine compartment.
23. Macro of the under hood power distribution center fuse chart. usage
24. Macro of the under hood power distribution center fuse # 21 A/C clutch has a 20 amp fuse presently installed. showing
25. Close-up of the area of recent repairs on the wire harness bonnet at the rear of the engine. harness
26. Close-up of the instrument panel as the engine is running.
27. Close-up of the airbag warning lamp is illuminated on the IP.
28. The Genysys scan tool connected to the DLC during testing.

29. Macro of the Genisys scan tool showing the system analysis test results.
30. Same as photo number 29.
31. Same as photo number 30.
32. Same as photo number 31.
33. Macro of the mileage on 9/12/07.
34. Close-up of the wire harness bom at front of motor A/C and O2 sensor circuits. containing
35. Macro of the A/C positive and negative wiring and removed from wiring bom for inspection. connector
36. Same as photo number 35.
37. Macro of the evidence of recent repairs in O2 sensor in wiring bom routed at upper left front of engine. circuits
38. The protective plastic wiring bom covering removed to AC wiring harness routing to rear of engine. inspect
39. Same as photo number 38.
40. Close-up of the area of indication of recent repairs to harness prior to inspection. wiring
41. Close-up of the removal of wires from bom at rear of for inspection. engine
42. Macro of the AC 12V circuit/wire 18 DB/X is wrapped in tape.
43. Macro of the removal of tape from repaired AC 12V 18 DB/X exposing chafed insulation. circuit/wire
44. Close-up of the inspection of routing of wire harness from rear of engine to right of engine compartment. bom
45. Close-up of the wire harness bom contacting RF shock stud. upper
46. Same as photo number 45.
47. Macro of the 9/12/07 Genisys system analysis test results.
48. Same as photo number 47.
49. Same as photo number 48.
50. Same as photo number 49.
51. The reassembled condition of the engine compartment at the of vehicle examination. end

ORAL REPORT

Imade oral status reports to Jesse Bakh on 9/4/07 & 9/13/07.

FINDINGS

Through a process of non-destructive inspection and testing I have been able to confirm that the Jeeps air bags have deployed as reported and have not been able to identify any evidence whatsoever of even a minor collision contact.

have as whatsoever

The enclosed CAR FAX history report confirmed my determination that the Jeep has no evidence of past collision damage or repairs.

that

I also have eliminated to my satisfaction, the possibility that contact from the outside by road debris or a was the cracked the windshield and caused sufficient to cause the deployment.

suggested bid deceleration

In fact, the windshield damage is 100% consistent with related contact by the dash trim flap.

deployment-

I also have been able to eliminate the possibility, with a reasonable degree of scientific certainty, that recent defects repairs to the A/C circuit were a contributing factor to deployment.

a or the

I have verified the integrity of the two front impact located in the engine compartment and confirmed that their is not in contact, or shares common routing with defective/repaired AC circuits/wiring.

sensors wiring the

What I consider to be of utmost significance is the fact that initial system analysis test did not reveal any DTCS detected in the ACM. This is unusual as it would typically recognize a deployment has occurred and would set DTCS as a diagnostic repair feature.

my in normal and

It was not until a second system analysis test after the had been operated another 402 miles by its owner that a DTC detected. This should not be the case.

vehicle was

This code could have set as a result of the deployment of the bags, as the ACM should recognize the deployment and will replacement as a result of the deployment. This scenario suggests strongly that either the ACM or its circuitry faulty and the cause of the deployment.

air require intermittent are

Based on convincing evidence that the deployment occurred reported the complete absence of evidence of a collision impact, outside source or repairs to the A/C circuit it is my conclusion that the deployment was caused by a latent defect in the air system or the ACM itself.

as an conclusion bag

There is absolutely no evidence to support the earlier

diagnosis



I continued my tracing out the engine wiring harness to the of the engine compartment in photos 44-46 Here in photos identified by the red arrows the plastic wire harness boom contacting the RF shock upper mount bolt. However a inspection of the boom and the wiring within revealed that it not intended/punctured the boom or damaged any wiring within.

right  
45-46  
is  
careful  
has

I continued my inspection of the the AC 12V circuit/wire 18 and ground circuit 18 black back to the power distribution and found no other evidence of repairs or any defects.

DBX  
center

I was also able to rule out any common routing with the sensors.

in part

Inspection of all ground circuits/points on the engine and body the engine compartment revealed they are all without defect corrosion.

of  
or

At this point I reassembled all the wiring harnesses, retaped secured. I then reinstalled the air filter box, inlet and recovery tank. The reassembled condition of the engine at the conclusion of my examination is documented in photo 51.

and  
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Discussion - At this point I had eliminated the AC circuit as contributing factor in this incident and had verified the of the two front impact sensors located in the engine and any wiring is coming in contact or shares common routing any defective/repairs AC circuits/wiring. Therefore this is not contributing factor in the air bag deployment. I had eliminated any collision damage, contact with a ground based and windshield contact with debris as causing the air deployment.

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also  
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operation  
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bags  
I  
documented

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ACM  
#1  
stream  
at  
However  
in  
tool  
for

I saved and recorded this DTC and the system analysis test from both test procedures on the memory of the GenSys. As I

results  
had

for shorts or chaffing with replacement of the AC fuse.

I began my inspection of the wing harness at the AC (located at the RF of the engine) and work my way back to the distribution center (located at the right side of the compartment).

compressor  
power  
engine

The condition of the AC compressor wing harness is documented photos 34-46.

in

Photo 34 is of the AC compressor wing harness where it exits front of a rigid plastic bonnet located on top of the intake at the front of the engine. Here the AC compressor wing enters a plastic bonnet and is routed to the LF of the engine the P/steering pump and then to the AC compressor directly this.

the  
manifold  
harness  
behind  
below

I removed the wire harness connector from the AC compressor then removed the plastic bonnet to expose all the wing Photos 35-36 shows the AC compressor wing harness - a circuit wire 18 DB/Y (dark blue with a yellow strip) and a circuit 18 black.

and  
within.  
12V  
ground

Inspection of the connector and individual wires in this harness revealed no defect or evidence of repairs. Also in the bonnet are the Bank 1 Sensor 1 and Bank 2 Sensor 1 Oxygen wing harness.

circuit  
same  
Sensors

Photo 37 is of repairs which have been made to the wing with use of heat shrink tubing. A careful inspection revealed that some point these wires were contacting the P/steering retaining bolt at the rear of the pump.

the  
at  
upper

I removed the plastic cover of the rigid wing harness bonnet runs across the top of the intake manifold in photos 38-39. I traced out the AC 12V circuit wire 18 DB/Y and ground circuit 18 black, front to rear, by carefully separating them from the injector wing and inspecting the insulation of these wires the use of a magnifying glass revealed no defect in the harness.

that  
I  
18  
fuel  
with  
wing

I proceeded with my inspection to where this wire harness enters the main engine wire harness bonnet at the rear of the engine.

enters

In photo 40 identified by the red arrow is an area of repairs in the form of new appearing electrical tape and a tie. This is an area of recent repair described in the Patrol RO.

recent  
wire  
7/19/07

I carefully removed the electrical tape and wire tie and fanned the wires here to separate and inspect the AC 12V circuit wire 18 DB/Y and ground circuit 18 black (photo 41). Here I located electrical tape on the AC 12V circuit wire 18 DB/Y in photo Removal of this tape revealed the insulation of this circuit been chaffed to the point bare wires are exposed. This is consistent with the reported repair noted on the 7/19/07 Patrol RO.

out  
18  
fresh  
42.  
has  
is  
Patrol

PIAS 29486663

CLAIM FINANCIAL ANALYSIS - ALL FEATURES

CLAIM NO [REDACTED] 01 L/DATE 081507 INSD [REDACTED]  
POL NO AYN 3709432 MOD 17 ADJ NO 0JT CAT NO  
CLAIM STATUS AS OF 121207 LOSS DESCRIPTION IV HEARD NOISE & AIR BAGS DEP.

FEA NO 01	C/LOSS V&MM	CLAIMANT	[REDACTED]			SUIT CODE
INCRRD	PAID:EXP		LOSS		RESERVE	CLOSED
FEA NO 02	C/LOSS RENTAL	CLAIMANT	[REDACTED]			SUIT CODE
INCRRD	190.40 PAID:EXP		LOSS	190.40	RESERVE	CLOSED
FEA NO 03	C/LOSS GLASS	CLAIMANT	[REDACTED]			SUIT CODE
INCRRD	PAID:EXP		LOSS		RESERVE	CLOSED
FEA NO 04	C/LOSS V&MM	CLAIMANT	[REDACTED]			SUIT CODE
INCRRD	4171.57 PAID:EXP		90.00 LOSS	4171.57	RESERVE	CLOSED
*** ALL FEATURES SUMMARY ***						
INCRRD	4361.97 PAID:EXP		90.00 LOSS	4361.97	RESERVE	CLOSED

F1-FIRST PAGE F2-LAST PAGE F6-MENU F7-PAGE BACK F8-PAGE



**Auto Damage Appraisers, Inc.**

**P.O. Box 1629  
Richmond Hill GA 31324  
866-676-0435  
Federal Tax ID #: 82-0538914**

To: **HANOVER/ALLMERICA FINANCIAL  
P.O. BOX 15145  
  
WORCHESTER, MA 01653**

**INVOICE**

**Invoice #:** 7A11482  
**Date:** 08/21/2007  
**File #:** 7A11482  
**Policy #:** AYN3709432  
**Claim #:** [REDACTED]  
**Loss Date:** 08/15/2007  
**Attention:** JEFFREY TESTA, 5705

**Account #:** ALL/HAN  
**Insured:** DIANNA BURNETT  
**Owner:** Same

---

Fee	85.00
Travel Zone - APPR F	5.00
<b>Total Due:</b>	<b>90.00</b>

---

---

Include Our Invoice Number 7A11482 on your check.

