

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

Customer Assistance Inquiry Record (CAIR)#						9027763
VIN	1J4GL48K7	2W [REDACTED]	Open Date	08/17/2001	Built Date	06/07/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	06/30/2001	Mileage	1,073	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	26571	ED SCHMIDT JEEP EAGLE				
Dealer Address	26875 N DIXIE HWY					
Dealer City	PERRYSBURG	Dealer State	OH	Dealer Zip	43552	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	TOLEDO OH [REDACTED]	Country	UNITED STATES			

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

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

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

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

CAIR NUMBER 09027763 REQUEST EAA INSPECTION 08-17-2001 10:32
CAIR NUMBER 09027763 FAX SENT TO EAA 08-17-2001 10:45
RECEIVED MESSAGE FROM SAFETY OFFICE THAT SOMEONE FROM JEEP ENGINEERING IS ON THEIR WAY TO LOOK AT THIS VEHICLE (ALEX SHERMAN CELLPHONE 2489333847) I TRIED TO COORDINATE WITH EAA INSPECTOR FRED HARBATH, BUT HE WAS NOT AVAIL ABLE. ALEX WILL FORWARD ANY INFO THEY GET, AND WILL NOT ERASE CODES, SO EAA CAN STILL INSPECT. JSS15/RAB32.

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

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

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

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

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

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

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

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

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

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

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

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

09/17/01 received file.me

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

01/08/02 requested check.me

01/08/02 TITLE IS BEING RETITLED.ME

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

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

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

Customer Assistance Inquiry Record (CAIR)# 9057561

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

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

Customer Assistance Inquiry Record (CAIR)#						10174069
VIN	1J4GL48K6	2W	Open Date	07/01/2002	Built Date	01/23/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/30/2002	Mileage	3,900	Dealer Zone	55	MILWAUKEE
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	43956	DAVE MARSTON MOTORS INC				
Dealer Address	9594 HWY 70 WEST					
Dealer City	MINOCQUA	Dealer State	WI	Dealer Zip	54548	
Owner	UNKNOWN, UNKNOWN				Contact Type	TELEPHONE
Address					Home Phone	
	ARBOR VITAE W				Country	UNITED STATES

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

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

Customer Assistance Inquiry Record (CAIR)#						10447794
VIN	1J8GK58K6	2W	Open Date	09/17/2002	Built Date	10/10/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/16/2001	Mileage	8,325	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	62621	DAYTON ANDREWS INC				
Dealer Address	2388 GULF TO BAY BOULEVARD					
Dealer City	CLEARWATER	Dealer State	FL	Dealer Zip	33765	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	LARGO FL			Country	UNITED STATES	

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

9/17/02 RCH6 owner was driving down the road and air bag light came on and air bag deployed without any impact. Owner has been put in a rental car and vehicle is at 62621. Charlie Flatley, Service Manager, has keys and knows of vehicle. Dealer phone 727-799-4539. Owner and DM request EAA inspection. Please advise DM, Bob Horn 407-748-5757
NOTE: Recall A07 air bag wiring chafing has not been performed.
62621 DAYTON ANDREWS INC CJ
2388 GULF TO BAY BOULEVA CLEARWATER FL 33765 727-799-4539
9-17-02 please contact owner and arrange for inspection on deployment of air bags. need drb codes and times. check for hidden damage. thanks. art gilbert
CAIR NUMBER 10447794 REQUEST EAA INSPECTION 09-17-2002 10:22
CAIR NUMBER 10447794 E-MAIL SENT TO EAA 09-17-2002 10:22
9-19-02 eaa report received. no drb readins could be read. no physical damage found. please goodwill needed repairs to air bag system. thanks. art gilbert
Bob, Please make necessary repairs and follow up with dealer/customer to ensure customer satisfaction...Thanks
9/24/02 RCH6 parts are on order and vehicle will be repaired when they arrive. Owner is in a loaner vehicle.
10/1/02 RCH6 parts have arrived and dealer installed both airbags and modules. DRBIII will not read module and STAR stated order a new one and try it. DM called tech advisor and he concurred with STAR on diagnosis of buss, etc
10/3/02 RCH6 new module received and DRBIII reads module properly. Vehicle was test driven over 50 miles by service director and all systems operated properly. DM & dealer offered to make owner's car payment for inconvenience. Owner is extremely happy.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/05/02 AT 00:00 10447794

Customer Assistance Inquiry Record (CAIR)# **10850016**

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

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

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

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

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

Owner Alleges:
 DCX manufacturing defect caused both front air bags to deploy for no reason
 Description of the incident (what, when, where, injuries, etc)
 Customer driving down residential road when air bags deployed. Customer did not hit anything, was driving as normal. Occurred on 1/14/03 at 2PM, owner sustained owner in neck, shoulder and arm
 Has the owners insurance company been contacted ?
 Yes
 If yes provide name/policy number and phone number
 USAA
 Policy # [REDACTED]
 Phone #800-531-8111
 Where is the vehicle exactly located (provide name/address/phone #)
 Dealer 44517
 681 Orange Drive
 Vacaville, CA 95687
 Phone: (707) 449-8900
 Is there property damage or other vehicles involved in the accident?
 No
 Has a Police or Fire report been filed (what municipality & report #)
 No

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

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

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

1.21.2003

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

CAIR NUMBER 10850016 REQUEST EAA INSPECTION 01-21-2003 10:34

CAIR NUMBER 10850016 E-MAIL SENT TO EAA 01-21-2003 10:34

_1.22.2003

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

CAIR SENT TO ZONE/DEALER 71 44517 01/22/03 19:00 O 10850016

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/23/03 AT 06:00 10850016

*CONTACTDATE:1/28/03

Dealer 44517 has updated the mileage to 16181.

Service / Parts Director at the dealership has updated the Cair# 10850016

Dealer 44517 has updated the CAIR # 10850016. Parts have been ordered .

*CONTACTDATE:1/28/03

Dealer 44517 has updated the mileage to 16181.

Service / Parts Director at the dealership has updated the Cair# 10850016

Dealer 44517 has updated the CAIR # 10850016. Parts have been ordered .

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

1.30.20032

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

MRP

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

Writer transferred to DCCAC for further assistance.

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

2.18.2003 3:39PM

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

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

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

*CONTACTDATE:2/24/03

Dealer 44517 has updated the mileage to 16189.

Service / Parts Director at the dealership has closed the Cair# 10850016

CAIR RETURNED FROM DEALER ON '2/24/2003 ' AT'07:50:340 'R 10850016

Dealer 44517 has closed the CAIR # 10850016.Warranty repair has been documented on Repair order #135056.

_3.4.2003

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

_3.5.2003

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

_3.20.2003

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

Customer Assistance Inquiry Record (CAIR)# 10961678

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

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

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

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

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

Owner Alleges:

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

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

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

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

N/A

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

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

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

No

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

No

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

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

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

Please arrange for inspection, provide PVIR and photos. _

CAIR NUMBER 10961678 REQUEST EAA INSPECTION 02-18-2003 08:16

CAIR NUMBER 10961678 E-MAIL SENT TO EAA 02-18-2003 08:17

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

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

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

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

order to attempt to diagnose.

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

*CONTACTDATE:2/20/03

Service Manager at the dealership has updated the Cair# 10961678

Dealer 63826 has updated the CAIR # 10961678. An appointment has been set with the customer.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/25/03 AT 06:00 10961678

***** Replacement Request ***** _

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

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

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

It is therefore requested that repair initiatives be stopped and replacement process begun. Thank you. Dave Bennis/SI/248-944-7036.

Most of the repair charges are replacement parts...not covered under the statute, therefore can you tell dealer to continue with repairs? thanks

031703 - DMB leaves message

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

040703 - letter and check sent

Customer Assistance Inquiry Record (CAIR)# **11960954**

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

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

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

Customer Assistance Inquiry Record (CAIR)# 11983584

VIN	1J4GL48K9 2W [REDACTED]	Open Date	01/23/2004	Built Date	10/17/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	12/22/2001	Mileage	60,000	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	FRESNO CA [REDACTED]	Country	UNITED STATES		

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

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

[REDACTED]
 Air bag deployed when vehicle was unoccupied and stationary
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:
 I was standing 20 feet from the parked vehicle - heard a bang - looked up and the airbag had deployed. Vehicle was parked and idling. Should I contact NTSB?

*****END EMAIL *****

Dear [REDACTED]
 Your email concerning your air bag incident was received and reviewed by the DaimlerChrysler Customer Assistance Center.
 We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. These types of issues are handled on a personal basis, over the telephone. Please contact our Customer Assistance Center at 1-800-992-1997 so that we may discuss this matter with you.
 The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; detailed information about the incident; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.
 Our Agent will then advise you concerning further actions.
 Thank you again for writing.
 (Sent follow-up advising of incomplete recall)

Customer Assistance Inquiry Record (CAIR)#	11991929
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VIN	1J4GL48K5 2W [REDACTED]	Open Date	01/20/2004	Built Date	10/16/2001
Model Year	2002	Body	KJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/28/2002	Mileage	60,000	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			

Dealer	65940	FRESNO CHRYSLER JEEP
Dealer Address	4880 NORTH BLACKSTONE AVENUE	
Dealer City	FRESNO	Dealer State CA Dealer Zip 93726

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

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

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

[REDACTED]
 Airbag deployment in parked vehicle
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 **** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****
 Owner Alleges:
 Airbags deployed without warning or accident.
 Description of the incident (what, when, where, injuries, etc)
 On Saturday January 17, 2004 at Noon. The vehicle was park on Auberry Rd in Auberry Ca, states both front airbags deployed without warning. Customer was not in the vehicle, states he heard a bang noise and saw that both airbags had deployed.
 Has the owners insurance company been contacted ?
 Yes
 If yes provide name/policy number and phone number
 Farmer's
 Claim: [REDACTED]
 1-800-435-7764
 Where is the vehicle exactly located (provide name/address/phone #)
 [REDACTED]
 Fresno, Ca [REDACTED]
 Is there property damage or other vehicles involved in the accident?
 No
 Has a Police or Fire report been filed (what municipality & report #)
 No.
 **** End structured narrative SI POLICY FIRE OR ACCIDENT ****
 null
 1.20.2004
 Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information.. m rp
 CAIR NUMBER 11991929 REQUEST EAA INSPECTION 01-20-2004 15:54
 CAIR NUMBER 11991929 E-MAIL SENT TO EAA 01-20-2004 15:54
 1.23.2004

REASSIGNED TO BC/DLR 71 65940 01/23/04 09:04 O 11991929
_1.23.2004

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

message left for RUSS ASH.

*CONTACTDATE:1/23/04

Service Director at the dealership has updated the Cair# 11991929

Parts have been ordered .

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/24/04 AT 06:00 11991929

*CONTACTDATE:1/26/04

Service Director at the dealership has updated the Cair# 11991929

Parts have been ordered .

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

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

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

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

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

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

Thank you again for your email.

Customer called for an update on the above.

1.27.2004

Also notify Dino Depaolis when the parts arrive m rp

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

*CONTACTDATE:1/29/04

Service Director at the dealership has closed the Cair# 11991929

Warranty repair has been documented on Repair order #12344.

CAIR RETURNED FROM DEALER ON '1/29/2004 ' AT'01:48:134 'R 11991929

_2.11.2004

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

Customer Assistance Inquiry Record (CAIR)# **12432658**

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

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

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

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

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

Customer Assistance Inquiry Record (CAIR)#	12525880
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VIN	1J4GK48K8 2W [REDACTED]	Open Date	08/05/2004	Built Date	05/16/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	12/07/2002	Mileage	17,000	Dealer Zone	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DDD	5-SPEED HD MANUAL TRANSMISSION			

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

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

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

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

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

08/05/04 Informed owner that file will be forwarded to the special investigations department for review. Provided file number. Informed owner of incomplete recall.
 _8.06.2004
 Forwarded to 82t m rp
 8/9/04-assigned to KWK3-rlg
 CAIR NUMBER 12525880 REQUEST EAA INSPECTION 08-09-2004 10:30
 CAIR NUMBER 12525880 E-MAIL SENT TO EAA 08-09-2004 10:30
 Owner called requesting an update. Writer advised the owner will be contacted when we have the results of the inspection.
 Inspection Requested: 8/9/2004 (TNewton)
 Inspection Conducted: 8/16/2004 (TNewton)
 Inspection Report Received: 8/18/2004 (TNewton)

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

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

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

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

Customer Assistance Inquiry Record (CAIR)# **12601751**

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

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

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

Customer Assistance Inquiry Record (CAIR)#	12609837
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VIN	1J4GL58KX	2W [REDACTED]	Open Date	09/10/2004	Built Date	05/14/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/13/2002	Mileage	28,000	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

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

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	air bag deployed while normal stopping
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

The airbags on my 2002 Jeep Liberty deployed.

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

Email States:

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

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

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

Dear Rochelle,

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

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

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

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)# **12687901**

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

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

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

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Airbags deployed because of malfunction in the computer.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Concern has been addressed. See Linked CAIR 12601751.
 Writer replied to owner advising the concern has been addressed.

Customer Assistance Inquiry Record (CAIR)#	13193069
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VIN	1J4GL48K5 2W [REDACTED]	Open Date	02/21/2005	Built Date	10/16/2001
Model Year	2002	Body	KJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/28/2002	Mileage	91,000	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	43921	SURROZ CHRYSLER JEEP DODGE			
Dealer Address	151 NEELEY STREET				
Dealer City	VISALIA	Dealer State	CA	Dealer Zip	93291
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	AUBERRY CA [REDACTED]	Country	UNITED STATES		

Product - Steering - Unknown - Other - Default	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Airbag deployment / steering column looseness

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

*****Customer email follows:

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

*****Response follows:

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

*****Customer response follows:

In regards to 13193069. Your response provided no particulars or details. Is it not common practice to replace a steering column in this type of vehicle following an airbag deployment? Has there been any service advisories issued addressing this point (or other advisories dealing with the steering column)? I would appreciate actual answers to these questions - not auto or canned boilerplate responses. Thank you Carl Johansson

*****Response follows:

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

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

Customer Assistance Inquiry Record (CAIR)# **13366336**

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

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

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

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

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

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

Customer Assistance Inquiry Record (CAIR)# **13420698**

VIN	1J4GL58K4	2W [REDACTED]	Open Date	04/12/2005	Built Date	05/29/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	06/25/2002	Mileage	70,500	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBQ	STEEL BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC				
Dealer Address	2695 EAST MAIN STREET					
Dealer City	PLAINFIELD	Dealer State	IN	Dealer Zip	46168	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	AVON IN [REDACTED]	Country	UNITED STATES

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

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

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

Customer Assistance Inquiry Record (CAIR)# **13803750**

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

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

Customer states that she heard a ding and the air bag light came on, then two seconds later her front driver side air bag deployed while she was driving.
 Transfer to tier three SMD54.
 Customer was transferred over with a air bag deployment of the drivers side air bag only. Cell number [REDACTED]
 Vehicle is at Jeep City in Cleveland Tenn. Mr Foster/ Matt Chris Dlr 26703
 Spoke with Matt awaiting an answer there was no accident and no injuries.
 26703 JEEP CITY CHRYSLER OF CLEVELAND CJ
 2490 SOUTH LEE HIGHWAY CLEVELAND TN 37311 423-339-8756
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE FULL PVIR, PHOTOS, DRB CODES, POLICE REPORT (if available), A COMPLETE INSPECTION OF ALL SAFETY EQUIPMENT , INCLUDING ALL AIRBAGS & SEATBELTS, AND ANY OTHER PERTINENT INFORMATION. THANKS.
 PLEASE.....
 _RETURN REPORT TO
 ROY PORTERFIELD
 CAIR NUMBER 13803750 REQUEST EAA INSPECTION 07-18-2005 15:03
 CAIR NUMBER 13803750 E-MAIL SENT TO EAA 07-18-2005 15:04
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/22/05 AT 06:00 13803750
 REASSIGNED TO BC/DLR 66 26703 07/25/05 10:26 R 13803750
 _7.25.2005
 DC will repair the vehicle, under the terms of the warranty. Also provide alternate transportation at \$30.00 at five day increments. m rp
 REASSIGNED TO BC/DLR 66 26703 07/25/05 10:28 R 13803750
 REASSIGNED TO BC/DLR 66 26703 07/28/05 12:36 R 13803750
 *Contact Date:07/29/2005
 Assistant Service Manager at the dealership has closed the Cair# 13803750
 DCX goodwill repair is documented on Repair Order#70227

CAIR RETURNED FROM DEALER ON '7/29/2005 ' AT'09:34:998 'R 13803750

*Contact Date:07/29/2005

Assistant Service Manager at the dealership has closed the Cair# 13803750

DCX goodwill repair is documented on Repair Order#70227

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON '7/29/2005 ' AT'09:35:525 'R 13803750

*Contact Date:08/04/2005

Service Manager at the dealership has closed the Cair# 13803750

Warranty repair has been documented on Repair Order#7227

CAIR RETURNED FROM DEALER ON '8/04/2005 ' AT'03:54:190 'R 13803750

Customer Assistance Inquiry Record (CAIR)# **14721902**

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

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

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

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

3/16/06 DM Bill Kuehrmann contacted by Steve Cooke, SM at Town Motors. Owner alleges the air bags deployed while he was driving the vehicle, no impact was involved. Please have investigator inspect the vehicle to determine proper DCX response in this matter. The vehicle is located at Town Motors, 305 W. Lincoln Highway, Exton, PA 19341, (610) 363 8280. Dealer contact is Steve Cooke, Service Manager.OWK

3.17.2006
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.

CAIR NUMBER 14721902 REQUEST EAA INSPECTION 03-17-2006 10:28
CAIR NUMBER 14721902 E-MAIL SENT TO EAA 03-17-2006 10:29
Customer states he wanted to inquire about the status of this issue. Agent transferred customer for further assistance.

3/24/06 Owner seeking update. Advised owner no updates at this time. Customer inquiring update of vehicle inspection. Agent advised customer that there is no up date as of yet. Agent transferred customer for further research.

Customer calling about status of his inspection. Customer states he was disconnected during transfer. Tier Three Referral. Customer requests he be contacted with results by business phone. The inspection is done and dealer is starting repairs on vehicle. Driverside airbag deployed.

_4.04.2006
Please repair vehicle under the terms of the warranty. mrp
REASSIGNED TO BC/DLR 35 37567 04/04/06 10:04 O 14721902
4/10/06 Vehicle has been repaired and returned to owner.OWK

Customer Assistance Inquiry Record (CAIR)#						14737336	
VIN	1J4GL58K6	3W	Open Date	03/21/2006	Built Date	08/13/2002	
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY			
In Service Dt	06/13/2003	Mileage	60,856	Dealer Zone	35	WASHINGTON	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PGR	SHALE GREEN METALLIC CLEAR COAT					
Engine	EKG	3.7L V6 ENGINE					
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION					
Dealer	23295	WHITTEN BROTHERS INC					
Dealer Address	10701 MIDLOTHIAN PIKE						
Dealer City	RICHMOND			Dealer State	VA	Dealer Zip	23236
Owner					Contact Type	LETTER	
Address					Home Phone		
	CHESTERFIELD VA				Country	UNITED STATES	

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

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

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

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

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

Tom states vehicle will be at dealer.

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

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

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

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

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

CAIR NUMBER 14737336 REQUEST EAA INSPECTION 03-24-2006 16:24

CAIR NUMBER 14737336 E-MAIL SENT TO EAA 03-24-2006 16:24

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

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

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

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

Customer states someone from DCX came and inspected the vehicle yesterday

(3/30/06). Customer states he has not been contacted by anyone.
Customer inquiring on what the next step would be.
Referred customer to DCCAC for discussion of Special Investigations
issue. Consulted with ENJ5. Transferred for further review.
Inspection report has not been finalized.
Owner will call back next Tuesday, if he hasn't heard from DCX.
_3.31.2006

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

mrp

04/03/06: As per WAD, ISG is to negotiate a replacement.
Upon completion of the buyback, vehicle is to be sent to Engineering.AL
Customer calling in for an update on buyback of vehicle. Agent
transferred customer for further assistance.

4/3/06 Advise owner (in general terms) of buyback procedure. Advised owner
ISG would be handling specifics of buyback. Owner is currently in a rental
and advised owner he could discuss eventual return of loaner directly with
ISG.

04/10/06 Check package submitted for approval. cs
Returned for adjustment.AL

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

04/13: Approved.AL

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

Agent advised customer that since the information was to the dealership.
Agent informed customer that he would need to contact Service Manager for
further information per MDB79. Customer states that he has contacted ISG
and they had gave him a price to repurchase the vehicle. Agent informed
customer again he could have to contact the dealership for further
information.

4/19/06 Spoke with Owner yesterday. He does not accept figures. Owner wants
to see if he can just have his vehicle bought back & get back his downpayme
nt. Writer will see what DCX is willing to offer. ms

04/20: CK PKG returned for adjustment.AL

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

4/26/06-Writer awaiting check from DCX-Ck approved on this date. Writer wi
ll send customer check to Greg Comstock at Whitten Bros upon receipt..arf7

5/1/06-Writer sending customer check to Gregory Comstock@Whitten Brothers v
ia UPS: 1Z0A6E410191981192. Called customer to update...arf7

5/2/06-Writer sent customer check to Gregory Comstock@Whitten Brothers on 5
/1 via UPS: 1Z0A6E410191981192. Called customer on this date to update...a
rf7

5/3/06 Received faxed final doc s. Sent payoff check next day UPS. File for
warded to title desk. ms

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

05/10/06 Spoke to Noel at dealership he stated that the title was released
to the VA DMV on 05/09/06. Will follow up with DMV on 05/17/06. ket
Tom Dehaven from 23295 calls asking about rental reimbursement. Tom
mentions he has Roys direct line. Writer advises he should then contact
the Special Investigator involved in the file.

05/17/06 Unit is being returned. Set up transport to DaimlerChrysler in
Auburn Hills with Translogic, per Vince Imperiale. mls

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

POSTMARK DATE: 041608; DATE RECEIVED: 052108

Customer Assistance Inquiry Record (CAIR)# **14941174**

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

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

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

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

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

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

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

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

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

Second owner of record per coin information. mfp

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

unintended deployment, and injuries, refer to 82t _

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

added Tread data. jss15.

_5/18/06 assigned to kwk3/jlg117

CAIR NUMBER 14941174 REQUEST EAA INSPECTION 05-18-2006 12:00

CAIR NUMBER 14941174 E-MAIL SENT TO EAA 05-18-2006 12:01

Inspection Requested: 5/18/2006 (JMedina)

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

Inspection Conducted: 5/22/2006 (JMedina)

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

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

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

Forward to Product Litigation.SSS8

Customer Assistance Inquiry Record (CAIR)# 15171552

VIN	1J4GL58K1	2W [REDACTED]	Open Date	07/19/2006	Built Date	06/27/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	09/17/2002	Mileage	30,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	57889	DESKINS MOTOR CO INC				
Dealer Address	100 DESKINS DRIVE					
Dealer City	PIKEVILLE	Dealer State	KY	Dealer Zip	41501	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	MC DOWELL KY [REDACTED]	Country	UNITED STATES

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

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

Customer Assistance Inquiry Record (CAIR)# **15252170**

VIN	1J4GL58K3	2W [REDACTED]	Open Date	08/04/2006	Built Date	09/05/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/12/2001	Mileage	73,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

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

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

Customer calling states the air bags deployed while he was driving.
 Referred customer to DCCAC for discussion of Special Investigations issue.

Customer Assistance Inquiry Record (CAIR)# 15252285

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

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

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

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

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

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

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

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

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

Owner calls seeking information regarding file. Writer advised owner that DCX will contact owner when investigation has been completed.
 CAIR NUMBER 15252285 REQUEST EAA INSPECTION 08-18-2006 10:06
 CAIR NUMBER 15252285 E-MAIL SENT TO EAA 08-18-2006 10:06
 Vehicle will be delivered to
 CHRYSLER WINONA CJDT
 201 MAIN STREET WINONA MN 55987 507-454-5950
 CAIR NUMBER 15252285 REQUEST EAA INSPECTION 08-18-2006 10:55
 CAIR NUMBER 15252285 E-MAIL SENT TO EAA 08-18-2006 10:56
 Paul Plantinga from Veh Safety requests the clockspring, and module be returned to him for study. Parts should be sent to:

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

Customer Assistance Inquiry Record (CAIR)# 15291318

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

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

Vehicle located at
 MICHAEL STEAD S HILLTOP CHRYSLER CJDT
 3291 AUTO PLAZA DR RICHMOND CA 94806 510-243-6100
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS
 ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J,
 PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT
 INFORMATION. THANKS. MHM1.
 CAIR NUMBER 15291318 REQUEST EAA INSPECTION 08-14-2006 09:29
 CAIR NUMBER 15291318 E-MAIL SENT TO EAA 08-14-2006 09:29

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

Customer Assistance Inquiry Record (CAIR)#						15350843
VIN	1J4GK48K3	3W	Open Date	08/28/2006	Built Date	07/03/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/06/2002	Mileage	160,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	26620	CRONIC INC				
Dealer Address	2515 N EXPRESSWAY					
Dealer City	GRIFFIN	Dealer State	GA	Dealer Zip	30223	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	ROSWELL GA	Country	UNITED STATES			
Referral - Tier Three - Default - Default - Default			Tier Three support referral.			

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

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

 VEHICLE IS LOCATED AT:

CRONIC INC CJ
 2515 N EXPRESSWAY GRIFFIN GA 30223 770-227-4271

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

CAIR NUMBER 15350843 REQUEST EAA INSPECTION 08-28-2006 11:33
 CAIR NUMBER 15350843 E-MAIL SENT TO EAA 08-28-2006 11:34

 Please arrange for dealer to repair vehicle at DCMC expense. Vehicle Safety Office requests that the Airbag Control Module and Clockspring be returned to the following address:

DaimlerChrysler Corporation
 C/O Paul Plantinga
 CIMS 482-00-91
 800 Chrysler Drive
 Auburn Hills, MI 48326

Thanks. jss15.

