

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

J4GX48S12C

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 3-02

GAWR FRONT: 1134 KG 2500 LB
16X7

GAWR REAR: 1339 KG 2950 LB
16X7

GVAR: 2336 KG 05150 LB
WITH P225/75R16 TIRES
RIMS AT 227 KPA (33 PSI) COLD
WITH P225/75R16 TIRES
RIMS AT 227 KPA (33 PSI) COLD



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

VIN: 1J4G4BS1 [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. FRONT: PUB TRIM: ETTE
K0440000





AIR
BAG

19



x1000 RPM

MPH



092023















Jeep





SS-10
S 0

GRAND CHEROKEE

LAWRENCE



Unable to ID Module for
ORC

press any key to continue



Jeep

3.5
AIRBAG

ON/OFF
CRUISE
SET

RES/ACCEL
CANCEL
COAST

P
R
N
D
2
3
4
5



7578

4L393 212

E 187811













AL393 485

E 184615









NOTICE
COMMERCIAL MOTOR VEHICLE
COMPULSORY INSPECTION

WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR
IF THIS SEATBELT IS
NOT PROPERLY SECURED.
FOR INFORMATION ONLY:
THIS SEATBELT IS NOT TO BE
USED FOR THE PROTECTION OF
CHILDREN.

WARNING
DO NOT
SMOKE
WHILE
DRIVING
OR
OPERATING
MACHINERY.
FOR INFORMATION ONLY:
THIS SEATBELT IS NOT TO BE
USED FOR THE PROTECTION OF
CHILDREN.

NOTICE
COMPLETE WITH
COMPLIANCE INSPECTION

⚠ WARNING: HIGHER ROLLOVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



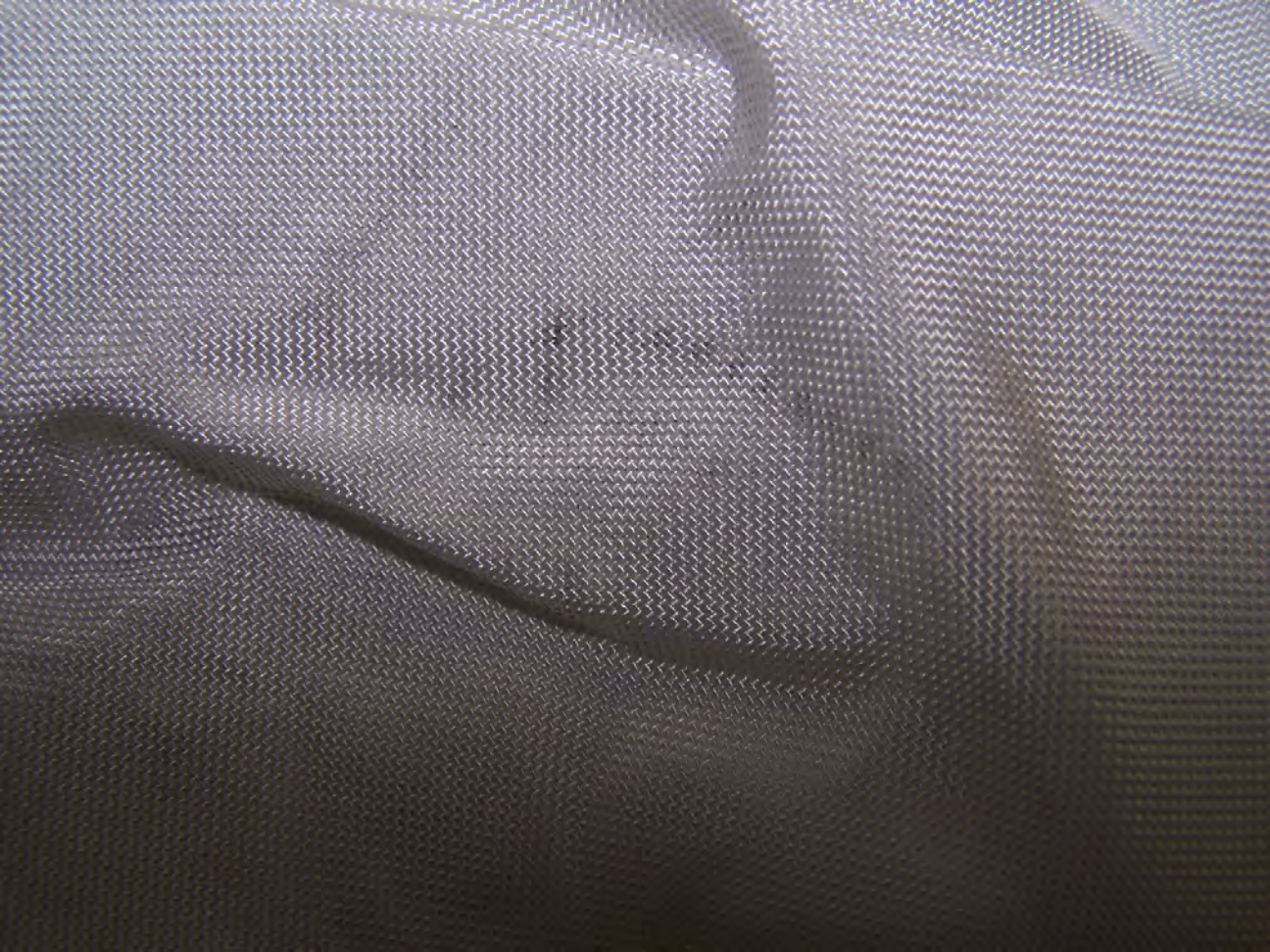
! WARNING

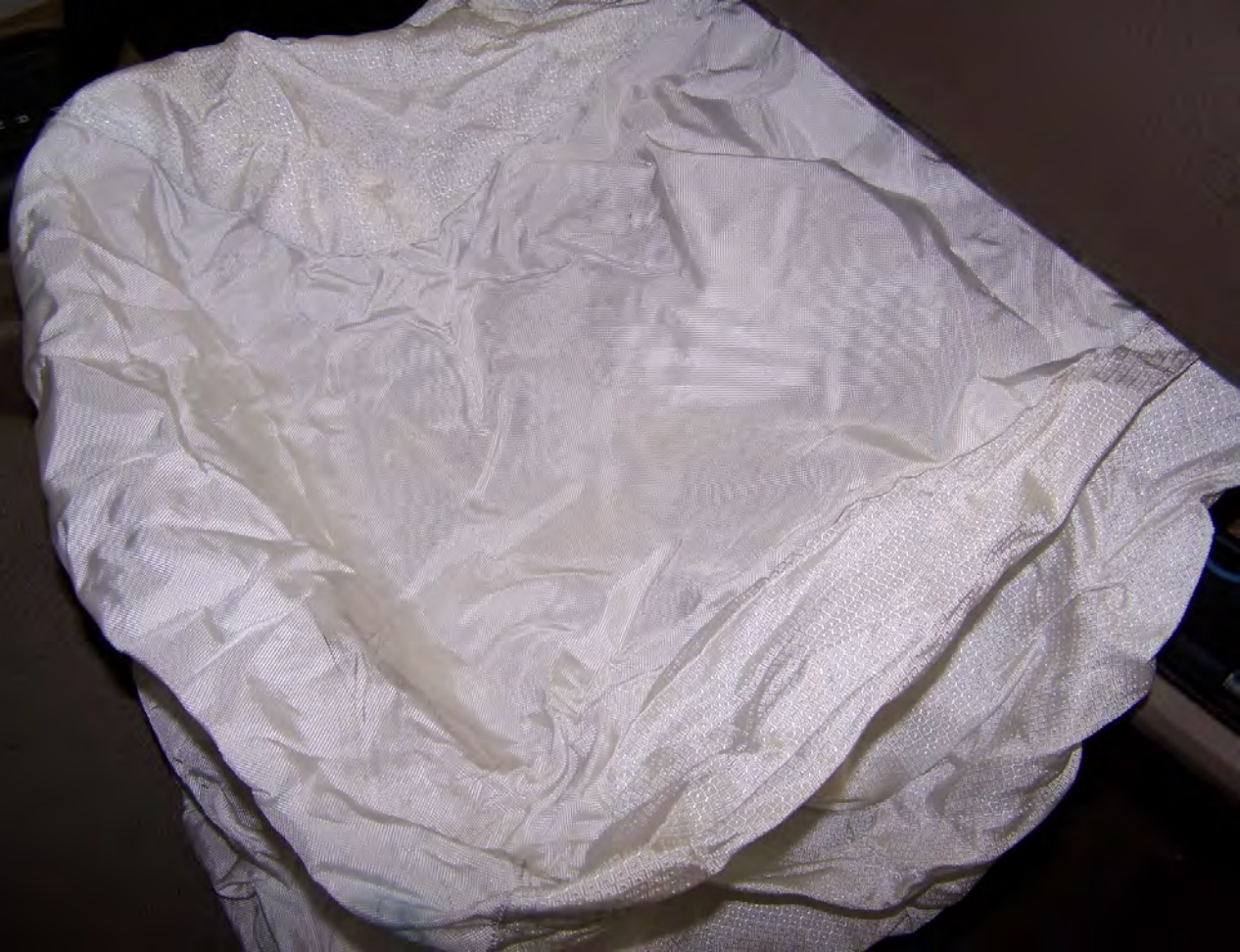


DEATH OR SERIOUS INJURY CAN OCCUR

- 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**.