Remit Payment To:

Auto Damage Appraisers, Inc.  
P.O. Box 1629  
Richmond Hill GA 31324  
Phone: 866-676-0435

Fax: 866-865-8363

Our Federal Identification Number is 82-0538914

Account #: [REDACTED]



# Appraisal Report

## Auto Damage Appraisers, Inc.

P. O. Box 1427  
 Albany GA 31702  
 866-676-0435 Fax: 866-865-8363  
 ada-se.com  
 adaalbany@aol.com

Our File: 7A11482  
 Date: 08/20/2007  
 Estimate #:  
 Appraiser: JONATHAN GARCIA

<b>Appraised For -</b> HANGOVER/ALLMERICA FINANCIAL P.O. BOX 15145  WORCHESTER MA 01653 800-628-0250 Fax: - - Attention: JEFFREY TESTA, 5705 Point of Impact: P/S FRONT Location: RIVERSIDE CHRYSLER	<b>File Information</b> Claim #: [REDACTED] Policy #: [REDACTED] Insured: [REDACTED] Date of Loss: 08/15/2007 Date Received: 08/17/2007 Date Contacted: 08/17/2007 Date Inspected: 08/20/2007 Days to Repair: 3 Loss Type: COMPREHENSIVE
<b>Vehicle Owner -</b> [REDACTED] SOUTHBRIDGE MA [REDACTED]  Home Telephone: - - Work Telephone: - - Ext:	<b>Vehicle Information -</b> Make: 2003 JEEP Model: GRAND CHEROKEE Style: LAREDO WAGON Color: UNK NOT DRIVABLE Plate: 806SNY Mileage: 93828 VIN: 1J4GW48S53C [REDACTED]

I have inspected this vehicle and have an agreed figure to repair with:

Repairer:  
 Address:

Registration #:

- A copy of the appraisal has been sent to the owner.
- A copy of the appraisal has been sent to this shop.

- - Fax: - -

Accepted by \_\_\_\_\_ Date  / /  Phone  In Person  
 Without prejudice

Actual Cash Value	0.00
Damages appraised at	3173.57
Suggested Settlement	3173.57
Deductible	300.00
Suggested Payment	2873.57

Appraiser

Comments: DATE PROD 10/20

UNITS AIRBAGS DEPLOYED AND CRACKED WINDSHIELD AND IS REPAIRABLE. DAMAGE TO EXTERIOR NOT VISIBLE.

THIS ASSIGNMENT IS APPRECIATED.

Appraiser \_\_\_\_\_ JONATHAN GARCIA

MEMBER I.A.D.A.  
AUTO DAMAGE APPRAISERS, INC.  
P.O. BOX 1427  
ALBANY, GA 31702  
PHONE: 229-439-2585 FAX: 229-883-5306

CD LOG NO 161 -0

08-20-07 2:28 PM

CORRECTED ESTIMATE

CLAIM INFORMATION

CLAIM # [REDACTED] POLICY # [REDACTED]  
COMPANY HANOVER/ALLMERICA FINANCIAL CLAIM REP JEFFERY TESTA  
INSURED [REDACTED] LOSS DATE 08-15-07  
CLAIMANT [REDACTED] LOSS TYPE COMPREHENSIVE  
FILE HNDLR JEFFREY TESTA, 5705 FILE # 7A11482

INSPECTION

COMPANY Auto Damage Appraisers, Inc.  
TYPE FIELD  
PRIMARY POI UNKNOWN SECOND POI  
APPRAISER NAME JONATHAN GARCIA  
WORK PHONE (229) 439-2585 FAX (229) 883-5306  
ADDRESS PO BOX 1427 INSP DATE 08-20-07  
CITY STATE ALBANY GA LOCATION RIVERSIDE CHRYSLER  
ZIP 31702- CITY STATE TROY AL

OWNER

[REDACTED] WORK#  
[REDACTED] HOME#  
SOUTHBRIDGE MA [REDACTED]

REPAIR

RIVER SIDE-TROY CAR IN  
317 HWY 231 N CAR OUT  
TROY AL REPAIR 0 DAYS  
SHOP PHONE (334) 566-3777 FAX

VEHICLE

2003 JEEP GRAND CHEROKEE LAREDO 4 DR WAGON  
6CYL GASOLINE 4.0

OPTIONS

TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES  
4-WHEEL DRIVE PRIVACY GLASS  
OVERHEAD CONSOLE KEYLESS ENTRY SYSTEM

BODY COLOR UNK MILEAGE 93,828  
CONDITION GOOD VIN 1J4GW48S53C [REDACTED]  
LICENSE # 806SNY CODE J731  
LICENSE STATE MS VEH INSP #

REMARKS:

OP CODES:

\* = USER-ENTERED VALUE E = REPLACE Q1 NG = REPLACE NAGS  
EC = QUALITY REPL. PART UE = OE SURPLUS UC = RECONDITIONED PRT

2003 JEEP GRAND CHEROKEE LAREDO 4 DR WAGON

CLAIM # [REDACTED]

LOG 161 -0

08-20-07 2:28 PM

UM = REMAN/REBUILT PRT	EU = LIKE KIND & QUAL.PRT	EP = QUAL. REPL. PRT. RPT
OE = PXN OE SRPLS	PC = PXN RECONDITIONED	PM = PXN REMAN/REBUILT
TE = PARTL REPL PRICE	ET = PARTL REPL LABOR	IT = PARTIAL REPAIR
I = REPAIR	L = REFINISH	BR = BLEND REFINISH
TT = TWO-TONE	CG = CHIPGUARD	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJ%	B%	HOURS	R
NG	0166		WINDSHIELD, SHADED	NAGS DW1346-GB	191.70	-15		2.3	1
E	0151		MLDG,W/S REVEAL UPPER	55135592AD	23.60			0.3	1
E	0930		CLOCK SPRING	56042770AE	120.00			0.3	2
E	0945		MODULE,AIRBAG CONTROL	56010485AG	285.00			0.5	2
E	0900	01	PANEL, INSTRUMENT	5HK981DVAA	509.00			5.1	2
E	0880		AIRBAG, INSTRUMENT PNL	55116438AC	652.00			2.4	2
E	0931	01	AIRBAG, STEERING WHEEL	5GV61XDVAC	575.00			0.2	2
E			SEALANT KIT	REPLACE OEM	20.00*				1*

8. ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$ 2,184.60
OE SURPLUS PARTS	
OTHER PARTS	\$ 191.70
PAINT MATERIAL	

ADJUSTMENTS

DISCOUNT

MARKUP

LINE ITEMS	\$ 28.76	
PARTS & MATERIAL TOTAL		\$ 2,347.54
TAX ON PARTS & MATERIAL @ 7.000%		\$ 164.33

LABOR

RATE

REPLACE HRS

REPAIR HRS

1-SHEET METAL	\$ 42.00	2.6	\$ 109.20
2-MECH/ELEC	\$ 65.00	8.5	\$ 552.50
3-FRAME	\$ 60.00		
4-REFINISH	\$ 42.00		
5-PAINT	\$ 27.00		

LABOR TOTAL

\$ 661.70

SUBLET REPAIRS

TOWING

STORAGE

GROSS TOTAL

\$ 3,173.57

LESS: DEDUCTIBLE

\$ 300.00-

NET CORRECTED TOTAL

\$ 2,873.57

2003 JEEP GRAND CHEROKEE LAREDO 4 DR WAGON  
CLAIM # [REDACTED] LOG 161 -0

08-20-07 2:28 PM

PXN Y/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 36101 MONTGOMERY  
AUDATEX PENPRO W0412 CES LOG161 -0 08-20-07 14:41:29  
REL 4.12.20 DT 07/07

(C) 1993 - 2006 AUDATEX NORTH AMERICA, INC.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS  
SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE  
AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE  
WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE  
MANUFACTURER OF YOUR VEHICLE.

---

THIS IS NOT AN AUTHORIZATION TO REPAIR. AUTHORIZATION COMES FROM OWNER.  
NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.





**Auto Damage Appraisers, Inc.**

P.O. Box 1629  
Richmond Hill GA 31324  
866-676-0435  
Federal Tax ID #: 82-0538914

To: HANOVER/ALLMERICA FINANCIAL  
P.O. BOX 15145  
  
WORCHESTER, MA 01653

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Date: 08/21/2007  
File #: 7A11482  
Policy #: [REDACTED]  
Claim #: [REDACTED]  
Loss Date: 08/15/2007  
Attention: JEFFREY TESTA, 5705

Account #: [REDACTED]  
Insured: [REDACTED]  
Owner: Same

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Fee	85.00
Travel Zone - APPR F	5.00
<b>Total Due:</b>	<b>90.00</b>

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Include Our Invoice Number 7A11482 on your check.