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

Please comply with the above.dga

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

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

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

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

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

Customer Assistance Inquiry Record (CAIR)# **15526440**

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

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

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

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

Customer called stating that his airbags deployed. Transferred customer to special investigations for further review per KTW13. Agent was about to give customer his reference number and explain to him that an agent would be in contact with him within a couple of business days when the call got disconnected. Customer returned call. Agent gave customer reference number and informed customer he would be receiving a call in a couple to days.
 ***** 82H *****

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

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

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

CAIR NUMBER 15526440 REQUEST EAA INSPECTION 10-13-2006 14:13
 CAIR NUMBER 15526440 E-MAIL SENT TO EAA 10-13-2006 14:13
 10.19.2006

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

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

I spoke to Sue Shepard and left my direct phone number and cair. mrp
REASSIGNED TO BC/DLR 35 23248 10/19/06 14:31 R 15526440
Attn Sue Sheppard: Per our discussion, please inform DM when repairs are
completed, and make sure parts go back to the above address, and to the
attention of Paul Plantinga. DM notes that an DASH panel has been B/Od
for this vehicle, but repairs should be done within next week. TSD
REASSIGNED TO BC/DLR 35 23248 10/24/06 15:57 R 15526440
*Contact Date:11/01/2006
Service / Parts Director at the dealership has closed the Cair# 15526440
DCX goodwill repair is documented on Repair Order#154644
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:19:604 R 15526440
*Contact Date:11/01/2006
Service Director at the dealership has closed the Cair# 15526440
DCX goodwill repair is documented on Repair Order#154644
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:20:891 R 15526440
*Contact Date:11/01/2006
Service Manager at the dealership has closed the Cair# 15526440
DCX goodwill repair is documented on Repair Order#154644
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:22:414 R 15526440
*Contact Date:11/01/2006
Service / Parts Director at the dealership has closed the Cair# 15526440
DCX goodwill repair is documented on Repair Order#154644
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 11/01/2006 AT 11:26:401 R 15526440
*Contact Date:11/01/2006
Service Manager at the dealership has closed the Cair# 15526440
DCX goodwill repair is documented on Repair Order#154644
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 11/01/2006 AT 12:04:581 R 15526440
By DM35y: Vehicle repaired and returned to owner, RO# 154644. Parts being
returned as per above directions in this document. DM closing CAIR 11/1/06
TSD
3/25/08 VCW2 updated cair image from pending to X.
Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)# 15724251

VIN	1J4GL4814	2W [REDACTED]	Open Date	11/30/2006	Built Date	11/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/19/2001	Mileage	80,502	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED1	2.4L I4 DOHC 16V SMPI ENGINE				
Transmission	DDK	5-SPEED HD MANUAL TRANSMISSION				

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

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

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

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

Per CST6.

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

DEALER CONTACT

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

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

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

* Owner states the driver side air bag deployed for no reason while her husband was driving the vehicle.

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

* Owner has not contacted the insurance company.

* Vehicle is currently at Folsom Lake Jeep (68652)

12530 Automall Circle

Folsom CA 95630

(916)608-1300

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

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

CAIR NUMBER 15724251 REQUEST EAA INSPECTION 12-05-2006 16:07
CAIR NUMBER 15724251 E-MAIL SENT TO EAA 12-05-2006 16:07
Writer sent Lotus note for status..dg2
Writer received response that we are waiting for photos and advised owner accordingly.

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

Writer returned owner s call and advised letter will be sent with the above results.

Owner states she would also like a fax copy to her a [REDACTED] .dg2

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

Customer states that some one was supposed to fax her some information.

Agent advised customer that this being handled in a different department.

Agent advised customer that agent will reassign the file and the correct party will get in contact with her. Customer states that she is upset because she has been waiting for 15 days.

RESPONSE LETTER WAS SENT TO THE CUSTOMER. NO FURTHER ACTION FROM DCCAC.

MHM1 PLEASE SEND SI FINAL CLOSE OFF. THANKS

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

Customer Assistance Inquiry Record (CAIR)# 15724262

VIN	1J4GL4814	2W	Open Date	12/04/2006	Built Date	11/21/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/19/2001	Mileage	80,502	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED1	2.4L I4 DOHC 16V SMPI ENGINE				
Transmission	DDK	5-SPEED HD MANUAL TRANSMISSION				

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

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

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

Premature Airbag deployment

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

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

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

Thank you for contacting the Chrysler Group Customer Assistance Center. Your email concerning the airbag incident you had was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We apologize, but these types of issues are handled on a personal basis, over the telephone. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, . If I am unsuccessful in contacting you, you may call me at .

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle Identification Number (VIN)

Vehicle owner name and address

Day and evening phone numbers

Current vehicle mileage

We have trained Senior Staff agents available to address your concerns and advise you of the next steps concerning your inquiry.

I look forward to speaking with you. Thank you for contacting the Chrysler Group.

Thank you again for your email.

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

Customer states that her airbag deployed prematurely. Referred customer to DCCAC for discussion of Special Investigations issue.

Customer calling in stating that she was informed she would need to call in and be transferred to another department.

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

Dealer called to verify if the owner called to report the airbag concern. Writer advised he did call and he emailed us but he would still need to call back with the details. The dealer will call the owner.

Agent transferred for further review per KTW13.

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

Please note Primary Cair for response..dg2

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

Customer states dissatisfaction with the way this was handled. Customer states she was not happy about not being given a timeline regarding when things will happen.

Customer requests DCX address to file a complaint. Agent provided DCX address.

Customer Assistance Inquiry Record (CAIR)# 15807230

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

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

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

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

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

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

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

* Writer notes 'Case Id: 8633362 Star On-Line Ref ID: 284533' in system. Comments were that CAIR would be printed and given to supervisor. Per ms114, def5 did receive file, but not followed up on until 1/5 when he emailed WAD.

* Writer called servicing dealer listed in CAIR 24265 LIBERTY MOTORS, but vehicle had never been there.

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

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

Customer alleges deployment of airbags when parked.

HOT HOT HOT HOT

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

CAIR NUMBER 15807230 REQUEST EAA INSPECTION 01-05-2007 14:13

CAIR NUMBER 15807230 E-MAIL SENT TO EAA 01-05-2007 14:14

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

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

011207-reassigned to DM for handling..wdt

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

Vehicle at dealership 26294 repairs are being completed nfm

Customer Assistance Inquiry Record (CAIR)# **15837205**

VIN	1J4GL4814	2W [REDACTED]	Open Date	01/04/2007	Built Date	11/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/19/2001	Mileage	79,886	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED1	2.4L I4 DOHC 16V SMPI ENGINE				
Transmission	DDK	5-SPEED HD MANUAL TRANSMISSION				
Dealer	68652	FOLSOM LAKE CHRYSLER JEEP				
Dealer Address	12530 AUTOMALL CIRCLE					
Dealer City	FOLSOM	Dealer State	CA	Dealer Zip	95630	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	RANCHO CORDOVA CA [REDACTED]				Country	UNITED STATES

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

Caller by the name of David Herman is calling in regards to the letter that was sent to the customer. David is asking for someone to call and maybe explain exactly what they think caused the air bags to deploy that their technician cannot find any reason from the udderbody that would cause the air bag to deploy and is seeking the diagnosis of DC. David would like to be called at 1-800-854-6011 ext 5010 claim number slbslb692400. Agent advised the caller that I would reassign this to the appropriate parties. Agent cannot promise a call back at this time per MLB92

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

Customer Assistance Inquiry Record (CAIR)# 15848640

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

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

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

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

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

Referred customer to DCCAC for discussion of Special Investigations issue.

per CDC43

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

_1.11.2007

Forwarded to 82t mpr

_1/12/07 assigned to tk27/jlg117

CAIR NUMBER 15848640 REQUEST EAA INSPECTION 01-12-2007 08:30

CAIR NUMBER 15848640 E-MAIL SENT TO EAA 01-12-2007 08:30

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

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

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/18/07 AT 17:10:26 15848640

CCRG Close Date: 01/29/2007

Customer Assistance Inquiry Record (CAIR)#						16084665
VIN	1J4GL58K9	2W [REDACTED]	Open Date	03/30/2007	Built Date	10/06/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	11/13/2001	Mileage	86,769	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	37002	FITZPATRICKS INC				
Dealer Address	430 E MAIN STREET					
Dealer City	ANSONIA	Dealer State	CT	Dealer Zip	06401	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NEW HAVEN CT [REDACTED]				Country	UNITED STATES
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers						inadvertant air bag deployment

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

VEHICLE IS LOCATED AT:

FITZPATRICKS INC CJ

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

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

CAIR NUMBER 16084665 REQUEST EAA INSPECTION 03-30-2007 12:59

CAIR NUMBER 16084665 E-MAIL SENT TO EAA 03-30-2007 12:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/03/07 AT 15:10:28 16084665

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

WILL. THANKS.

_4.04.2007

Roy,

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

Thanks for your assistance.

DaimlerChrysler Corp.

CIMS 482-00-91

800 Chrysler Dr.

Auburn Hills, MI 48326

Attn: Paul Plantinga

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

the dealer. mrp

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

Dealer call

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

Dealer 37002 call

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

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

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

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

Customer Assistance Inquiry Record (CAIR)# 16582241

VIN	1J4GL58K1	2W	Open Date	08/02/2007	Built Date	10/06/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	11/05/2001	Mileage	95,158	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	61884	TOM O'BRIEN CHRYSLER JEEP NORTH				
Dealer Address	4630 E 96TH STREET					
Dealer City	INDIANAPOLIS			Dealer State	IN	Dealer Zip 46240
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	INDIANAPOLIS IN [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Referred to Tier Three.
Referral - Other - Default - Default - Default	

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

Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Special Investigation related contact - Escalated to Tier 2 Internal rji6.
 COIN Updated & CAIR reassigned to 82S
 Contact: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:
 Customer has possession.

[REDACTED]
 INDIANAPOLIS, IN [REDACTED]

What happened?: Customer states that air bag deployed while driving. No impact involved. Issue occurred a couple months. No repairs have been performed but vehicle has been in use. Advised that file would be forwarded to appropriate parties for review and someone will be contact with her.

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

CAIR NUMBER 16582241 REQUEST EAA INSPECTION 08-03-2007 11:40
 CAIR NUMBER 16582241 E-MAIL SENT TO EAA 08-03-2007 11:40
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/07/07 AT 15:42:56 16582241_8.10.2007

Roy,
 Could you arrange for the repair of the vehicle and the return of the airbag control module to me at:
 Chrysler LLC

800 Chrysler Drive
Auburn Hills, MI 48326
ATTN: Paul Plantinga
CIMS 482-00-91
_8.10.2007

Called the dealer and explained that Chrysler will repair the vehicle at no cost to the customer, also provide alternate transportation at \$30.00 a day for five days, if necessary. Called the customer and left a message and requested a call back.. mrp
message left at both listed numbers. m rp
close til further contact

_8.13.2007

Called both numbers listed and requested a callback to discuss getting the vehicle repaired... mrp

REASSIGNED TO BC/DLR 42 61884 08/13/07 12:12 R 16582241

8.13.2007

Customer called me a back.. I called the dealer and left a message for the service manager requesting that the part (s) be ordered and the customer notified when the parts arrive. mrp

REASSIGNED TO BC/DLR 42 61884 08/13/07 12:14 R 16582241

_Called the Parts dept. all parts are in with the exception of one. He will check on the status and notify the customer. . . mrp

8/15 DM reviewed with SM, Bob. Bob states that the airbag module should be in tomorrow. Once part is in, dealer will put the owner in a loaner car and repair vehicle. Dealer will call if further assistance is needed.

Customer Assistance Inquiry Record (CAIR)# **16611172**

VIN	1J4GL48K1	2W [REDACTED]	Open Date	08/10/2007	Built Date	10/24/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/04/2001	Mileage	92,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

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

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

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

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

Location:

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

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

CAIR NUMBER 16611172 REQUEST EAA INSPECTION 08-10-2007 11:31
CAIR NUMBER 16611172 E-MAIL SENT TO EAA 08-10-2007 11:31
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/14/07 AT 06:36:48 16611172
8.14.2007

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

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

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

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

dealership until they receive technical information from Chrysler as to the problem with this airbag.
Vehicle repaired on claim 366000. Replaced module, airbag, clockspring, and seat belt. shs

Customer Assistance Inquiry Record (CAIR)# 16697243

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

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

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

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

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

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED] (cell)

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Dealer 23936
6871 YORKWOOD ST
NAVARRE, FL 32566

LOCATION OF VEHICLE PHONE NUMBER: [REDACTED]

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

VEHICLE IS LOCATED AT:

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

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

CAIR NUMBER 16697243 REQUEST EAA INSPECTION 09-04-2007 12:31
CAIR NUMBER 16697243 E-MAIL SENT TO EAA 09-04-2007 12:31
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/07/07 AT 03:36:25 16697243

Reviewed report and photos. Unable to communicate with air bag module. In the interest of customer satisfaction, Please arrange to have vehicle

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

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

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

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

09/28/07 SM advised that vehicle repaired. R.O #159887

Customer Assistance Inquiry Record (CAIR)# 16793687

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

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

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

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

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

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

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

Purchased New or Used? Used

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

From whom did customer purchase used vehicle? Unknown

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

[REDACTED] wifes cell)

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Customer has possession

[REDACTED]
MCALLEN, TX [REDACTED]

What happened?: Customer states wife was driving vehicle Saturday 09/29/07 and driver and passenger air bags deployed while driving.

Customer claims vehicle was not involved in any impact at all. No repairs performed. Alleges no police filed. Advised file would be forwarded to appropriate department for review.

_10.02.2007

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

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

CAIR NUMBER 16793687 REQUEST EAA INSPECTION 10-02-2007 09:16

CAIR NUMBER 16793687 E-MAIL SENT TO EAA 10-02-2007 09:16

Recall Contact

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

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/03/07 AT 19:00:35 16793687
_10.04.2007

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

REASSIGNED TO BC/DLR 63 36495 10/04/07 15:30 R 16793687

Called and left the customer a message that chrysler will repair the veh
mrp

REASSIGNED TO BC/DLR 63 36495 10/05/07 09:13 R 16793687

_10.05.2007

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

_10.05.2007

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

REASSIGNED TO BC/DLR 63 36495 10/08/07 09:36 R 16793687

_10.08.2007

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

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

CAIR NUMBER 16793687 REQUEST EAA INSPECTION 10-09-2007 12:44

CAIR NUMBER 16793687 E-MAIL SENT TO EAA 10-09-2007 12:44

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

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

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

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

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

_10.30.2007 Called and left a message for Mr. [REDACTED] to repair the vehicle. cair and phone number left mrp

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

Customer Assistance Inquiry Record (CAIR)# 16949212

VIN	1J4FK4818 2W [REDACTED]	Open Date	11/16/2007	Built Date	06/19/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	07/15/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ED1	2.4L I4 DOHC 16V SMPI ENGINE			
Transmission	DDK	5-SPEED HD MANUAL TRANSMISSION			

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

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

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

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

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

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

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED]
Bellevue Way Tallahassee, FL [REDACTED]

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

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

11-20-07 Assigned to TK27/SSS8

CAIR NUMBER 16949212 REQUEST EAA INSPECTION 11-20-2007 09:32

CAIR NUMBER 16949212 E-MAIL SENT TO EAA 11-20-2007 09:32

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/30/07 AT 15:44:40 16949212

Customer Assistance Inquiry Record (CAIR)#	17353797
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VIN	1J4GK38KX	3W [REDACTED]	Open Date	03/25/2008	Built Date	09/23/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/13/2002	Mileage	92,117	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	41221	BOB WILSON DODGE CHRYSLER JEEP, LLC
Dealer Address	11945 N FLORIDA AVE	
Dealer City	TAMPA	Dealer State FL Dealer Zip 33612

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	APT 2212	Home Phone
	TAMPA FL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	air bag diploid while driving, no accident
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal
 Received a call from Brian for CAR Max stating he sold above vehicle to Cristian Baptis and customer alleges that air bag deployed while driving. Vehicle is at BOB WILSON DODGE CHRYSLER and Jackie in service advised Brian to call CAC and open case to Special Investigation. Called dealer spoke with Jackie who states there is no evident of any kind of body damage and air bag has partially deployed. Writer opening CAIR to SI for handling. Vehicle is currently at Bob Wilson Dodge Dealer Code#41221. Contact person at the dealership is Jackie at #813-979-4400 ext.4192.
 TJK7

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

CAIR NUMBER 17353797 REQUEST EAA INSPECTION 03-25-2008 16:01
 CAIR NUMBER 17353797 E-MAIL SENT TO EAA 03-25-2008 16:01
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/28/08 AT 14:39:47 17353797

Reviewed report and photos. Vehicle disassembled prior to inspection. Vehicle was purchased just days prior to incident. Unable to determine a manufacturing responsibility. dictated letter. jss15.

Jackie from dealer called for update. Informed no manufacturing responsibility found.

===Dealer Contact

Jackie, Service Advsior. Requesting if dealer can obtain copy of inspection report. Advised CCAC unable to provide. Referred to Business Center.

LETTER MAILED. JSS15.

George with Carmax wants an update. Agent advised customer that a letter was sent to the owner of the vehicle.

Caller is Brian with Car Max. He states the customer was supposed to

receive the results of the investigation. He states the customer claims he has not received anything. Agent consulted with DJP99. Agent advised Brian a letter was mailed to the customer on 04/02/08. Agent advised Brian if the customer has not received the letter within 30 days then the customer would need to call in. Brian states he will just have the customer go ahead and call in.

-

Owner calls seeking letter from S.I.
Says original letter didn't have the apartment added and she fears letter was returned.

Apt was added to database . KAW13 was notified and letter will be re-processed with apt. added.

Advised owner letter will be re-sent.

Caller alleges that he purchased a vehicle from Carmax and an investigator from Chrysler inspected the vehicle because the airbag deployed. Caller advises that his car insurance will not cover this repair either. Writer informed the customer that he would need to take his concerns up with the company he purchased the vehicle from if this was not a manufacturer's defect.

Customer Assistance Inquiry Record (CAIR)# 17365032

VIN	1J4GK58K4	3W [REDACTED]	Open Date	03/28/2008	Built Date	08/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/18/2002	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	OCALA FL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front Drivers Side	Customer states air bag deployed, injuring her.
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 My wife was driving down the road and the driver and passenger airbags deployed, injuring her and causing extensive damage to the inside of the vehicle.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 12/01/06 Mileage?102000
 From whom did customer purchase used vehicle?N/A
 ***** BEGIN CUSTOMER EMAIL *****
 There was no impact on the vehicle when the airbags deployed while she was driving.
 ***** BEGIN EMAIL RESPONSE *****
 No answer needed as the customer has talked to an agent and his case is referred to tier 3.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# **17365171**

VIN	1J4GK58K4	3W	Open Date	03/28/2008	Built Date	08/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/18/2002	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	OCALA FL [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Referral to Tier Three for further research.
Product - Unknown - Unknown - Accident - Default	injury, not an accident
Corporate - Property Damage - Default - Default - Default	

Purchased New or Used? Used
 If Used, date purchased? 12/01/06 Mileage? n/a
 From whom did customer purchase used vehicle?
 n/a
 COIN Updated & CAIR reassigned to 82S
 Contact: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Restaurant parking lot.
 Zaxby s(Customer did not know the address). Customer advises that he left the vehicle as he did not want to move it.

LOCATION OF VEHICLE PHONE NUMBER n/a
 What happened?: Customer states that while wife was driving the vehicle going approximately 25 - 30mph when the air bags deployed. Customer advises that they did not hit anything, but the air bags deployed causing injury to his wife.

 Called and left VM on 2nd number that owner will have to get the vehicle to a dealer and let us know which dealer it is at. left my phone number jss15

 VEHICLE WILL BE TAKEN TO:
 PHILLIPS CHRYSLER JEEP INC CJ
 3440 S PINE STREET OCALA FL 34471 352-732-7577

 Per OGC Matrix, reassigned to 82T. JSS15.
 3-28-08 F23- Recall open, Lower Ball Joints.
 3-28-08 Assigned to TK27/SSS8
 CAIR NUMBER 17365171 REQUEST EAA INSPECTION 03-28-2008 11:20
 CAIR NUMBER 17365171 E-MAIL SENT TO EAA 03-28-2008 11:20
 CCRG Open Date: 03/28/2008 10:49:21

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/08 AT 20:37:21 17365171

Letter Sent: Acknowledgement 03/31/2008 13:46:07

Letter Sent: Offer 04/07/2008

Customer Assistance Inquiry Record (CAIR)#	17419688
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VIN	1J4GK38K7 3W [REDACTED]	Open Date	04/15/2008	Built Date	09/03/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR	
In Service Dt	06/28/2003	Mileage	60,581	Dealer Zone	E9 PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			

Dealer	13715	ALBERIC DODGE CHRYSLER CORP			
Dealer Address	AVE. KENNEDY KM 2.5				
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent air bag deployment
Product - Unknown - Unknown - Accident - Default	no accident, air bags deployed inadvertently

A complaint was received from customer that he was driving and the Air Bag deploy with any impact, customer take the vehicle to Alberic Chrysler Dodge Jeep in San JUAN dealer code 13715, PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/17/08 AT 18:12:49 17419688

Reviewed report and photos. No signs of impact. DRB unable to communicate with air bag module. In the interest of customer satisfaction it is suggested the vehicle be repaired at Chrysler expense as long as customer signs appropriate release. jss15.

Customer Assistance Inquiry Record (CAIR)# 17435536

VIN	1J4GL48KX	3W [REDACTED]	Open Date	04/21/2008	Built Date	09/23/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/25/2002	Mileage	84,511	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DBB					

Dealer	06922	POMOCO CHRYSLER JEEP DODGE				
Dealer Address	12629 JEFFERSON AVE					
Dealer City	NEWPORT NEWS	Dealer State	VA	Dealer Zip	23602	

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bags deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown	Air bags did not deploy at the time of the accident.
Referral - Tier Three - Default - Default - Default	Referral to tier three.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per MDB80.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

[REDACTED] Work

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

[REDACTED]
Newport News, VA [REDACTED]

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states he was moving vehicle and airbag lamp came on and air bags deployed. Customer states he received minor burns on his arm.
injury, refer to 82t

Customer called in for the same issue. Agent transferred the call to tier3 4/21/08 Owner seeking to file a special investigations reports. Updated file with correct address information.

* Both air bags deployed for no reason.

* Incident occurred on 4/19/08. Owner was in the vehicle and the vehicle was stopped. Owner stopped the vehicle and was waiting to pull out of a parking lot. Air bag light came on for about 10-15 seconds. Both air bags then deployed. Owner sustained air bag burns on his left arm and bruising.

* Owner has contacted his insurance company.

USAA Insurance.

* Vehicle is located at [REDACTED]

Newport News VA [REDACTED]

* There was damage to the vehicle caused by the air bag deployment.

* No police or fire department involvement.

Owner is seeking Chrysler to pay for the repairs. Owner is also seeking compensation for a rental vehicle. File has been forwarded to [REDACTED].

_4/21/08 Contact Jeff at [REDACTED]

4/21/08 Assigned to tk27/mjm169

CAIR NUMBER 17435536 REQUEST EAA INSPECTION 04-21-2008 15:51

CAIR NUMBER 17435536 E-MAIL SENT TO EAA 04-21-2008 15:51

CCRG Open Date: 04/21/2008 14:26:16

Letter Sent: Acknowledgement 04/22/2008 11:08:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/24/08 AT 11:14:22 17435536

Customer Assistance Inquiry Record (CAIR)#	17570588
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VIN	1J4GL58K7	2W [REDACTED]	Open Date	06/05/2008	Built Date	07/01/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/15/2002	Mileage	26,112	Dealer Zone	F1	'VIRGIN ISLANDS, U.S.'
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	13911	CARIBBEAN AUTO MART ST. CROIX INC.				
Dealer Address	1B ESTATE GLYNN, NORTHSIDE RD					
Dealer City	ST. CROIX	Dealer State	EX	Dealer Zip	00851	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]	SUNNY ISLE		Home Phone	[REDACTED]	
	ST CROIX VI [REDACTED]			Country	VIRGIN ISLANDS, U.S.	

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	inadvertent air bag deployment
Product - Drivability - Unknown - Other - Default	

Received a letter from customer with the concern that she was driving her vehicle and Air Bag deploy without with any collision.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/19/08 AT 19:06:34 17570588

Reviewed the report and photographs. Drivers air bag and drivers seat belt tensioner both deployed. No indication of an impact. In the interest of customer satisfaction, it is suggested the vehicle be repaired at Chrysler expense. jss15.

Customer Assistance Inquiry Record (CAIR)# 17602233

VIN	1J4GL58K3	3W [REDACTED]	Open Date	06/16/2008	Built Date	07/15/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	09/24/2002	Mileage	70,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	37058	R I SURESKY & SON INC				
Dealer Address	RTE 17A HATFIELD					
Dealer City	GOSHEN	Dealer State	NY	Dealer Zip	10924	

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer saying the air bag deployed when she was driving the vehicle.
Product - Unknown - Unknown - Accident - Default	air bag deployed
Corporate - Property Damage - Default - Default - Default	

Customer saying the air bag deployed when she was driving the vehicle.
Agent transferred call to tier 3.

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

Owner Alleges:

Owner alleges that air bag deployed while vehicle was stopped at a traffic light. No injuries.

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

Has the owners insurance company been contacted ?

no

If yes provide name/policy number and phone number

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

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

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

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

Writer will forward file to Special Investigations for handling.

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

CAIR NUMBER 17602233 REQUEST EAA INSPECTION 06-16-2008 10:09

CAIR NUMBER 17602233 E-MAIL SENT TO EAA 06-16-2008 10:09

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/19/08 AT 03:17:33 17602233

customer called in again for the update. Agent transferred the call to t3.