Jeep

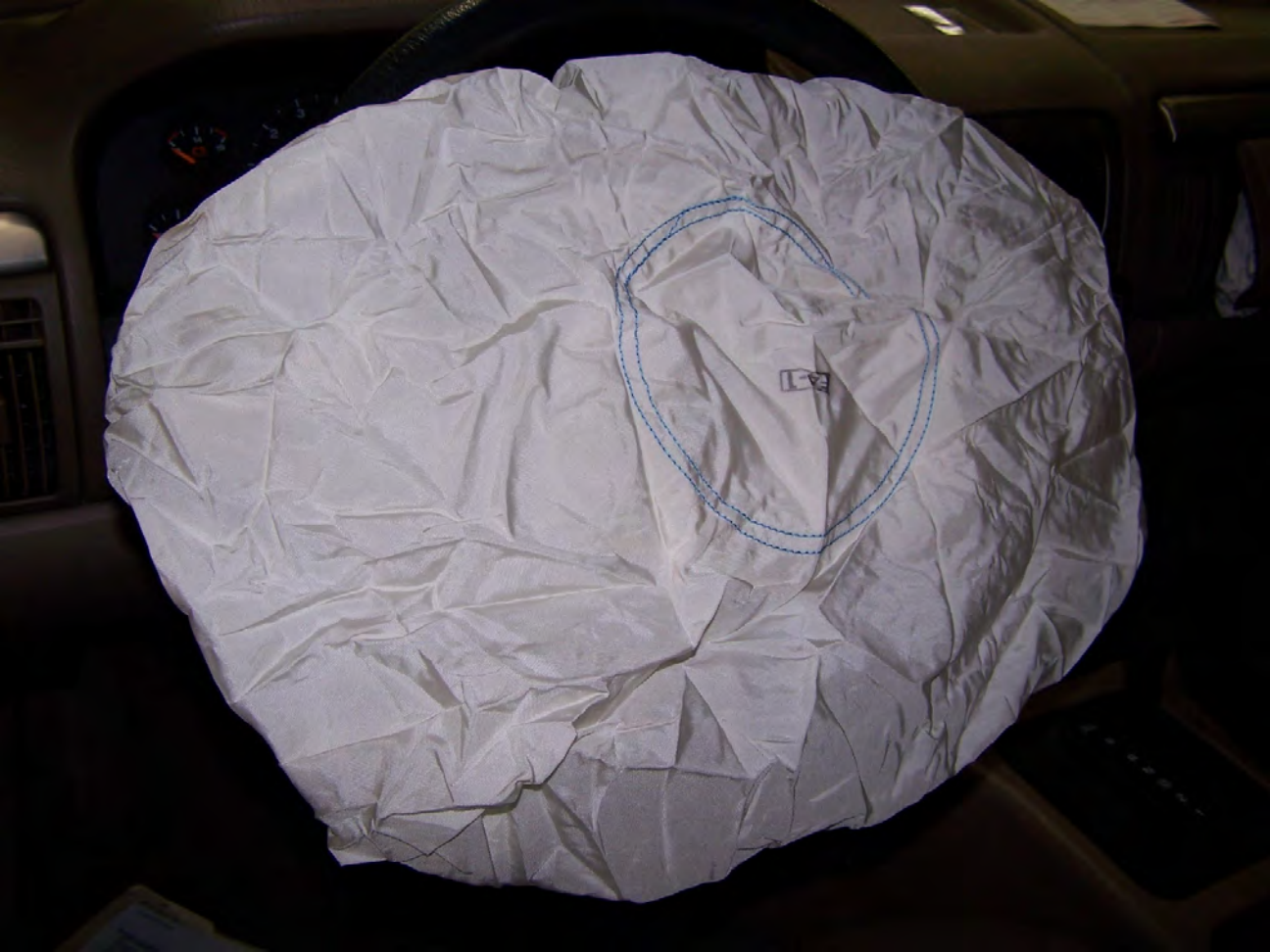






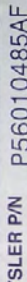






F-4-1

CHRYSLER P/N P56010485AF



F



WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.

IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM

FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.

CHRYSLER S/N TUVME0632C0064



*APPLIER CODE

39754C











91863AJ

10/21/09

IN CANADA



91863AJe

Federal Motor Vehicle Safety



MOPAR

Authorized

726017

SHIP TO
DON DAVIS PONTIAC
5020 7TH ST
Bay City TX

21771 Katy Freeway
Katy, TX 77450

CHRYSLER P/N P56010485AF



F



WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.