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P.O. Box 1629  
Richmond Hill GA 31324  
Phone: 866-676-0435 Fax: 866-865-8363  
Our Federal Identification Number is 82-0538914



# Appraisal Report

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P. O. Box 1427  
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 866-676-0435 Fax: 866-865-8363  
 ada-se.com  
 adaalbany@aol.com

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 Date: 08/20/2007  
 Estimate #:  
 Appraiser: JONATHAN GARCIA

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Suggested Payment	2873.57

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PHONE: 229-439-2585 FAX: 229-883-5306

CD LOG NO 161 -0

08-20-07 2:28 PM

CORRECTED ESTIMATE

CLAIM INFORMATION

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INSURED [REDACTED] LOSS DATE 08-15-07  
CLAIMANT LOSS TYPE COMPREHENSIVE  
FILE HNDLR JEFFREY TESTA, 5705 FILE # 7A11482

INSPECTION

COMPANY Auto Damage Appraisers, Inc.  
TYPE FIELD  
PRIMARY POI UNKNOWN SECOND POI  
APPRAISER NAME JONATHAN GARCIA  
WORK PHONE (229) 439-2585 FAX (229) 883-5306  
ADDRESS PO BOX 1427 INSP DATE 08-20-07  
CITY STATE ALBANY GA LOCATION RIVERSIDE CHRYSLER  
ZIP 31702- CITY STATE TROY AL

OWNER

[REDACTED]  
SOUTHBRIDGE MA [REDACTED]

WORK#  
HOME#

REPAIR

RIVER SIDE-TROY CAR IN  
317 HWY 231 N CAR OUT  
TROY AL REPAIR 0 DAYS  
SHOP PHONE (334) 566-3777 FAX

VEHICLE

2003 JEEP GRAND CHEROKEE LAREDO 4 DR WAGON  
6CYL GASOLINE 4.0

OPTIONS

TWO-STAGE ~ EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES  
4-WHEEL DRIVE PRIVACY GLASS  
OVERHEAD CONSOLE KEYLESS ENTRY SYSTEM

BODY COLOR UNK MILEAGE 93,828  
CONDITION GOOD VIN 1J4GW48S53C [REDACTED]  
LICENSE # 806SNY CODE J731  
LICENSE STATE MS VEH INSP #

REMARKS:

OP CODES:

\* = USER-ENTERED VALUE E = REPLACE [REDACTED] NG = REPLACE NAGS  
EC = QUALITY REPL. PART UE = OE SURPLUS UC = RECONDITIONED PRT

2003 JEEP GRAND CHEROKEE LAREDO 4 DR WAGON

CLAIM # [REDACTED]

LOG 161 -0

08-20-07 2:28 PM

UM = REMAN/REBUILT PRT	EU = LIKE KIND & QUAL.PRT	EP = QUAL. REPL. PRT. RPT
OE = PXN OE SRPLS	PC = PXN RECONDITIONED	PM = PXN REMAN/REBUILT
TE = PARTL REPL PRICE	ET = PARTL REPL LABOR	IT = PARTIAL REPAIR
I = REPAIR	L = REFINISH	BR = BLEND REFINISH
TT = TWO-TONE	CG = CHIPGUARD	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJ%	B%	HOURS	R
NG	0166		WINDSHIELD, SHADED	NAGS DW1346-GB	191.70	-15		2.3	1
E	0151		MLDG,W/S REVEAL UPPER	55135592AD	23.60			0.3	1
E	0930		CLOCK SPRING	56042770AE	120.00			0.3	2
E	0945		MODULE,AIRBAG CONTROL	56010485AG	285.00			0.5	2
E	0900	01	PANEL, INSTRUMENT	5HK981DVAA	509.00			5.1	2
E	0880		AIRBAG, INSTRUMENT PNL	55116438AC	652.00			2.4	2
E	0931	01	AIRBAG, STEERING WHEEL	5GV61XDVAC	575.00			0.2	2
E			SEALANT KIT	REPLACE OEM	20.00*				1*

8 ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$ 2,184.60
OE SURPLUS PARTS	
OTHER PARTS	\$ 191.70
PAINT MATERIAL	

ADJUSTMENTS

DISCOUNT

MARKUP

LINE ITEMS	\$ 28.76	
PARTS & MATERIAL TOTAL		\$ 2,347.54
TAX ON PARTS & MATERIAL @ 7.000%		\$ 164.33

LABOR

RATE

REPLACE HRS

REPAIR HRS

1-SHEET METAL	\$ 42.00	2.6	\$ 109.20
2-MECH/ELEC	\$ 65.00	8.5	\$ 552.50
3-FRAME	\$ 60.00		
4-REFINISH	\$ 42.00		
5-PAINT	\$ 27.00		

LABOR TOTAL

\$ 661.70

SUBLET REPAIRS  
TOWING  
STORAGE

GROSS TOTAL

\$ 3,173.57

LESS: DEDUCTIBLE

\$ 300.00-

NET CORRECTED TOTAL

\$ 2,873.57

2003 JEEP GRAND CHEROKEE LAREDA 4 DR WAGON  
CLAIM # [REDACTED] LOG 161 -0

08-20-07 2:28 PM

PXN Y/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 36101 MONTGOMERY  
AUDATEX PENPRO W0412 CES LOG161 -0 08-20-07 14:41:29  
REL 4.12.20 DT 07/07

(C) 1993 - 2006 AUDATEX NORTH AMERICA, INC.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS  
SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE  
AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE  
WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE  
MANUFACTURER OF YOUR VEHICLE.

---

THIS IS NOT AN AUTHORIZATION TO REPAIR. AUTHORIZATION COMES FROM OWNER.  
NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.

CAIR # \_\_\_\_\_

## DOCUMENT RETENTION

### SEE DOCUMENT RETENTION

Items placed in document retention because:

photos are unscannable.

originals are too light.

originals are too dark.

photocopies are too light.

photocopies are too dark.



brochure, booklet, newspaper, etc. unscannable.

Other LEGAL

### NOT IN DOCUMENT RETENTION

Item NOT placed in document retention:

Poor legibility on original document.

Original \_\_\_\_\_ survey forwarded on (date) \_\_\_\_\_

Original check given to \_\_\_\_\_ for hand

Other \_\_\_\_\_

No envelope attached.



The  
**Hanover**  
Insurance Group®

NEW ENGLAND REGIONAL OFFICE  
PO Box 15149 ▪ Worcester, MA 01615-0149

# FIRST CLASS MAIL



FIRST CLASS



02 1A  
00043851 72  
MAILED FROM ZIP CODE 01853

UNITED STATES POSTAGE  
FIRST CLASS  
\$ 01.65<sup>0</sup>  
RITNEY BOWEN

December 19, 2007

■  
Ms. Patricia Neale  
The Hanover Insurance Group  
440 Lincoln Street  
P.O. Box 15149  
Worcester, MA [REDACTED]

RE: Owner: [REDACTED]  
Our File No.: 16632625  
V.I.N.: 1J4GW48S53C [REDACTED]

Dear Ms. Neale:

This will acknowledge and respond to your subrogation package, received in this office December 17, 2007.

I have had the opportunity to review the information contained in your file, and must advise you that I am not convinced of a manufacturer's responsibility.

With this in mind, I can only suggest arbitration as your next logical step.

Chrysler is a member of the Inter-Insurance Company Arbitration System. If your company is also a member and if you still believe we are liable for your insured's loss, the claim is subject to arbitration. Chrysler's copy of the arbitration application should be sent to:

Chrysler  
1000 Chrysler Drive  
Auburn Hills, MI 48326-2766  
Attention: Warranty Litigation Dept.  
CIMS: 485-13-32

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

Sincerely,

M. H. Martell  
Special Investigations  
(248) 944-7038

MHM/kat



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

CAIR# 16632625

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1J4GW48S53C		10-04 15	93828	10/09/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				SOUTHBRIDGE	MA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	Inferno Red Tinted Pearl Coat	WJJ				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Robert Walls L		EAA		850-933-2678		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 5000.00		

**INTERVIEW**

 INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
<b>08/21/2007</b>	<b>08/15/2007</b>	<b>06:30</b> <input type="radio"/> AM <input checked="" type="radio"/> PM	<b>08/22/2007</b>

1. DRIVER'S DESCRIPTION OF EVENT: **Driver/Owner stated "I was driving off the highway on an exit going about 15 mph I heard a loud high pitch noise then the air bag came out of the steering wheel then started to come out on the passenger side. My wife said she was sore on her right side but but is ok now. We took the car to a Chrysler dealership and got a rental car. We want to know why the air bags came out."**

Insurance Company Name: **Handover**  
 Personal Injury:  Yes  No  
 Were there Personal Injuries?  Yes  No  
 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  
 YES  NO

**INFORMATION:**

POLICE/AGENCY REPORT #: **none per owner**  
 ALL REPORTS/PHOTOS BY OTHERS  
 - ADDRESS OF INSPECTION  
 Address **217 Hwy. 231 north**  
 1  
 Address  
 2

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

 YES  NO  
 - IF YES, DESCRIBE AND PHOTOGRAPH

UNKNOWN  
IF YES, ENCLOSE COPIES OF  
REPAIR ORDERS

City **Troy**  
State **AL**  
Zip **36081**  
Phone **334-566-3777**

---

**PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE**

---

**REQUIRED PHOTOGRAPHS:** Windshield cracked appr. 2" of right "A" Pillar Driver's and passenger air bag deployed. An inspection of the undercarriage revealed no indication of impact or damage. I did not observe any indication of prior damage to the body of this vehicle Exterior or Interior. Driver stated "My wife said her right side was hurt but now is ok."

- 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 OCM**

**AECM INFORMATION**

- SOFTWARE VERSION:

**4.02**

- SERIAL NUMBER :

**1934803163**

- PART NUMBER :

**CH8515DRB**

- 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**

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

- WAS AIRBAG DEPLOYED?

DRIVER  YES  NO

IF NO, EXPLAIN

PASSENGER  YES  NO

IF NO, EXPLAIN

SIDE AIRBAG  YES  NO  N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

LEFT  RIGHT  N/A  BOTH

- TYPE OF SIDE AIRBAG

SEAT  CURTAIN  N/A

- TYPE OF STEERING WHEEL

TILT  STANDARD

- ANY DAMAGE TO STEERING WHEEL

YES  NO

IF YES, EXPLAIN

**DO NOT ERASE DRB READINGS**

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

YES  NO

IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

ON  OFF  N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

YES  NO  N/A

IF YES, EXPLAIN

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

- UNDERBODY DAMAGED?