Customer called seeking information regarding the results of her inspection, agent advised her that he had no information regarding

special investigations. Customer understood.

Work Number; [REDACTED]

_Contact the customer and arrange for the airbag to be repaired under the terms of the warranty..

Cair reassigned to the Dealer to repair the vehicle under the terms of the warranty.....as per Detroit.

REASSIGNED TO BC/DLR 32 23150 06/23/08 15:34 R 17602233

REASSIGNED TO BC/DLR 32 37058 06/23/08 16:04 R 17602233

_6.27.2008

Customer called seeking alternate transportation. I called the dealer and offered five day rental.....Customer will contact the dealer. mrp

REASSIGNED TO BC/DLR 32 37058 06/27/08 10:05 R 17602233

7.01.2008 Customer called and she wants to extend the rental through the 7th of july....mrp....

NO REAL ETA ON PART

Andy/Frank What is the current status of this vehicle? Thanks Chris

REASSIGNED TO BC/DLR 32 37058 07/14/08 16:12 R 17602233

Owner s concern adressed by dealer 37058. Repairs completed. Vehicle has been returned to the owner.

Customer Assistance Inquiry Record (CAIR)# **17640220**

VIN	1J8GL48K2	2W	Open Date	06/26/2008	Built Date	12/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/27/2001	Mileage	68,500	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBQ	STEEL BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	68973	ORCHARD CHRY-DODGE-JEEP INC					
Dealer Address	64600 VAN DYKE						
Dealer City	WASHINGTON TWP			Dealer State	MI	Dealer Zip	48095

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	IMLAY CITY MI	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	having issue with the airbags
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

customer states that she wants to complain about the vehicle as she states that6 she was udriving the vehicle and the air bags they godt deployed however this could cause an accident hence as this is the safety issue transferd the call to tier 03.
 **Owner states she was driving today and heard a ping noise. Both air bags in the front deployed.
 She was able to pull over.
 Has a burn on her hand.
 Vehicle is currently at dealer
 68973 ORCHARD CHRY-DODGE-JEEP INC
 64600 VAN DYKE WASHINGTON TWP MI 48095 586-336-0200
 No police report. She did not contact her insurance company.
 Please follow up with investigation.
 inmjury, refer to 82t
 6-30-08 Sending back to SI for F/I/P codes.SSS8
 mike from the dealership called regarding the same issue.Agent transferred the call to tier3
 ***Writer spoke to MHM1, who verified that legal will contact them to set up an inspection.
 _7/1/08 Assigned to rlg92/mjm169
 CAIR NUMBER 17640220 REQUEST EAA INSPECTION 07-01-2008 10:46
 CAIR NUMBER 17640220 E-MAIL SENT TO EAA 07-01-2008 10:46
 CCRG Open Date: 06/30/2008 16:07:46
 Letter Sent: Acknowledgement 07/02/2008 10:23:06
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/04/08 AT 11:38:42 17640220
 DM requests contact to dealer on disposition of results. Customer is in a rental vehicle.
 DM contacts MJM169 in inquire and advise owner is in rental vehicle. No results are available at this time.
 ***** Please update dealer on final decision as CustoeMr is in Chrysler provided rental vehicle. *****

Customer Assistance Inquiry Record (CAIR)# 17796789

VIN	1J4GL48K0	3W [REDACTED]	Open Date	08/12/2008	Built Date	10/03/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/07/2003	Mileage	93,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	23212	KOVATCH LEHIGHTON JEEP				
Dealer Address	363 NORTH FIRST STREET					
Dealer City	LEHIGHTON	Dealer State	PA	Dealer Zip	18235	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	WHITE HAVEN PA [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three Support Referral.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Unknown - Unknown - Accident - Default	

Purchased New or Used? used
 If Used, date purchased? 11/18/04 Mileage? 21,780
 From whom did customer purchase used vehicle?
 CDJ dealer
 COIN Updated & CAIR reassigned to 82S
 Contact: Mr. [REDACTED]
 Telephone #2
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Daughter s Residence [REDACTED]
 [REDACTED] White Haven, PA, [REDACTED]
 LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
 What happened?: Customer states the air bags deployed while his wife was driving the vehicle.
 Customer called in stating that some one was supposed to call him this morning, but no one did. Agent transferred the call to t3 as the case is being handled by T3.
 Customer calling in seeking update on file. Agent consulted with TCC17.
 Agent advised customer that the file was still being reviewed and that they would be contacted once additional information is reviewed.
 _8.13.2008 incident occurred on 8.12.2008. His was injured and was hospitalized.
 Vehicle is now located
 MOTORWORLD CHRYSLER INC CJ
 150 MOTORWORLD DR WILKES BARRE PA 18702 570-829-3500
 Forwarded to 82t mrp
 8/14/08 Assigned to tk27/mjm169
 CAIR NUMBER 17796789 REQUEST EAA INSPECTION 08-14-2008 11:37
 CAIR NUMBER 17796789 E-MAIL SENT TO EAA 08-14-2008 11:37
 CCRG Open Date: 08/13/2008 16:40:42
 Letter Sent: Acknowledgement 08/15/2008 08:39:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/20/08 AT 16:38:22 17796789

Letter Sent: Denial 08/26/2008

Letter Sent: Offer 09/09/2008

Customer Assistance Inquiry Record (CAIR)# 17858426

VIN	1J4GL48K3	2W	Open Date	09/02/2008	Built Date	09/11/2001
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	09/28/2001	Mileage	153,038	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC				
Dealer Address	1461 FARMINGTON AVENUE					
Dealer City	BRISTOL	Dealer State	CT	Dealer Zip	06010	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	WATERBURY CT [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Dealer calling regarding this vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Referral - Tier Three - Default - Default - Default	

Tim lucian stroker from the dealership 65023 is calling and states that they got this vehicle of customer and Chrysler representative told him that not to diagnose this vehicle as the problem is with the air bag. Tim states that the DM is on vacation and as its a safety issue seeking assistance from Chrysler.

9/2/08 Service Manager (SM), Lucian Stroker called regarding above. Owner brought vehicle into the dealer with the air bags deployed. Owner claims the air bags deployed for no reason. Owner is seeking to have the vehicle inspected. Owner believes this should be covered under warranty.

*Vehicle is located at:
 Crowley Jeep
 1461 Farmington Ave
 Bristol CT 06010
 phone # 860-261-3000
 Forwarding file to special investigations for further review.
 Advised SM of recall F23.

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

CAIR NUMBER 17858426 REQUEST EAA INSPECTION 09-02-2008 10:39
 CAIR NUMBER 17858426 E-MAIL SENT TO EAA 09-02-2008 10:40
 Customer called for same reason. Agent transferred to tier 3.
 Caller is Jeff Sherman, Owners Boyfriend. Jeff states the air bags deployed on him for no reason. Caller seeks update on assistance. Agent consulted with RJ16. Agent advised customer that the SM of the dealership contacted us previously this morning and that the file was still being reviewed at this time and was getting handled by the appropriate department.

Caller wants to be contacted back. Caller provides contact information:

[REDACTED]
Waterbury CT [REDACTED]
[REDACTED]

Customer calls seeking recall information. Advised the customer of incomplete recall f23 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer calling in for the same issue. Agent transferred the call to t3. email to eaa. jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/05/08 AT 12:11:22 17858426
_9.10.2008

Letter: Not led to believe a manufacturing res. exists..mrp

Customer called in for the same issue .Agent transferred the call to tier 3 for further assistance .

Customer called in again regarding the same. Agent transferred the call to tier 3.

Caller is the owner s boyfriend ([REDACTED]) stated he was informed that an inspection was done and he wanted to know what the results of the inspection was. Advised the caller a letter was issued 09/10/08, advised the letter would inform of the inspection findings.

Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)# **17879812**

VIN	1J4GL58K0	2W [REDACTED]	Open Date	09/08/2008	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/17/2002	Mileage	75,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE		TRUCK-FT THOMAS		
Dealer Address	100 ALEXANDRIA PIKE					
Dealer City	FT THOMAS		Dealer State	KY	Dealer Zip	41075
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BATAVIA OH [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bag deployed.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer states that the both the airbags depolyed without the accident when she was driving her vehicle in the morning. Agent transferred the call to T3 for further handling.
 Customer called for the same concern. Agent transferred the call to tier 3.
 Owner claims she was driving towards intersection of Church and School Roads in Cincinati, OH and both air bags deployed without any impact. No accident. Owner claims arms were minorly cut by air bag.
 Insurance
 Progressive
 [REDACTED]
 phone:1-800-progressive
 Location:
 dealer 68745
 Newtown (OH) Police on scene.
 Provided direct line to owner.
 dealer address is
 JEFF WYLER CHRYSLER JEEP DODGE CJDT
 100 ALEXANDRIA PIKE FT THOMAS KY 41075 859-441-7800
 9-9-08 No open recalls on this vehicle.
 9-9-08 Assigned to TK27/SSS8
 CAIR NUMBER 17879812 REQUEST EAA INSPECTION 09-09-2008 16:12
 CAIR NUMBER 17879812 E-MAIL SENT TO EAA 09-09-2008 16:12
 Letter Sent: Acknowledgement 09/10/2008 12:14:48
 Owner states that inspector was done with vehicle on 9/12/08 and is seeking update. Agent emailed SSS8 for assistance.
 Owner has agents direct line.
 Inspection Delayed: 09/16/2008
 Ted from the dealership called regarding the same issue.Agent transferred the call to tier3.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/18/08 AT 11:32:44 17879812

Letter Sent: Offer 09/22/2008

Customer called regarding the same issue. Agent transferred the call to tier3.

Customer called in and is seeking update about her case. Writer advised her to call later today so that she can be transferred to the appropriate department (OGC/LEGAL) that will not be open until 2:00 PM.

Customer called in regards to the same concern requesting the call to be transferred.

Agent confirmed the concern with the customer.

Transferred the call to T3 after consulting with PA166.

Customer Assistance Inquiry Record (CAIR)#						17913993	
VIN	1J8GK58K5	2W	Open Date	09/18/2008	Built Date	01/22/2002	
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY			
In Service Dt	02/16/2002	Mileage	28,000	Dealer Zone	66	ORLANDO	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EKG	3.7L V6 ENGINE					
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION					
Dealer	26653	MAROONE CHRYSLER JEEP DODGE	COCONUT CREEK				
Dealer Address	4250 NORTH STATE RD #7 (441)						
Dealer City	COCONUT CREEK			Dealer State	FL	Dealer Zip	33073
Owner					Contact Type	LETTER	
Address					Home Phone		
	POMPANO BEACH FL				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown Customer seeking assistance from Chrysler.

POSTMARK DATE: 090208; DATE RECEIVED: 091608

Customer states recently she had an unfortunate incident with her vehicle. Customer states she was pulling out of a parking lot, not even moving 10 miles an hour, when her airbags deployed fro no reason at all. Customer states she did not hit anything nor did anything hit her and she had not even touched her brakes at that time. Customer states she called a local Chrysler dealership and talked to a service manager and her told her this was impossible to have happened. Customer states there was no airbag warning light on, which is on now because she do not have any air bags at this time. Customer states she had her vehicle serviced regularly and there is only about 28000 miles on it. Customer states that she feels Chrysler Corporation should be responsible for replacing her airbags and fixing any damage caused to her dashboard and horn. Customer she just want her vehicle put back where it was before she had the deployment of her airbags.

Agent consulted SK563 and was advised as it is a safety issue to inform the Customer to visit an authorized Chrysler dealership and get the vehicle diagnosed and then send us the invoice for the repairs for review.

Agent called the Customer on the phone number [REDACTED] at 12.50 pm and spoke to [REDACTED]. Agent informed Customer she needs to visit the dealership and get the vehicle diagnosed and know the reason for the airbag deployment was and then send us the invoice and we will review the documents. Customer asked for the mailing address. Agent provided the mailing address. Customer asked she will visit the dealership. Agent suggested the Customer to call the CCAC when she is at the dealership as told by SK563. Customer asked for the CCAC number agent provided the 1-800-992-1997 number. Customer thanked.

If Customer calls inform the Customer of the incomplete recall F23 Lower Ball Joints. Agent inform the Customer to visit an authorized Chrysler dealer and get the recall completed free of charge.

Customer Assistance Inquiry Record (CAIR)#	17947940
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VIN	1J4GK58K7	3W	Open Date	09/29/2008	Built Date	09/03/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/02/2002	Mileage	75,212	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	VEGA BAJA PR	Country	PUERTO RICO

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

Unit is at Cabrera Dealers. Is an Air bag Deploy. The inspector is going to evaluate the vehicle this week.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/04/08 AT 14:10:46 17947940

Reviewed report and photographs. Unable to communicate with ORC. In the interest of customer satisfaction, it is suggested the vehicle be repaired at Chrysler expense. jss15.
 The vehicle is at the dealer for repair.
 The vehicle hasn't been repaired yet because the airbag part hasn't arrive to the dealer. The part is in backorder. It suppose to arrive on this week for repair.
 GBV
 Daco letter received. Customer with the following complaints the vehicle its been at the dealer for 2 month and its not been repaired. GBV
 On January /15/2008 was the mediation hearing at (Daco) Arecibo, During the hearing claimant alleges that him vehicle Air Bag deploy without any impact, he was claim that Chrysler investigator inspected the vehicle and was authorized to replace all the Air Bag system with not cost for claimant, he said that he follow up the repair with the dealer and the answer was that the part is(back order), a copy of the part order with the date that will be arrive the part was summit to (Daco),after two month the vehicle still at the dealer and he is claim a loaner car, our argument was that we are agreed to give a loaner vehicle starting the same date of the hearing and close the case,
 He alleges two payment that he make to the back for the time that the vehicle have at the dealer and he claim was denied, judge told him that the only allegation in the complaint is of the Rent A car and the two payment is not part of the complaint and processed to close the case.
 The agreement was sinning by all parties at the hearing
 The customer have the vehicle, the dealer is waiting for a part that arrive in other color. GBV
 Part hasn't arrive to deater yet. gbv
 Part arrive. Waiting for customer to go to the dealer. gbv
 The customer took the vehicle to the dealer to repair it. GBV

Customer Assistance Inquiry Record (CAIR)# **17964429**

VIN	1J4GK48K5	2W	Open Date	10/03/2008	Built Date	06/10/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	06/26/2002	Mileage	143,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	26406	HENDERSON CHRYSLER JEEP				
Dealer Address	11955 AIRLINE HIGHWAY					
Dealer City	BATON ROUGE	Dealer State	LA	Dealer Zip	70817	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SAINT AMANT LA	Country	UNITED STATES			

Product - Unknown - Unknown - Accident - Default	.
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Advised about the incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Alleges that the air bag deployed automatically.
Referral - Tier Three - Default - Default - Default	Seeking assistance.
Corporate - Property Damage - Default - Default - Default	

Customer alleges that the air bag came out automatically. Agent transferred the call to Tier 3. Approved by YS72. Advised the customer of incomplete recall #F23? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

COIN Updated & CAIR reassigned to 82S
 Contact: ?

Cell ?

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:
 LOCATION OF VEHICLE PHONE NUMBER ?

What happened?: Customer states while driving with her mother the airbag light came on the dash and 5 seconds later both air bags deployed without cause. Almost ran into ditch or median but avoided it. Was scratched and bruised and EMS gave her ice packs and she was followed home.

Vehicle is in driveway and says that she has large hole in the dash and has destroyed her airconditioning vents and dashboard. Wants repaired and airbag deployment problem fixed.

Escalated to 82S Special Investigations.

Customer called for the same concern, she was supposed to get a call back from us she never received, she is upset, agent transferred to TIER 3, approved by GC 314. Agent updated the customer about the recall also Call got disconnected by error, as customer calls again, transfer to tier 3.

Customer called in the same. Agent transferred the call to T-3.

Authorized by Am1107

Insurance Co: Safeway policy # [REDACTED]

Claims office phone # [REDACTED]

The accident happened about three weeks ago and she is requesting an update. Writer advised Chrysler will contact her for review.

10.08.2008

Forwarded to 82t mrp

10-8-08 Phoned Donna and she stated the incident occurred on 9-19-08 around 9:00 pm. Donna was driving the vehicle, and her mother was a passenger. Donna was injured when she was driving down the road and the air bag activated causing bruising and burns to her hand, arms and stomach. The vehicle is located at [REDACTED] Amant, LA [REDACTED].SSS8

10-8-08 Assigned to TK27/SSS8

CAIR NUMBER 17964429 REQUEST EAA INSPECTION 10-08-2008 13:07

CAIR NUMBER 17964429 E-MAIL SENT TO EAA 10-08-2008 13:07

CCRG Open Date: 10/08/2008 11:46:38

Letter Sent: Acknowledgement 10/09/2008 10:39:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/13/08 AT 03:21:15 17964429

Letter Sent: Offer 10/15/2008

Customer Assistance Inquiry Record (CAIR)# 17970265

VIN	1J4GL58K6	2W	Open Date	10/06/2008	Built Date	11/08/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	12/31/2001	Mileage	139,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	26025	ROYAL OAKS CHRYSLER JEEP INC				
Dealer Address	4080 MEXICO RD					
Dealer City	ST PETERS	Dealer State	MO	Dealer Zip	63376	

Owner		Contact Type	LETTER
Address		Home Phone	
	SAINT CHARLES MO	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is complainig about the airbags.
Referral - Tier Three - Default - Default - Default	Customer is concerned about the airbags.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent air bag deployment

Customer is complaining about the airbag problem and states that on saturday airbags lights came on so customer yesterday customer took her vehicle at 26025 dealership and currently airbags are deployed and 2years customer s vehicle had an collusion and after that her vehicle was never involved in any accident and also 2years ago there was not a single damage to her vehicle and airbags never went off and she is concerned about the airbags problem. Agent informed the customer that her concerns are documented and transferred the call to Tier 3 for further handling. Transfer approved by RP762.

Customer states that her airbags deployed while she was driving and there was no accident. The customer contacted her insurance company who said that they will not be able to offer any coverage assistance because there was no accident involved. The customer states the vehicle is at dealer 26025 and is currently at 139,000 miles. The customer provided [REDACTED] as the best number to reach her at. Writer advised customer that writer would assign this to the department that can assist her with her concern. Writer assigning Cair to 82S. Customer upset that there is no phone number directly to this department. Customer states that she needs to have rental assistance until this issue has been resolved. Writer advised that she can discuss this further when she receives a call back regarding this.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.
CAIR NUMBER 17970265 REQUEST EAA INSPECTION 10-07-2008 08:55
CAIR NUMBER 17970265 E-MAIL SENT TO EAA 10-07-2008 08:55
Customer contacted writer regarding rental assistance. Advised customer

to send in documentation and we would reimburse for amount of rental.
Customer inquired where to rent, advised to contact dealer where vehicle is as they may have a number for a car rental and we may be able to pre authorize amount.
Customer called up for the same issue call transferred to T3 after consulting ll679.

Call transferred from ZN 85 India.
NO CUSTOMER PHONE CONTACT NUMBER IN PRIMARY CAIR
Owner says she just spoke to 'gail' (ZN 88), a 'Chrysler Safety representative' who said we would be covering a rental (?).
She says she contacted the dealer as directed by 'gail' and the dealer told her to call the 800# and to get a pre-authorization. (?)

Per JSS15, I advised caller that until the inspection report comes back to determine responsibility, she can rent a vehicle AT HER OWN DISCRETION.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/09/08 AT 16:09:10 17970265
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/09/08 AT 16:40:18 17970265

Reviewed report and photographs. Unable to relate to a manufacturing responsibility. dictated letter. jss15.

Customer called in for the same concern. Agent transferred the call to tier 3 for further assistance.

Authorized by PK606.

Customer called requesting follow up on the special investigations report being conducted on her car. Writer informed her that the escalated level working on this will contact her as soon as they have any results.

Customer called in for the above issue. Agent informed that escalated level is working on this will contact her as soon as they have any results. She had some concerns. Agent transferred the call to tier 3.

Authorized by PA166

Writer advised she will be contacted by mail or by phone soon.

LETTER MAILED. JSS15.

Customer called in for the above issue. Agent informed that the department is still working and she will get a call back. She said that they had told her to give us a call yesterday. Agent transferred the call to tier 3.

Authorized by PA166.

Writer received transfer, customer requesting status of case. Advised customer that letter was sent today, has not been scanned yet. Customer will wait for letter.

*****next agent*****

Customer called and said would like to speak to a higher authority as she says her claim has not been taken seriously, agent was provided the reference no. agent transferring the call to tier 3 for further handling, call transferred by internal escalation agent kn128.

Writer spoke with customer about finding out the results of the investigation of her air bags. Stated to customer chrysler is very concerned and is working hard and quickly as possible to let help the customer out. Customer needs to be patient a little bit longer. Results will follow.

Writer spoke with customer about finding out the results of the investigation of her air bags. Stated to customer chrysler is very concerned and is working hard and quickly as possible to let help the customer out. Customer needs to be patient a little bit longer. Results will follow.

Customer called in to know whether the SI team had scanned in the image of the letter about which she had a discussion earlier. Agent transferred the call to T3. Transfer authorized by AP519.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Customer states her frustration. Customer states she called on 10/21/08 and was advised a letter was mailed and could call back after 24 to 48 hours to inquire on the contents of the letter. Writer advised customer outgoing mail is not scanned to allow Chrysler to provide the contents

not what to expect, she does not understand why the person who sent the letter did not call her. Customer states she would like to speak to the person who sent the letter. Writer advised customer her concerns are documented and will forward a request to the appropriate department, also advised customer she will be contacted soon.

note sent to T3 requesting review and handling

The owner has been called and advised of our position. jss15.

Customer Assistance Inquiry Record (CAIR)# 18056376

VIN	1J8GK38K3	3W [REDACTED]	Open Date	11/04/2008	Built Date	09/20/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/09/2002	Mileage	68,600	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	45238	PARK CITIES DODGE				
Dealer Address	4801 LEMMON AVE					
Dealer City	DALLAS	Dealer State	TX	Dealer Zip	75219	

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

Referral - Tier Three - Default - Default - Default	customer states that the air bags are exploded
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 How far out of warranty is the vehicle/repair by time and/or mileage?
 Service contract (Chrysler or 3rd party) that would cover the repair?
 Original owner? (yes/no) If no, purchased when?
 How many Chrysler vehicles has the customer owned including this vehicle?
 Is there any repair history related to the current concern?
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
 Service dealer code?
 Service manager name?
 NIC of team leader/floor walker who authorized escalation of caller?
 ****End structured narrative T2 - GOODWILL ESCALATION

Customer states that the air bags are exploded; she says the vehicle is not involved in any accident. Customer has visited the dealership not able to help her. Agent transferred the call to T#3 with authorization of AM1107

*****Customer called because she was driving down the road and the air bags just exploded.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]
 [REDACTED]

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

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states she was driving down the street and the involved in an accident nor did she hit anything to cause them to deploy. thing hit that caused them to just pop.

_11.06.2008 Callback requested.. .Cair and direct numbers provided. mrp 11.06.2008

Customer says that there wasnt a accident and no one was hurt.
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J,

PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MRP1.

CAIR NUMBER 18056376 REQUEST EAA INSPECTION 11-06-2008 10:35

CAIR NUMBER 18056376 E-MAIL SENT TO EAA 11-06-2008 10:35

Customer called with another number she can be reached, 469 733-7541. mrp

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/12/08 AT 12:16:28 18056376 11.17.2008

Please contact the customer and repair the airbag system at warranty rates mrp

vme2 obtain estimate for repair, provide loaner during repair and reimburse dealer by check system if under \$5,000. Please follow to repair conclusion. Call pas19 if you have questions.

Dealer getting the customer back in and will provide DM with an estimate and the customer a rental car while in for repair if the customer needs.

Customer called regarding the same issue. Agent transferred the call to tier3.

Owner calling seeking update, agent advised owner that vehicle will be repaired at dealer and she will be provided a rental. Agent emailed VME2 to contact owner.

Donna at dealership to contact the owner to set up a time to bring in for repair.

SM called the customer and the customer wanted to bring her car in 11-25-08. Dealership to get DM estimate and repairs to be completed.

The customer has dropped her car off at the dealership and they have given her something to drive. The dealership is currently waiting on parts.

Dealership waiting on parts

The last part was set to arrive today. Dealership to finish repair.

Dealer still waiting on parts the estimated ship date is Jan 13. BC will try to get part to dealer quicker if possible.

Parts are still on order.

Parts are still on order and BC is trying to get an update from Detroit

The part has arrived at the dealership and the dealer is hoping to have the car repaired by the weekend. Service advisor Dwayne to call DM when car is complete for CAIR update.

The Service Advisor called the DM and let her know that the vehicle had been repaired and the customer has left and is satisfied.

Customer Assistance Inquiry Record (CAIR)# **18130458**

VIN	1J4GL58K0	2W [REDACTED]	Open Date	12/01/2008	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/17/2002	Mileage	75,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE	TRUCK-FT THOMAS			
Dealer Address	100 ALEXANDRIA PIKE					
Dealer City	FT THOMAS		Dealer State	KY	Dealer Zip	41075

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BATAVIA OH [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bag deployed.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer seeking status of vehicle repair. Writer spoke with Dave (SM) at dealership. The air bag module is on back order and was ordered again on 11-24-08.

Contact: [REDACTED]

LOCATION OF VEHICLE - JEFF WYLER CHRYSLER JEEP DODGE CJDT 100 ALEXANDRIA PIKE FT THOMAS KY 41075 859-441-7800

No open recalls on this vehicle.

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states air bag deployed without impact. Vehicle is still at the dealership waiting for repairs.

Mike from the dealer# 67643 called and informed that the driver air bag is in back order per Judy and it will be available on December or January. Order# for the part is MONDAY

12.03.2008

Forwarded to 82t mrp

As the same issue agent transferred the call to tier3.AM1106

Customer calls in regards the same issue. She wants to know when she is going to have any answer and when the vehicle is going to be fixed. Writer told customer the case is still in process and that she is going to receive an answer in 24-48 hours.