CHRYSLER S/N TUVME0632C0064

SUPPLIER CODE

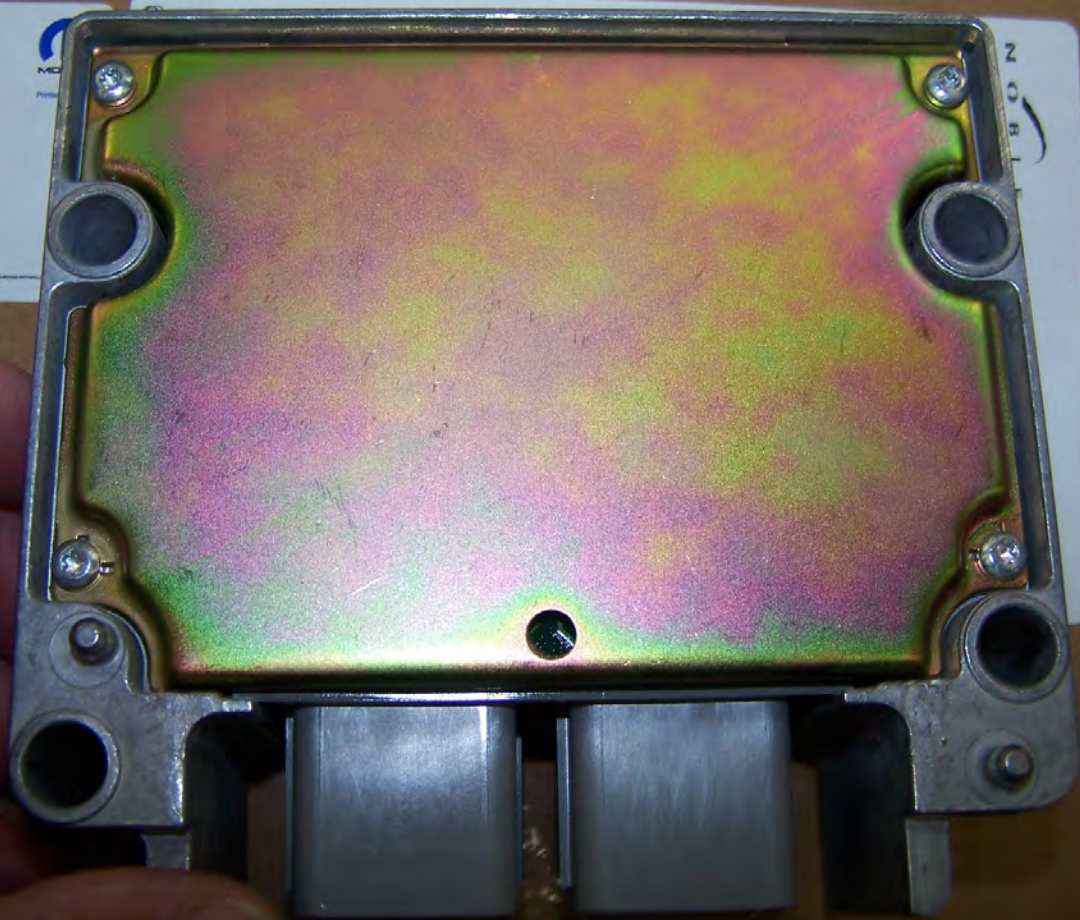
39754C



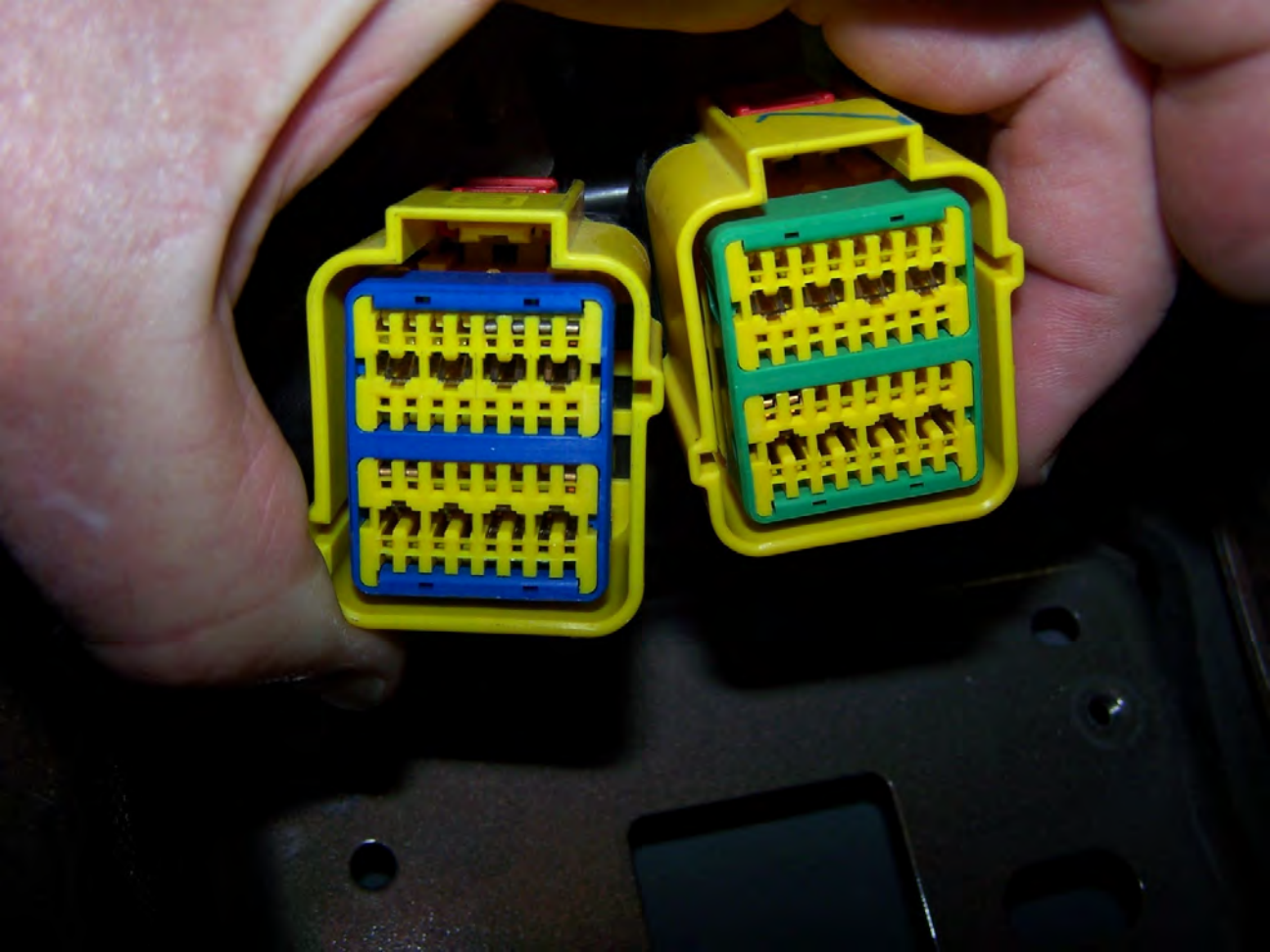


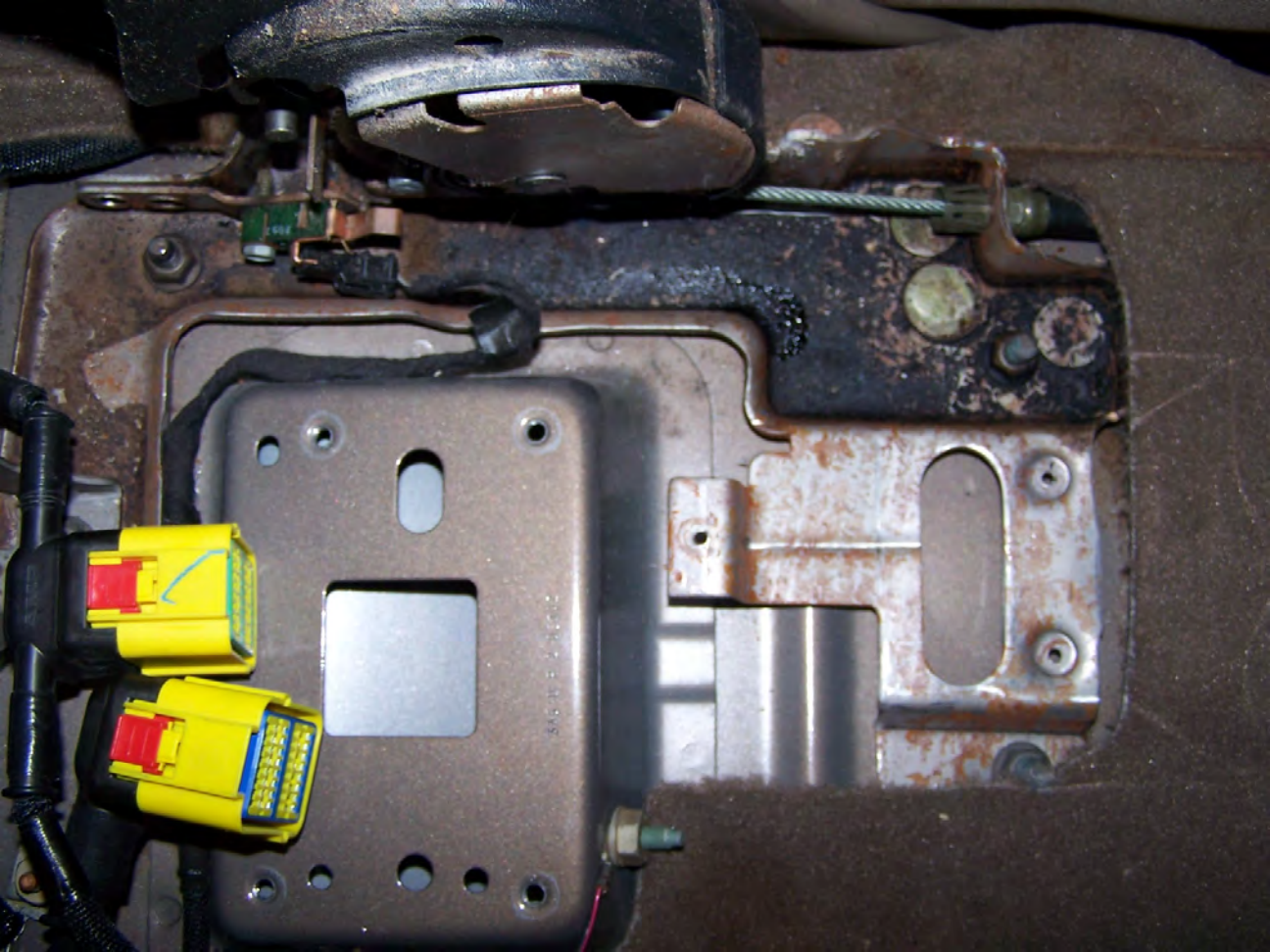
if any are applicable

NOR











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

(FRONT)



New York State
Department of Motor Vehicles

No. **35312880**

TEMPORARY CERTIFICATE OF REGISTRATION

Date of Issue
12-21-09

Exp. Date of Temp Cert. of Reg.
2-6-10

Reg. Plate No.
E-WC 9389

Exp. Date of Original Reg.
NA

Year 2003	Make JEEP	VIN 1J4GW48513	[REDACTED]
---------------------	---------------------	--------------------------	-------------------

Name of Dealership CAPRI AUTO	Facility No. 7098919
---	--------------------------------



11131830

NEW YORK STATE

SAFETY/EMISSIONS

INSPECTION CERTIFICATE

2010



JAN					
FEB					D
MAR					NOV
APR	MAY	JUN	JUL	AUG	OCT
					SEP

MFD BY DALLAS/FTWORTH CORPORATION
 DATE OF MFG: 9-02
 GROSS FRONT: 1248 KG 2750 LB
 15X7
 GROSS REAR: 1339 KG 2950 LB
 15X7
 GROSS: 2620 KG 5800 LB
 P225/75R16
 227 699 (33) (S1) (OAL)
 P225/75R16
 227 699 (33) (S1) (OAL)



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND TRAFFIC
 IDENTIFICATION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
 VIN: 1J6SAG8S13C [REDACTED] 7992: [REDACTED] (MAY) 10N: 2592512 4079C
 VEHICLE MADE IN U.S.A. 341N: 050 TRIM: 1J6M 48555555



AIR BAG



CHECK GAGES



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.





MOPAR.

JEEP CHRYSLER DODGE CITY

Your Five Star Dealer

Greenwich Connecticut

203-869-6666

DATE:

OR MILEAGE:

NEXT SERVICE

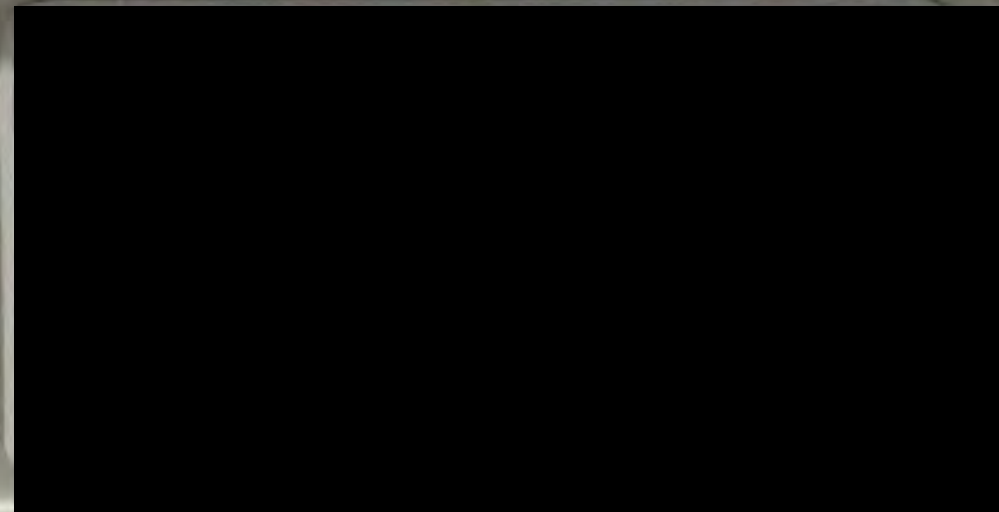


Jeep





Jeep
www.capriauto.com
CAPRI AUTO
718-222-1300 Brooklyn, NY





NEW YORK
EWC-9389
THE EMPIRE STATE



EXIT

HUNTER

Jeep

www.jeepusa.com
CAPRI AUTO

WRANGLER SSR

GOODYEAR







20025



LOCK

DO NOT REMOVE
THIS LABEL
OR THE AIRBAG

















Jeep

Jeep

4x4
SELEC-TRAC

WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR

- THE SEATBELT MUST BE PROPERLY POSITIONED AND WEARED AT ALL TIMES.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

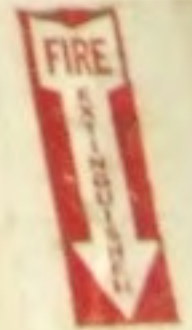
WARNING: HIGHER ROLLOVER RISK

- AVOID ABUSIVE MANEUVERS AND EXCESSIVE SPEED.
- ALWAYS BUCKLE UP.
- SEE OWNER'S MANUAL FOR FURTHER INFORMATION.