YES  NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

**PART D - SEATS/SHOULDER BELTS**

**REQUIRED PHOTOGRAPHS:**

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

**INFORMATION:**

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

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

**LF AL393 134 M,RF AL393 321 M,LRPX572 22 3 M,RRPX572 22 3 M.**

- 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

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

**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

---

**PART - E TRANSMISSION NOT APPLICABLE**

---

[Previous](#)

[Next](#)

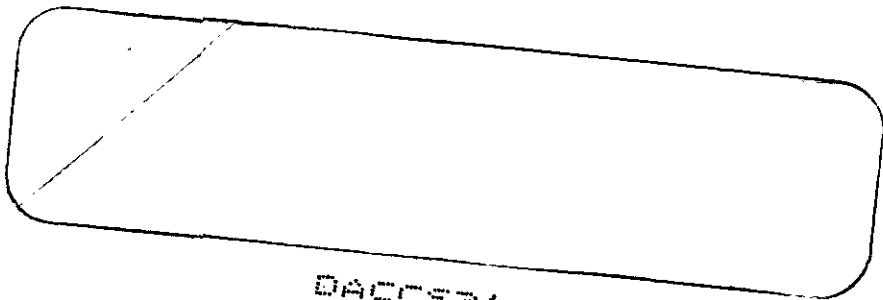
**PART - F UNINTENDED ACCELERATION NOT APPLICABLE****PART - G BRAKES NOT APPLICABLE****PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE****PART - I AXLE/DIFFERENTIAL NOT APPLICABLE** **PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

At the time of my inspection the windshield was cracked near the right "A" pillar (passenger side)The driver air bag was deployed and the passenger air bag was deployed, both air bags were inside their covers. I did not observe any evidence of flooding or water damage. Dealership Tech. was not able to check for DTC,with the ignition in the run position and the DRB connected the screen displayed Unable to ID module for ORC. All seat belts were checked for operation, all latched and retracted, all belts locked with a quick tug.

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



Arbitration Forums, Inc.  
 Atlanta Data Center  
 PO Box 105517  
 Atlanta GA 30348-5517



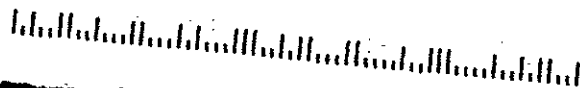
DACC531

PRESORTED  
 FIRST CLASS



02 1A  
 0004635162  
 MAILED FROM ZIP CODE 33634  
**\$ 00.346**  
 JUN 11 2008

RECEIVED  
 JUN 11 2008  
**ARBITRATION APPLICATION**  
 SPECIAL INVESTIGATIONS



# Auto-Form

*This is a Binding arbitration. Nonmembers answering are bound by this decision.*

## Online Filing Form

**Data Center: Atlanta Data Center  
PO BOX 105517  
Atlanta GA 30348-5517**

**Printed Date 06/10/2008**

**Telephone: (888)-272-9338**

Check if Counterclaim (Rule 3-8)

### I. APPLICANT INFORMATION and ALLEGATIONS (Rule 2-2)

Company Code 00709 - 0007 Billing Code G09001  
 Company/Subsidiary Name HANOVER INSURANCE COMPANY  
 Representative SANDRA PUCHEK  
 Rep. Address 440 LINCOLN ST  
WORCESTER, MA 01653-0002  
US

Telephone Number 800-628-0250 x2224  
 Fax Number 508-926-2070

Insured [REDACTED]  
 File Number 29486663  
 Date of Loss 8/15/2007  
 City MONTGOMERY State AL  
 LOCATION OF ACCIDENT

Company Claim Amount \$ \$2,892.76  
 Insured Deductible \$ \$300.00  
 Legal Fees Sought \$0.00

I will accept policy limits ( Article Second (d)).  
 I request One Year Deferment (Rule 2-11).  
 I request Notice of Hearing (Rule 3-1).  
 I request a Three Person Panel (Rule 3-3).  
 This file will be represented in person (Rule 3-7).  
 Automatic Counter Response

**Attach Contentions Sheet**  
**Administrative Requests**

**CERTIFICATION OF SERVICE** The Applicant certifies that requirements of Rule 2-2 and condition precedent have been fulfilled.

Signature \_\_\_\_\_ Date 06/09/2008

### II. RESPONDENT INFORMATION and ALLEGATIONS (RULE 2-3)

#### Respondent #1

Subsidiary Name 01504-0003 DAIMLER CHRYSLER  
 Rep. Name M.R. PORTER  
 Rep. Address PO BOX 218004  
AUBURN HILLS, MI 48321-  
 File # 16632625  
 Insured DAIMLERCHRYSLER

#### RESPONDENT# and COMPANY CODE -

Yes  No Is the listed "Insured" an insured or self-insured under your policy or contract?  
 Yes  No Has coverage been denied for this claim?  
 If yes, a copy of the denial letter must be attached.  
 I admit \_\_\_\_\_ % liability

Liability Deductible \_\_\_\_\_

I request One Year Deferment (Rule 2-11).  
 I request Notice of Hearing (Rule 3-1).  
 I request Three Person Panel (Rule 3-3).  
 This file will be represented in person (Rule 3-7).

**COMPLETE THE FOLLOWING TO FILE A COUNTERCLAIM**  
 Yes, I would like to file a Counterclaim (Rule 2-3)

Company Claim Amount \$ \_\_\_\_\_  
 Insured Deductible \$ \_\_\_\_\_  
 Legal Fees \$ \_\_\_\_\_

I will accept policy limits (Article Second(d))

#### Attach Contentions Sheet

**CERTIFICATION OF SERVICE:** The Respondent certifies that requirements of Rule 2-3, and condition precedent have been fulfilled.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Telephone Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_

**AUTOMOBILE ARBITRATION CONTENTIONS SHEET**  
( Required per Rules )

File provided by: **Applicant**

Date Printed 06/10/2008

Company Name: 00709 - 0007 HANOVER INSURANCE COMPANY

Insured: [REDACTED]

File # 29486663

**AFFIRMATIVE DEFENSES/PLEADINGS:**

**DEFERMENT JUSTIFICATION:**

**Contentions: COMPLETE CONTENTIONS MUST BE SHARED WITH ALL PARTIES.**

This loss occurred on 8/15/07, Rt 331, Montgomery, AL. The Applicant was driving slowly around a corner, speed of about 15-20 mph. The Applicant driver then heard a humming sound that was high pitched and had their hands on the steering wheel. Within seconds both airbags deployed and caused damaged to the passenger side windshield. The Applicant then drove the auto to the dealership.

The Applicant carrier contacted an expert to inspect the vehicle. An initial system analysis test did not reveal any DTCS detected in the ACM. This is unusual as it would typically recognize a normal deployment has occurred and would set DTCS as a diagnostic and repair feature.

It was not until a second system analysis test after the vehicle had been operated another 402 miles by it's owner that a DTC was detected. This should not be the case.

This code could have set as a result of the deployment of the air bags, as the ACM should recognize the deployment and will require replacement as a result of the deployment. This intermittent scenario suggests strongly that either the ACM or its circuitry are faulty and the cause of the deployment.

The conclusion of the expert report confirmed that the deployment was caused by a latent defect in the air bag system or the ACM itself and not due to the result of a collision impact, an outside source or repairs to the A/C circuit. There is absolutely no evidence to support that the deployment was caused by something that broke the windshield but in fact the windshield damage is 100% consistent with deployment-related contact by the dash trim/flap.

The Applicant is seeking full recovery of the damages that were caused by the manufacturer defect.



**AUTOMOBILE ARBITRATION CONTENTIONS SHEET**  
( Required per Rules )

File provided by: **Applicant**

Date Printed 06/10/2008

Company Name: 00709 - 0007 HANOVER INSURANCE COMPANY

Insured: XXXXXXXXXX

File # 29486663

**EVIDENCE:**

List evidence which will support contentions stated above (i.e., police report, damages, estimates, statements). Photocopies of evidence are suggested. Photos will not be returned without a sufficient size self-addressed envelope with adequate postage, per rules. **Administrative Request Section below.**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>1 Adjusters Notes</li> <li>2 Estimate of Repairs</li> <li>3 Expert Report</li> <li>4 Proof of Payment</li> <li>5 Vehicle Damage Photos</li> <li>6 Denial Letter</li> <li>7 Rental Receipt</li> </ul> | <p>INTERVIEW WITH APPLICANT DRIVER</p><br><br><br><br><br><br><br><p>DENIAL FROM RESPONDENT FOR REPAIR</p> |
|---|--|

**ITEMIZATION OF DAMAGES:**

Show math to support claim. Contested settlement value or disputed amounts must be itemized here for arbitrator consideration. If left blank, damages will not be considered an issue.

<ul style="list-style-type: none"> <li>1. Auto Damage</li> <li>2. Rental</li> </ul>	<p>WINSHIELD, AIRBAG INSTRUMENT PANEL AND STEERING PANEL 2588.57</p> <p>RENTAL</p> <p>12 DAYS @ 21.55 PLUS TAX</p> <p><b>Total Itemized Damages (Excluding Salvage):</b></p>	<p>\$2,588.57</p> <p>\$304.19</p> <p><b>\$2,892.76</b></p>
---	--	--

<p><b>Company Claim Amt:</b></p> <p>Legal Fees Sought:</p> <p>Insured Deductible:</p>	<p><b>\$2,892.76</b></p> <p>\$0.00</p> <p>\$300.00</p>
---	--

**Administrative Requests:**

PLEASE RETURN THE EXPERT REPORT AND PHOTOS

Arbitration Forums, Inc.  
Atlanta Data Center  
PO BOX 105517  
Atlanta, GA 30348-5517

TO: DAIMLER CHRYSLER  
Attn: M.R. PORTER  
PO BOX 218004  
AUBURN HILLS, MI 48321

Date Printed: 06/10/2008

Attached is an Application and Contentions Sheet for a case filed against your company in Arbitration Forum's Online Filing Program. This notice is being delivered on behalf of the Applicant/Company 1 via AF's Notification Service. The Docket Number, Hearing Date, and Last Day to Respond are listed below. You can view more information about this case by visiting AF's website at [www.arbfile.org](http://www.arbfile.org).