_12/3/08 Updated ccr file. mjm169

Customer Assistance Inquiry Record (CAIR)# **18221067**

VIN	1J4GL58K1 2W [REDACTED]	Open Date	01/05/2009	Built Date	05/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY	
In Service Dt	06/18/2002	Mileage	73,000	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			

Dealer	67858	MOORE CHRYSLER-JEEP INC			
Dealer Address	8600 W BELL RD				
Dealer City	PEORIA	Dealer State	AZ	Dealer Zip	85382

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	EL MIRAGE AZ [REDACTED]	Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent called regarding the cna change
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	customer facing problem with the airbag
Referral - Tier Three - Default - Default - Default	dealership seeking special investigator.

Customer called to inform that she is the current owner for this vehicle and wants to register herself as the owner. Agent did the same with necessary details. Customer also states that the airbags on her vehicle deployed on its own and there was no accident. Customer states that she has been asked by the dealership to open up a case with chrysler. Agent informed her that her concern has been documented and provided her with the case number.

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

Transferred customer to T3 or Reassigned CAIR to transferred

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

sr882

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

the dealer 67858 called seeking for an investigator from chrysler to have a look at the vehilce.

Agent transferred the call to T3 for further assistance.

COIN Updated & CAIR reassigned to 82S

Contact: Like [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Moore Chrysler Jeep 8600 West Bell Road Peoria AZ 85382

LOCATION OF VEHICLE PHONE NUMBER 623-298-0117

What happened?: Customer states that the airbags deployed without even being in an accident.

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

CAIR NUMBER 18221067 REQUEST EAA INSPECTION 01-07-2009 13:51
CAIR NUMBER 18221067 E-MAIL SENT TO EAA 01-07-2009 13:51
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/12/09 AT 15:32:44 18221067

Reviewed report and photos. See report for dtc s. unable to determine a man
ufacturing responsibility. dictated letter. jss15.
LETTER MAILED. JSS15.

Customer wants to know about the update on the above mentioned issue.
Agent transferred the call to T-3 for further assistance as the case is
already handled by T-3.
Customer called in and stated that she wants to know exactly why her air
bag deployed by it own and the Special Inverstigations said in the letter
sent to her that it is not a manufacturing defect.Writer informed her to
contact the servicing dealer.Customer stated that she has already
contacted them and they referred her to chrysler.writer advised her to go
back to them and request to contact the DM for further assistance.

Customer Assistance Inquiry Record (CAIR)# 18588381

VIN	1J4GK58K4	3W	Open Date	05/15/2009	Built Date	07/24/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/08/2003	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	26630	NALLEY ROSWELL CHRYSLER JEEP				
Dealer Address	11505 ALPHARETTA HWY					
Dealer City	ROSWELL	Dealer State	GA	Dealer Zip	30076	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	ALPHARETTA GA	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Air Bag Deployment, no accident
Referral - Tier Three - Default - Default - Default	Goodwill assistance
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Recall information
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Customer states the air bag deployed and hit her face when she parked the vehicle. Customer states she contacted her insurance company and they are not covering the repairs as the vehicle was not involved in an accident and the air bag was faulty. Customer states the vehicle is at the dealer 26630 and they informed her that she will have to pay \$1900 for the repairs. Customer is seeking assistance from Chrysler for the repairs. Transfer approved by RP762. Agent transferred the call to tier 3 ?72412?. Agent also informed about the pending recall ?F23? and advised the customer to check with the dealer if they have done the recall or not.

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T2.5 or Reassigned CAIR to Transferred
 T2.5 in-basket ?insert in-basket #? per ? NIC ?.
 ****End structured narrative T2 - TIER THREE REFERRAL
 ****Begin structured narrative T2 - T2 1/2 referral
 Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.
 ****End structured narrative T2 - T2 1/2 referral
 ****Begin structured narrative SI POLICY FIRE OR ACCIDENT
 Owner Alleges:
 The air bag deployed while setting stopped in her employees parking lot. Description of the incident (what, when, where, injuries, etc)
 On 05/12/09 at 8:30 am in the customer s employers parking lot at 1145 Sanctuary Parkway Alpharette, GA 30009 the air bag depoyed and snapped the customer s neck back and there were minor burns to the customers face, chest and arms.
 Has the owners insurance company been contacted ?
 YES

If yes provide name/policy number and phone number

Geico Insurance

policy number [REDACTED]

phone: 800-841-3000

claim number [REDACTED]

Where is the vehicle exactly located (No P.O.Boxes, include phone #)

(26630)NALLEY ROSWELL CHRYSLER JEEP

11505 ALPHARETTA HWY

ROSWELL, GA 30076

Phone 770-998-6150

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

Damage to the steering wheel on the customers steering wheel and components.

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

NO

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

Customer is seeking help with the repair bill. Her insurance company has said they will not help. The doctor has stated that she has severe whip lash and they took exrays. She has not heard any result back on the exrays.

Customer has been told there is a recall that has not been completed. Writer called the dealership for the customer to make sure there is not going to be an issue to leave the vehicle waiting for the investigators. Writer called and spoke to the SA John Cockrell, he stated that as long as this is settled before 06/01/2009 when the dealership is closing it should be ok. Writer left message for the SM Mike Stewart to call if there is any problem with what the SA John had stated.

VEHICLE IS LOCATED AT:

NALLEY ROSWELL CHRYSLER JEEP CJ

11505 ALPHARETTA HWY ROSWELL GA 30076 770-998-6150

Per OGC Matrix, reassigned to 82T. JSS15.

5.18.09 One Open Recall:

F23 LOWER BALL JOINTS SAFETY 09/06/2006 INCOMPLETE

5.18.09 Assigned to KSS28. MJK

CAIR NUMBER 18588381 REQUEST EAA INSPECTION 05-18-2009 15:26

CAIR NUMBER 18588381 E-MAIL SENT TO EAA 05-18-2009 15:27

Customer called in regarding the same. Customer says that she wants to know if any representative is been assigned to have a look at the vehicle. Customer wants to talk with DT354. Agent transferred the call to Ext #66098. Approve by AM1106.

Agent informed the customer about the recall.

CCRG Open Date: 05/18/2009 09:20:32

Letter Sent: Acknowledgement 05/19/2009 11:17:17

Customer calls requesting to speak with DM354

Customer name match to CAIR confirmed.

The CAIR is 30 days old or less.

Customer informed to leave message if agent isn t available.

Caller transferred to extension # 66098

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/21/09 AT 03:18:55 18588381

-

Customer called in seeking a rental vehicle. Customer states that she is without a vehicle until the adjuster comes to inspect vehicle for false air bag deployment.

Customer seeking rental assistance because Air bag deployed while she was parked and can t drive vehicle until adjuster comes to inspect vehicle.

Contacted Service Advisor, John at 26630 to

discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Advisor concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-04-26.

-

REASSIGNED TO BC/DLR 66 26630 05/21/09 14:34 R 18588381

Writer called the customer and gave her the phone number to her the CCRG 'OGC/Legal' CAIR type

phone number and told her that the rental that was given was done in error but that is past. Writer gave her the number and stated that she

closing based on repair date

Customer is seeking a reprint of letter denying claim. Writer made no promises letter would be resent. Writer informed customer that this would be a request only.

Customer Assistance Inquiry Record (CAIR)# 18612366

VIN	1J4GL48K3	2W	Open Date	05/26/2009	Built Date	05/14/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/28/2002	Mileage	81,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	45244	HALL CHRYSLER, JEEP, DODGE OF	FENTON, INC.
Dealer Address	15123 NORTH RD		
Dealer City	FENTON	Dealer State	MI
		Dealer Zip	48430

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	GRAND BLANC MI	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag deployed unnecessary.
Referral - Tier Three - Default - Default - Default	Air bag malfunctioning.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers Side	
Product - Unknown - Unknown - Accident - Default	

Mr. [REDACTED] called in and stated owner Ms. [REDACTED] is the wife and they got married 06 months ago.
 Caller called in and stated the vehicle was at the parking lot and the air- bag deployed unnecessary.
 Therefore, caller wanted to check is Chrysler going fix that free of charge, because it will charge him a lot of money.
 Caller stated the vehicle is not taken to any authorized dealership.
 Writer advised the customer to contact an authorized dealership for an inspection and then Chrysler can go head a review the case for the best possible assistance.
 Caller will contact the ?68733? Name: Victor George Chrysler Jeep Inc.
 Caller got disconnected.
 **** Out bound call ****
 Writer called the caller and advised to call back, so we can transfer his call to senior staff department.
 **** Next Agent ****
 If the customer calls, please transfer the call to VDN ?72412? after adding the referral reason code.
 ****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T2.5 or Reassigned CAIR to T2.5
 Transferred customer to T2.5
 T2.5 in-basket ?insert in-basket #? per ? NIC ?.
 NA
 ****End structured narrative T2 - TIER THREE REFERRAL
 ****Begin structured narrative T2 - T2 1/2 referral
 Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.
 ****End structured narrative T2 - T2 1/2 referral
 Customer seeking assistance regarding the same concern. Agent referred to

LL679 and transferred the call to Tier 3 for further handling.

Customer stated that he was driving into a Walmart parking lot when the air bags deployed without any notice and for no reason.

Customer stated that he has dropped the vehicle at dealer 68733. Writer reviewed customer history and found 1 vehicle purchased used with no service contract and 3rd owner.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of assistance in the form of repair of air bags replacement.

Based on the information at hand, agent is considering the following:

*****customer co-pay toward the repair.*****

***** Customer called ***** in and wanted to be transferred to agent 66093. Writer called and transferred the call.

Customer calls requesting to speak with....

agent 66093name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

writer transferred to extension # 66093.

Customer calls requesting to speak with SM1203

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66093

Customer called again regarding the same issue. Customer states that the dealership could not find anything wrong. Customer states that he fail to understand as to why he was asked to take a diagnosis from other dealership. Customer wants to know if Chrysler is going to help him with the repair and provide him a rental vehicle. Customer states that he was transferred twice but could not get through to senior department.

Customer wants to speak with SM1203. Agent transferred the call to tier 3 for further assistance as there is no decision taken yet as per line43-45.

Customer called in for the same, caller seeks update on the file, agent went through the previous records and transferred the call to tier 03.

Transfer authorized by ES738.

Customer called and wanted to get an update on this case. Customer wanted to speak with SM1203. Agent transferred the call to SM1203 extension # 66093.

*****approved by RP762*****

Customer wants to talk to senior staff as he is not able to talk to SM1203. Agent transferred the call to tier 3. Authorized by IK57.

customer states that his car just got towed into the dealer and diagnosed it.

customer is seeking assistance with the repair of his airbags.

writer contacted the dealership and spoke too the service manager.

SM states that they are closing and cannot do the repair- 68733

writer advised customer too another dealer for a diagnosis

caller disconnected.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of assistance in the form of assistance with the airbag repair.

Based on the information at hand, agent is considering the following: %75

Customer wanted to speak to JF856. Transfer approved by ST702. Agent transferred the call to the tier 3.

Customer calls requesting to speak with....JF856

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66176
Customer called in for the same seeks update on file; agent went through the previous record and transferred the call to tier 03.
transfer authorized by ES738.

*****Customer called again asking Chrysler to cover the diagnostic fee. Writer advised that the diagnosis would be at his discretion and expense. Writer confirmed that Hall Chrysler Dodge Jeep is not closing. Writer spoke with SM John at dealership 45244 and advised him the customer would be coming in for a diagnosis. Also gave information for a return call once diagnosis is complete.
6/9 Dealer contacts Tier 3 seeking extension 66123 - writer transferred dealer.

SM called from dealer 45244 informing customer that the dealership did an inspection on a vehicle that had air bags deploy. SM noted that the air bag light was on and air bag deployed only on driver side. The SM said the vehicle did not appear to be in an accident. Agent told the SM that this case needed to be handled by special investigations. Agent was informed by SM that the owner of the vehicle was not in a rental so Chrysler put owner into a rental.

06.11.09

VEHICLE IS LOCATED AT:
HALL CHRYSLER, JEEP, DODGE OF
15123 NORTH RD
FENTON MI 48430
810-714-3300

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
THANKS, MG17

CAIR NUMBER 18612366 REQUEST EAA INSPECTION 06-11-2009 16:51
CAIR NUMBER 18612366 E-MAIL SENT TO EAA 06-11-2009 16:51
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/15/09 AT 17:42:20 18612366

06.16.09

Reviewed reports and photos
Called Pat in service to discuss
Unable to access with DRB
As a goodwill based on handling, and 3rd owner
I will cover parts only est \$1800 Air bag, Clock spring, Seat belt, control module, and possibly some wiring
Customer will be responsible for \$380 in labor.
Called customer and left a VMM to discuss offer.
UPDATE - spoke to Mr. [REDACTED] and presented offer - he will discuss with his wife and call me back - I also advised Pat at dlr is aware of offer so he can call him back if he wants to go ahead with offer.
Customer called back - wishes we could do more money wise - but accepts the offer and will call Pat in dealer
PA Claim in system - will need to update amount and re-approve

Customer Assistance Inquiry Record (CAIR)# 18878105

VIN	1J4GL48K0	3W [REDACTED]	Open Date	08/25/2009	Built Date	03/03/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/20/2003	Mileage	120,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	69907	FEENY CP/CITICAPITAL LEASING				
Dealer Address	2312 TRINITY MILLS ROAD					
Dealer City	CARROLLTON	Dealer State	TX	Dealer Zip	75006	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	VAN TX [REDACTED]			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Customer called because air bags deployed unexpectedly
Product - Unknown - Unknown - Accident - Default	no accident / air bags deployed
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	

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

[REDACTED]

2. What happened? Customer stated his wife Amber was sitting in line in front of the school waiting for the children to come out when all of a sudden the air bags deployed unexpectedly. Customer stated wife had one arm on steering wheel which took the blow of the air bag. Customer stated that wife's arm and wrist are swollen.

3. What is the current location of the vehicle? [REDACTED] Van, TX

[REDACTED]
 Wife of customer -Amber- call to get an update on current case. Writer advise the case is been handled by the correct Department and customer will be contacted within 2 business days.
 Customer called in seeking to know status of her case reported on air blowing. Writer informed customer there is no yet update from Chrysler's Dept concerned. Writer assured customer her call is updated for speedy action.

 08.28.09
 Per CAC Matrix, called and spoke to customer @ Preferred: [REDACTED]
 VEHICLE LOCATED AT: RESIDENCE

[REDACTED]
 Van, TX [REDACTED]
 >>> Advised case is being forwarded to Chrysler Legal (CCRG)
 Per OGC Matrix, reassigned to 82T (CCRG 888.922.7329). MG17.
 8/28/09 ASSIGN TO LSE6.
 CAIR NUMBER 18878105 REQUEST EAA INSPECTION 08-28-2009 13:04
 CAIR NUMBER 18878105 E-MAIL SENT TO EAA 08-28-2009 13:05

CCRG Open Date: 08/28/2009 12:04:07

Letter Sent: Acknowledgement 08/31/2009 10:21:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/02/09 AT 13:38:34 18878105

Customer Assistance Inquiry Record (CAIR)# 18911953

VIN	1J4GL48K7	3W [REDACTED]	Open Date	09/08/2009	Built Date	10/04/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/07/2002	Mileage	93,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	68264	FEENY CHRYSLER JEEP INC				
Dealer Address	1010 EAST CHICAGO STREET					
Dealer City	ELGIN	Dealer State	IL	Dealer Zip	60120	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SOUTH ELGIN IL [REDACTED]	Country	UNITED STATES

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

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

2. What happened? Both airbags deployed, sustained bruises on the arms
 3. What is the current location of the vehicle? Viney Chrysler, 1010 East Chicago St, Elgin, IL 60120
 left message with person who answered home phone.

Per OGC Matrix, reassigned to 82T. JSS15.
 9/9/09 ASSIGN TO LSE6.
 CAIR NUMBER 18911953 REQUEST EAA INSPECTION 09-10-2009 10:58
 CAIR NUMBER 18911953 E-MAIL SENT TO EAA 09-10-2009 10:58
 CCRG Open Date: 09/09/2009 10:58:45
 Letter Sent: Acknowledgement 09/10/2009 11:00:34
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/12/09 AT 17:05:34 18911953

Customer Assistance Inquiry Record (CAIR)# 19041547

VIN	1J4GK48K2	3W [REDACTED]	Open Date	10/26/2009	Built Date	07/25/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/16/2002	Mileage	96,488	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

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

Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Owner states on 10/23/09 she was pulling out of her drive way when the air bag deployed.
 States no accident. States she has burns on her neck and hands.
 States the vehicle is located at her home address listed.

[REDACTED]
 MIAMI FL [REDACTED]

States she can not use her seat belt now.
 Please follow up with investigation. Thank you

Per OGC Matrix, reassigned to 82T. JSS15.
 10/28/09 ASSIGN TO LSE6.
 CAIR NUMBER 19041547 REQUEST EAA INSPECTION 10-28-2009 13:53
 CAIR NUMBER 19041547 E-MAIL SENT TO EAA 10-28-2009 13:53
 Customer called about her request for help and writer gave time frame for contact.
 CCRG Open Date: 10/27/2009 16:25:03
 Letter Sent: Acknowledgement 10/29/2009 10:28:13
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/03/09 AT 09:16:22 19041547

Customer Assistance Inquiry Record (CAIR)# **19248245**

VIN	1J4GK58K3	2W	Open Date	01/19/2010	Built Date	07/03/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/06/2002	Mileage	61,859	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	13717	TRIANGLE CHRYSLER OESTE				
Dealer Address	#301 HOSTOS AVE.					
Dealer City	MAYAGUEZ	Dealer State	EX	Dealer Zip	00680	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MAYAGUEZ PR	Country	PUERTO RICO

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers

Received call from customer with the complaint that her daughter was driving the unit and the airbag light went on and few second later the drivers airbag exploted. GBV
 On Thursday 1/28/2010, unit is going to be inspected by the inspector on Triangle Dealers de Mayaguez. GBV
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/10 AT 04:04:33 19248245

Reviewed report and photographs. No physical damage found, unable to communicate with the ORC. In the interest of customer goodwill, please arrange to have vehicle repaired at Chrysler expense, including replacement of the ORC. Please return the ORC to JSS15.
 The unit is going to be repaired by Chrysler expense, spoke to dealer to start the repairs. GBV

Customer Assistance Inquiry Record (CAIR)# 19248483

VIN	1J4GL48K5	2W [REDACTED]	Open Date	01/19/2010	Built Date	04/16/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/14/2002	Mileage	105,730	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	13833	CABRERA CHRYSLER DODGE JEEP				
Dealer Address	CARR. #2 KM. 82.2					
Dealer City	ARECIBO	Dealer State	EX	Dealer Zip	00614	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]	[REDACTED]	Home Phone	[REDACTED]		
	BAYAMON PR [REDACTED]			Country	PUERTO RICO	

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

Received call from customer with the following complaint, customer was going to start the vehicle and when he entered the key into the ignition both airbags deploy. GBV
 The inspection would be today at Cabrera Dealers by one of Chrysler representatives. GBV
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/26/10 AT 15:39:01 19248483
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/26/10 AT 16:12:16 19248483
 The result of the inspection was as follow the customer have to work with the insurance or the repair is customer pay. GBV

Customer Assistance Inquiry Record (CAIR)# 19350435

VIN	1J4GK48K3	3W [REDACTED]	Open Date	02/26/2010	Built Date	08/24/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/18/2002	Mileage	75,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	63509	BERGERON CHRYSLER-JEEP				
Dealer Address	3525 VETERANS MEMORIAL BLVD					
Dealer City	METAIRIE	Dealer State	LA	Dealer Zip	70010	

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Air bag deployed no accident
Product - Unknown - Unknown - Accident - Default	Injury no accident
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? Owners husband,

[REDACTED]

2. What happened? Customer was pulled over to make a phone call and as she was talking the airbag deployed. Force of the airbag deployment caused pain in the shoulders.

3. What is the current location of the vehicle? At customers home address.

03.01.10

Left Message for customer

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

MS [REDACTED]

METAIRIE LA [REDACTED]

to 82T. MG17

3.1.10 Assigned to KSS28. MJK

CAIR NUMBER 19350435 REQUEST EAA INSPECTION 03-01-2010 12:09

CAIR NUMBER 19350435 E-MAIL SENT TO EAA 03-01-2010 12:10

CCRG Open Date: 03/01/2010 12:02:46

Letter Sent: Acknowledgement 03/02/2010 08:57:18

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/10 AT 13:42:00 19350435

CCRG Close Date: 05/13/2010

Customer Assistance Inquiry Record (CAIR)# **19596396**

VIN	1J8GL48K0	3W [REDACTED]	Open Date	06/02/2010	Built Date	07/24/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/09/2002	Mileage	120,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	41985	DUROCHER AUTO SALES INC				
Dealer Address	4651 ROUTE 9					
Dealer City	PLATTSBURGH	Dealer State	NY	Dealer Zip	12901	

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	
Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall	

Customer called in stating that his wife was driving down the road yesterday at 6:15 ET, customer alleges that she was going 40MPH when the airbag on the driver s side deployed without any reason, customer wants to know why this happened, customer wanted me to file this complaint. Customer said that they talked to the insurance company and the dealer is going to take a look at it. Customer was informed of the recall

Customer Assistance Inquiry Record (CAIR)# 19598253

VIN	1J8GL48K0	3W [REDACTED]	Open Date	06/02/2010	Built Date	07/24/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/09/2002	Mileage	115,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	41985	DUROCHER AUTO SALES INC				
Dealer Address	4651 ROUTE 9					
Dealer City	PLATTSBURGH	Dealer State	NY	Dealer Zip	12901	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	ELLENBURG CTR NY 1 [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	no accident / injury
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	
Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer says the air bag went off as she was driving
 What are the customer s expectations?
 Customer expects to have this looked into and repaired
 ****End structured narrative T2 - Beginning Narrative
 Customer says the air bag light came on and the bag deployed while driving at 40 mph. Customer says there was not an accident. Customer has the vehicle. Customer says only the drivers air bag deployed. Customer says she is bruised and cut on her arms and neck. Writer informed the customer of the recall J17. Customer says she knows about the recall. Writer informed the customer the call would be referred to a special investigation team.
 1. Who is calling and what is their contact information? [REDACTED]
 [REDACTED] work before 3:30 pm
 2. What happened? air bag deployed on its own
 3. What is the current location of the vehicle? owner has it

 06.03.10
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 VEHICLE LOCATED AT: RESIDENCE
 MS [REDACTED]
 ELLENBURG CTR NY [REDACTED]
 Per OGC Matrix, reassigned to 82T. MG17
 iNCOMPLETE RECALL: J17 KJ UPPER BALL JOINTS
 6/3/10 ASSIGN TO KSS28.
 CAIR NUMBER 19598253 REQUEST EAA INSPECTION 06-03-2010 12:10

CAIR NUMBER 19598253 E-MAIL SENT TO EAA 06-03-2010 12:10

customer calling to get update on case. writer advised customer that case will be addressed by legal department and customer will be contacted when agent has information in regards to customer case.

CCRG Open Date: 06/03/2010 11:48:00

Letter Sent: Acknowledgement 06/07/2010 09:01:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/08/10 AT 15:44:11 19598253

Letter Sent: Offer 06/14/2010

Customer Assistance Inquiry Record (CAIR)# 19625309

VIN	1J4GK38K5	3W [REDACTED]	Open Date	06/10/2010	Built Date	10/06/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/02/2002	Mileage	140,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	45100	DALLAS DODGE CHRYSLER JEEP				
Dealer Address	11550 LBJ FWY					
Dealer City	DALLAS	Dealer State	TX	Dealer Zip	75238	

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

Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	

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

Alternate: none

2. What happened? The customers air bag deployed without the vehicle being in an accident.

3. What is the current location of the vehicle? [REDACTED],
 ROWLETT, TX-[REDACTED],
 UNITED STATES (the customer address)
 [REDACTED]

06.11.10
 VEHICLE LOCATED AT: RESIDENCE

[REDACTED]
 [REDACTED]
 ROWLETT TX [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
 THANKS, MG17

CAIR NUMBER 19625309 REQUEST EAA INSPECTION 06-11-2010 10:05
 CAIR NUMBER 19625309 E-MAIL SENT TO EAA 06-11-2010 10:06
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/16/10 AT 16:44:34 19625309

06.17.10
 Reviewed EAA report and photos
 Some damage to frt end, last state inspection 08.09
 Sending dictated letter explaining
 not led to believe / no air bag DTC

LETTER MAILED. MG17

06.18.10

UPDATE - we will repair vehicle and give a rental while in the shop for repairs - she will submit medical bills that was mentioned in EAA interview - ORC needs to be sent back to:

Dino DePaolis, P.E.

Chrysler Group LLC - Product Investigations

800 Chrysler Dr.

CIMS 482-00-91

Auburn Hills, MI 48326

Customer Assistance Inquiry Record (CAIR)# 19639098

VIN	1J4GL48K2 3W [REDACTED]	Open Date	06/15/2010	Built Date	09/18/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	12/10/2002	Mileage	83,000	Dealer Zone	32 NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DGB				

Dealer	42762	BONNEVILLE & SON INC			
Dealer Address	625 HOOKSETT RD				
Dealer City	MANCHESTER	Dealer State	NH	Dealer Zip	03104

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	MANCHESTER NH [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	

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

2. What happened? Customer alleges that her husband was going down the road at 35 miles an hour and the air bag light came on. Customer alleges that her husband did not know what has going on and only a few seconds after this had happened the airbag deployed. Customer stated that they want to know why this had transpired.