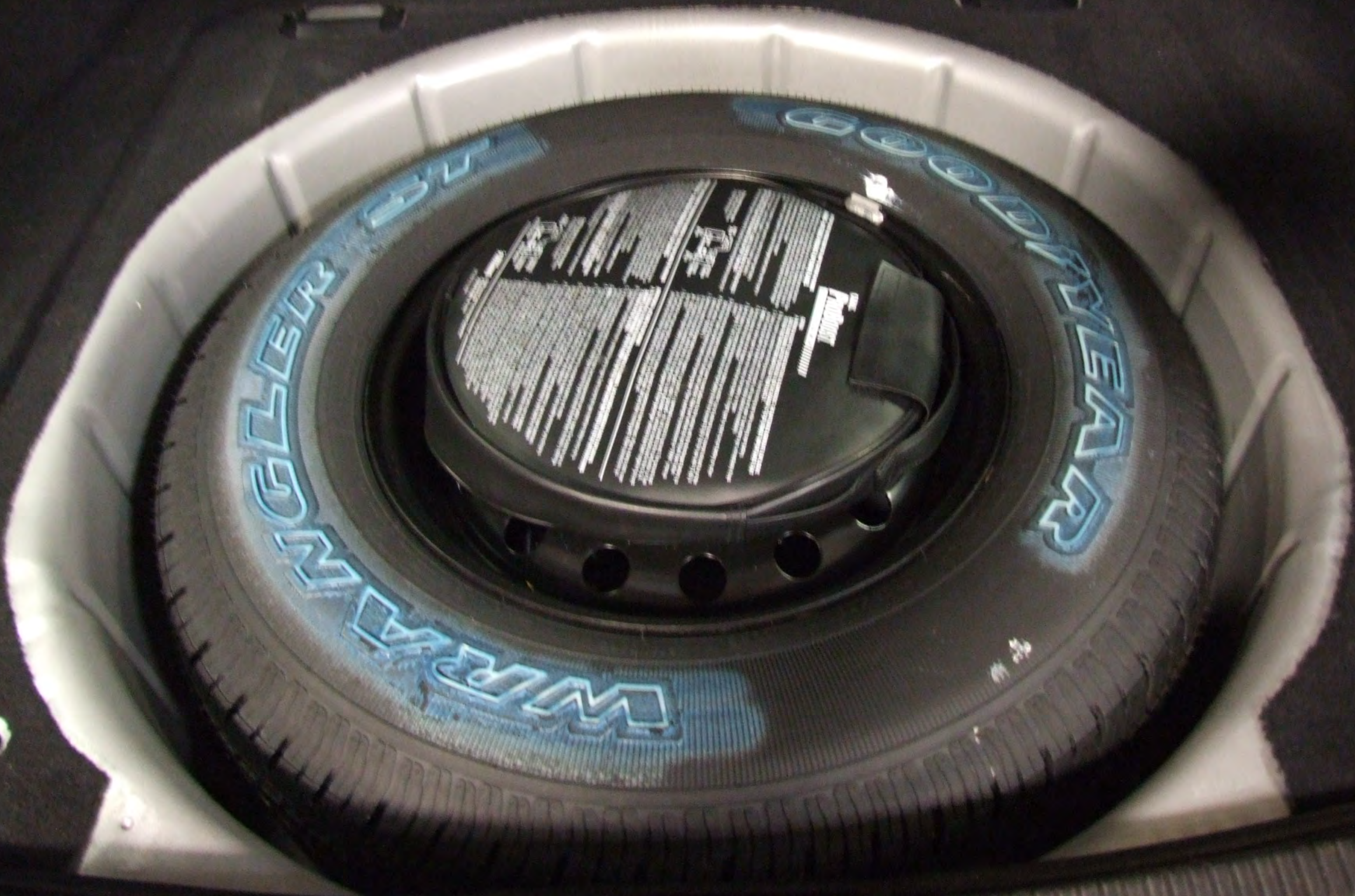
WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR

- THE SEATBELT MUST BE PROPERLY POSITIONED AND WEARED AT ALL TIMES.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

Interior lighting control panel with two illuminated lights and buttons labeled C/T, RESET, STEP, and MENU.







Fusion
Model: F1000
Serial: 123456789
Date: 10/2010
Voltage: 110V
Frequency: 60Hz
Power: 1500W
Speed: 0-12 MPH
Incline: 0-15%
Weight Capacity: 300 lbs
Dimensions: 55" x 20" x 48"
Warranty: 1 Year
Contact: 1-800-555-1234

WALKER













4x4

4x4



SELECT SYSTEM

Engine

Transmission & T-Case

Body Interior

Chassis & Body Exterior

Anti-Lock Brakes

Passive Restraints

Theft Alarm

System Monitors

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

64.1

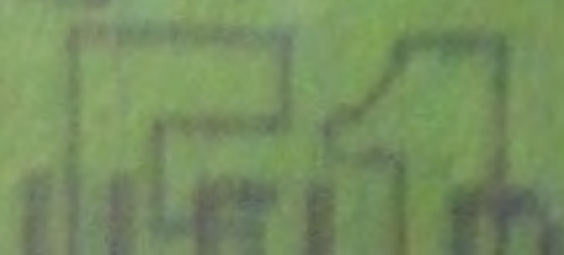
SELECT RESTRAINT SYSTEM

Airbag

Side Airbags

Airbag On/Off Switch System

Occupant Classification Sys



AIRBAG Module Information

Body Style: WJ

Part#: 56010485AG

SW Version: 04.20

Front Dr and Pass/PCI Bus SAB

nd Lamp Dr w/On/Off Sw or AOSIM

ORC Not Configured

for Side Airbags

No Airbag On/Off Switch

F1
HELP

F2
SYS

F3
MAIN

SELECT FUNCTION

System Tests

Read DTCs

Module Display

Sensor Display

Input/Output Display

Monitor Display

Custom Display

Actuator Tests

Miscellaneous

Page 1 of 1

ORC

HELP

SYS

MAIN

DTC TYPE

Active

Stored

ORC

Page 1 of 1

HELP

SYS

MAIN

-- ORC DTCs 1 of 2 --

INTERNAL 1

--- DTC 2 of 2 ---

STORED ENERGY
FIRING 1

--- ORC DTCs 1 of 2 ---

INTERNAL 1

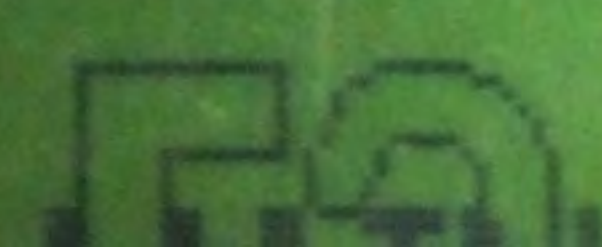
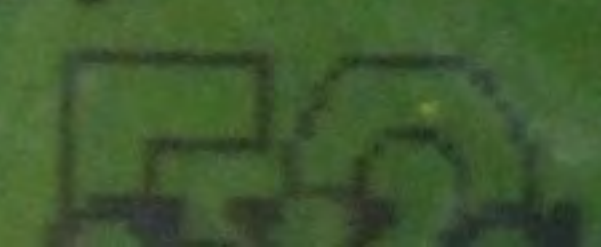
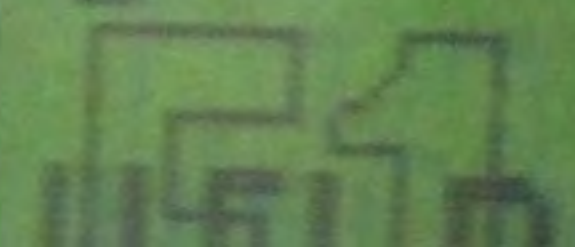
--- DTC 2 of 2 ---