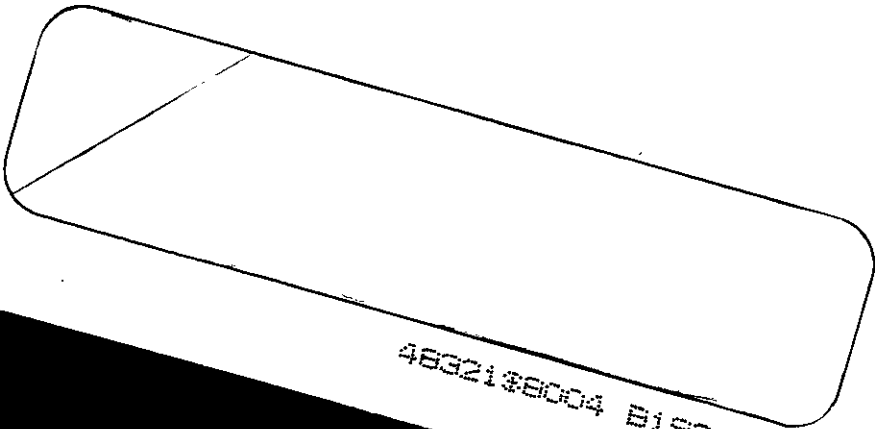
**Case Information**

Docket Number: A001-00951-08-00  
Hearing Date: 08/14/2008  
Hearing Type: SCHEDULED HEARING  
Last Day to Respond: 07/30/2008

**Reminder: A copy of your Response and Contentions MUST be received by AF and all parties involved on or before the last day to respond listed above.**



Arbitration Forums, Inc.  
 Atlanta Data Center  
 PO Box 105517  
 Atlanta GA 30348-5517

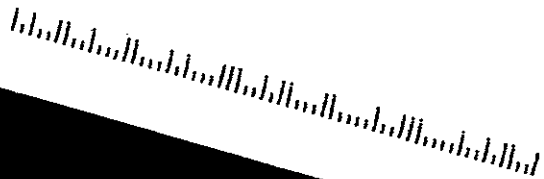


4632188004 8198



02 1A  
 0004635162  
 \$ 00.42  
 JUL 08 2008  
 MAILED FROM ZIP CODE 33634

**HEARING NOTICE/DECISION**





7/8/2008

Docket Number: A001009510800

Date Filed: 06/09/2008

HEARING NOTICE

RECEIVED  
JUL 11 REC'D

SPECIAL INVESTIGATIONS

Case Information

Party	Subsidiary	Representative	File Number	Insured Name	App/Answer Contentions Evidence
APP	HANOVER INSURANCE COMPANY 440 LINCOLN ST  WORCESTER, MA 01653-0002	SANDRA PUCHEK (800) 62-8 0250 X2224	29486663	[REDACTED]	Yes Yes Yes
Rsp 01	DAIMLER CHRYSLER PO BOX 218004 AUBURN HILLS, MI 48321	M.R. PORTER (248) 94-4.7.134	16632625	DAIMLERCHRYSLER	NO NO NO

Date of Loss/Accident: 08/15/2007  
Company Claim Amount: \$2,892.76

Place of Loss/Accident: MONTGOMERY, AL  
Insured Deductible Int.: \$300.00  
Legal Fees Sought: \$0.00

Hearing Information

Hearing Date: 08/14/2008  
Reason for Hearing: SCHEDULED HEARING  
Hearing Time: 9:00am  
Hearing Location: ALLSTATE INSURANCE COMPANY  
2600 CORPORATE DRIVE  
SUITE 240

Although the majority of cases are heard on the scheduled hearing date, this is dependent upon volunteer arbitrator attendance. When this is not possible, AF will strive to hear cases within 14 days of that date based on the level of volunteer arbitrator attendance.

All documentation MUST BE RECEIVED by: Jul 30, 2008 (ref. Rule 2-3) at the following address:

Arbitration Forums, Inc.  
Atlanta Data Center  
PO BOX 105517  
Atlanta, GA 30348-5517  
(888)272-9338

Send Overnight/Certified/Certified Return Receipt Mail ONLY to:

Arbitration Forums, Inc.  
Atlanta Data Center  
50 Glenlake Parkway  
Suite 650  
Atlanta, GA 30328-3473

Please Note: AF will only accept faxes for: applications, responses, contention sheets, notice of personal representation, deferment requests, deferment challenges and withdrawal notices. Please refer to the appropriate rule for time frames. AF will not accept evidentiary material via fax. Documents faxed to AF must also be faxed to the adverse party(ies).

Announcement

ARE YOU AWARE OF THE FREE TRAINING THAT ARBITRATION FORUMS OFFERS? OUR GOAL IS TO DELIVER ESSENTIAL KNOWLEDGE AND SKILLS-BASED ARBITRATION TRAINING TO OUR MEMBERS, WHICH CAN BE APPLIED IMMEDIATELY TO IMPROVE RESULTS. FOR MORE INFORMATION VISIT WWW.ARBFILE.ORG.

Arbitration Forums, Inc.  
Atlanta Data Center  
PO BOX 105517  
Atlanta, GA 30348-5517

CERTIFICATE #: 000036

TO: DAIMLER CHRYSLER  
PO BOX 218004  
AUBURN HILLS, MI 48321

CERTIFICATE OF MAILING

Date Printed: 07/06/2008

\*\* BULLETIN \*\*

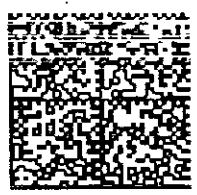
**1** ARE YOU AWARE OF THE FREE TRAINING THAT ARBITRATION FORUMS OFFERS? OUR GOAL IS TO DELIVER ESSENTIAL KNOWLEDGE AND SKILLS-BASED ARBITRATION TRAINING TO OUR MEMBERS, WHICH THEY CAN APPLY IMMEDIATELY TO IMPROVE THEIR RESULTS. OFFERINGS INCLUDE: REFERENCE GUIDES, ONLINE TUTORIALS, FACILITATED WEBINARS, AND TRAINING SEMINARS HELD THROUGHOUT THE U.S. FOR MORE INFORMATION ON WHAT AF OFFERS TO HELP MAKE YOUR EXPERIENCE SUCCESSFUL, VISIT THE TRAINING SECTION AT [WWW.ARBFILE.ORG](http://WWW.ARBFILE.ORG).



Arbitration Forums, Inc.  
 Atlanta Data Center  
 PO Box 105517  
 Atlanta GA 30348-5517

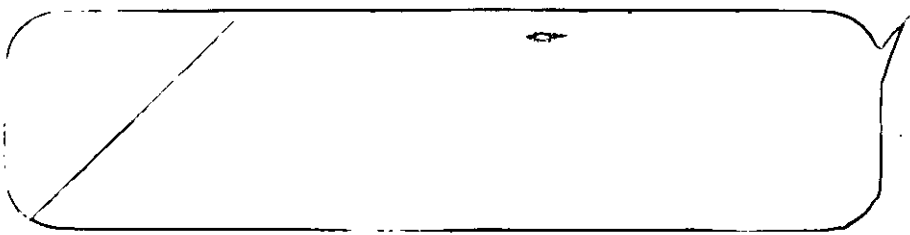


FIRST CLAIMS



Hasler


0101120514914  
**\$00.420**  
 07/29/2008  
 Mailed From 30328  
**US POSTAGE**



**RECEIVED**  
 AUG 6 REC'D  
 SPECIAL INVESTIGATIONS

48321+8004



 **ARBITRATION FORUMS, INC.**  
Atlanta Data Center PO BOX 105517 Atlanta, GA 30348-5517

7/25/2008

DAIMLER CHRYSLER  
M.R. PORTER  
PO BOX 218004  
AUBURN HILLS, MI 48321

RE: Your File #: 16632625  
Date of Loss: 8/15/2007  
Your Insured:  
AF Docket #: A001009510800

Dear M.R. PORTER;

The hearing for docket number(s) A001009510800 has been rescheduled for 9/18/2008 ; therefore, all file materials must be received by 9/3/2008.

Please disregard any hearing notices you may have received.

If you have any questions or concerns, please do not hesitate to contact us at (888)272-9338 or by fax at (770)551-8515.

Thank you very much for your assistance in this matter.

Sincerely,

Arbitration Forums, Inc.

DATE: 07/25/2008 10:14 AM TO: M.R. PORTER FROM: ARBITRATION FORUMS, INC.

RE: DAIMLER CHRYSLER (A001009510800) (AF Docket #: A001009510800) (8/15/2007) (MI 48321) (AUBURN HILLS, MI 48321) (PO BOX 218004) (M.R. PORTER) (DAIMLER CHRYSLER) (ARBITRATION FORUMS, INC.) (770)551-8515 (888)272-9338

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



G 85400 LB

5R16 TIRES

(33 PSI) COLD

5R16 TIRES

(33 PSI) COLD



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

VIN: 1J4GW48S730 [REDACTED]

TYPE:

MP

VEHICLE MADE IN U.S.A.

PRINT: PSB









1752

Jeep









# Main Menu

1. DRB III Standalone
2. Connect to TechTOOLS
3. Generic Scan Tool
4. PEP Module Tools
5. Run Memory Card Program
6. DRB Utilities
7. Vehicle Flash
8. Legacy MDS1 Support

Page 1 of 1



64.8

## SELECT RESTRAINT SYSTEM

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

AIRBAG DIAGNOSTICS

Determining Controller  
Type

Please Wait...