3. What is the current location of the vehicle? [REDACTED]
 MANCHESTER , NH [REDACTED]

06.17.10
 Left Message for customer
 VEHICLE LOCATED AT: RESIDENCE

MANCHESTER NH [REDACTED]
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
 THANKS, MG17
 CAIR NUMBER 19639098 REQUEST EAA INSPECTION 06-17-2010 10:09
 CAIR NUMBER 19639098 E-MAIL SENT TO EAA 06-17-2010 10:09
 > Left a VMM for cutomer - takes a couple of days to set up inspection
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/22/10 AT 08:41:13 19639098

06.22.10
 Reviewed EAA report and photos
 We will repair vehicle - Provide rental during repair

- ORC needs to be sent back to:
Dino DePaolis, P.E.
Chrysler Group LLC - Product Investigations
800 Chrysler Dr.
CIMS 482-00-91
Auburn Hills, MI 48326

Left a VMM for Warren in dealer asking if he will do repairs and send ORC back

I spoke to WAM - Brian
he will call me with prices, rental is whatever warranty would cover, he took Dinos name/address - I called customer and ref d her to dealer for an appt.

06.29.10
Returned Brians call

07.28.10
Approved and Paid PA claim

Customer Assistance Inquiry Record (CAIR)# 19691227

VIN	1J4GL58K7	3W [REDACTED]	Open Date	07/03/2010	Built Date	09/17/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	11/11/2002	Mileage	86,750	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	23609	KRIEGER MOTOR COMPANY				
Dealer Address	203 FORD AVE.					
Dealer City	MUSCATINE	Dealer State	IA	Dealer Zip	52761	

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	deployed with out impact
Corporate - Dealer Information - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Seat Belts - Inoperative - Front Driver	

Briefly summarize why the customer is contacting Chrysler: Customer s air bag deployed for no reason. The seat belt will is now not working. Writer referred customer to dealer code 68871 for assistance. Briefly summarize what the customer is expecting: Information and vehcle repair

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

Alternate: same

2. What happened? Customer was driving and air bag deployed for no known reason

3. What is the current location of the vehicle? With owner vehicle is driveable

 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, AND ANY OTHER PERTINENT INFORMATION. THANKS.JSS15.
 CAIR NUMBER 19691227 REQUEST EAA INSPECTION 07-06-2010 08:56
 CAIR NUMBER 19691227 E-MAIL SENT TO EAA 07-06-2010 08:56

Reviewed report. Please arrange to have vehicle repaired at Chryaler expense. PARTS RETURN REQUIRED. Make sure part is identified with VIN Please have ORC module returned to:
 Dino DePaolis, P.E.
 Chrysler Group LLC
 800 Chrysler Dr. _
 Auburn Hills, MI 48326
 CIMS 482-00-91

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/12/10 AT 04:20:48 19691227

Spoke with SM Craig Yeager and advised him of the above repair and parts return requirement . Craig will advise Curtis Jeffries (630-724-2388) when repairs are complete.

Cair assigned to dealer for follow up.

REASSIGNED TO BC/DLR 51 23609 07/13/10 17:21 O 19691227

DM to review with SM

aIRBAG AT DEALER MODULE AT DEALER SEAT BELT 9724 ORDER# NOT IN

Spoke to S/M Craig who advised parts are in and vehicle should be completed by Tuesday Aug 3,2010.

DM reviewed progress on cair

Review Cair with SM C Yeorger

*Contact Date:08/18/2010

Service Director at the dealership has closed the Cair# 19691227

DCX goodwill repair is documented on Repair Order#115800

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 8/18/2010 AT 10:43:903 R 19691227

Vehicle is repaired and cust has veh back and parts returned.

Customer Assistance Inquiry Record (CAIR)# 19797096

VIN	1J4GL48K3 2W [REDACTED]	Open Date	08/04/2010	Built Date	01/18/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	05/10/2002	Mileage	125,000	Dealer Zone	35 WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DGB				

Dealer	44238	DONOVAN & BAUER AUTO GROUP			
Dealer Address	11543 HYDETOWN RD				
Dealer City	TITUSVILLE	Dealer State	PA	Dealer Zip	16354

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

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer experienced improper airbag deployment
 Briefly summarize what the customer is expecting:
 Repair assistance for airbag

****End structured narrative T2 - Beginning Narrative
 1. Who is calling and what is their contact information?
 Preferred: [REDACTED]

2. What happened? Customer states airbag deployed while driving down the highway at full speed.

3. What is the current location of the vehicle? Dealer 44238- 11543
 DONOVAN & BAUER AUTO GROUP CJDT
 11543 HYDETOWN RD TITUSVILLE PA 16354 814-827-3694

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

CAIR NUMBER 19797096 REQUEST EAA INSPECTION 08-05-2010 13:02
 CAIR NUMBER 19797096 E-MAIL SENT TO EAA 08-05-2010 13:02
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/14/10 AT 12:54:10 19797096

 Insurance company has agreed to cover the majority of the repairs. Called dealer and advised we would cover the remaining portion as customer goodwill. jss15.

 Provided PA UN08560660826
 Requested ORC be returned to QEC attn D. DePaolis

 File originally had wrong VIN (2w258425) Corrected to VIN 2w258428.
 PA was issued on wrong VIN. Manually paid claim. jss15.

Customer Assistance Inquiry Record (CAIR)# 19861497

VIN	1J4GL58K4	3W [REDACTED]	Open Date	08/23/2010	Built Date	08/22/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/19/2002	Mileage	38,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	front air bags
Dealer - By-Pass - Default - Default - Default	

Caller stated that both front air bags opened while his wife was driving the car. Luckily it was at a stop sign and not the highway. Caller has not taken vehicle to the dealership for diagnostic because insurance investigator needs to look at it.

Caller is seeking to get air bags repaired. Caller is looking for this to be resolved and a noted safety issue. Caller s insurance is giving him a difficult time.

Contact number [REDACTED].

Escalating

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 4:48 PM.

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

2. What happened? Customer came up to a red light as his wife started to slow down the air bags came out, both drive and passenger side.

3. What is the current location of the vehicle? Vehicle is at customer house

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

CAIR NUMBER 19861497 REQUEST EAA INSPECTION 08-25-2010 14:15

CAIR NUMBER 19861497 E-MAIL SENT TO EAA 08-25-2010 14:15

Customer seeking an update on their request for SI. .

Customer was advised their request has been received and once the request is processed, they will be contacted.

Contact information [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/30/10 AT 14:52:41 19861497

Reviewed report and photographs. Unable to communicate with ORC. Please arrange to have vehicle repaired at Chrysler expense as customer goodwill.

Provide rental as needed. Return ORC Module labelled with VIN to:

Chrysler Quality Engineering Center

2021 Executive Hills Blvd.

Auburn Hills MI 48326-2943

Attn: D. DePaolis

(Vehicle was at listed SVC dealer, but was returned to owner.)

Called owner and left message requesting they contact dealer to schedule repairs.

The dealer Assistant Service Manager Jim, to see if we needed the numbers for the repair on the airbags writer referred the caller to JSS15 and provided the contact number.

Spoke to Jim at dealer, entered PA UN08751150831 _

090110 AM SPOKE WITH SM JOHN SALZLEIN, REPAIRS ARE UNDERWAY. AM ADVISED

SM TO RETAIN ORC MODULE AFTER REPAIRS TO SEND TO DETROIT PER CAIR. _

BHW

090910 vehicle repaired. owner notified, part returned to qec. close

Customer Assistance Inquiry Record (CAIR)# **20052181**

VIN	1J4GL58K5	3W [REDACTED]	Open Date	10/18/2010	Built Date	09/26/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	11/16/2002	Mileage	46,197	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	36277	LARRY ROESCH CHRYSLER JEEP DODGE				
Dealer Address	200 W GRAND AVE					
Dealer City	ELMHURST	Dealer State	IL	Dealer Zip	60126	

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent deployment
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	

Referral from STAR Center.
 CUSTOMER STATED,PUT VEHICLE INTO REVERSE AND AIR BAGS DEPLOYED
 VEHICLE IS LOCATED AT:
 LARRY ROESCH CHRYSLER-JEEP-DODGE, CJDT
 200 W GRAND AVE ELMHURST IL 60126 630-834-8000

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

CAIR NUMBER 20052181 REQUEST EAA INSPECTION 10-18-2010 08:10
 CAIR NUMBER 20052181 E-MAIL SENT TO EAA 10-18-2010 08:11
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/19/10 AT 20:35:57 20052181

Reviewed report and photos. Please arrange to have vehicle repaired at Chrysler expense, including the replacement of the ORC. Please have the ORC marked with the VIN and returned to:
 Chrysler Quality Engineering Center
 2021 Executive Hills Blvd.
 Auburn Hills MI 48326-2943
 ATTN: R. Cortina

Spoke to Svc Mgr Ernie Dutkovich and advised to repair and forward ORG module to the above address att R Cortina.

Customer requesting rental reimbursement for this issue.
 Customer requesting rental reimbursement for this issue.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 36277

Reassigned to 88F

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

OOW by time

Has an expired Max Care

1st owner, current 1

Agent spoke to Service Manager Ernie. SM states that the airbag blew up when reversing. SM states that Chrysler has paid for this repair. He states that he is not sure about the rental.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Customer confirms that they had the rental for 22 days.

Customer also states that they paid \$825.00 for the rental from Enterprise. Customer was informed that agent is willing to assist with reimbursement. Agent approves rental reimbursement for the customer with a \$100 deductible. Customer states that this was not her fault and doesn't feel that she should pay at all. Customer was informed that agent is willing to reimburse her \$725.00. Customer was informed that rental is reviewed as goodwill and on a case by case basis.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Agent reassigning case to 86Y for further handling.

Customer stated that they are not happy with the co-pay. Writer informed the customer that the decision will not change. Customer requested to write a complaint. Writer informed the customer that they can send in a letter of complaint to the same address above.

Customer was contacted on 11/09/2010 and was advised to send in documentation for reimbursement. If documentation is not received by 11/16/2010 writer will follow up with customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:43am EST.

Customer was not available. Left message with writer's name, phone number as well as extension. If customer does not contact writer another attempt will be made.

If customer calls in, confirm if his documentation has been sent to us already. If it has not, try to send an email request for the documentation to be scanned and attached

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2010-11-18 @ 14:50

Customer called for assistance with the documentation request. Writer advised customer of the following process: Click on the URL in the e-mail, click the browse button to choose files he scanned to his computer, then 'add more attachments' for additional files to be added. Then he needs to click the 'submit' button to finish. Customer was having issues with the computer and advised he will call back.

Customer got confused and needs lines 77-80 repeated. Customer states the attachment went through.

***** Customer Document Received *****

Agent contacted [REDACTED] and spoke with Brian Mason who confirmed the customer paid \$825.64 with American Express.

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] at 4:11pm EST.

Customer was not available. Left message with writer's name and phone number.

Need to advise of reimbursement amount \$725.64 as well verify the customer's mailing address

Customer called. Agent verified address and informed customer of check amount.. Agent advised customer to allow a week to 10 days to receive his check.

Customer submitted documents for request for reimbursement for a (rental vehicle) needed while their vehicle was having repairs, (on lines 47-48 in CAIR 20052181) reimbursement in the amount of (\$725.00).

Enterprise)
Date of repair: 10/15/2010
Time and Distance \$725.78
Tax \$81.82
Misc. Charges \$18.04
Total \$825.64
Less co-pay \$725.64
Writer is submitting check for approval in the amount of \$725.64
Check has been approved.

Customer Assistance Inquiry Record (CAIR)# **20355529**

VIN	1J4FK4814 3W [REDACTED]	Open Date	01/25/2011	Built Date	09/17/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	01/02/2003	Mileage	53,847	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ED1	2.4L I4 DOHC 16V SMPI ENGINE			
Transmission	DDK	5-SPEED HD MANUAL TRANSMISSION			

Dealer	57812	ISLAND DODGE
Dealer Address	110 SOUTH HANA HIGHWAY	
Dealer City	KAHULUI	Dealer State HI Dealer Zip 96732

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	
	KAHULUI HI [REDACTED]	Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is calling in to inquire about why the airbags deployed on the vehicle.
 Briefly summarize what the customer is expecting:
 Customer is seekin clairification.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 * * * * * CASE MANAGER TEAM - District 88N * * * * *
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Customer granddaughter [REDACTED] states that her grandmother was driving the vehicle and the airbags deployed with no warning and no accident before the deploy if the airbags.
 Customer calls requesting to speak with DA690
 Customer/Caller transferred to extension # 66197
 Customer states that her grandmother was driving accross a bridge when the air bags deployed suddenly. Customer is asking how to have this issue fixed and wants to know why the air bags suddenly deployed. Customer states that her grandmother was not injured.
 1. Who is calling and what is their contact information?
 [REDACTED]
 2. What happened? Customer alleges her grandmother was driving the vehicle over a bridge when the air bags deployed.
 3. What is the current location of the vehicle?

Customer states that there are no addresses where they are, only PO Boxes. Customer states that the vehicle is at her grandmothers home.

Hana, Hawaii

You cannot provide a P.O. Box as an address for a vehicle location. Customer advised that due to their location in Hawaii, they do not have a physical address, only P.O. Boxes. Customer stated the vehicle is at her grandmothers home and the only address is the P.O Box. Please contact the customer for location of vehicle.

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

CAIR NUMBER 20355529 REQUEST EAA INSPECTION 01-28-2011 12:49

CAIR NUMBER 20355529 E-MAIL SENT TO EAA 01-28-2011 12:49

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/09/11 AT 04:17:57 20355529

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC
C/O Paul Plantinga
800 Chrysler Drive
Auburn Hills, MI 48326
CIMS 482-00-91

Tom, Appears that we will be assisting with repairs. Please advise when complete and have the dealer send the requested parts back to Detroit.

Thanks mdm

tas called Nick to contact owner to arrange for the vehicle to be fixed. nick will call customer again to get them in so they can look at the vehicle. Nick stated to me that this jeep is really trashed out, so I m going to have him look at the undercarriage and we ll go from there.

Nick left them a message to call back to schedule.

Customer states she would like to know what is going on, when she will be contacted.

Writer states once the case has been returned to the original case manager she will be contacted.

3/1 Tom, have you had a chance to inspect vehicle? Please advise status.

Thanks mdm

Waiting on 1 more airbag. Kiwi has ORC, clock spring. Hazardous material, so we should see the other module any day now.

Airbag stickers. had to put on a boat and ship to Hawaii.

All-State agent contacting to speak to CM in regards to customer having to pay out of pocket for rental. transferred to cm department. was advised that all-state needs to contact dealership , writer leaving notations for dealership review.

marvin customer.

Canadian agent called with Allstate Insurance on the phone wanting to know if Chrysler would pay for additional rental coverage in this case.

Writer spoke with supervisor who indicated the correct procedure would be for the insurance company to contact the dealer who would then contact the business center for this information.

Agent updated COIN.

Customer states that the rental insurance from his insurance company is up now and the part that he is waiting to fix his vehicle will not come in until next friday which means his vehicle will not get looked at and worked on till the following week. Customer is now asking Chrysler to provide him with rental assistance.

Customer was transferred to Case Management team to request that this be directed to our rental department for assistance.

Caller called in to talk to the case manager to get an extension for his rental vehicle.

Agent transferred the caller to the CM department.

Caller requesting to speak with Case Manager.

Customer requests to speak to TAS19. Writer advised that there are no listed numbers to contact TAS19. Customer states that he needs to speak

he will contact his lawyer. Customer states that he uses this vehicle for his business and requires immediate attention. Writer advised I would document his requests but could not guarantee a call back at any specific time. Customer requests to be contacted at Cell number 808-283-3992. Spoke with customer and informed him of the haz issue and shipping by boat. Customer in a rental at our expense.

UPS tracking, Parts manager to get back with tas. Part was shipped out on Friday after they fixed the hazardous shipping labels.

Part should arrive today.

*** Please document part # (s) ***

Debbie from the customer's insurance company called for contact information, agent provided the customer assistance address to submit documents related to this CAIR.

Vehicle repaired and customer has taken delivery Saturday 2nd.

POSTMARK DATE: 041111; DATE RECEIVED: 041411

Received bill for rental from Allstate Insurance. _

Requested check for \$883.74. 45 days rental

POSTMARK DATE: 041511; DATE RECEIVED: 041511

dictated check letter. _

Check and letter mailed.

Customer Assistance Inquiry Record (CAIR)# 20367373

VIN	1J4GK58K0	2W [REDACTED]	Open Date	01/28/2011	Built Date	09/05/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/07/2002	Mileage	85,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGR	SHALE GREEN METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Owner	[REDACTED]	Contact Type	FAX
Address	[REDACTED]	Home Phone	[REDACTED]
	KAILUA HI [REDACTED]	Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	5 NICs
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customer s air bag diploid
Product - Unknown - Unknown - Accident - Default	injury no accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to request goodwill assistance.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to provide goodwill assistance.

Customer s air bag diploid while customer driving. Customer towed vehicle to a shop. Customer feels that this should have not happened and that she should not have to pay for the cost.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? shop

Has the vehicle been diagnosed by a CDJ dealer? (no)

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Caller called requesting for a rental for the time that she does not have a vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

***** CASE MANAGER TEAM - District 88N *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer contacted customer and advised that the case will need to be reviewed by another internal group within Chrysler and she will receive a call back within 2 business days.

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

[REDACTED]

2. What happened?

Customer states that she was driving while the passenger side air bag deployed. A second later the driver side air bag deployed. Customer stated she was able to shield her face from the air bag.

3. What is the current location of the vehicle?

[REDACTED]

HONOLULU HI, [REDACTED]

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

CAIR NUMBER 20367373 REQUEST EAA INSPECTION 02-01-2011 07:57

CAIR NUMBER 20367373 E-MAIL SENT TO EAA 02-01-2011 07:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/10/11 AT 23:15:37 20367373

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC

C/O Paul Plantinga

800 Chrysler Drive

Auburn Hills, MI 48326

CIMS 482-00-91

Customer is seeking what the status of the case is, as well as express her dissatisfaction at the handling of the case thus far.

Customer states that she was told about 2 weeks ago that she would receive a loaner vehicle and that she has not received a contact back.

Agent apologized for lack of contact and informed customer that her case had been escalated for special handling.

Agent provided contact information for JSS15 and informed customer that in regards to this case, he would be the best contact.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # 18819

Tom, Vehicle should be over at Cutter, please advise of update. Thanks
mdm

2/15 TAS inspected vehicle and determined that vehicle has been hit as it has damage to the front bumper. It is very clear why the air bags went off in this vehicle. This is not a warrantable failure. Additional pictures will be supplied. Dealer initially believed this was an insurance claim as owners Ins Co USAA has been out to inspect.

Caller called in to talk to the case manager.

Agent transferred the caller to the CM department.

Customer called in and stated that she has yet to hear from anyone regarding her vehicle and what is going to be done. Customer wanting a call back as soon as possible regarding her case from current case manager.

ictures to office for forwarding to detroit and for detroit to notify customer.

Received additional info from BC, that shows vehicle damage. Insurance company denied claim as it existed prior to owner's purchase of vehicle.

Dictated letter to owner declining responsibility.

POSTMARK DATE: 021011; DATE RECEIVED: 022511

LETTER MAILED. JSS15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/25/11 AT 09:43:16 20367373

POSTMARK DATE: 031612; DATE RECEIVED: 031612

Customer Assistance Inquiry Record (CAIR)# **20376634**

VIN	1J4GK48K0	2W [REDACTED]	Open Date	02/01/2011	Built Date	10/20/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/08/2001	Mileage	120,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGR	SHALE GREEN METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP				
Dealer Address	3987 W TENNESSEE ST					
Dealer City	TALLAHASSEE	Dealer State	FL	Dealer Zip	32304	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	
	TALLAHASSEE FL [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	air bag delay driving down the road
Corporate - Rental Vehicle - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer had unjustified air bag deployment
 Briefly summarize what the customer is expecting:
 Customer is seeking assistance to get her vehicle fixed
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by a Case Manager.
 Contact information:
 Primary call back number is [REDACTED]
 Secondary call back number is [REDACTED]
 Who has possession of the vehicle? Dealership
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 TALLAHASSEE DODGE CHRYSLER JEEP
 Reassigned to 88S
 Notes
 Customer is calling because she was driving her vehicle down the highway and during the ride down the highway the air bag decide to deploy. The customer states that her vehicle is at the dealership and her insurance company will not pay for the repairs and states that this is a defect in the vehicle and to contact Chrysler. Customer is seeking assistance from Chrysler to cover the repairs of her vehicle.
 1. Who is calling and what is their contact information? [REDACTED]
 Preferred: [REDACTED]
 2. What happened? Please see lines 17-22.
 3. What is the current location of the vehicle?
 TALLAHASSEE DODGE CHRYSLER JEEP
 3987 W TENNESSEE ST TALLAHASSEE FL 32304 850-576-4111

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

INFORMATION. THANKS. JSS15.

CAIR NUMBER 20376634 REQUEST EAA INSPECTION 02-01-2011 15:17

CAIR NUMBER 20376634 E-MAIL SENT TO EAA 02-01-2011 15:18

Customer calls to speak with their Case Manager.

Customer is waiting for a call back from Chrysler. Customer also wants to state the dealership is very rude and uncooperative.

Customer alleges that a red light came on and seconds later the air bag deployed. Customer states that her insurance company states that it was a manufacturer defect, and advised her to contact Chrysler to cover the issue. Customer states that the dealership 26709 is rude, and unwilling to assist her. Writer advised customer of contact information for Jay, JSS15 - 248-944-7149. The AnswerCONNECT article that was referenced to provide the answer to the customer was #18819.

Returned owner s message. Will call when results are in.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/05/11 AT 11:03:40 20376634

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC
C/O Paul Plantinga
800 Chrysler Drive
Auburn Hills, MI 48326
CIMS 482-00-91

AM advised SM to repair the vehicle and then send the requested part back to Detroit. RJV13

Reassured owner I would be paying for rental via direct check reimbursment, once rental receipt is received.

POSTMARK DATE: 030111; DATE RECEIVED: 030711

Requested check for:

686.49 - 75.00 (liberty mutual paid) - 40.35 fuel pre-purchase for total reimbursement of 571.14 (includes owner paid insurance)

Customer Assistance Inquiry Record (CAIR)# 20432331

VIN	1J4GL58K2	3W [REDACTED]	Open Date	02/18/2011	Built Date	07/25/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/02/2002	Mileage	77,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	23955	FIRKINS C-P-J-E
Dealer Address	2700 FIRST STREET	
Dealer City	BRADENTON	Dealer State FL
Dealer Zip	34208	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	ZIONSVILLE IN [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	

toni was driving the road 70mph and the air bag deployed even though she was not in an accident or any contact. Customer was not severly injred but she did expense scrapping of the wrist.
 Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
 Car is currently being inspected by her insurance advised to call and inquire as to recalls that would apply to the vehicle.
 Customer calling stating that dealership is unable to determine cause of airbag deployment,
 Chevy dealership, initaly.. vehicle moved to : FIRKINS ACQUISITIONs insurance adjusters name Erik Anderson
 941-780-1956
 Customer seeking cost assistance as insurance is leaving the repair cost up to customer.
 Repair already started according to customer, file to Investigations would be uneffective at this time.
 ***** CASE MANAGER TEAM - District M *****
 Brand loyalty: 1 Household 1 New 0 Used 1
 Current Service Contract: No
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] (dealer)
 SA Joe Murray states that repair is completed and Cox Chevrolet is the insurance company, paid for repair and took vehicle back to that lot.
 Phone # [REDACTED] to customer is disconnected. Case is being closed until phone number is updated. Customer needs to have insurance company send claim to Chrysler Group LLC
 Special Investigations
 P.O. Box 21-8004
 Auburn Hills, MI 48321-8004
 Or they may fax their claim to: 248-512-1322, Attn: Special

Investigations.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer calling, states they were suppose to get a call back and have not heard anything. Writer provided information to customer, lines 26-33.

Customer stated that contact number [REDACTED] is the correct number.

Writer advised that this would be documented in case.

customer will be sending in report to above address

POSTMARK DATE: 032211; DATE RECEIVED: 032211

Geico Claim # 0365028960101020 DOL 2-17-2011. Vehicle is already repaired.

Dictated letter.

LETTER MAILED. JSS15.

POSTMARK DATE: 032211; DATE RECEIVED: 032511

2nd copy of same letter, nan.

POSTMARK DATE: 040411; DATE RECEIVED: 040411

Returned owner s phone call. _

Customer Assistance Inquiry Record (CAIR)# 20476482

VIN	1J4GK48K5	2W [REDACTED]	Open Date	03/01/2011	Built Date	05/20/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	09/26/2002	Mileage	74,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	44618	BURDICK DODGE CHRYSLER JEEP				
Dealer Address	5885 E CIRCLE DR					
Dealer City	CICERO	Dealer State	NY	Dealer Zip	13039	

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

Referral - Legal - Default - Default - Default	air bag deployed
Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	

Customer is seeking assistance with getting this repaired because the insurance company will not help because he was not in an accident and the dealership will not help because it is out of warranty. Agent sending case to special investigations - please reassign to 88F for goodwill assistance after investigation into the air bag deployment.

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

[REDACTED]

2. What happened? air bag deployed and the customer was not in an accident

3. What is the current location of the vehicle? at the customer s home

[REDACTED],
LIVERPOOL, NY- [REDACTED],
UNITED STATES

Reassigning to 88S for further assistance.