STORED ENERGY
FIRING 1

DTC TYPE

Active

Stored



-- ORC DTCs 1 of 6 --

INTERNAL 1

MINUTES: 59 IGN CNTS: 0

--- DTC 2 of 6 ---

DRIVER SQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 12

-- ORC DTCs 2 of 6 --

DRIVER SQUIB 1
SHORT TO GROUND
MINUTES: 1 IGN CNTS: 12

--- DTC 3 of 6 ---

PASSENGER SQUIB 1
SHORT TO GROUND
MINUTES: 1 IGN CNTS: 12

-- ORC DTCs 3 of 6 --

PASSENGER SQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 12

--- DTC 4 of 6 ---

STORED ENERGY

FIRING 1

MINUTES: 38 IGN CNTS: 0

-- ORC DTCs 4 of 6 --

STORED ENERGY

FIRING 1

MINUTES: 39 IGN CNTS: 0

-- DTC 5 of 6 --

DRIVER SOU1B 2

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 12

-- ORC DTCs 5 of 6 --

DRIVER SQUIB 2
SHORT TO GROUND
MINUTES: 1 IGN CNTS: 12

--- DTC 6 of 6 ---

PASSENGER SQUIB 2
SHORT TO GROUND
MINUTES: 1 IGN CNTS: 12

-- PCN DTCs --

NO DTCs DETECTED

Starts Since Clear : 27

Page back to exit

--- SRI Memory Check ---

Is odometer reading between
31546 and 31646

Yes or No



8008





GMX WJ Driver

P119858 - 04T



CJXN86SBGVC



506

7-08 25295
7-08 25295

Power Steering	
Cooling System	
Lights	
Wipers	
7-08 25295	
Battery Service	
A/C Service	
Oil & Filter	





IMPORTANTI! REMOVE CLAMP BEFORE CLOSING.
MADE IN USA

WATER

ESP

WATER

130

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

SUZUKI

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
4-02

GWR
3017 KG (66650 LB)

GVWR FRONT

1770 KG (3900 LB)

WITH TIRES

P245/70R17 BSW

RIMS AT

17X8

COLD

241 KPA (35 PSI)

GVWR REAR

1770 KG (3900 LB)

WITH TIRES

P245/70R17 BSW

RIMS AT

17X8

COLD

241 KPA (35 PSI)

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

VIN: 307HJ18N42

TYPE:

TRUCK

SINGLE X DUAL



MSR: 040823 739AA PNT:PN7

VEHICLE MADE IN MEXICO

TRM:PSDU

4645507



A close-up photograph of a tachometer gauge. The gauge has a white face with a black border and a red needle. The needle is pointing to a value between 0 and 1. The text "RPM X 1000" is printed in the center of the gauge. Below the gauge is a black digital display showing "130793" in green LEDs. To the right of the number is the word "TRIP". Below the number are three lines of red text: "WASH", "LAMP OUT", and "BURSE LOW COOLANT".

RPM X 1000

130793 TRIP

WASH LAMP OUT
BURSE LOW COOLANT



AIR
BAG



12.27

OUT OF THE REACH OF CHILDREN
KEEP VENT CAPS TIGHT AND LEVEL
IF EYES IMMEDIATELY
IF WATER GETS
CALL HELP LINE
DON'T JUMP STARTING
INSTRUCTIONS IN VEHICLE
IF NOT AVAILABLE
CALL FOR ASSISTANCE



SELECT SYSTEM

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

Page 1 of 1

PCM

HELP

878

64.1

PCM

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

ESC

F1
HELP

F2
SYS

F0
MAIN

64.1

AIRBAG Module Information

Body Style: DR

Part#: 56043500AA

S/W Version: 04.00

TRW Gen IV

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

CRS Not Configured

for Side Airbags

No Airbag On/Off Switch

F1
HELP

F2
SYS

F0
MAIN

64.1

SELECT FUNCTION

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

Page 1 of 1

DRG

F1
HELP

F2
SYS

F0
MAIN

64.1

DTC TYPE

1. Active
2. Stored

-- ORC DTCs 1 of 2 --

DRIVER SQUIB 1
CIRCUIT OPEN

--- DTC 2 of 2 ---

PASSENGER SEAT BELT
TENSIONER CIRCUIT OPEN

DTC TYPE

1
P0441
EVAP

Page 1 of 1

EVAP

EVAP

EVAP



-- ORC DTCs 1 of 5 --

DRIVER SQUIB 1
CIRCUIT OPEN
MINUTES: 375 IGN CNTS: 0

--- DTC 2 of 5 ---

PASSENGER SQUIB 1
CIRCUIT OPEN
MINUTES: 43 IGN CNTS: 11

-- ORC DTCs 3 of 5 --

PASSENGER SQUIB 1
CIRCUIT SHORT

MINUTES: 11 IGN CNTS: 46

--- DTC 4 of 5 ---

PASSENGER SQUIB 1
SHORT TO GROUND

MINUTES: 1 IGN CNTS: 61

-- DTC 3 of 5 --

PASSENGER SQUIB 1

CIRCUIT SHORT

MINUTES: 11 IGN CNTS: 46

-- DTC 4 of 5 --

PASSENGER SQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 61

-- ORC DTCs 4 of 5 --

PASSENGER SQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 61

-- DTC 5 of 5 --

PASSENGER SEAT BELT

TENSIONER CIRCUIT OPEN

MINUTES: 0 IGN CNTS: 0















4800 LT













DODGE

GENCO MOTORS











4x4









RA







SAFARI

WATER

WATER

WARNING
CAUTION
DANGER

12V 55Ah 20hr
12V 55Ah 20hr
12V 55Ah 20hr



MAGNUM
4.2L V6

100 INCHES LOW OIL
MEXICO

BRAKE FLUID
MEXICO





NEVER USE
FLUIDS
UNDER
HOOD

EverStart 12-VOLT
Battery

DANGER / POISON

SEE BATTERY TESTING AT ALL WAL-MART STORES.
Primary causes of starting difficulties:
✓ Dead battery ✓ Bad alternator or starter ✓ Corrosion
✓ Loose or missing belts ✓ Loose cooling fan motor belts
Read and follow warnings on battery and connections in vehicle manual.
FREE INSTALLATION AT WAL-MART TLE STORES

Return to
WAL-MART
• 1 hr. pickup
• 30 min. return



3364AG



0h 0E 0E 0h 0E 0h 0S 0E 0h 0h 0E 0E 0E 0S

10 15 15 10 25 20 20 15 15 20 25 15 10 15 20 20 10 0E 10 10 10 15 15

25 15 20 15 25 25 15 15 0E 10

56049018AB 72472M
56049018AB 72472M
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56049018AB 72472M
56049018AB 72472M
56049018AB 72472M
56049018AB 72472M

56049018AB 72472M







Yellow sticker on the dashboard with illegible text.



BRAKE

HOOD





HOOD





ROTARY
LIFT

TOPSIDE









130793



CARGO DOME
OFF





000 7609J
970000476
970000476
26 03 02 G

ASSEMBLY IN MEXICO
S
AIRBAG COMPONENTS

130793

Platinum Claims
0000 75 4/0 F-1



000 70059 J

9700000476

9700000476

26 03 02 G



ASSEMBLED IN MEXICO
WITH U.S.A. COMPONENTS



HBBB

POWER
OUTLET





ASSEMBLED IN MEXICO
WITH U.S.-E. COMPONENTS

S

10/23/00





















15393





3X2202



























































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

June 11, 2010

[REDACTED]
Seneca, SC [REDACTED]

Reference No.: 19615180

VIN: 1J8GX58N23C [REDACTED]

Dear Mr. [REDACTED]

This will acknowledge your recent contact regarding your 2003 Jeep Grand Cherokee.

Unfortunately, based on the conditions you have stipulated regarding access to your vehicle, we are unable to continue our investigation. As a result, we have cancelled the inspection, and we are closing our file on this matter.

Thank you for bringing this to our attention.

Sincerely,

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

JSS/kat

196/5180



RECEIVED

JUN 10 2010

SPECIAL INVESTIGATIONS

Fax

To: Mr. Jay Susalla

From: [Redacted]

Fax: 248-512-1322

Pages: 3 (including cover)

Phone: 248-944-7149

Date: June 10, 2010

Re: 2003 Jeep Grand Cherokee; Side Airbag
Malfunction

cc:


Urgent **For Review** **Please Comment** **XXXX Please Reply** **Please Recycle**

● **Comments:**

Please see the attached letter. Please contact me at [Redacted] if you have any questions.

Sincerely,





June 10, 2010

DELIVERED VIA FACSIMILE: 248-512-1322

Mr. Jay Susalla, Special Investigator
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

RE: 2003 Jeep Grand Cherokee; Driver-side Curtain Airbag Malfunction; Issue # 19615180

Dear Mr. Susalla,

Thank you for your call this morning with regards to my issue where the driver-side curtain airbag malfunctioned and deployed while being driven without any recognizable cause.

From our conversation, you appeared to be hostile that I would request written confirmation that you, Chrysler, had engaged a third-party, Engineering Analysis and Associates ("EAA"), who in turn has engaged an independent contractor, Mr. Robert Walls, to inspect my vehicle.

To be clear, I contacted Chrysler and reported the issue ~ I did not request Chrysler to inspect the vehicle as you have stated. Rather, I submitted my issue to Chrysler and requested information on how to proceed. In response, I was told that a Chrysler claims agent would contact me within 24 hours to discuss the appropriate next steps after reviewing my case. That did not occur. However, I subsequently received a call late in the evening on June 8th, 2010, from Mr. Robert Walls. According to Mr. Walls, he does not work for Chrysler and he does not work for EAA; rather, he classified himself as an independent contractor. He stated that he was not an engineer but that EAA had engineers and that his experience was that of a customer service manager for the majority of his career.

As stated to you and to the Jeep customer service agent that I contacted on Tuesday, June 8th, 2010, when I initiated my issue, my vehicle was taken on June 7th, 2010, to Lake Keowee Chrysler Dodge in Seneca, S.C. to be repaired. The airbag malfunctioned on June 5th, 2010, and the following Monday, June 7th, 2010, was the earliest we could coordinate delivering the vehicle to the dealership. I was told by the Jeep customer service agent, who was able to confirm the location of the dealership that Chrysler would be in contact with the dealership's service

department. In addition, I advised the dealership service department of my conversation with Jeep and that they would likely be contacted by Chrysler.