120

MPH km/h

088776

Unable to ID Module for  
ORC

press any key to continue

























1.0  
↑















# **⚠️ 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**



## **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.



















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

CAIR# 17406649

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	1J4GW48S73C [REDACTED]		11-18 13	88776	11/19/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		DENVER	CO	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Bright Silver Metallic Clear Coat	WJJ	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MARTY FRANICH CHRYSLER PLYMOUTH		71	49923	TULSA	OK	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
CHARLIE TATE			EAA		303-773-0096	
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: **04/18/2008**      DATE OF INCIDENT: **04/09/2008**      TIME OF INCIDENT: **06:00**  AM  PM      INSPECTION DATE: **04/16/2008**

1. DRIVER'S DESCRIPTION OF EVENT: **THE DRIVER, [REDACTED] SON OF CLAIMANT [REDACTED] WAS DRIVING INTO HIS NEIGHBORHOOD ON [REDACTED] LITTLETON CO AT 12-15 MPH WHEN HE HEARD A "DING" AND NOTICED THE IP AIRBAG LIGHT HAD LIT UP. WITHIN A SECOND OR TWO OF THAT EVENT, BOTH FRONTAL ARBAGS DEPLOYED. THE CLAIMANT WANTS TO KNOW WHY. THE DRIVER INSISTS THAT THERE WAS NO CONTACT OF ANY KIND THAT MIGHT CAUSE THE AIRBAGS TO DEPLOY. NOTE: THE CORRECT ADDRESS OF THE CLAIMANT IS 9251 W BRANDT AVE., LITTLETON CO 80123.**

Insurance Company Name: **STATE FARM**

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)

**INFORMATION:** POLICE/AGENCY REPORT #: ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION  
**PHIL LONG JEEP**  
 Address

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

 YES  NO

- IF YES, DESCRIBE AND PHOTOGRAPH



- ANY RECENT VEHICLE  
SERVICE

YES  NO

UNKNOWN

IF YES, ENCLOSE COPIES OF  
REPAIR ORDERS

1  
Address  
2  
City **DENVER**  
State **CO**  
Zip **80123**  
Phone **303-973-5337**

### 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

**THERE WERE NO INJURIES. THE DRIVER WAS ALONE. WHILE THERE ARE REPAIRS NECESSARY DUE TO THE DEPLOYMENT OF BOTH FRONTAL AIRBAGS, THERE WAS NO EVIDENCE OF ANY IMPACT TO THE FRONTAL AREA, OR UNDER BODY OF THIS VEHICLE (PHOTOS 4-12). A PHIL LONG JEEP TECHNICIAN HAD REMOVED THE TOP PORTION OF THE CONSOLE AND ADJACENT PANELS PRIOR TO THE INSPECTION IN THEIR ATTEMPT TO DIAGNOSE THE FRONTAL AIRBAG DEPLOYMENT, AND TO DETERMINE WHY THERE WAS NO COMMUNICATION BETWEEN THEIR DRB III AND THE AIRBAG MODULE. WITH THIS ACCESS TO THE AREA BENEATH THE CONSOLE COVER, PHOTOS WERE TAKEN OF RUST AROUND THE AIRBAG MODULE (PHOTOS 25-30).**

Next

**PART C - AIRBAG(S)**

**REQUIRED PHOTOGRAPHS**

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

**AECM INFORMATION**

- SOFTWARE VERSION:

**NA**

- SERIAL NUMBER :

**NA**

- PART NUMBER :

**NA**

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES  NO  N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES  NO  N/A

- RECORD LABEL PART NUMBER

**NA**

**COMPLETE PART D**

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

YES  NO IF NO, EXPLAIN

**NO COMMUNICATION WITH DRB III.**

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

- 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):

**L-NA R-NA**

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

**L-AL391191 R-AL393253**

- PRETENSION DEPLOYED?

YES  NO  UNKNOWN

- EXISTING LOCATION OF RECLINER -

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

**L-12 DEGREES R-12 DEGREES**

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

**L-0, R-0**

IF ALLOWED. FUNCTION BELTS TO INSURE THEY

**FUNCTION PROPERLY**

NOTE RESULTS

- DOES THE BUCKLE LATCH?

YES  NO

IF NO, EXPLAIN

- DO THEY RELEASE?

YES  NO

IF NO, EXPLAIN

- DO THEY RETRACT?

YES  NO

IF NO, EXPLAIN

- ANY LOOSENESS OR BROKEN PARTS

YES  NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

NORMAL

BROKEN

LOOSE

MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

**L-FULL BACK R-FULL BACK**

---

**PART - E TRANSMISSION NOT APPLICABLE**

---

[Previous](#)

[Next](#)

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

**THERE WAS NO EVIDENCE OF ANY TYPE OF IMPACT EITHER TO THE FRONT OF THE VEHICLE OR THE UNDERBODY. THERE IS RUST ALL AROUND THE AIRBAG MODULE FROM UNKNOWN CAUSE. THE VEHICLE DOES NOT SHOW EVIDENCE OF GENERAL FLOODING. THERE IS POWER TO THE AIRBAG MODULE, AND THE GROUND IS COMPLETE, HOWEVER, THERE IS NO COMMUNICATION AVAILABLE WITH THE DRB III. THE SEATBELTS OPERATE NORMANLLY, BUT ARE NOT AN ISSUE WITH THE CLAIMANT OR THE DRIVER.**

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

\*Part\*



05/14/2008

ATTN: MIKE MARTELL

CUSTOMER NAME: [REDACTED]

VIN # 1J4GW48S73C [REDACTED]

MILEAGE 88776

FILE #17406649

THANKS,

SCOTT VAN SICKLE

A business card for Scott Vansickle, Service Manager at Phil Long Denver Jeep Chrysler. The card features a large 'my' logo on the left. To the right of the logo, the text 'myride. myway.' is written in a stylized font. Below this, the name 'SCOTT VANSICKLE' is printed in a large, bold font, followed by 'SERVICE MANAGER' in a smaller font. The contact information includes three phone numbers: '(303) 904-5448 Direct', '(303) 904-3251 Fax', and '(303) 973-5337 MAIN'. The email address 'SVANSICKLE@PHILLONG.COM' is listed at the bottom right. The Phil Long Denver Jeep Chrysler logo is at the bottom left, with the address '7800 W. Stanford Ave. Littleton, CO 80123' below it.

**Located at the Southwest Autopark**  
7800 West Stanford Ave. • Denver, CO 80123  
**303-973-JEEP • 303-973-7853 (Fax)**  
www.DenverJeep.com

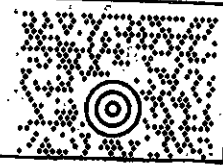
SUSAN SMITH  
(909) 975-4710  
LOS ANGELES PDC  
5141 SANTA ANA STREET  
ONTARIO CA 91761

1 LBS

1 OF 1

SHIP TO:  
24238000  
(111) 222-1234  
PHIL LONG DENVER JEEP C  
7800 WEST STANFORD AVENUE  
DENVER CO 80123

PACKING LIST



CO 801 0-06



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













Jeep















1769









4769







**WARNING**



**DEATH OR SERIOUS INJURY CAN OCCUR**

- ALWAYS WEAR YOUR SEAT BELT WHEN IN THE VEHICLE
- DO NOT DRINK AND DRIVE
- ALWAYS USE PROPER TIE-DOWN TECHNIQUE
- ALWAYS USE PROPER TIE-DOWN TECHNIQUE

**WARNING**



1769





197808-507  
12070808

010



**WARNING**  
DO NOT REMOVE  
THIS LABEL FROM THE  
VEHICLE

1769



































1. Connect to Vehicle  
2. Connect to Test  
3. General Scan Test  
4. PEP Module Tests  
5. Bus Recovery Control System  
6. DAB Diagnostics  
7. Vehicle Flash  
8. Legacy HDSI Support

Page 1 of 1

HELP

F1 F2 F3 F4

ENTER

1. TechIDLS Database  
2. TechIDLS Database  
3. Vehicle Module Scan  
4. Customer Preparation  
5. Junction Point Tool  
6. TechIDLS Database

Page 1 of 1

HELP MAIN

F1 F2 F3 F4

- 1978 - 2007 Mitsubishi  
1. 01 - 05 Stratus/Mirage  
2. 06 - 08 Overrun/Traka  
3. 1998 Talon  
4. 2004 - 2007 (V6) Lancer  
5. 2002 - 2006 Super

Page 1 of 1

HELP

SYS

MAIN



1. Engine  
2. Transmission & Drive  
3. Body Interior  
4. Chassis & Body Exterior  
5. Anti-lock Brakes  
6. Electrical System  
7. Tires & Wheels  
8. System Malfunctions

Page 1 of 1

HELP    BYD    HAN

F1   F2   F3   F4

SELECT FROM THE LIST

- 1. **WIPSON**
- 2. SUE THURMAN
- 3. RICHARD DORRIS
- 4. DEBORAH CLARK

Page 1 of 1

HELP    SYS    HOLD

F1   F2   F3   F4

↑

ENTER

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

HELP

SYS

MAIN

v.1.1

F4

F5

F6

F7

















INTERSTATE  
MIL-TRON

INTERSTATE





















July 11, 2008

[REDACTED]  
Naples, FL [REDACTED]

Reference No.: 17657626

VIN: 1J4GX48S93C [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to Chrysler Motors Corporation, regarding your 2003 Jeep Grand Cherokee.

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

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

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

Sincerely,

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

JSS/kat



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

CAIR# 17657626

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	1J4GX48S93C		08-24 07	119462	03/06/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				NAPLES	FL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	Stone White Clear Coat	WJT				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
BOB TAYLOR JEEP INC		66	23980	NAPLES	FL	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Richard Falandysz J		EAA		813-633-0301		
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

INTERVIEW DATE: **07/07/2008**      DATE OF INCIDENT: **07/01/2008**      TIME OF INCIDENT: **05:30**  AM  PM      INSPECTION DATE: **07/09/2008**

1. DRIVER'S DESCRIPTION OF EVENT: **>This is a [REDACTED] vehicle. The person interviewed was [REDACTED], VP of Finance, for the company. >According to Mr. [REDACTED] weather conditions were dry and clear before the event. [REDACTED] Project Manager, was driving the vehicle at approximately 30 MPH when both front airbags suddenly deployed for no apparent reason. There was reportedly no impact with any other object. Mr. [REDACTED] was traveling by himself and was not injured.**

Insurance Company Name: **See Part J**

Personal Injury:

Were there Personal Injuries?  Yes  No

If Yes, complete section "B"

Any Indicator/

Warning Lights on Prior?  Yes  No

If Yes, What light:

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

Help Key

**PART A- GENERAL**

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

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

**INFORMATION:** POLICE/AGENCY REPORT #: ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **Bob Taylor Jeep**

1

Address **5665 N. Airport Rd.**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