03.02.11 Left Message for customer

VEHICLE LOCATED AT:

MR [REDACTED]

LIVERPOOL NY [REDACTED]

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

THANKS, MG17

CAIR NUMBER 20476482 REQUEST EAA INSPECTION 03-02-2011 13:18

CAIR NUMBER 20476482 E-MAIL SENT TO EAA 03-02-2011 13:19

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/04/11 AT 16:46:00 20476482

03.07.11

Reviewed EAA report and photos
found no reason for air bag deployment - I called dealer and spoke to Rob
and auth d them to do repairs, I will cover as a PA
left a VMM with customer advising we will repair and he needs to call deale
r to make arrangements for vehicle to be taken in

03.09.11

Customer called needs a rental - I called Rob and auth d a rental under
warranty prices

03.14.11

Called Rob back and approved PA claim

Customer Assistance Inquiry Record (CAIR)# 20557476

VIN	1J4GL58K0	2W [REDACTED]	Open Date	03/17/2011	Built Date	04/26/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	07/08/2002	Mileage	114,481	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	68225	BRUNSWICK AUTO MART INC				
Dealer Address	3031 CENTER RD					
Dealer City	BRUNSWICK	Dealer State	OH	Dealer Zip	44212	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	OLMSTED FALLS OH [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer contacted us for air bag deployment
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

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

Alternate:

2. What happened? Customer stated that they were driving down a road going about 20 MPH. The air bag light went on and the air bags deployed. Customer stated that they are taking the vehicle to Denver on March 26 and would like the repair done before then.

3. What is the current location of the vehicle? Customer's house.
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15..

CAIR NUMBER 20557476 REQUEST EAA INSPECTION 03-17-2011 15:29

CAIR NUMBER 20557476 E-MAIL SENT TO EAA 03-17-2011 15:29

Writer transferred customer to JSS15 - [REDACTED]

Reviewed report. Called owner and advised we will accept responsibility _ for repairs. Owner is delivering car to daughter in CO, and wants to know if it can be repaired there. Advised owner we do not suggest driving vehicle without having it fixed first, but any dealer can do the repairs. PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/28/11 AT 11:38:28 20557476
Jeff from dlr in CO calls. Advised we will be covering repairs. He will call back with info for PA.
Provided Pa UN06306030420 to Tammy in service.

Customer Assistance Inquiry Record (CAIR)# **20610672**

VIN	1J4GK48K3	2W	Open Date	03/28/2011	Built Date	05/10/2002	
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR			
In Service Dt	08/22/2002	Mileage	110,000	Dealer Zone	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EKG	3.7L V6 ENGINE					
Transmission	DGB						
Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE					
Dealer Address	2920 N ASPEN AVE						
Dealer City	BROKEN ARROW			Dealer State	OK	Dealer Zip	74012
Owner					Contact Type	LETTER	
Address					Home Phone		
	TULSA OK				Country	UNITED STATES	

Product - Unknown - Unknown - Accident - Default	both air-bags have deployed.
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	

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

Preferred: [REDACTED]

Alternate: n/a

2. What happened? Customer was backing out of their driveway when they heard a ding noise in their vehicle and both front air-bags went off.

Customer states they did not hit anything.

3. What is the current location of the vehicle? Customer s driveway.

03.28.11

VEHICLE LOCATED AT: RESIDENCE

BETTY CHAMBLIS

8703 W 81ST ST TRLR 54

TULSA OK 74131

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

THANKS, MG17

CAIR NUMBER 20610672 REQUEST EAA INSPECTION 03-28-2011 13:51

CAIR NUMBER 20610672 E-MAIL SENT TO EAA 03-28-2011 13:51

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/11 AT 17:04:26 20610672

04.01.11

Reviewed EAA report and photos

Called SM Steve Jones at Chris Nikels and ok d repairs 918-830-7514 _

He will call me with prices.

I called and left a VMM for customer explaining and ref g to dlr

Caller requesting to speak with Case Manager.

04.12.11

Tried to call customer - N/A

Called dealer - spoke to Steve and auth d a rental
Returned Micheal Blue, her Attorneys call and asked for a letter of Rep be
faxed in

POSTMARK DATE: 041211; DATE RECEIVED: 041311

04.13.11

Attorney: Michael M Blue 405-657-9673

Involved due to injuries and damages

Lauren Edghillokay

alan spoke with the attorney

injuries are minor

so the attorney is going to send them to you (primarily medical and lost wa
ges)

he said that you can continue to handle the matter and the atty demand

alan said he can send you his notes if you like as well

and if you want his notes just let him know

name is alan degraw

Called dealer and left a VMM - I need them to do recall F23 ball joints

when vehicle is in for air bag repairs

04.18.11

Returned Steves call - has to leave a VMM

04.20.11 - Started PA claim - he will call with final total with rental

11.15.11

Photo retained in file.

POSTMARK DATE: 111111; DATE RECEIVED: 111511

11.21.11

Attorney: Michael M Blue 405-657-9673

Based on new info - sending file and photo to 82T for their review and
handling

11/21/11 FORWARD TO PRODUCT LIABILITY.

12.02.11

Attorney Call Back Seeking update on 82T -

Per OGC Matrix, reassigned to 82T. MG17

12/2/11 FORWARD TO PRODUCT LIABILITY. PAG

Customer Assistance Inquiry Record (CAIR)#						20722349
VIN	1J4GK58K7	2W	Open Date	04/20/2011	Built Date	02/05/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/02/2002	Mileage	97,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	43125	SUNSET DODGE JEEP				
Dealer Address	7745 SOUTH TAMIAMI TRAIL					
Dealer City	SARASOTA	Dealer State	FL	Dealer Zip	34231	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SARASOTA FL				Country	UNITED STATES

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

AREA MANAGER REC. CALL FROM SERVICING DEALERSHIP SERVICE MANAGER INDICATED OWNER CLAIMS AIR BAT DEPLOYMENT AFTER HITTING A SPEED BUMP IN A PARKING LOT AREA MANAGER WAS ADVISED BE CR/WAM TO FORWARD CAIR TO JSS15 FOR FOLLOW-UP.

VEHICLE IS LOCATED AT:
SUNSET DODGE-CHRYSLER-JEEP CJDT
7745 SOUTH TAMIAMI TRAIL SARASOTA FL 34231 941-922-2400

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

CAIR NUMBER 20722349 REQUEST DEKRA INSPECTION 04-20-2011 13:27
CAIR NUMBER 20722349 E-MAIL SENT TO DEKRA 04-20-2011 13:27
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/25/11 AT 19:11:04 20722349
Reviewed report and photos. Found DTC registered with 23759 minutes.
Dictated letter.
LETTER MAILED.
POSTMARK DATE: 022312; DATE RECEIVED: 022312

After secondary review the Vehicle Safety Office has asked that the customer be contacted, and this vehicle be repaired at Chrysler Expense, (drivers airbag and ORC module, as well as any potential airbag wiring issues) with ORC Module returned to:
Chrysler Group LLC
800 Chrysler Dr.
Auburn Hills, MI 48321
ATTN: Paul Plantinga _
CIMS 482-00-91
Area Manager rec. call from dealership that repairs have been completed.

Customer Assistance Inquiry Record (CAIR)# **20751371**

VIN	1J4GL58K2	3W	Open Date	04/29/2011	Built Date	07/25/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/02/2002	Mileage	77,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	42646	PALM CHRYSLER JEEP DODGE				
Dealer Address	1801 S TAMIAMI TRAIL					
Dealer City	PUNTA GORDA	Dealer State	FL	Dealer Zip	33951	

Owner		Contact Type	LETTER
Address		Home Phone	
	ZIONSVILLE IN	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	
Referral - Executive Referrals - Pietro Gorlier - Default - Default	

POSTMARK DATE: 042611; DATE RECEIVED: 042911
 *****TOP CARE: EXECUTIVE REFERRAL STAFF*****
 Please Review CAIR # 20432331. Special Investigations send customer a letter. Vehicle was already repaired. Customer alleges their airbags deployed while driving 70 MPH on I-75 for no apparent reason. Correspondence sent to JSS15 for review and handling.
 POSTMARK DATE: 050311; DATE RECEIVED: 050311
 Dictated letter to owner advising of our position.
 LETTER MAILED.
 Customer called in today to speak to a case manager and supplied agent with case number. Agent transferred call to case management team.
 POSTMARK DATE: 052011; DATE RECEIVED: 052311
 Owner has sent in documents.
 Reassign to 88S.
 Contact number for the customer is [REDACTED]

 05.26.11
 Customer mails in bills that her Ins paid for reimbursement - We do not reimburse the customer what the Ins paid If the Ins feels we are responsible they will subrogate Chry then deal with customer directly
 This is not an Ins co Subro - but a customer seeking reimbursement Reimbursement has already been declined.

Customer Assistance Inquiry Record (CAIR)# **20793473**

VIN	1J4GL58K4	3W	Open Date	05/09/2011	Built Date	07/26/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/07/2002	Mileage	132,322	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	45328	MAX CHRYSLER JEEP DODGE				
Dealer Address	HIGHWAY 71 AND 52					
Dealer City	BUTLER	Dealer State	MO	Dealer Zip	64730	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	ADRIAN MO	Country	UNITED STATES			

Product - Unknown - Unknown - Accident - Default	Injury, no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

Referral from Star Center:
customer states airbag deployed driving down road drivers and passengers cannot talk to airbag control module has airbag light on
Customer said that his hands hurt.
VEHICLE IS LOCATED AT:
MAX CHRYSLER JEEP DODGE CJDT
1108 W FORT SCOTT ST BUTLER MO 64730 660-679-4119

Per OGC Matrix, reassigned to 82T.
CONTACT NUMBER: 660 200 6131
5/9/11 ASSIGN TO KSS28.
CAIR NUMBER 20793473 REQUEST DEKRA INSPECTION 05-09-2011 14:57
CAIR NUMBER 20793473 E-MAIL SENT TO DEKRA 05-09-2011 14:57
Customer is inquiring about the status of his case and asked to speak with case management. Writer transferred customer to case management for further assistance.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/10/11 AT 19:08:33 20793473
CCRG Open Date: 05/09/2011 14:19:33
Letter Sent: Acknowledgement 05/10/2011 08:47:38
Customer called in to find out what is going on with his special investigation. Agent advised customer he can be transferred to the case manager. Agent tried to give the case number. Customer was driving. Customer stated he would call back to get the case number and to be transferred to the case manager in Answer Connect document 18819. Customer called in for his case number. Agent gave customer his case number. Customer requesting to speak with case manager. Agent transferred to case management department.

Per OGC Matrix, reassigned to 82T.

Customer Assistance Inquiry Record (CAIR)# **20882064**

VIN	1J8GL58K5	3W [REDACTED]	Open Date	05/24/2011	Built Date	09/28/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	03/17/2003	Mileage	85,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	23738	REUTHER'S JEEP-CHRY-PLYM				
Dealer Address	11654 OLIVE BLVD					
Dealer City	CREVE COEUR	Dealer State	MO	Dealer Zip	63141	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	SAINT LOUIS MO [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	no accident / injury
Corporate - Product Information - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	
Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall	

Customer called in looking for assistance for the repair work that needs to be completed on the air bag as per the good wil matrix there is no assistance that can be provided due to the age and mileage of the vehicle.

Has customer had previous history with current issue? N
 Customer has a history of diagnosis for an intermittent problem? N
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? N
 Customer has a history of purchasing Chrysler vehicles? N
 If yes, number in household?
 Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y
 Has a Mechanical Chrysler Group Service Contract? Y
 Warranty Coverage Code? 770
 Customer Status? Second
 Basic Warranty Component? Y
 Powertrain Warranty Component? N
 Within 3 years or 36,000 miles? N
 Within 2 years or 24,000 miles? N

Customer also stated that when the air bag deployed it caused bruising as well as burns and would like to be contacted back in regards to any type of help that can be provided.

Writer reassigning back to RA795. Please get the contact phone number for the customer and the location of the vehicle. Please use the standard paragraph for SI. Please follow the information in answerconnect #18819.

Customer has the vehicle and the phone number she can be reached at is [REDACTED].

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

Preferred: [REDACTED]
Alternate:
2. What happened? Air Bag Unjustified Deployment
3. What is the current location of the vehicle?

[REDACTED]
SAINT LOUIS, MO-[REDACTED]

05.25.11
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT: RESIDENCE

[REDACTED]
SAINT LOUIS MO [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

5.25.11 One Open Recall:

J17 KJ UPPER BALL JOINTS SAFETY 04/07/2010 INCOMPLETE USA

5.25.11 Assigned to KSS28. MJK

CAIR NUMBER 20882064 REQUEST EAA INSPECTION 05-25-2011 15:54

CAIR NUMBER 20882064 E-MAIL SENT TO EAA 05-25-2011 15:54

CCRG Open Date: 05/25/2011 15:19:29

Letter Sent: Acknowledgement 05/26/2011 10:48:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/28/11 AT 14:44:02 20882064

Customer has called in and is seeking rental assistance.

Agent spoke with the customer and informed her that she will be contacted by someone from the SI department and it should occur no later than Friday (06/03). The customer states that the vehicle is located at her home (2309 Artbald Unit A, Austin TX 78704).

Per OGC Matrix, reassigned to 82T.

6/1/11 UPDATED CCRG FILE. KSS28/LSE

Customer Assistance Inquiry Record (CAIR)# 20892829

VIN	1J8GK58K8	2W [REDACTED]	Open Date	05/26/2011	Built Date	10/12/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/20/2001	Mileage	95,432	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer's wife was driving vehicle - air bag deployed unexpectedly
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	
Product - Unknown - Unknown - Accident - Default	
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative

1. Who is calling and what is their contact information? Customer s husband called [REDACTED] (Susan s cell)

2. What happened? Caller s wife was driving down the road and while she was slowing down stop, the driver s side air bag deployed unexpectedly. Customer was hit in the face with the air bag but did not need any medical attention. Customer would like to know why this happened and is very upset because when he talked to the dealership they were super rude to him stating 'what do you want us to do about it?'. Customer is frustrated because it will take so long for someone to get back to him and stated that it was ridiculous. Customer states that he is very upset that no one can tell him right now if he will get a rental, if Chrysler will pay for the repair or if the vehicle is safe to drive right now. CSR stated we were not technically trained so we could not advise him to drive the vehicle or not.

3. What is the current location of the vehicle? Currently it is at a strip mall a few blocks down from their dealership at a store called INSYNC - 5975 North Federal Highway sleet 120, Fort Lauderdale FL. (954 491 4961).
 Reassign to 88S

05.25.11
 Spoke to customer / he will rent a vehicle
 VEHICLE LOCATED AT:
 CHRYSLER JEEP DODGE OF NORTH BROWARD
 909 S. FEDERAL HWY POMPANO BEACH FL 33062 954-943-6700
 F23 60444 OPEN LOWER BALL JOINTS SAFETY
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION

OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

THANKS, MG17

CAIR NUMBER 20892829 REQUEST EAA INSPECTION 05-26-2011 15:37

CAIR NUMBER 20892829 E-MAIL SENT TO EAA 05-26-2011 15:37

Agent spoke with the Assistant SM Richard Pawlewitz of dealer 60444 when he called. Richard states John Salzlein SM has asked him to call because the customer is getting hostile and he would like to know the phone number to call for this case.

The AnswerCONNECT article that was referenced to provide the answer to the service manager assistant was 18819.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/01/11 AT 14:08:59 20892829

Reviewed report and photographs. In the interest of customer satisfaction, please arrange to have dealer repair the vehicle, including replacing the ORC at Chrysler expense. Thank you. _

06.02.11

I called Richard in dealer and left a VMM

I will cover repairs and I will auth a rental.

I called customer - and he is not happy with the length of time it took for an answer (4 working days)

he states he does not need a rental now. I explained the dealer has the auth to provide him one if needed.

He will never buy another Chrys.

He asked if we would pay to have the computer checked on his other Jeep I explained no. (no light on)

REASSIGNED TO BC/DLR 66 60444 06/03/11 08:34 O 20892829

*Contact Date:06/03/2011

Service / Parts Director at the dealership has updated the Cair# 20892829

The vehicle has been diagnosed.

AM update, repairs have been authorized and are in process. bhw

Dealer 60444 Richard calling to speak with Maggie Gentry MG17

Agent transferred dealer to Maggie Gentry MG17 248-944-7084

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 17067

*Contact Date:06/14/2011

Service / Parts Director at the dealership has closed the Cair# 20892829

DCX goodwill repair is documented on Repair Order#311222

CAIR RETURNED FROM DEALER ON 6/14/2011 AT 04:00:06 R 20892829

Customer Assistance Inquiry Record (CAIR)# **20893076**

VIN	1J8GK58K8	2W [REDACTED]	Open Date	05/26/2011	Built Date	10/12/2001
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/20/2001	Mileage	95,432	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

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

Corporate - Rental Vehicle - Default - Default - Default	Seeking rental vehicle after his wife's air bag deployed for no reason
----------------------------------------------------------	------------------------------------------------------------------------

Customer called because his wife s vehicle s air bag deployed while she was driving (case: 20892829). Customer wanted to know if his vehicle was safe to drive or not. CSR could not tell him this and customer wanted to know if he could get a rental because he does not feel it is safe to driving this vehicle around. CustoeMr is very upset because he feels like everyone including Chrysler is giving him the run around on handling this situation that is a defect.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]
 Customer email address for case updates: Customer declined
 Reassigned to 88R

***** CASE MANAGER TEAM - District WR *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. the writer left a message with writer s contact information.

This is an special investigations concern which is being addressed in cair 20892829. the writer will inform the customer that this case will be closed and rental will not be offered as this concern needs to be reviewed by Special Investigations.

The customer stated he has been given the run around and by the time he was sent to this writer he was very upset about the Air bag deployment Writer let the customer know the case would be sent to SI and he would receive a call back in 2 business days that would be 5-31-11 due to the holiday

please call the customer cell [REDACTED]

The writer spoke with the customer and infomred him his request for rental can not be granted at this time as investigation is required. The custotmer stated he did not request a rental and that the agent SF380 suggested it.

Customer Assistance Inquiry Record (CAIR)# **20936930**

VIN	1J4GK58K4	2W [REDACTED]	Open Date	06/06/2011	Built Date	02/12/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/26/2002	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Air bag deployed for no reason
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated for further reveiw to 88S

Briefly summarize why the customer is contacting Chrysler:
 Customer has a vehicle that had a unjustified deployment of the airbag
 Briefly summarize what the customer is expecting:
 Caller is seeking possible assistance/goodwill for the repairs.
 Has customer had previous history with current issue? N
 Customer has a history of diagnosis for an intermittent problem? N
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? N
 Customer has a history of purchasing Chrysler vehicles? Y
 If yes, number in household?
 Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y
 Has a Mechanical Chrysler Group Service Contract? N
 Warranty Coverage Code?336
 Customer Status? Second owner
 Basic Warranty Component? Y
 Powertrain Warranty Component? Y
 Within 3 years or 36,000 miles? Y
 Within 2 years or 24,000 miles? Y
 Customer advised a call back is required and will take place within one business day by the CM
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: n/a
 Who has possession of the vehicle? (Owner/Dealer/IRF) owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) not yet
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45148
 Caller calling because his daughter put the vehicle into drive and air deploy. Also after the air bag deployed the seat belts don t work and the cruise control and speedometer doesn t work. The customer states that he is seeking assistance from Chrysler to help in covering the cost of the repairs.

Reassigned to 88S

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

Preferred [REDACTED]

Alternate:

2. What happened? Caller calling because his daughter put the vehicle into drive and air bag deploy. Also after the air bag deployed the seat belts don't work and the cruise control and speedometer is not working. The customer states that he is seeking assistance from Chrysler to help in covering the cost of the repairs.

3. What is the current location of the vehicle? Customer has possession of the vehicle.

Daughters house

Jacksonville, FL

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

CAIR NUMBER 20936930 REQUEST DEKRA INSPECTION 06-08-2011 08:24

CAIR NUMBER 20936930 E-MAIL SENT TO DEKRA 06-08-2011 08:24

CAIR NUMBER 20936930 REQUEST DEKRA INSPECTION 06-10-2011 15:27

CAIR NUMBER 20936930 E-MAIL SENT TO DEKRA 06-10-2011 15:27

Cair had bad phone number, bad location address, and wrong spelling of name.

VEHICLE IS LOCATED AT:

[REDACTED]
Atlantic Beach, FL [REDACTED]

[REDACTED] Fiance-Alex _

Mrs. [REDACTED] called in looking for an update on CAIR. Writer advised customer of direct phone number for agent JSS15 and transferred customer.

Mrs. [REDACTED] called in looking for an update on CAIR. Writer advised customer of CAIR number, and transferred customer to jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/21/11 AT 14:04:10 20936930

Reviewed report and photos. Please arrange to have dealer repair vehicle, including replacing the ORC at Chrysler expense. Thanks.

Customer calls to speak with their Case Manager. Writer informed customer of lines 68-69. Customer still wanted to speak to JSS15. Writer attempted to transfer caller but agent was unavailable.

Eddy SM called to find out what is going on. Writer informed the Dealer of lines 68-69. JSS15 248-944-7149 Dealer will contact the business center for further help.

Customer states she contacted the dealership this morning and they were not aware of Chrysler covering the repair. Writer advised caller the dealer has been advised Chrysler will be covering the repair.

AM at Dealer this day. The vehicle has had the orc and air bag module replaced on this visit. Vehicle was returned to the owner, however the seatbelt retractor needs replaced too. AM authorized. RJV13

Customer Assistance Inquiry Record (CAIR)# 21007754

VIN	1J4GK58K2	3W [REDACTED]	Open Date	06/20/2011	Built Date	09/11/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/04/2002	Mileage	140,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS	VILLE			
Dealer Address	1024 SOUTH STEMMONS FRWY					
Dealer City	LEWISVILLE	Dealer State	TX	Dealer Zip	75067	
Owner	[REDACTED]				Contact Type	FAX
Address	[REDACTED]				Home Phone	[REDACTED]
	DENTON TX [REDACTED]				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	why did the air bag deploy
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	

Briefly summarize why the customer is contacting Chrysler: Customer stated she was driving at about 20 mph and the air bag deployed on the driver side of the vehicle. Customer stated she called the dealership and it was suggested it could be a sensor. Customer stated she is afraid to drive the vehicle and it is sitting at her house.

Briefly summarize what the customer is expecting: Customer stated she would like to know why this happened.

1. Who is calling and what is their contact information?
 Preferred: [REDACTED] if on Wednesday
 Alternate: [REDACTED] if on Tuesday

2. What happened? air bag on the driver side deployed

3. What is the current location of the vehicle? Owner s residence
 Agent advised documentation would be sent to special investigations department for review. Agent advised two business days are required as in

Anser connect ID: 18819
 Reassign to 88S
 Customer s address:

[REDACTED],
 DENTON, TX- [REDACTED]

06.20.11
 VEHICLE LOCATED AT: RESIDENCE
 [REDACTED]
 DENTON TX [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
 THANKS, MG17
 CAIR NUMBER 21007754 REQUEST EAA INSPECTION 06-20-2011 15:27
 CAIR NUMBER 21007754 E-MAIL SENT TO EAA 06-20-2011 15:27

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/22/11 AT 18:11:07 21007754
POSTMARK DATE: 062211; DATE RECEIVED: 062311

06.23.11

Reviewed EAA report and photos

Air bag light on 65534 mins and 2 dealer invoices have hand written on them - air bag light is on, no action taken by customer.

Sending dictated letter explaining no manufacturing defect

> attached copy of photo log and dealer invoices

LETTER MAILED. MG17

Customer called to see the status on the file, writer updated customer.

06.29.11

Customer Call Back Seeking update on 82T -

I called her and explained her air bag light was on so yes there was a problem in system 3

Customer Assistance Inquiry Record (CAIR)# **21054402**

VIN	1J4GK38K1	2W [REDACTED]	Open Date	06/29/2011	Built Date	06/22/2002
Model Year	2002	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/22/2002	Mileage	72,090	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	67962	POTAMKIN'S PLANET DODGE				
Dealer Address	9975 N W 12TH STREET					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33172	

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag blew up
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer airbag blew up and broke the windshield.
 Briefly summarize what the customer is expecting:
 Customer is expecting assistance with repair of the airbag and window.
 ****End structured narrative T2 - Beginning Narrative
 Customer contacted Jeep concerned about an issue with his airbag.
 Customer was driving and the airbag blew up and broke the window.
 Customer stated that the vehicle is currently at an IRF body shop. Writer informed the customer that we will send to a case manager and have them follow up by the EOB tomorrow.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: N/A
 Who has possession of the vehicle? (Owner/Dealer/IRF) IRF Body shop
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
 If a CDJ dealer has diagnosed, what is the dealer name or code? No
 Reassigned to 88F
 * * * * * CASE MANAGER TEAM - District M * * * * *
 Customer histroy- SVC- expired 07/22/2009-2nd owner -only in brand.
 Vehilce is 59 months and 34,000 miles out of warranty.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Writer advised customer case was being re-assigned to Special Investigation for further review. Customer stated vehicle is located at his home and has not been repaired. Customer email address is : [REDACTED]
 Who is calling and what is their contact information? Owner, preferred: [REDACTED]
 What happened? Customer states airbag deployed and broke windshield while driving.

What is the current location of the vehicle? Owner s home: [REDACTED]
Court, Miami, FL [REDACTED] 7
Status update provided via email to the following email address:

[REDACTED]
[REDACTED]:

My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.

Your case number: 21054402
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66385
My work hours: 8:00 am to 4:30 pm, Eastern time, Monday through Friday
Note: This is a system generated message. Please do not reply.
End of Status Update

VEHICLE IS LOCATED AT: Owner s home: [REDACTED]
Court, Miami, FL [REDACTED]

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

CAIR NUMBER 21054402 REQUEST EAA INSPECTION 07-12-2011 11:07
CAIR NUMBER 21054402 E-MAIL SENT TO EAA 07-12-2011 11:07
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/18/11 AT 04:18:51 21054402

Reviewed report and photographs. In the interest of customer satisfaction, please arrange to have vehicle repaired at Chrysler expense, including replacement of the ORC module. Have old ORC Module ID d with VIN and returned to:

Chrysler Group LLC _
Vehicle Safety Office-482-00-91
800 Chrysler Dr.
Auburn Hills MI 48321
Attn: P. Plantinga

Mr. [REDACTED] called because he wants to go to a different dealership because the one he was set to go to is 50 miles away on a highway and he doesn't feel comfortable driving there without airbags. Writer stated that we were not able to approve or decline that request and provided him the phone number for [REDACTED], [REDACTED] as outlined in answerwconnect article 18819. Customer agreed to call.