If Chrysler would like to inspect the vehicle before it is repaired as you have indicated, please provide the following:

- Date and time of your inspection;
- Confirmation that the inspection is at the cost of Chrysler;
- Written confirmation that EAA and Mr. Walls is performing the inspection at the request and direction of Chrysler;
- Description of the inspection and scope of the inspection;
- Confirmation that no parts will be taken from the vehicle;
- Confirmation that I will receive a written copy of the results of the inspection within 10 days after the inspection has been performed; if Chrysler will not provide a copy of the report as requested, please provide a written statement to that effect.

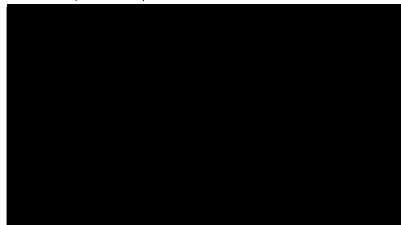
Because our 2003 Jeep Grand Cherokee is our primary vehicle, it is important that we get the malfunctioning airbag and sensor repaired as soon as possible. Therefore, if you would like to inspect the vehicle before the repairs, please provide a timely response and I will be glad to accommodate any reasonable schedule.

Both you and Mr. Walls appear to have taken a very negative tone in your conversations with me which I do not feel has been appropriate. While I'm disappointed that the airbag malfunctioned which could have caused even more severe damages that have been and will be incurred, I have approached this issue professionally in an attempt to notify Chrysler of a potentially deadly issue with this vehicle -- as well as potentially other models -- and to get my issue resolved.

I believe that Chrysler is liable for the damages caused by this malfunction and am willing to allow Chrysler to inspect the vehicle. However, I do believe my request that anyone working for Chrysler, or on its behalf, maintain professionalism in their conduct while investigating this issue is reasonable.

I am looking forward to working with you and toward an acceptable resolution of this matter for all of the parties involved. If you have any questions, please feel free to contact me at 864-638-2930. Please fax the information requested above to [REDACTED] as soon as possible so we can move forward.

Very truly yours,



Attorney at Law

19615180

Fax

RECEIVED

JUN 11 2010

SPECIAL INVESTIGATIONS

To: Mr. Jay Susalla **From:** [REDACTED]

Fax: 248-512-1322 **Pages:** 3 (including cover)

Phone: 248-944-7149 **Date:** June 11, 2010

Re: 2003 Jeep Grand Cherokee; Side Airbag
Malfunction **cc:**

Urgent **For Review** **Please Comment** **XXXX Please Reply** **Please Recycle**

● **Comments:**

Please see the attached letter. Please contact me at [REDACTED] if you have any questions.

Sincerely,

[REDACTED]

June 11, 2010

DELIVERED VIA FACSIMILE: 248-512-1322

Mr. Jay Susalla, Special Investigator
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

**RE: FINAL NOTICE: 2003 Jeep Grand Cherokee;
Driver-side Curtain Airbag Malfunction; Issue # 19615180**

Dear Mr. Susalla,

The purpose of this letter is to provide you with a **final notice** of the opportunity to inspect my 2003 Jeep Grand Cherokee before the repairs are performed. I did not receive any response from my prior request for confirmation of your intent to inspect my vehicle. If I do not receive a written response by 5:00 p.m. EST today, June 11, 2010, I will assume that neither Chrysler, nor any agent on its behalf, is interested in performing an inspection of the vehicle.

If Chrysler would like to inspect the vehicle before it is repaired as you have indicated, please provide the following:

- Date and time of your inspection;
- Confirmation that the inspection is at the cost of Chrysler;
- Written confirmation that EAA and Mr. Walls is performing the inspection at the request and direction of Chrysler;
- Description of the inspection and scope of the inspection;
- Confirmation that no parts will be taken from the vehicle;
- Confirmation that I will receive a written copy of the results of the inspection within 10 days after the inspection has been performed; if Chrysler will not provide a copy of the report as requested, please provide a written statement to that effect.

Because our 2003 Jeep Grand Cherokee is our primary vehicle, it is important that we get the malfunctioning airbag and sensor repaired as soon as possible. Therefore, if you would like to inspect the vehicle before the repairs, please provide a written response by 5:00 p.m. EST today, June 11, 2010.

It is my intention to hold Chrysler liable for the damages caused by this malfunction and I am willing to allow Chrysler to inspect the vehicle. However, I do believe my request that anyone working for Chrysler, or on its behalf, maintain professionalism in their conduct while investigating this issue is reasonable.

I am looking forward to working with you and toward an acceptable resolution of this matter for all of the parties involved. If you have any questions, please feel free to contact me at 864-638-2930. Please fax the information requested above to 864-638-2922 by 5:00 p.m. EST today, June 11, 2010, so we can move forward.

Very truly yours,





CERTIFIED MAIL™



7009 2820 0001 0529 8166

U.S. POSTAGE
PAID
WALHALLA, SC
29691
JUN 10, 10
AMUUN1

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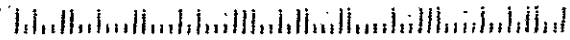
1000 48321

**RETURN RECEIPT
REQUESTED**

DELIVERED VIA CERTIFIED MAIL

Mr. Jay Susalla, Special Investigator
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

483218004 8166



RECEIVED

JUN 15 2010

SPECIAL INVESTIGATIONS

June 10, 2010

DELIVERED VIA CERTIFIED MAIL

Mr. Jay Susalla, Special Investigator
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

RE: 2003 Jeep Grand Cherokee; Driver-side Curtain Airbag Malfunction; Issue # 19615180

Dear Mr. Susalla,

Thank you for your call this morning with regards to my issue where the driver-side curtain airbag malfunctioned and deployed while being driven without any recognizable cause.

From our conversation, you appeared to be hostile that I would request written confirmation that you, Chrysler, had engaged a third-party, Engineering Analysis and Associates ("EAA"), who in turn has engaged an independent contractor, Mr. Robert Walls, to inspect my vehicle.

To be clear, I contacted Chrysler and reported the issue – I did not request Chrysler to inspect the vehicle as you have stated. Rather, I submitted my issue to Chrysler and requested information on how to proceed. In response, I was told that a Chrysler claims agent would contact me within 24 hours to discuss the appropriate next steps after reviewing my case. That did not occur. However, I subsequently received a call late in the evening on June 8th, 2010, from Mr. Robert Walls. According to Mr. Walls, he does not work for Chrysler and he does not work for EAA; rather, he classified himself as an independent contractor. He stated that he was not an engineer but that EAA had engineers and that his experience was that of a customer service manager for the majority of his career.

As stated to you and to the Jeep customer service agent that I contacted on Tuesday, June 8th, 2010, when I initiated my issue, my vehicle was taken on June 7th, 2010, to Lake Keowee Chrysler Dodge in Seneca, S.C. to be repaired. The airbag malfunctioned on June 5th, 2010, and the following Monday, June 7th, 2010, was the earliest we could coordinate delivering the vehicle to the dealership. I was told by the Jeep customer service agent, who was able to confirm the location of the dealership that Chrysler would be in contact with the dealership's service

department. In addition, I advised the dealership service department of my conversation with Jeep and that they would likely be contacted by Chrysler.

If Chrysler would like to inspect the vehicle before it is repaired as you have indicated, please provide the following:

- Date and time of your inspection;
- Confirmation that the inspection is at the cost of Chrysler;
- Written confirmation that EAA and Mr. Walls is performing the inspection at the request and direction of Chrysler;
- Description of the inspection and scope of the inspection;
- Confirmation that no parts will be taken from the vehicle;
- Confirmation that I will receive a written copy of the results of the inspection within 10 days after the inspection has been performed; if Chrysler will not provide a copy of the report as requested, please provide a written statement to that effect.

Because our 2003 Jeep Grand Cherokee is our primary vehicle, it is important that we get the malfunctioning airbag and sensor repaired as soon as possible. Therefore, if you would like to inspect the vehicle before the repairs, please provide a timely response and I will be glad to accommodate any reasonable schedule.

Both you and Mr. Walls appear to have taken a very negative tone in your conversations with me which I do not feel has been appropriate. While I'm disappointed that the airbag malfunctioned which could have caused even more severe damages that have been and will be incurred, I have approached this issue professionally in an attempt to notify Chrysler of a potentially deadly issue with this vehicle – as well as potentially other models – and to get my issue resolved.

I believe that Chrysler is liable for the damages caused by this malfunction and am willing to allow Chrysler to inspect the vehicle. However, I do believe my request that anyone working for Chrysler, or on its behalf, maintain professionalism in their conduct while investigating this issue is reasonable.

I am looking forward to working with you and toward an acceptable resolution of this matter for all of the parties involved. If you have any questions, please feel free to contact me at 864-638-2930. Please fax the information requested above to [REDACTED] as soon as possible so we can move forward.

Very truly yours,

A large black rectangular redaction box covers the signature and name of the sender. A horizontal line extends from the right side of the redaction box.