 YES  NO

- IF YES, DESCRIBE AND PHOTOGRAPH

YES  NO  
 UNKNOWN  
 IF YES, ENCLOSE COPIES OF  
 REPAIR ORDERS

2  
 City **Naples**  
 State **FL**  
 Zip **34109**  
 Phone **239-591-0991**

---

### PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

---

- REQUIRED PHOTOGRAPHS:** >Both front airbags have been deployed and temporarily stuffed back into their modules. They were extracted for examination and photos. No witness marks or evidence of adverse human contact was found on the material. The windshield was broken from the inside outward at the lower right corner just above the passenger airbag. >No damage, other than normal wear and scratches was observed to the exterior trim and sheet metal. >The vehicle was lifted and damage was observed to the front edge of the left side of the rear transmission support. It was bent rearward approximately 1.0 inch. >No injuries were involved in this event.
- 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:

**Unknown**

- SERIAL NUMBER :

**Unknown**

- PART NUMBER :

**Unknown**

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES  NO  N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES  NO  N/A

- RECORD LABEL PART NUMBER

**None**

**COMPLETE PART D**

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

YES  NO IF NO, EXPLAIN **See Part J**

- 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

**Steering wheel hub damaged.**

**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

**Rear transmission support bent.**

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

**Driver AL393134 Passenger AL393134**

- 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

**20 Degrees**

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

**2.0 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

**Front of driver seat 18.0 inches from**



**brake pedal.**

---

**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)**

>Two separate updated DRB III units equipped with Supercard software would not communicate with the Passive Restraint System. The following identical message was received by both scan tools: "This Diagnostic Control Module is not supported by this software. Please use DRB III with the Supercard software to diagnose this vehicle." >The following ID was found on the deployed airbags: Driver/ P119858041, CJXN7TSBBX4. Passenger/ P601102700AA, CKYN81SAFDC. >Aftermarket wiring, and outside antenna, that appeared to be for a satellite radio was connected to the interior fuse panel and hanging from under the instrument panel. >Mr. Smith did not want his insurance company involved.

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

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



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 3-02

GAWR FRONT: 1248 KG 2750 LB  
17X7.5

GAWR REAR: 1339 KG 2950 LB  
17X7.5

GAWR:	2485 KG 5500 LB	
W/TM	P235/65R17	TIRES
RIMS AT	227 1/4 x 33	PEU1 COL3
W/TM	P235/65R17	TIRES
RIMS AT	227 1/4 x 33	PEU1 COL3



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

VIN: 1J8GMS8J7 [REDACTED] C: MPV NDI: 838712 754AA

VEHICLE MADE IN U.S.A. PWR: PWR TRD: NLD 48-485-03











GRAND CHEROKEE

WRANGLER

GRAND CHEROKEE







Haynes

Jeep

V6







PROBROKER





















BELT ROUTING

VEHICLE ENGINE

ENGINE



















Jeep





\*P119858 - 04R\*



\*CJXN13SAANP\*

WJ D 1-1

018



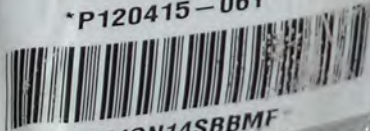








\*P120415-06Y\*



\*CJGN14SBBMF\*

Chrysler WJ





**WARNING**

DEATH OR SERIOUS INJURY CAN OCCUR  
IF THE SEAT BELT IS NOT PROPERLY SECURED.  
DO NOT USE THE SEAT BELT IF IT IS DAMAGED.  
DO NOT USE THE SEAT BELT IF IT IS NOT  
PROPERLY INSTALLED OR MAINTAINED.







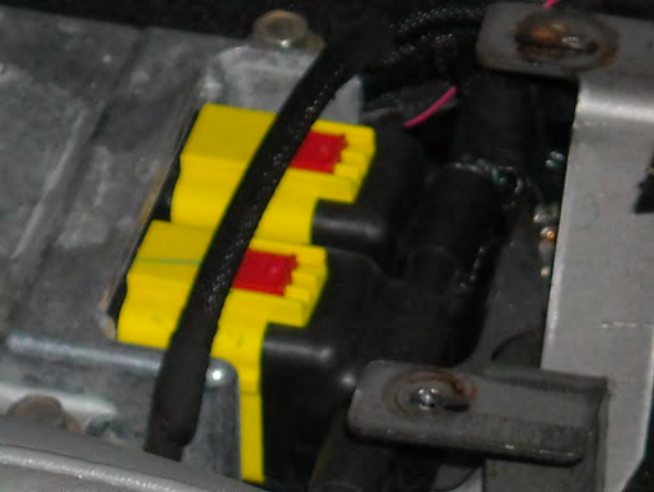
Clean













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

HELP

ESC

MAN

NO RESPONSE from ORC

Please make certain of the following items:

- 1) Ignition is turned on.
- 2) ORC III is properly connected to the Data Connector.

HELP

ESC

HOME

12.8

NO RESPONSE from

Please make certain of the  
following items:

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



















































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

CAIR# 17667173

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2002	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR	1J8GW68J72C		03-07 12	109805	05/30/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				QUINTON	VA	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
	Onyx Green Pearl Coat	WJJ				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
HAYNES MOTOR COMPANY		35	23294	RICHMOND	VA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
John Hawranick		EAA		919-363-3703		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 3513.29		

**INTERVIEW**

INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **07/09/2008**      DATE OF INCIDENT: **07/04/2008**      TIME OF INCIDENT: **11:00**  AM  PM      INSPECTION DATE: **07/10/2008**

1. DRIVER'S DESCRIPTION OF EVENT: **Mr. [REDACTED] stated that on 7/4/2008 he was traveling on highway US 17 about 10 miles south of Wilmington, NC when both front airbags deployed. He had been traveling at about 50 to 55 mph and started to slow for a red light in the distance. The light changed green and he started to accelerate and the airbags deployed. There were no prior warning signs such as odors, warning lights or strange sounds. The weather was clear and the road was smooth. The approximate temperature was about 92 degrees. He received a small cut on the inside of his lip when the airbag deployed but he did not need nor did he seek medical attention. The police were not called to the scene. He did report the incident to his insurance carrier. He was alone returning from the beach. His wife, daughter and two grandchildren were following him in another vehicle.**

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:

**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

**INFORMATION:**

POLICE/AGENCY REPORT #:

None

ALL REPORTS/PHOTOS BY

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES  NO

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

OTHERS

- ADDRESS OF INSPECTION

Address **Brown & Wood Jeep**

1

Address **603 SW Greenville Bl**

2

City **Greenville**

State **NC**

Zip **27834**

Phone **252-756-1877**

- 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

This inspection took place at Brown & Wood Jeep in Greenville, NC. The following was noted during this inspection: • There are no signs of prior body repairs having been done to this vehicle. • There are no signs of collision damage to the vehicle at this time • There are no signs of any contact to the suspension, steering, tires, wheels, frame or undercarriage. • The airbag module could not be accessed. A message stating that there was no communication with the module kept appearing. Two different DRBs were used. All the fuses were inspected and found to be in proper operation order and of the proper size. • The airbag sensors, wiring and module were inspected. The module connectors were also inspected. No damage corrosion or moisture was noted to any of the airbag components. • The windshield has a star break at the right side next to the windshield pillar. It does not appear that the airbag deployment door could have hit the windshield and the owner stated that there were no passengers other than for him. He stated that he hit nothing except the airbag hit his lip. • A police report was not filed • There were no injuries reported • A copy of the insurance carrier's repair estimate was secured and emailed. • A/B Module information – P/N P56010488AF, S/N TU/ME0572B0424, Supplier Code 39754C • Driver's airbag number – P119858-04R. CJXN13SAANP • Passenger A/B number – P120415-064, CJG14SBBMF

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 communication with the module**

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

**AECM INFORMATION**

- SOFTWARE VERSION:

**No Communicatio**

- SERIAL NUMBER :

**No Communicatio**

- PART NUMBER :

**No Communicatio**

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES  NO  N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES  NO  N/A

- RECORD LABEL PART NUMBER

**No number**

- COMPLETE PART D**

- 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 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)**