Owner would like to go POTAMKIN S PLANET. Advised any authorized dealer can do repair.

Gave dealer okay to repair. _
The dealership called to speak with JSS15. Writer provided him with the number to reach him and also the number to case management for any other assistance. Writer transferred to [REDACTED].
Customer calling back to get an update regarding his case.
Writer advised the customer to contact JSS15 for updates.
Writer provided the number and transferred the call.

Please provide update
Owner needs rental/loaner. Directed to dealer. Will cover under normal warranty rates.

called dealer, gave okay for rental.
REASSIGNED TO BC/DLR 66 67962 08/18/11 22:23 O 21054402

*Contact Date:08/20/2011
Service Director at the dealership has updated the CAIR# 21054402
The vehicle has been diagnosed.

*Contact Date:08/22/2011
Service Director at the dealership has updated the CAIR# 21054402
The vehicle has been diagnosed.

*Contact Date:08/24/2011
Service Director at the dealership has updated the CAIR# 21054402
Parts have been ordered.

*Contact Date:08/29/2011
Service Director at the dealership has updated the CAIR# 21054402

*Contact Date:09/02/2011

Service Director at the dealership has updated the CAIR# 21054402
Parts have been ordered.

*Contact Date:09/06/2011

Service Director at the dealership has updated the CAIR# 21054402
Parts have been ordered.

*Contact Date:09/12/2011

Service Director at the dealership has updated the CAIR# 21054402
Parts have been ordered.

*Contact Date:09/14/2011

Service Director at the dealership has updated the CAIR# 21054402
Parts have been ordered.

*Contact Date:09/16/2011

Service Director at the dealership has updated the CAIR# 21054402
Parts have been ordered.

*Contact Date:09/20/2011

Service Director at the dealership has updated the CAIR# 21054402
The vehicle has been diagnosed.

*Contact Date:09/26/2011

Service Director at the dealership has closed the CAIR# 21054402

DCX goodwill repair is documented on Repair Order#299465

CAIR RETURNED FROM DEALER ON 9/26/2011 AT 08:14:774 R 21054402

Writer spoke to Angel, Service Manager. Writer provided JSS15 telephone
number

Dealer calls about rental. claim rejected. Post authorized. _

Rental car was approved and covered as well.

31 days \$35.00 a day

Total approved for rental is \$1085.00. Claim approved by jss15.

Customer Assistance Inquiry Record (CAIR)# **21069618**

VIN	1J4GL48K5	2W [REDACTED]	Open Date	07/05/2011	Built Date	10/31/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	01/30/2002	Mileage	90,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	42786	MURRAY DODGE					
Dealer Address	1402 RIDGE PIKE						
Dealer City	CONSHOHOCKEN			Dealer State	PA	Dealer Zip	19428

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	Air bag deployed unintentionally
Product - Unknown - Unknown - Accident - Default	Air bag deployed unintentionally
Corporate - Property Damage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is calling because his son was driving the vehicle down I95 in delaware and the air bag deployed without the vehicle being in an accident.
 Customer stated that the vehicle was only going 35 MPH and after the air bag went off, the vehicle had to be towed to the dealership.
 Customer states that the vehicle is at a GMC dealership because he purchased the vehicle used from there.
 Briefly summarize what the customer is expecting:
 Customer is seeking Chrysler to fix the vehicle because the problem was no fault of his.
 ****End structured narrative T2 - Beginning Narrative

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

2. What happened? air bag deployed without the vehicle being in an accident

3. What is the current location of the vehicle? The purchased dealership (GMC dealer)
 Answer ID 18820
 Writer tried to contact the customer at [REDACTED] but had to leave a message. Writer would like to know the location of the vehicle.
 Caller requesting to speak with Case Manager, MC1157, not available.
 Writer informed customer case has been assigned to [REDACTED]
 (7:30 am - 4:15 ET, M-F)
 Customer states vehicle is at the Carfagno Chevy Dealership, Plymouth Meeting PA, 610-575-0507
 Carfagno Chevrolet
 1230 East Ridge Pike
 Plymouth Meeting, Pennsylvania 19462

Service: (610) 275-0507

Owner leaves message indicating son was injured.

Per OGC Matrix, reassigned to 82T.

7.7.11 Assigned to LSE6. MJK

CAIR NUMBER 21069618 REQUEST EAA INSPECTION 07-07-2011 11:36

CAIR NUMBER 21069618 E-MAIL SENT TO EAA 07-07-2011 11:36

CCRG Open Date: 07/07/2011 08:31:07

Letter Sent: Acknowledgement 07/08/2011 09:18:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/11/11 AT 19:39:39 21069618

ANTHONY TAORMINA called in to find out how long it will take for legal to contact him back. Writer advised we dont have a phone number to transfer.

Customer would just need to wait to be contacted

Letter Sent: Denial 07/15/2011

The caller is requesting to speak to someone about this issue. The caller states that if it is determined that the aftermarket radio is at fault, he states that he does not accept that reason. The caller is requesting to speak to someone from the legal department.

Agent reopened CAIR and reassign to MJK32 for follow up.

Customer ANTHONY TAORMINA calls to speak with their Case Manager tired of waiting for legal to contact him back he does not want to go to an attorney but will if he has to.

Writer gave phone number per line 50, [REDACTED] (7:30 am - 4:15 ET, M-F)

Customer [REDACTED], called that number while he kept writer on the line and left them a message at the legal department, now demands a supervisor, no one from the legal department he stated calls him back, he is demanding supervisor.

Writer informed customer that legal department is higher than us, we do not have a supervisor that is higher or over them, he will still need to contact that department at the number he is given.

Customer hung up.

Customer contacted back and requested president of the company. CSR told customer the contact information for the president is not provided to CAC. Customer was then told about the letter that was sent 07/15/2011 (line 45) and to allow more time for the letter to be received. customer requested information on the letter. CSR told customer that the letter is information strictly for his self the customer and the legal department.

7.21.11 Please send all CAIRS through Special Investigations. MJK _

Customer Assistance Inquiry Record (CAIR)# **21082857**

VIN	1J4GL58K4	2W [REDACTED]	Open Date	07/07/2011	Built Date	08/28/2001
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/11/2001	Mileage	95,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	37000	ARMORY GARAGE INC				
Dealer Address	926 CENTRAL AVENUE					
Dealer City	ALBANY	Dealer State	NY	Dealer Zip	12205	

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

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	
Product - Unknown - Unknown - Accident - Default	

Customer states he was driving and the air bag light went on and then the driver s side air bag deployed. Customer states she has spent the morning in the emergency department at the hospital. Customer states that the driver s side seat belt is also locked.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred number for call back number is [REDACTED]

IF no answer on cell, can call: [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Customer stated that the vehicle is at:

[REDACTED]
RENSELAER, NY- [REDACTED]

Per OGC Matrix, reassigned to 82T.

7.8.11 Assigned to LSE6. MJK

CAIR NUMBER 21082857 REQUEST EAA INSPECTION 07-08-2011 11:04

CAIR NUMBER 21082857 E-MAIL SENT TO EAA 07-08-2011 11:04

CCRG Open Date: 07/08/2011 08:21:17

Letter Sent: Acknowledgement 07/11/2011 08:54:45

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/12/11 AT 08:35:53 21082857

Customer Assistance Inquiry Record (CAIR)# **21168002**

VIN	1J4GL58K3	3W [REDACTED]	Open Date	07/28/2011	Built Date	08/29/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	02/01/2003	Mileage	106,364	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	45215	SOUTH POINTE CHRYSLER JEEP DODGE				
Dealer Address	9240 S. MEMORIAL DRIVE					
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74133	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BROKEN ARROW OK [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	air bags deployed
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	
Product - Unknown - Unknown - Accident - Default	

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

Preferred: [REDACTED]

2. What happened? This vehicle was being driven by her husband and he was coming home. He was 1 house away from being home and the airbag deployed in the passenger side, then a second later the drivers airbag deployed.

3. What is the current location of the vehicle? The vehicle is now in the owners driveway. Customer is calling AAA to have this vehicle towed to the dealership.

South Pointe Chrysler Jeep Dodge

5.27 miles away
 9240 s. memorial drive
 tulsa, OK 74133
 918-770-0986
 Reassigned to 88S

07.28.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:
 SOUTH POINTE CHRYSLER JEEP DODGE
 9240 S. MEMORIAL DRIVE
 TULSA OK 74133
 918-584-1481

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

THANKS, MG17

CAIR NUMBER 21168002 REQUEST EAA INSPECTION 07-28-2011 13:34

CAIR NUMBER 21168002 E-MAIL SENT TO EAA 07-28-2011 13:34
RUTH FEELEY requested rental assistance. Writer referred customer to
MG17 s phone number for rental information.
The AnswerCONNECT article that was referenced to provide the answer to
the
customer was #18819

07.29.11
Customer would like a call back with report decision
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/02/11 AT 04:17:57 21168002
Customer expecting a call back/ update and rental inquiry. Agent stated
no rental may be available for SI cases.

08.03.11
Reviewed EAA report and photos
I will cover repairs - spoke to Phillip in service and advised
I spoke to Mr Feeley - he will discuss with wife.
gave a Friends #FP396805P113
UPDATE - Customer called back and states he just came back from a Ear, Nose
and Throat doctor and he has hearing loss due to air bag deployment and
wonders where to send the bills.
I called Phillip in service, and said do not work on vehicle until he hears
from legal. His number is [REDACTED].
Based on new info - sending to legal.
Email LZ40.
Per OGC Matrix, reassigned to 82T. MG17
8/4/11 ASSIGNED TO LSE6
CAIR NUMBER 21168002 REQUEST EAA INSPECTION 08-04-2011 14:55
CAIR NUMBER 21168002 E-MAIL SENT TO EAA 08-04-2011 14:55

08.15.11
Phillip from dealer seeking status - as customer is in a rental
Phone# [REDACTED]
Per OGC Matrix, reassigned to 82T. MG17
8/15/11 UPDATED CCRG FILE
customer called in and was looking for someone to speak with about this.
Customer states there is going to be some medical bills. Customer states
he is looking for someone to contact with him back.

08.16.11
Customer Call Back Seeking update on 82T -
Phone# [REDACTED]
Per OGC Matrix, reassigned to 82T. MG17
8/16/11 UPDATED CCRG FILE. PAG

Customer Assistance Inquiry Record (CAIR)# 21228770

VIN	1J4GK48K6	3W [REDACTED]	Open Date	08/11/2011	Built Date	07/30/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	09/26/2002	Mileage	109,639	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	41838	OURISMAN DODGE INC				
Dealer Address	5900 RICHMOND HWY					
Dealer City	ALEXANDRIA	Dealer State	VA	Dealer Zip	22303	

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	deployed while driving.
Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

Briefly summarize why the customer is contacting Chrysler: Customer states when driving her air bags deployed on her.
 Briefly summarize what the customer is expecting: Customer wants to know why they deployed.

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

[REDACTED]

2. What happened? Customer was driving when the air bags deployed.

3. What is the current location of the vehicle? Carolina has the vehicle.

Reassigned to 88s

Customer stated that they have the vehicle.

Customer s address is:

[REDACTED],
 ALEXANDRIA, VA-[REDACTED]

Agent spoke with the customer. Agent asked her to await a call.

08.15.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

ALEXANDRIA VA [REDACTED]

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

THANKS, MG17

CAIR NUMBER 21228770 REQUEST EAA INSPECTION 08-15-2011 08:37

CAIR NUMBER 21228770 E-MAIL SENT TO EAA 08-15-2011 08:37
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/22/11 AT 04:19:09 21228770

08.22.11

Reviewed EAA report and photos

No communication with module - I called dealer - left VMM with Jim

I asked if he will do repairs and provide a rental if needed - asked him to call me back.

> Spoke to Jim - he will do repairs - I called customer and left a VMM

SM James called to see if RA is still good as it took 3 months to get parts Writer advised that it is good if there is a problem call warranty service

SM James states that there is \$100 freight charge that needs to be added to the RA. James states the charge is for the part being expedited.

Writer referred James to contact MG17 regarding authorization.

11.15.11

I was unable to pay claim - sent email to SSG1 for payment

Customer Assistance Inquiry Record (CAIR)# **21239670**

VIN	1J4GK58K3	2W [REDACTED]	Open Date	08/15/2011	Built Date	04/29/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	05/26/2002	Mileage	123,650	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	26732	TROPICAL CHRYSLER JEEP				
Dealer Address	8910 N. E. 6TH AVE					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33138	

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

Product - Unknown - Unknown - Accident - Default	Airbag deployed
Corporate - Recall - Default - Default - Default	Recall Information
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer called to check on recalls involving the airbag system. Customer advised that as they were leaving a store the airbag suddenly deployed injuring his girlfriend. Customer stated the injuries were not serious just cuts and bruises.
 Briefly summarize what the customer is expecting: Customer is requesting assistance.

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

Alternate: N/A
 2. What happened? Airbag deployed, airbag sensor warning light started to blink really fast moments before the airbag went off.
 3. What is the current location of the vehicle? Customer s home address.
 Reassigning to 88S
 Customer s address is:

[REDACTED]
 LAKE WORTH , FL- [REDACTED]

Per OGC Matrix, reassigned to 82T.
 8/16/11 ASSIGNED TO LSE6. PAG
 CAIR NUMBER 21239670 REQUEST EAA INSPECTION 08-16-2011 10:11
 CAIR NUMBER 21239670 E-MAIL SENT TO EAA 08-16-2011 10:11
 CCRG Open Date: 08/16/2011 08:41:38
 Letter Sent: Acknowledgement 08/17/2011 08:11:30
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/23/11 AT 12:30:38 21239670

Customer Assistance Inquiry Record (CAIR)# 21315678

VIN	1J4GL48K6	3W [REDACTED]	Open Date	09/06/2011	Built Date	03/06/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/13/2003	Mileage	125,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGA					

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	COOLVILLE OH [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer states driver's air bag deployed when wife was driving.
Product - Unknown - Unknown - Accident - Default	Injury - no accident.
Dealer - By-Pass - Default - Default - Default	

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

2. What happened? Mr. [REDACTED] called to advise Jeep that the driver s air bag deployed while his wife was driving. Customer states his wife did not hit a bump or anything and they are both afraid to drive it now. Customer states his wife s chest and arm were cut by the air bag.

3. What is the current location of the vehicle? at customer s home. COIN is correct.

[REDACTED]
COOLVILLE , OH

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Reassigned to 88S.

09.07.11
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT: RESIDENCE
MR [REDACTED]
[REDACTED]
COOLVILLE OH [REDACTED]
Per OGC Matrix, reassigned to 82T. MG17
9/7/11 ASSIGNED TO LSE6.PAG45
CAIR NUMBER 21315678 REQUEST EAA INSPECTION 09-07-2011 15:11
CAIR NUMBER 21315678 E-MAIL SENT TO EAA 09-07-2011 15:11
CCRG Open Date: 09/07/2011 07:51:20
Letter Sent: Acknowledgement 09/08/2011 08:58:38
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/19/11 AT 14:07:01 21315678
Briefly summarize what the customer is expecting: Dealer is contacting Chrysler to see if the customer has been working with Chrysler for his air bags not deploying.
Writer advised dealer that our special investigations department is looking into the matter further.

Customer Assistance Inquiry Record (CAIR)# **21397294**

VIN	1J4GL58K1	3W [REDACTED]	Open Date	09/28/2011	Built Date	07/20/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/09/2002	Mileage	130,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	26537	SPORT CHRYSLER-JEEP INC				
Dealer Address	1416 W MAIN ST					
Dealer City	NORRISTOWN	Dealer State	PA	Dealer Zip	19403	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	FREDERICK MD [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Accident - Default	injury, no accident
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

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

Jake Antal Son. Address on file is Mr. [REDACTED] s other son s [REDACTED]

[REDACTED]

2. What happened?

Mr. [REDACTED] stated that his father was driving the vehicle when air bags deployed on both the passenger and drivers side. Mr. [REDACTED] stated that there was no collision and/or accident. The police were called and have that documented. The owner of the vehicle Mr. [REDACTED] was taken to the hospital as a result and has contacted a lawyer. He is hearing impaired. Vehicle has been at the dealership for 4 days and was informed today that the dealership is unable to contact Chrysler that customer needs to.

Agent expressed empathy and commended Mr. [REDACTED] for his assistance with the current situation

3. What is the current location of the vehicle?

Dealership code #26537

Customer stated that the vehicle is located at:

SPORT CHRYSLER JEEP DODGE
1416 W MAIN ST
NORRISTOWN PA 19403
6105393100

09.28.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

SPORT CHRYSLER JEEP DODGE
1416 W MAIN ST
NORRISTOWN PA 19403
610-539-3100

Per OGC Matrix, reassigned to 82T. MG17

9/28/11 ASSIGNED TO LSE6. PAG45

CAIR NUMBER 21397294 REQUEST EAA INSPECTION 09-28-2011 14:38

CAIR NUMBER 21397294 E-MAIL SENT TO EAA 09-28-2011 14:38

The customer is deaf and relayed the call through an interpreter.

The customer states that last week both air bags deployed for no reason while driving.

The customer would like there to be an investigation into why this happened.

Writer advised that a case has already been sent off

Writer provided case number

CCRG Open Date: 09/28/2011 14:30:37

Letter Sent: Acknowledgement 09/29/2011 09:03:16

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/30/11 AT 14:09:25 21397294

Customer stated he has been without a vehicle for two weeks and has not heard anything as of yet. Customer is John and is speaking through an interpreter. Agent advised of line 44. Agent advised if a letter is not received after the first of the week to make a return call for further assistance.

Call came by interpreter relay as in earlier calls. Today's interpreter is 3896. Caller [REDACTED] requesting to speak with Case Manager. Writer advised the case has been sent to our legal department. We have no contact information for legal. Customer is requesting a phone call at [REDACTED] as he states has been without his vehicle for 2 weeks and needs to get this resolved and get his vehicle back.

Call came by interpreter relay as in earlier calls. Customer was requesting a status of the case. Agent advised that the case was sent to special investigation. Agent provided and transferred the customer to special investigation to speak with MG17.

11.21.11

Customer Call Back Seeking update on 82T - through an interpreter service

States his address is:

MR [REDACTED]

NORRISTOWN PA [REDACTED]

He has not heard anything as of yet and wonders what is going on

Per OGC Matrix, reassigned to 82T. MG17

11/21/11 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# **21416165**

VIN	1J4GK48KX	3W [REDACTED]	Open Date	10/03/2011	Built Date	08/27/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/15/2002	Mileage	151,012	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGR	SHALE GREEN METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	67703	HUFFINES CHRYSLER JEEP DODGE				
Dealer Address	4500 W PLANO PKWY					
Dealer City	PLANO	Dealer State	TX	Dealer Zip	75093	

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

Dealer - By-Pass - Default - Default - Default	Customers air bags deployed.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customers air bags deployed.
Product - Unknown - Unknown - Accident - Default	Injury, no accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that they were driving their vehicle through an intersection when the air bag light came on then all air bags in the vehicle deployed. This customer claims unspecified injuries. The customer also stated that the steering wheel and air vents are damaged. The customer stated there has been no problem with the vehicle prior to this incidence.

Briefly summarize what the customer is expecting: Customer is expecting coverage for damages incurred to the vehicle from the air bags being deployed. Customer is also seeking a rental vehicle until their vehicle is repaired.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] cell /office number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] cell /office number is [REDACTED]

Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88S

- Who is calling and what is their contact information? Melanie Morris
 Preferred: cell [REDACTED]
 Alternate: office number is [REDACTED]
- What happened? : Customer called stating that they were driving their vehicle through an intersection when the air bag light came on then all air bags in the vehicle deployed. This customer claims unspecified injuries.
- What is the current location of the vehicle? The vehicle is at the

customer s residence.
Customer stated that they have the vehicle.
23015 PALM TRAIL DR ,
KATY , TX- 77494

Per OGC Matrix, reassigned to 82T.
10/4/11 ASSIGNED TO LSE6.PAG45
CAIR NUMBER 21416165 REQUEST EAA INSPECTION 10-04-2011 11:53
CAIR NUMBER 21416165 E-MAIL SENT TO EAA 10-04-2011 11:53
CCRG Open Date: 10/04/2011 09:39:15
Letter Sent: Acknowledgement 10/05/2011 08:11:48
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/06/11 AT 14:05:46 21416165

Customer Assistance Inquiry Record (CAIR)# 21427979

VIN	1J4GK48K8	2W	Open Date	10/06/2011	Built Date	10/17/2001
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/31/2001	Mileage	118,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	52151	GOODWIN BROS AUTO CO INC				
Dealer Address	250 BROAD ST					
Dealer City	NEW CASTLE	Dealer State	IN	Dealer Zip	47362	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	SAINT CLOUD FL	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air bag deployed with out any impact
Dealer - By-Pass - Default - Default - Default	injury, no accident
Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states both air bags deployed all of sudden injuring her wrist.
 Briefly summarize what the customer is expecting:
 Customer wants Chrysler to fix her vehicle as her insurance declined the repairs.

****End structured narrative T2 - Beginning Narrative
 1. Who is calling and what is their contact information?
 Preferred: [REDACTED]
 Alternate: same as above
 2. What happened? Both air bags deployed all of a sudden while driving with out any impact
 3. What is the current location of the vehicle? Owner s residence
 Agent assigning CAIR to 88S for further handling.
 Customer stated that they have the vehicle.

[REDACTED]
 SAINT CLOUD, FL- [REDACTED]

Per OGC Matrix, reassigned to 82T.
 10/6/11 ASSIGNED TO LSE6. PAG45
 CAIR NUMBER 21427979 REQUEST EAA INSPECTION 10-06-2011 14:27
 CAIR NUMBER 21427979 E-MAIL SENT TO EAA 10-06-2011 14:27
 CCRG Open Date: 10/06/2011 11:33:55
 Letter Sent: Acknowledgement 10/07/2011 10:01:21
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/14/11 AT 18:07:14 21427979

Customer Assistance Inquiry Record (CAIR)# 21445223

VIN	1J4GK58K4	3W	Open Date	10/11/2011	Built Date	09/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	11/05/2002	Mileage	175,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	43654	JERRY ULM DODGE CHRYSLER JEEP				
Dealer Address	2966 NORTH DALE MABRY HIGHWAY					
Dealer City	TAMPA	Dealer State	FL	Dealer Zip	33607	

Owner		Contact Type	LETTER
Address		2813 E WILLIAMS RD	Home Phone
	PLANT CITY FL		Country
			UNITED STATES

Dealer - By-Pass - Default - Default - Default	Air bags deployed for no reason.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bags deployed for no reason.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Air bags need to be fixed.

Briefly summarize why the customer is contacting Chrysler: The customer called because his air bag deployed when he was only driving like 5 mph and was parking. The customer is upset that this happened and this should not happen.

Briefly summarize what the customer is expecting: The customer wants Chrysler to fix his air bags at no cost because in no way did he do anything to cause the air bags to deploy.

Has customer had previous history with current issue? No
 Customer has a history of diagnosis for an intermittent problem? No
 Has had repair history at Chrysler dealership(s)? Yes
 Was this vehicle purchased new by this customer? Yes
 Customer has a history of purchasing Chrysler vehicles? Yes
 If yes, number in household? 4
 Customer claims to maintain vehicle as per maintenance schedule? Yes
 Has a mechanical Chrysler Group Service Contract? Yes
 Warranty coverage code? 770
 Ownership status? Original
 Basic warranty component? Yes
 Powertrain warranty component? No
 Service contract or Mopar warranty component? No
 Within 3 years or 36,000 miles? No
 Within 2 years or 24,000 miles? No
 Within 1 year or 12,000 miles? No
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

Customer profile
New 1 used 2 Own 3
Purchased used
Warranty NO
SC No

Status update provided via email to the following email address:

[Redacted]

Dear [Redacted]
Case #: 21445223 VIN: 1J4GK58K43W [Redacted] Vehicle Description: 2003 JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR My name is Janeen and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21445223
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66318
My work hours: 8am-4pm Eastern Time
I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,
Janeen

Customer Care
End of Status Update
Agent jp1353 contacted customer to let him know a new Case manger would be handling his case.

Status update provided via email to the following email address:

[Redacted]

My name is Jessie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66351
My work hours: 930am-600pm MST. Monday-Friday
I will contact you withon one business day by telephone to review your case with you.

End of Status Update

***** CASE MANAGER TEAM - District M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [Redacted] writer informed customer that a diagnosis needs to be done to determine whats wrong with the vehicle, he refused and the customer stated that his attorney Alan Carmen will be contacting us, to close the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

Refferal from Vehicle Safety Officebased on NHTSA Vehicle Owner Questionnaire

VEHICLE IS LOCATED AT:

Home address/with owner

[Redacted]

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

CAIR NUMBER 21445223 REQUEST EAA INSPECTION 10-19-2011 10:58

CAIR NUMBER 21445223 E-MAIL SENT TO EAA 10-19-2011 10:58

Writer called Jay - JSS15 - 248-944-7149 left message.

POSTMARK DATE: 101911; DATE RECEIVED: 101911

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/20/11 AT 18:39:16 21445223

Reviewed report and photos. No manufacturing responsiblity found. Owner admits driving vehicle for some time with air bag warning light on, and DTC s confirm this. Dictated letter.

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)# 21450745

VIN	1J4GK48K2	3W [REDACTED]	Open Date	10/12/2011	Built Date	02/22/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/06/2003	Mileage	117,900	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGA					

Dealer	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE
Dealer Address	8250 SOUTH WEST 8TH STREET		
Dealer City	MIAMI	Dealer State	FL
		Dealer Zip	33144

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

Corporate - Product Information - Default - Default - Default | customer called after air bags deployed

Agent created 2nd CAIR in error. Please see 21450746.