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





0 4 A1











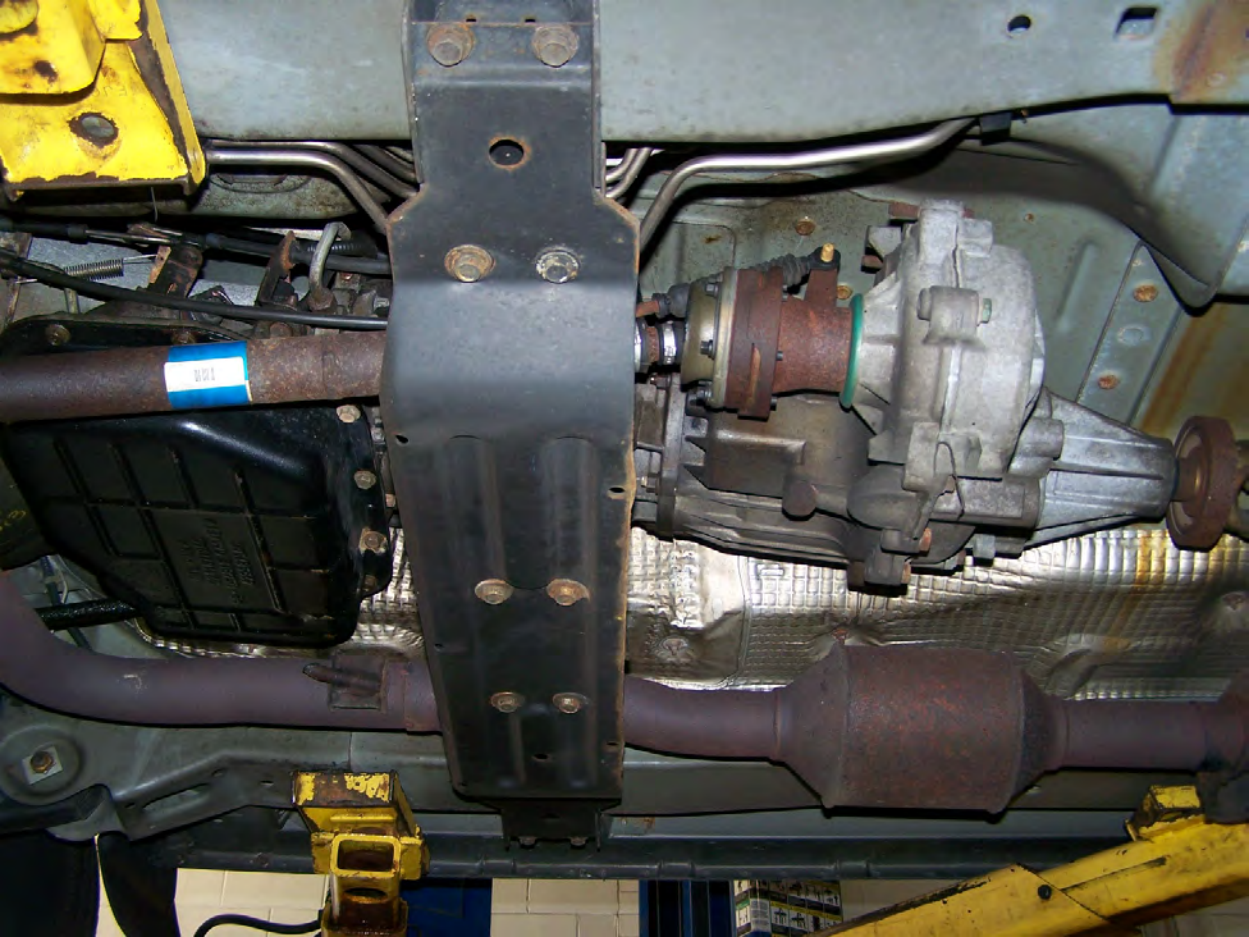




























4957



495





DRB III

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



ID 33311

Unable to ID Module for
ORC

press any key to continue









! 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.**





Jeep

GRAND CHEROKEE



Jeep
4x4

Z100













PRESS





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VF4-15F21-Z05

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0782A21C

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*NYMA

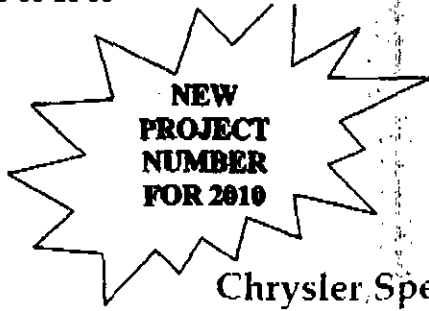
174GW48S32C

2002 JEEP SUBN

CJB6617 PAS 4



VEHICLE REGISTRATION



5800 Enterprise Drive
Warren, MI 48092

RECEIVED
JUN 30 2010
SPECIAL INVESTIGATIONS

Chrysler Special Investigations Inspection Request
EAA Project Number: **CHRY-2010**

Owner: [REDACTED]

Project No. **CHRY-2010**

TO: Anthony Martino

CAIR No.: 19665972

FROM: EAA FC

Date Sent: 06/25/10

DUE DATE: 06/30/10

**PLEASE ACKNOWLEDGE PROMPTLY BY EMAILING YOUR RESPONSE TO:
EAAFC@SERVICESOLUTIONS.SPX.COM**

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

Date: 6-26-10

***Closure Date:** _____

(Always send case closure date to EAA FC box upon completion of case - Thanks!)

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

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

For technical assistance related to Project CHRY-2010, please call one of the following Chrysler Special Investigations contacts:

Maggie Gentry (248) 944-7084

Jay Susalla (248) 944-7149

Comments: _____

MAGGIE

From Smith House

Now total on  20250922

\$2957.74 MARY WINDSHED

MILEAGE IS 115031

RECEIVED
JUL 14 2010
SPECIAL INVESTIGATIONS

CUSTOMER #: 9883369

51397

2000 Auto Sales, Inc.
d/b/a Smith Haven Chrysler Jeep Dodge
794 Jericho Turnpike St. James, NY 11780
PH: (631) 863-2000 FAX (631) 863-2020
NYS Repair Shop No. 7077480
www.smithhaven.com

INVOICE

DUPLICATE 2
PAGE 1



RONKONKOMA, NY
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 425 BOB PON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREY	02	JEEP GRAND CHEROKEE	1J4GW48S32C		115031/115031		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN02 DD			17:00 23JUN10		0.00	CASH	08JUL10
R/O OPENED	READY	OPTIONS: DLR:TRANS ENG:4.0_Liter_MPI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A AS PER CUST PASS AND D/S AIR BAG DEPLOYED FOR NO REASON
CAUSE: LIGHT ON

23111601				PANEL, INSTRUMENT-Replace (A)			
			98	WROD 3.50			(N/C)
1	5GV61XDVAC			AIRBAG			(N/C)
			1	5HK981DVAC PAD-INSTRUMENT PANEL			(N/C)
			1	55116438AC AIRBAG-PASSENGER			(N/C)
				08450901 Module, Occupant Restraint Controller			
				(ORC) - Replace (A)			
			98	WROD 0.50			(N/C)
1	56010485AH			MODULE-OCCUPANT RESTRAINT			(N/C)
				19852502 Clockspring - Replace (B)			
			98	WROD 0.40			(N/C)
			1	56042770AE CLKSPRING			(N/C)
				85410000 NEEDED DIAG TIME			
			98	WROD 1.40			(N/C)
SUBL AMITY AUTO GLASS REPLACED WINDSHILED BROKEN BY PASS SDIE AIR BAG DEPLOYMENT							
				PO#79428			
				WSUBD			(N/C)

B CUSTOMER IS RESPONSIBLE FOR DIAGNOISIS FEE CALCULATED IN CLOCK HOURS
IF REPAIRS ARE NOT COVERED BY FACTORY GR EXTENDED WARRANTY OR
IF CONCERN CAN NOT BE DUPLICATED.

99	SEE LINE A						
			99	IRON 0.00			(N/C)

NEW TOTAL \$2957.00
HAD A FEELING WINDSHIELD

STATEMENT OF DISCLAIMER

- LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST. CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.
- FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.
- ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.
- SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
- STORAGE CHARGES \$20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS-INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

1-800-WINDSHIELD

60 MERRICK RD.
AMITYVILLE, NY 11701
TEL: 631-264-3323
FAX: 631-264-3702

319 WEST MAIN ST.
PATCHOGUE, NY 11772
TEL: 631-758-2180
FAX: 631-758-2108



775-A MIDDLE COUNTRY RD.
ST. JAMES, NY 11780
TEL: 631-265-1350
FAX: 631-265-1334

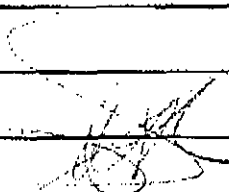
LONG ISLAND'S OLDEST & MOST TRUSTED GLASS INSTALLATION CENTER

Customer's
Order No.

Date: 7/5 2000

M

ADDRESS

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	
QUAN.	DESCRIPTION					PRICE	AMOUNT
	2002 Jeep Grand Cherokee						
	VIN# 1J4G54E0465320950972						
	Windshield - JB 6/17						
	Key TAG #1 2/4/02						
	Replaced DW 1510						
	PO# 79428						
						\$	195.00

All claims and returned goods MUST be accompanied by this bill.