See above summary commenta

Previous

Form Approved

Returned for corrections

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



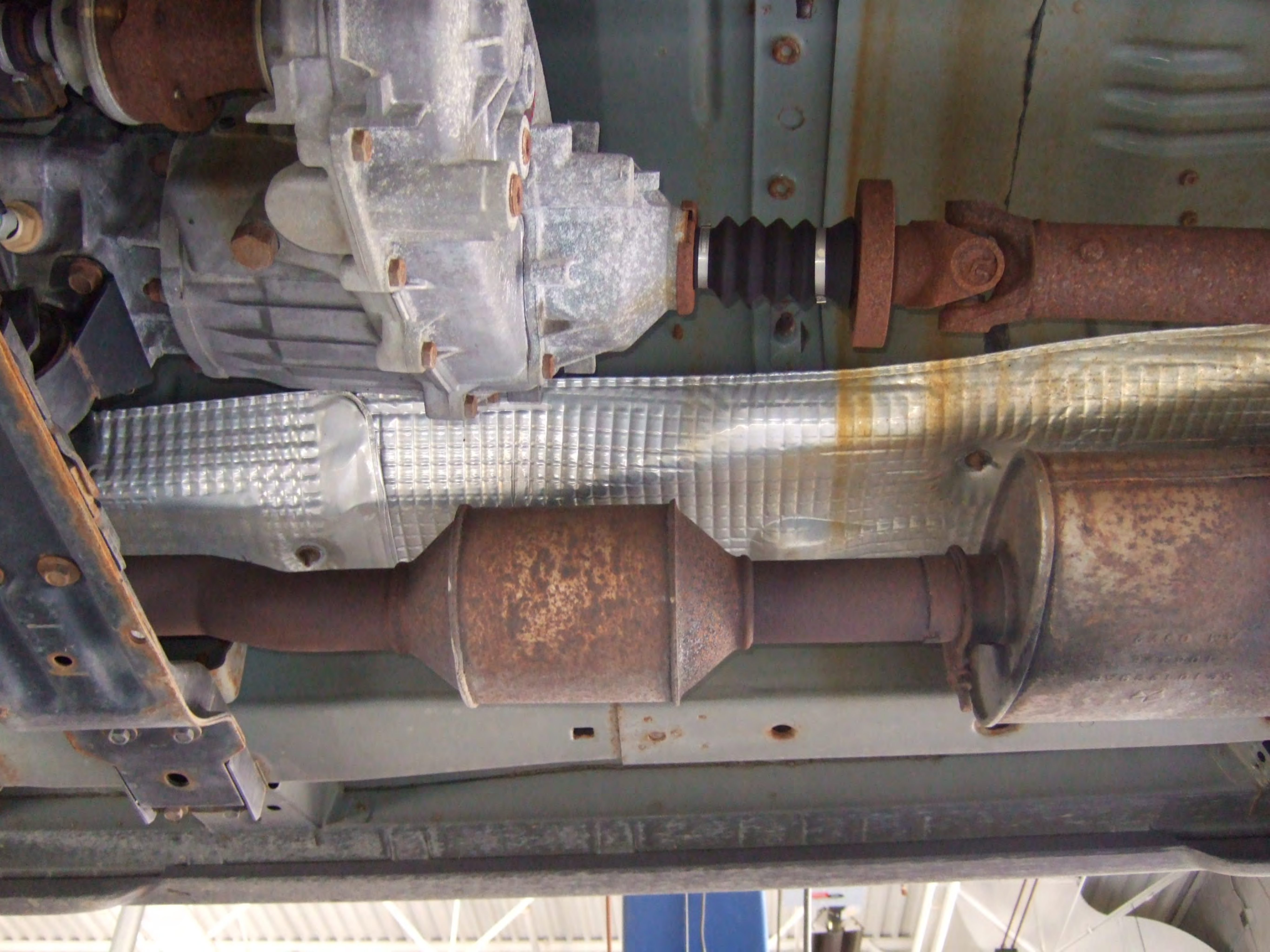






23788674  
84877D















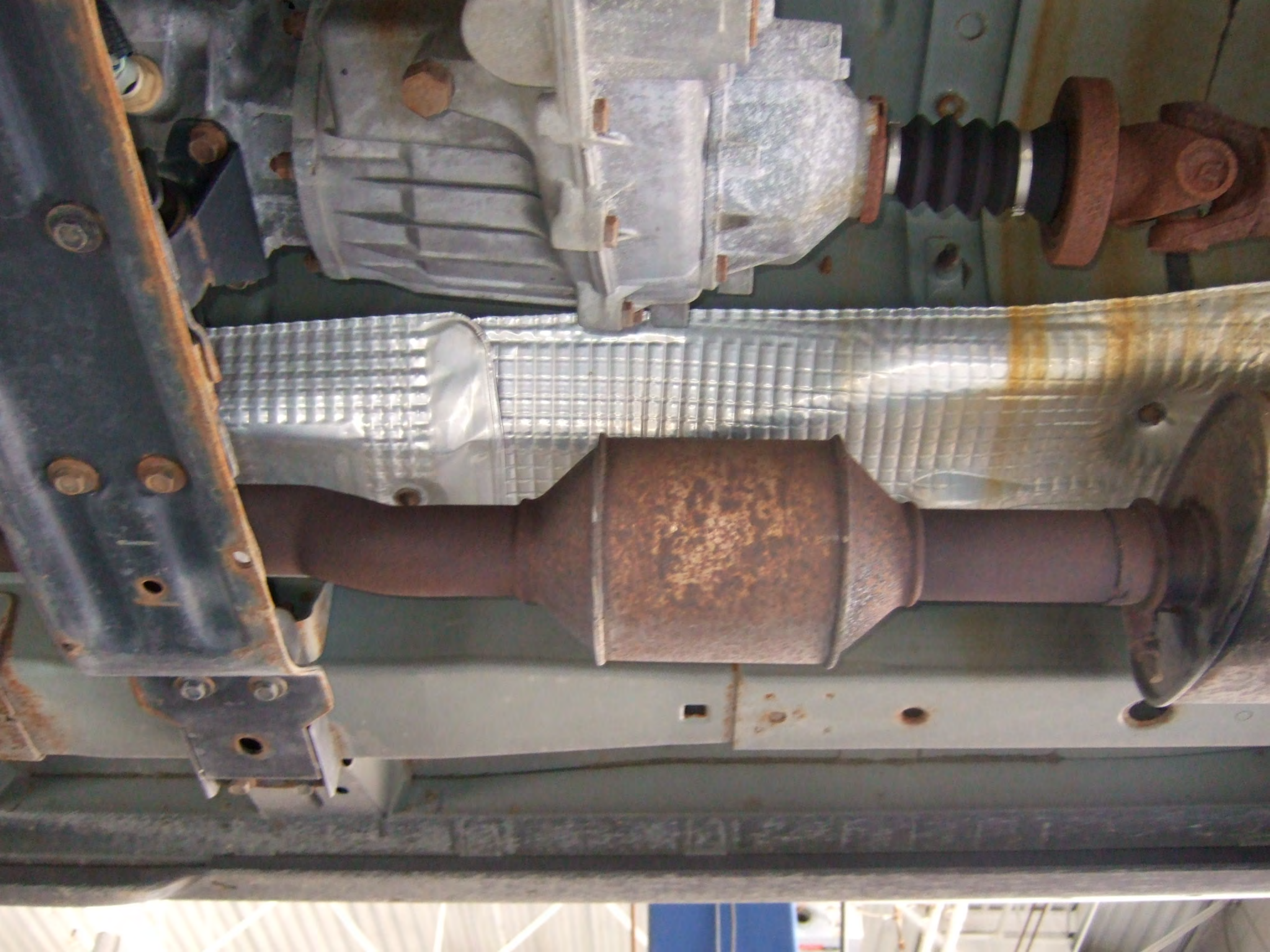




























White label on the shock absorber.

281

















1000

OIL PAN  
571107910  
RE-USEABLE BASKET  
A25875AC

1000



100

OIL PAN  
52-11872AD  
RE-USEABLE BASKET  
A26875AC

100











187  
71756  
10250881  
MADE IN CANADA

FIVE STAR  
★★★★★







White label on the axle assembly.

Small white label with text: BID GEN

Small green label with text: 122





GRAND CHEROKEE

LAREDO

WRANGLER SR-A  
GOODYEAR

WRANGLER SR-A  
GOODYEAR



GRAND CHEROKEE

LAREDO

GOODYEAR WRANGLER SR-A

GOODYEAR WRANGLER SR-A



Jeep

GRAND CHEROKEE

LAREDO

8218



Jeep

8  
2  
1  
8



8  
2  
1  
8









Jeep  
4x4





**WARNING**  
BE SURE TO ALWAYS WEAR YOUR SEATBELT AND PLEASE DON'T DRINK AND DRIVE

**REARVIEW MIRROR**  
REARVIEW MIRROR

**WARNING**  
REARVIEW MIRROR

**WARNING**  
REARVIEW MIRROR



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 2-02

GWR: 2450 KG 05400 LB

GAWR FRONT: 1248 KG 2750 LB

WITH P225/75R16 TIRES

16X7

RIMS AT 227 KPA ( 33 PSI) COLD

GAWR REAR: 1339 KG 2950 LB

WITH P225/75R16 TIRES

16X7

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: 1J4GW48S82

TYPE: MPV

MDH:022110 730AB

VEHICLE MADE IN U.S.A.

POINT: AVE



1.14GW48S820







Jeep

ON-OFF  
CRUISE  
SET

15000 RPM

# **!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.

# **! 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 442





















E 184616

AL 303 377





PRESS























DRB III CDRB Application

Chrysler Corp.

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RELEASE 64.1 01

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

Bios Version: 4.02

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

Cable in use: J1962 (CH7000A)

F1  
HELP

64.1

ORC DTCs 3 of 3

STORED ENERGY  
FIRING 1

--- DTC 1 of 3 ---

OUTPUT DRIVER 1

ORC DTCs 1 of 3

OUTPUT DRIVER 1

--- DTC 2 of 3 ---

INTERNAL 1

ORC DTCs 1 of 11

OUTPUT DRIVER 1

MINUTES: 34 IGN CNTS: 0

--- DTC 2 of 11 ---

DRIVER SQUIB 1

CIRCUIT OPEN

MINUTES: 15 IGN CNTS: 5

ORC DTCs 3 of 11

INTERNAL 1

MINUTES: 67 IGN CNTS: 0

--- DTC 4 of 11 ---

PASSENGER SQUIB 1  
CIRCUIT SHORT

MINUTES: 17 IGN CNTS: 5



— ORC DTCs 5 of 11 —

DRIVER SQUIB 1  
SHORT TO GROUND  
MINUTES: 1 IGN CNTS: 16

--- DTC 6 of 11 ---

PASSENGER SQUIB 1  
SHORT TO GROUND  
MINUTES: 1 IGN CNTS: 16

ORC DTCs 9 of 11

PASSENGER SQUIB 2  
CIRCUIT OPEN

MINUTES: 17 IGN CNTS: 5

--- DTC 10 of 11 ---

DRIVER SQUIB 2  
SHORT TO GROUND

MINUTES: 1 IGN CNTS: 16

--- ORC DTCs 7 of 11 ---

STORED ENERGY  
FIRING 1

MINUTES: 41 IGN CNTS: 0

--- DTC 8 of 11 ---

DRIVER SQUIB 2  
CIRCUIT OPEN

MINUTES: 17 IGN CNTS: 5

--- OBC DTCs 11 of 11 ---

PASSENGER SQUIB 2  
SHORT TO GROUND

MINUTES: 1 IGN CNTS: 16

--- DTC 1 of 11 ---

OUTPUT DRIVER 1

MINUTES: 38 IGN CNTS: 0

AIRBAG Module Information

Body Style: WJ

Part#: 56010485AF

S/W Version: 03.51

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

ORC Not Configured

for Side Airbags

No Airbag On/Off Switch

HELP

F2

64.1

F3  
MAIN