Received by _____

MAGNIE

From Smith Place

Now Total on [REDACTED]

\$2957.74

MADE WINDSALES

MILEAGE IS 115031

RECEIVED

JUL 15 2010

SPECIAL INVESTIGATIONS

CUSTOMER #: 9883369

51397

2000 Auto Sales, Inc.
d/b/a Smith Haven Chrysler Jeep Dodge
794 Jericho Turnpike St. James, NY 11780
PH: (631) 863-2000 FAX (631) 863-2021
NYS Repair Shop No. 7077480
www.smithhaven.com

INVOICE

DUPLICATE 2
PAGE 1



RONKONKOMA, NY

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 425 BOB PON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREY	02	JEEP GRAND CHEROKEE	1J4GW48S32C	[REDACTED]	115031/115031	
DEL DATE	PROD DATE	WARR EXP	PROMISED	RO	PAYMENT	INV DATE
01JAN02 DD			17:00 23JUN10		0.00 CASH	08JUL10
RO OPENED	READY	OPTIONS: DLR:TRANS ENG:4.0 Liter MPI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A AS PER CUST PASS AND D/S AIR BAG DEPLOYED FOR NO REASON
CAUSE: LIGHT ON

23111601	PANEL, INSTRUMENT-Replace (A)						
	98 WROD	3.50					(N/C)
1	56V61XDVAC AIRBAG						(N/C)
1	5HK981DVAC PAD-INSTRUMENT PANEL						(N/C)
1	55116438AC AIRBAG PASSENGER						(N/C)
08450901	Module, Occupant Restraint Controller (ORC) - Replace (A)						
	98 WROD	0.50					(N/C)
1	56010485AH MODULE-OCCUPANT RESTRAINT						(N/C)
19852502	Clockspring - Replace (B)						
	98 WROD	0.40					(N/C)
1	56042770AE CLKSPRING						(N/C)
85410000	NEEDED DIAG TIME						
	98 WROD	1.40					(N/C)
SUB	AMITY AUTO GLASS REPLACED WINDSHILED BROKEN BY PASS SIDE AIR BAG DEPLOYMENT						
	PO#79428						
	WSUBD						(N/C)

B CUSTOMER IS RESPONSIBLE FOR DIAGNOSIS FEE CALCULATED IN CLOCK HOURS
IF REPAIRS ARE NOT COVERED BY FACTORY OR EXTENDED WARRANTY OR
IF CONCERN CAN NOT BE DUPLICATED.

99	SEE LINE A						
	99 IRON	0.00					(N/C)

NEW TOTAL \$2957.00
HAD TO GET PLUG WINDS FIXED

STATEMENT OF DISCLAIMER

- LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST. CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.
- FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.
- ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.
- SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
- STORAGE CHARGES \$20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

1-800-WINDSHIELD

60 MERRICK RD.
AMITYVILLE, NY 11701
TEL: 631-264-3323
FAX: 631-264-3702

319 WEST MAIN ST.
PATCHOGUE, NY 11772
TEL: 631-758-2180
FAX: 631-758-2108



779-A MIDDLE COUNTRY RD.
ST. JAMES, NY 11780
TEL: 631-265-4350
FAX: 631-265-1334

LONG ISLAND'S OLDEST & MOST TRUSTED GLASS INSTALLATION CENTER

Customer's
Order No.

Date: 7/8 2007

M. SMITH HALEN DODGE

ADDRESS

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE. RETD.	PAID OUT
QUAN.	DESCRIPTION				PRICE	AMOUNT
	2002 Jeep Grand Cherokee					
	VIN# 1J4EW18532C950727					
	Plate# 7B/6617					
	Key Tag # 244					
	Federal DW 1510					
	PDA# 79428					
	[Signature]					
						\$ 195.00

ALL claims and returned goods MUST be accompanied by this bill.

Received by _____

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

MFD BY DAIMLERCHRYSLER DATE OF MFG 7-80
 CORPORATION
 GVWR 2900 KG (6400 LB)
 GVW FRONT WITH TIRRS RIMS AT COLD
 1633 KG (3600 LB) P245/70R16 BSW 16X7.0 241 (FPA/35 PSL)
 GVW REAR WITH TIRRS RIMS AT COLD
 1727 KG (3800 LB) P245/70R16 BSW 16X7.0 241 (FPA/35 PSL)
 THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
 PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
 VIN: 1D4H53B23 [REDACTED] MFG: [REDACTED] SINGLE X DUAL

 NMI: 872200 42448 DAY: PA. MAKE: MADE IN U.S.A. TOR: 330# 4448888



92605



INFORMATION CENTER

AIR BAG



THANKS FOR



⚠ 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**.

04100974AB

⚠ WARNING: HIGHER ROLL OVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



05301154AB



HOOD

ING IN









704

ROTA



DODGE

DURANGO

SXT

RY LIFT

DODGE

DURANGO
SXT





DODGE











DRB III™

AIRBAG Module Information
Body Style: DN
Part#: 56049138AC
S/W Version: 04.02
TRW Gen IV
Front Dr. and Pass/PCI Bus SAB
and Lamp Dr. w/On/DIE Sw or AOSIM
ORC Not Configured
for Side Airbags
No Airbag On/Off Switch

CHRYSLER
CORPORATION

DRB III™

ORC DTCs 1 of 4

DRIVER SQUIB 1
CIRCUIT OPEN

DTC 2 of 4

PASSENGER SQUIB 1
CIRCUIT OPEN

F1

F2

F3

F4

ENTER

ENTER



DRB III™

--- ORC DTCs 3 of 4 ---
DRIVER SEAT BELT
TENSIONER CIRCUIT OPEN

--- DTC 4 of 4 ---
PASSENGER SEAT BELT
TENSIONER CIRCUIT OPEN

F1

F2

F3

F4



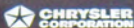
CHRYSLER
CORPORATION

DRB III™

--- DTC 1 of 5 ---

DRIVER SQUIB 1
CIRCUIT OPEN
MINUTES: 129 IGM CNTS: 0
--- DTC 2 of 5 ---

PASSENGER SQUIB 1
CIRCUIT OPEN
MINUTES: 129 IGM CNTS: 0



CHRYSLER
CORPORATION

DRB III™

0000 0000 0000 0000
PASSENGER SOUTH
CIRCUIT OPEN
MINUTES: 131 IGM CNTS: 0
DIC 3 of 5

DRIVER SOUTH
SHORTED TO GROUND
MINUTES: 3 IGM CNTS: 17

F1

F2

F3

F4



DRB III™

DRD DTCs 4 of 5

DRIVER SEAT BELT
TENSIONER CIRCUIT OPEN
MINUTES: 135 IGN CNTS: 0

--- DIC 5 of 5 ---

PASSENGER SEAT BELT
TENSIONER CIRCUIT OPEN
MINUTES: 0 IGN CNTS: 0















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

CAIR# 20181380

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	DODGE DURANGO SPORT 4X4 SPORT UTILITY 4-DR	1D4HS38Z33F [REDACTED]		07-22 06	92605	08/22/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		MILWAUKEE	WI	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Atlantic Blue Pearl Coat	DN5	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
GURLEY-LEEP DODGE INC		42	44188	MISHAWAKA	IN	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Edward Mays M			EAA		630-790-2059	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: 12/01/2010 DATE OF INCIDENT: 11/26/2010 TIME OF INCIDENT: 04:30 AM PM INSPECTION DATE: 12/06/2010

1. DRIVER'S DESCRIPTION OF EVENT: **Mr. [REDACTED] spoke for his son who was not available. Mr. [REDACTED] was driving behind his son on their way home from work and suddenly his son's air bags deployed . He stated that nothing was hit and no previous accident had occurred. He stated that his son was wearing his seat belt and was not injured.**

Insurance Company Name: **Not named.**
 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 #:

Not involved

ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION
 Address **Ewald Chrysler**
 1
 Address **6319 S. 108 street**
 2
 City **Franklin**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

State **Wi**
Zip **53132**
Phone **414-427-2000**

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
-

Both air bags are deployed. Both seat belts are locked in position, the drivers belt is locked in a position as would be present when wearing the belt. The passenger belt is locked in the stowed position. The air bag light is on steady. The driver reports no injury, the interior shows no evidence of body contact with any component, the windshield is not broken, the under body shows no evidence of damage,

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

AECM INFORMATION

- SOFTWARE VERSION:

64.1

- SERIAL NUMBER :

1934702825

- PART NUMBER :

DRB 11

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES NO N/A

- RECORD LABEL PART NUMBER

974AB

COMPLETE PART D

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

YES NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
Drivers squib 1 circuit open.		
Passenger squib 1 circuit open.		
Drivers seat belt tensioner circuit open-- Passenger seat belt tensioner circuit open.		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
Drivers squib 1 circuit open.	129	0
Passenger squib 1 circuit open	129	0
Drivers squib shorted to ground.	3	17
Drivers seat belt tensioner circuit open.	135	0
Pass seat belt tensioner circuit open.--	0	0

- 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):

Drivers belt is loose in the seat . The belt is locked in position.

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

Drivers belt =1000. Front passenger belt is locked in position - and too tight to read numbers.

- 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

Upright

EXISTING LOCATION OF HEAD

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

Pretensioner deployed

- ANY LOOSENESS OR BROKEN PARTS

YES NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

NORMAL

RESTRAINT (MEASURE GAP UNDER
HEAD RESTRAINT):
Built in

BROKEN

LOOSE

MISSING

- NOTE AND RECORD APPROX. SEAT TRACK
OVERLAP
0 Overlap.

PART - E TRANSMISSION NOT APPLICABLE

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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)

External inspection disclosed no damage to any part of the vehicle. The under body component parts have the same overall appearance (no new parts).

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Form Approved

Returned for corrections