Customer Assistance Inquiry Record (CAIR)# **21450746**

VIN	1J4GK48K2	3W [REDACTED]	Open Date	10/12/2011	Built Date	02/22/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/06/2003	Mileage	117,900	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGA					

Dealer	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE
Dealer Address	8250 SOUTH WEST 8TH STREET		
Dealer City	MIAMI	Dealer State	FL
		Dealer Zip	33144

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	MIAMI FL [REDACTED]	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	air bags deployed while driving
Corporate - Repurchase - Default - Default - Default	air bags deployed while driving
Dealer - By-Pass - Default - Default - Default	air bags deployed while driving
Product - Unknown - Unknown - Accident - Default	air bags deployed while driving
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	customer's air bags deployed suddenly
Corporate - Property Damage - Default - Default - Default	

Has customer had previous history with current issue? n
 Customer has a history of diagnosis for an intermittent problem? n
 Has had repair history at Chrysler dealership(s)? y
 Was this vehicle purchased new by this customer?
 Customer has a history of purchasing Chrysler vehicles? n
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule? y
 Has a mechanical Chrysler Group Service Contract? n
 Warranty coverage code? 770
 Ownership status? 3rd
 Basic Warranty component n
 Powertrain warranty component? n
 Service contract or Mopar warranty component? n
 Within 3 years or 36,000 miles? n
 Within 2 years or 24,000 miles? n
 Within 1 year or 12,000 miles? y
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number [REDACTED]
 Who has possession of the vehicle? dealer
 Has the vehicle been diagnosed by a CDJ dealer?
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68064
 Reassigned to SI
 Briefly summarize why the customer is contacting Chrysler: Customer called for Spanish interpreter id3997. Customer reports that air bags deployed while being driven; vehicle was not in an accident. Passenger went to the hospital with pain in chest but no injury was detected.

Briefly summarize what the customer is expecting: Customer reports that air bag light has never come on and the dealer has the vehicle and is waiting for a case number before repairing.

Agent expressed sympathy that this happened and advised customer that the dealership should not touch the vehicle until it is inspected. Special Investigations will call within one business day. Agent provided case number.

Daaler code listed on line 24 is invalid. Please provide vehicle location info.

The customer called in, agent verified that the vehicle is at the customer s house. The customer is requesting a call back. Customer called wanting to know why the adjustor did not show to inspect his vehicle.

Agent advised customer that there was no phone number to be in contact with him.

Customer provided [REDACTED]

Customer is upset that no one has contacted him.

Agent advised customer that with now having the proper contact information that Chrysler will be in contact with him.

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called to speak to CM. Agent transferred customer to CM 1-800-763-8422

Customer was upset that he has not been contacted as was promised.

Writer advised of Case Manager information Jay - JSS15 - 248-944-7149 (7:30 am - 4:15 ET, M-F) per Answer ID 18819 Writer reassigned to Mc1157 per BR343 for location

The customer s home address is as follows (per COIN):

[REDACTED]
Miami, FL [REDACTED]

Olga Pozo niece of the customer calls to speak with their Case Manager for case update. Agent advised that the case has been reassigned to Special Investigation and that she needs to have patience. Agent advised that it could take 2-5 business days for contact from SI.

Customer states that there was a 19 year old who was injured.

Location of vehicle is at the address on line 60-61.

VEHICLE IS LOCATED AT:

The customer s home address

[REDACTED]
Miami, FL [REDACTED]

Per OGC Matrix, reassigned to 82T.

10/17/11 ASSIGNED TO LSE6.PAG45

CAIR NUMBER 21450746 REQUEST EAA INSPECTION 10-17-2011 11:36

CAIR NUMBER 21450746 E-MAIL SENT TO EAA 10-17-2011 11:36

CCRG Open Date: 10/17/2011 09:23:36

Letter Sent: Acknowledgement 10/18/2011 09:20:47

POSTMARK DATE: 101911; DATE RECEIVED: 101911

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/24/11 AT 04:18:14 21450746

Customer called in requesting an update on this case. Agent advised

customer that the case manager has recently collected/received

photographic images in regards to the case and the case is on going.

Agent advised customer that they would be contacted as soon as an update is available for them.

Customer called seeking information on Case update. Agent advised

customer there were currently no updates on case and he would be

contacted as soon an update was available.

Customer called in requesting a call back about the case status. Agent

advised that the request would be added to the file.

The customer called because she was suppose to get called back today.

Customer wanted to speak with case manager.

Customer called in very anxious for a return phone call, regarding status

on the CASE. Vehicle still isn t drivable as it has not been repaired

still. Dealer is still waiting for contact from Case Management.

11/16/11 SEND BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

customer s inquiry. No further action needed at this time.

12.21.11

This is a vehicle that CCRG has tried to repair for the customer with little luck. Now, Vehicle Safety wants it bought back and returned to CTC for root cause. Jay had been putting in buyback templates for other like vehicles for Safety recently, but there is nothing in the system for this one yet. Is this something you can help Ron Leach and/or Paul Plantinga (Veh. Safety) with in Jay s absence? I was going to ask Rajya for assistance since CCRG has been involved and she can create BB templates, but she is also out until after the first of the year.

Vehicle Safety is in a big hurry for these 2003 Liberties, so any help you can provide is greatly appreciated. I will be out of the office on Tuesday. As soon as there is a template submitted and approved, I can place a hold on the unit for Engineering.

12.21.11 HOT ONE

Please contact customer and arrange for a vehicle buy-back

Vehicle needs to be shipped to:

QEC / Mike Royak

2021 Executive Hills Dr

Auburn Hills, MI 48326

VSo is requesting asap

Maggie,

Please keep us informed during the process. We very much need this vehicle so please inform ISG to keep all options open when dealing with the owner

Paul Plantinga

Chrysler Group LLC

Product Investigator

Vehicle Safety Office

Phone 248-512-5895

12/27/11: Kicking off this case. cwm

12/30/11 CN146: Spoke with the customer. She does want the vehicle bought back. Requested she fax the front and back of the title, as she does own the vehicle, a current registration, and a buyer s order. She will fax.

01.10.12

Called Chris McSorley @ ISG for an update on status - Vehicle Safety is requesting this vehicle ASAP - Left a VMM

01/09/12 CN146: Called the customer and requested, again, that she fax a copy of the front and back of the title. She paid cash for the vehicle at purchase. Returned Chrysler call from Maggie and and left a voice mail message advising.

01.10.12 - Called Paul and updated him on status. - I will follow-up on file on Thurs.

01/16/12 CN146: Per the customer the vehicle was purchased used from a used car lot and there is no record of vehicle purchase and she can t get a copy of a buyer s order. Performed a conference call with the financial institution. They agree to fax the original loan document. 3

01/17/12 CN146: Submitted check packet for approval.

1/17/12 Check package approved. CM

01/18/12 CN146: Customer accepts final figures.

01/18/12 CN146: Called and left a voice mail message for Carlos Rodriguez at Potamkin requesting a call back regarding assistance with vehicle surrender.

01/19/12 CN146: Called Carlos at Potamkin s Planet Dodge and left a voice mail message requesting a return call regarding assistance with this repurchase completion. Called for a sales manager at Dadeland Dodge and left a message requesting a return call regarding same.

01/20/12 CN146: Called Allain at Dadeland Dodge and left a voice mail message requesting a return call regarding assistance with this process.

01/23/12 CN146: Carlos at Potamkins will assist with vehicle surrender. Called both the customer and Carlos and advised that the surrender documents will be going out as soon the check is received.

02.02.12

QEC / Mike Royak
2021 Executive Hills Dr
Auburn Hills, MI 48326

02/02/12 CN146: Called Carlos at Potamkin s yesterday and advised that
surrender documents are headed his way. Called the customer this morning
and advised that her via voice mail that the check and surrender documents
should be arriving at Potamkin s today. Left her Carlos contact number.

02/07/12 Unit is going to Engineering. Emailed pick up request to Tim
Bauer. mls

02/17/12 RW584 Awaiting update.

03/02/12 RW584 Awaiting update.

03/09/12 RW584 Awaiting update.

Customer Assistance Inquiry Record (CAIR)# **21471405**

VIN	1J4GK48K2	3W [REDACTED]	Open Date	10/18/2011	Built Date	02/22/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/06/2003	Mileage	117,900	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGA					

Dealer	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE
Dealer Address	8250 SOUTH WEST 8TH STREET		
Dealer City	MIAMI	Dealer State	FL
		Dealer Zip	33144

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

Corporate - Product Information - Default - Default - Default	air bags deployed while driving
Dealer - By-Pass - Default - Default - Default	air bags deployed while driving
Product - Unknown - Unknown - Accident - Default	air bags deployed while driving
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	customer's air bags deployed suddenly
Corporate - Complaint Contact - Default - Default - Default	inquiring about the complaint from 10/17/2011
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
customer called in wanting to know why she hadn t received a call yet from chrysler.
Briefly summarize what the customer is expecting:
Agent advised customer need to give at least 2-5 business days.

Customer Assistance Inquiry Record (CAIR)# 21560823

VIN	1J4GK48K2	3W	Open Date	11/14/2011	Built Date	02/22/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/06/2003	Mileage	117,900	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGA					

Dealer	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE
Dealer Address	8250 SOUTH WEST 8TH STREET		
Dealer City	MIAMI	Dealer State	FL
		Dealer Zip	33144

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MIAMI FL	Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle
Corporate - Product Information - Default - Default - Default	Vehicle was previously involved in a crash.
Dealer - By-Pass - Default - Default - Default	air bags deployed while driving
Product - Unknown - Unknown - Accident - Default	air bags deployed while driving
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	customer's air bags deployed suddenly
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer seeking a rental vehicle. Customer states vehicle was involved in an accident as per CAIR #: 21450746. Customer states he needs a vehicle to take his children to school. Customer is irate because he still has heard no update as per his case. Agent advised customer as soon as there was an update he would be contacted. Customer is seeking assistance with rental expense.

Briefly summarize what the customer is expecting:Customer is seeking assistance with rental expense.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Customer email address for case updates: declined.

Reassigned to 88R

***** CASE MANAGER TEAM - District ? 88R ? *****

Agent notates as per case 21450746: contact #Jay-JSS15-248-944-7149 (7:30 am-4:15 ET, M-F).

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left a message letting the customer know of lines 19-20.

Agent informed the customer that Chrysler does not provide rental while the vehicle is under 'Special Investigation.'

Agent re-assigning case to JSS15 for rental request.

See Cair 21450746 for prior CRGR involvement.
Per OGC Matrix, reassigned to 82T.
11/15/11 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 21584635

VIN	1J4GL48K3	3W [REDACTED]	Open Date	11/21/2011	Built Date	08/24/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/26/2002	Mileage	126,575	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

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

Corporate - Technical Assistance - Default - Default - Default	air bag deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	air bag opened while driving
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s son was driving the vehicle and the air bag went off for no reason. Customer stated this was Friday evening and the seat belt is locked. Customer stated the dealership suggested she contact Chrysler for assistance. Customer stated the seat belt was not worn at the time and there is no way to pull it into position. Customer stated the dealership was contacted and it was suggested Chrysler be contacted.

Briefly summarize what the customer is expecting: Why did the air bag go deploy and assistance with getting it replaced as well as getting the seat belt fixed.

Agent advised documentation would be sent to special investigations for further assistance.

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

Alternate:

2. What happened? air bag deployed while driving down flat highway and the seat belt locked up.

3. What is the current location of the vehicle? [REDACTED], WATSON, AR-[REDACTED], UNITED STATES

Agent reassigned to 88s

11.21.11

VEHICLE LOCATED AT: RESIDENCE MS [REDACTED]

WATSON AR [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. THANKS, MG17

CAIR NUMBER 21584635 REQUEST DEKRA INSPECTION 11-21-2011 14:40

CAIR NUMBER 21584635 E-MAIL SENT TO DEKRA 11-21-2011 14:41

12.02.11

Need ORC returned if unable to communicate

Hey Jay, hope you had a good thanksgiving. I was off last week and it looks like this is set up for today or tomorrow, I have a call into the inspector to verify when he is doing this and as soon as I hear from him I will let you know.

12.05.11

emailed [REDACTED] for inspection info

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/05/11 AT 17:33:53 21584635

left msg.

spoke to owner, and Tim SM. Okay to pull ORC and ship back. Will cover rental for owner.

Returend aprt received from Dealer. Hand delivered to VSO. _

REquested reimbursment check to dealer for rental car and labor to remove orc module. Bill is imaged to cair 21643518

Check amount 595.50

Customer Assistance Inquiry Record (CAIR)# 21585657

VIN	1J4GK48K2	3W	Open Date	11/21/2011	Built Date	07/30/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	09/30/2002	Mileage	80,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	59156	SOUTHLAND DODGE CHRYSLER JEEP, LLC				
Dealer Address	6161 WEST PARK AVENUE					
Dealer City	HOUMA	Dealer State	LA	Dealer Zip	70364	

Owner		Contact Type	FAX
Address		Home Phone	
	HOUMA LA	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	airbag deployed for no reason
Dealer - By-Pass - Default - Default - Default	

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

Preferred: [REDACTED]

2. What happened?

Customer s daughter was slowing to turn a corner when the driver s air bag deployed for no apparent reason.

3. What is the current location of the vehicle?

[REDACTED],
HOUMA , LA- [REDACTED],
UNITED STATES

11.22.11

VEHICLE LOCATED AT: RESIDENCE

MS [REDACTED]

[REDACTED]

HOUMA LA [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. THANKS, MG17

CAIR NUMBER 21585657 REQUEST EAA INSPECTION 11-22-2011 08:45

CAIR NUMBER 21585657 E-MAIL SENT TO EAA 11-22-2011 08:46

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/28/11 AT 04:20:37 21585657

POSTMARK DATE: 112711; DATE RECEIVED: 112811

11.28.11

Dir RO attached to file.

Called dealer, spoke to Dean to arrange for removal of ORC to have it shipped back for analysis. Will provide rental to owner as needed. Called owner and referred to dealer for part removal. _ Received part. hand delivered to VSO. They would like to get entire vehicle back. Called owner to review possivble repurchase. she would need

to know amount before making decision. Submitted template to ISG.

Unable to complete repurchase, vehicle is tied up in a bankruptcy case involving co-owner. Please arrange to have vehicle repaired at Chrysler expense. Thanks.

(I called dealer, spoke to Dean to advise him he can get started ordering parts etc.)

Dealer will submit bills to me for reimbursment.

POSTMARK DATE: 010912; DATE RECEIVED: 010912

Request check to reimburse dealer for repairs and rental.

1679.75 parts & labor

643.68 rental

43.49 shipping on return part

197.49 tax

2564.41 total

Customer Assistance Inquiry Record (CAIR)# **21701034**

VIN	1J4GL58K1 3W [REDACTED]	Open Date	12/27/2011	Built Date	07/20/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY	
In Service Dt	10/09/2002	Mileage	130,000	Dealer Zone	35 WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			

Dealer	26537	SPORT CHRYSLER-JEEP INC			
Dealer Address	1416 W MAIN ST				
Dealer City	NORRISTOWN	Dealer State	PA	Dealer Zip	19403

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

Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Rental Vehicle - Default - Default - Default	rental fee issues
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

Briefly summarize why the customer is contacting Chrysler: Customer states the frontal airbags in his Jeep deployed on their own. Customer states he has already notified Chrysler about the airbags and injuries; customer is calling in regards to the rental fee, towing fee, and ambulance fee. Customer states he has been driving a rental vehicle since Dec.20/11 and when the dealership notified him to come and pick up his vehicle. When customer picked up the vehicle, the dealership referred customer to [REDACTED] and claimed the customer would be held responsible for the rental fee. Customer told the dealership that he will not pay for the rental because it was an airbag defect that put the vehicle in the shop in the first place. Customer states Chrysler should be responsible for the rental fee and also mention that they should be responsible for the towing fee and the ambulance fee as well.

Briefly summarize what the customer is expecting: Customer filing a complaint about rental vehicle and having to pay the fee. Customer states that it was an airbag defect that put the car in the shop and therefore feels he should not be responsible for the cost of the rental vehicle.

Customer advised a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: None provided

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 26537

Reassigned to 88F

Interpreter number 9163 called on behalf of customer to speak with CM.

Agent transferred customer to extension 4720272.

****Customer Contact*****

Customer called to see if Chrysler would pay for the rental vehicle that the customer had while repairs were being done. Customer stated that she flatly refuse to pay for the rental vehicle because the airbag deployed. CM informed customer that she would see if there was a way to assist but if not the customer would be responsible for the charges. Customer stated that she will not pay for the rental car charges. Customer called seeking an update. Agent advised customer that the case is still open.

Reassigned to 96S

Assigned to 82s

See cair 21397294 for prior CCRG involvement.

Per OGC Matrix, reassigned to 82T.

1/19/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 21724332

VIN	1J4GL48K4	2W [REDACTED]	Open Date	01/03/2012	Built Date	05/21/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	06/21/2002	Mileage	110,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	68472	NORTH POINT CHRY-JEEP INC				
Dealer Address	7726 NORTHPOINT BLVD					
Dealer City	WINSTON-SALEM	Dealer State	NC	Dealer Zip	27106	

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	air bag deployment
Corporate - Product Information - Default - Default - Default	special investigation
Dealer - By-Pass - Default - Default - Default	

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

2. What happened? Customer was driving this vehicle on 12/27/11 and the air bags deployed on this vehicle. The insurance company was called and they assisted with the tow of this vehicle.
 3. What is the current location of the vehicle? NORTH POINT CHRYSLER JEEP DODGE

Customer is looking for assistance with this repair to this vehicle from the air bag deployment. Insurance company states this is a mechanical issue.

Reassigned to 96S
 Inadvertant airbag deployment, refer to 82S
 dealer address is 7726 Northpoint Blvd
 Winston-Salem, NC 27106
 Phone number 336 759 0599

01.04.12
 VEHICLE LOCATED AT:
 NORTH POINT CHRYSLER JEEP DODGE
 7726 NORTHPOINT BLVD
 WINSTON-SALEM NC 27106 _
 336-759-0599

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
 THANKS, MG17

CAIR NUMBER 21724332 REQUEST EAA INSPECTION 01-04-2012 09:28
 CAIR NUMBER 21724332 E-MAIL SENT TO EAA 01-04-2012 09:28

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/06/12 AT 14:15:43 21724332

Consumer wanted an update to the case. Agent advised that the case was still open and that the matter was being looked into.

01.10.12

Reviewed EAA report and photos

I will call dealer and auth repairs and a rental if needed.

Spoke to Richard in service / send back ORC

Chrysler Group LLC

800 Chrysler Drive

Auburn Hills, MI 48326

CIMS 482-00-91

Attn: Paul Plantinga

Called customer and left a VMM asking her to call me - I need to do a brief survey with her

Customer contacted Chrysler trying to return MG17s call. Agent informed customer that she would document that she called. Customer is requesting call back.

01.10.12

Called customer back - left another VMM with my direct number

68472 5HK021X9AG AIRBAG

0E0110 E 011012 1 MLW 1 0110 3201 REL TO PDC

Customer is requesting a call back from her case manager. Customer states she will be at work today and is requesting a call back there.

336-377-2208 she will be there from 10-4 today.

01.11.12

Called customer explained parts are in and repairs will start - I offered the rental if she needs one - I did survey with her

Fast track on part entered

Customer Assistance Inquiry Record (CAIR)# 21727942

VIN	1J4GK48K5	3W	Open Date	01/04/2012	Built Date	08/13/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/26/2002	Mileage	40,000	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936	

Owner		Contact Type	LETTER
Address		CALLE RAMOS # 301	Home Phone
	HATO REY PR	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers

Customer alleges that while waiting at a stop light the driver s airbag deployed.

 This vehicle is located in _____, Service & Parts Operations Manager-Puerto Rico & Caribbean
 Phone _____ or nr22@chrysler.com to set up inspection arrangements.

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

CAIR NUMBER 21727942 REQUEST EAA INSPECTION 01-11-2012 14:38
 CAIR NUMBER 21727942 E-MAIL SENT TO EAA 01-11-2012 14:38

po approved
 Inspection delayed. _
 Per EAA: Still waiting for the attorneys to decide and advise on inspection date. _
 Both attorneys have agreed for us to inspect subject case vehicle on May 3,2012, 9:00 a.m. at Alberic Chrysler, Kennedy Avenue, San Juan, P.R.
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/07/12 AT 04:27:12 21727942
 POSTMARK DATE: 052112; DATE RECEIVED: 052112
 This matter is currently being handled by Product Liability. As a result _
 Special Investigations is no longer involved.
 Pending of result from special investigation.

Customer Assistance Inquiry Record (CAIR)# 21822385

VIN	1J4GK48KX	3W [REDACTED]	Open Date	01/28/2012	Built Date	08/15/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/07/2002	Mileage	96,436	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	airbag deployed prematurely
Corporate - CNA Change - Default - Default - Default	updated customers information
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer just got off the interstate and was in stop and go traffic and the air bag light came on and then the passenger airbag deployed and then the drivers airbag deployed and also three of the air vents blew out at her. Customer states they do have pictures of it and wants to know that all the steps are into getting this fixed. Customer also may be calling back to ask for a rental. Customer stated he may have a few other options first but he will let us know.

Briefly summarize what the customer is expecting: Customer is expecting to have this issue taken care of

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is 727-

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88r

correction line 15

[REDACTED]

Correction line 19 88s

Correction line 14

727-686-0651

Please follow format per answer connect 18819. Once this information is collected send back to 88S for further review.

Called customer Left message

Next agent please ask customer these questions

I believe her husband Ryan called on Saturday

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

2. What happened?

Customer just got off the interstate and was in stop and go traffic and the air bag light came on and then the passenger airbag deployed and then the drivers airbag deployed and also three of The air vents blew out at her
What is the current location of the vehicle?

Customer calling in returning message on phone.

Vehicle at the owners house. [REDACTED],
PONTE VEDRA, FL- [REDACTED],
UNITED STATES

Contact number is: [REDACTED] belongs to [REDACTED] (spouse)

Writer sending case to 82S for further review. Please allow 2-5 business days in order for an investigation to be completed. Customer will be advised of decision.

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

CAIR NUMBER 21822385 REQUEST EAA INSPECTION 01-30-2012 14:34

CAIR NUMBER 21822385 E-MAIL SENT TO EAA 01-30-2012 14:35

Customer contacted us back looking for a rental advised customer to wait a few days and talk with the case manager and they can possibly work something out with the rental company

Spoke to Alex at dealer, gave okay for rental

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/06/12 AT 19:33:10 21822385

Reviewed report and photos. Please arrange to have vehicle repaired at Chrysler expense, including replacing the ORC Module. Rental also to be covered. Thanks.

Vehicle repaired, claim paid. file closed.

Customer Assistance Inquiry Record (CAIR)# 21854994

VIN	1J4GK58K7	2W [REDACTED]	Open Date	02/07/2012	Built Date	02/05/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/02/2002	Mileage	100,698	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	67768	SARASOTA CHRYSLER, LTD.				
Dealer Address	6826 SOUTH TAMIAMI TRAIL					
Dealer City	SARASOTA	Dealer State	FL	Dealer Zip	34231	

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customer states air bag went off while going over speed bump.
Corporate - Product Information - Default - Default - Default	Seeking how to get recall on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she states that her air bag deployed while going over a speed bump. Customer states Chrysler denied her help and was seeking how to get a recall out.

Briefly summarize what the customer is expecting: Customer is expecting how to get recall out.

Customer Assistance Inquiry Record (CAIR)# 21914992

VIN	1J4GL48K7	3W	Open Date	02/23/2012	Built Date	07/29/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/08/2002	Mileage	1	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	26087	TAYLOR CHRY-JEEP				
Dealer Address	12000 TELEGRAPH ROAD					
Dealer City	TAYLOR	Dealer State	MI	Dealer Zip	48180	

Owner		Contact Type	LETTER
Address		Home Phone	
	MUSKOGEE OK	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	
Recall - J17: KJ UPPER BALL JOINTS - Advise Owner/Incomplete Recall	

02.23.12
 Rec d NHTSA complaint
 Air bags deployed while vehicle running but not moving
 I called customer left a VMM - I need to get vehicle into a Jeep dealer
 inspect it
 have ORC returned
 perform INC Recall J17
 and complete questionnaire for VSO
 POSTMARK DATE: 022312; DATE RECEIVED: 022312

02.29.12
 Left Message for customer to call me

03.22.12
 Left Message for customer to call me

Customer Assistance Inquiry Record (CAIR)# **21950859**

VIN	1J4GL48K2	3W [REDACTED]	Open Date	03/03/2012	Built Date	09/21/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/11/2002	Mileage	109,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	66662	TOM AHL CHRYSLER DODGE, INC				
Dealer Address	617 KING AVENUE					
Dealer City	LIMA	Dealer State	OH	Dealer Zip	45805	

Owner	[REDACTED]	Contact Type	FAX
Address	[REDACTED]	Home Phone	[REDACTED]
	LIMA OH [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Drivers side air bag deployed - no accident.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Front driver airbag deployed
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling stating that their airbag had deployed when they were driving randomly. Customer states they had heard of the incident is common with 03 jeeps and is concerned as their wife is pregnant. Customer states they would like to contact someone in Chrysler as they feel unsafe to drive the vehicle.

Briefly summarize what the customer is expecting: Customer expecting to speak with someone from Chrysler.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

***** CASE MANAGER TEAM - District V *****
 Status update provided via email to the following email address:
 [REDACTED]

My name is Leslee and I am your case manager.
 Here is some information that will be helpful for you to have:
 Your Case number: 21950859
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66244
 Work hours: 9 am-3:00 pm Eastern Standard Time Monday-Friday
 I will contact you within one business day by telephone to review your case with you.
 End of Status Update
 Customer is 2nd owner of this vehicle - purchased 02.27.2007 at 88937

miles, no household vehicles - no service contract - oow on December 11, 2005

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer stated that the drivers side air bag deloyed and he was not seriously injured but he is very concerned. Customer stated that is researched on the internet and found that others are experiencing this problem. Next promised contact 03.06.2012.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Writer reviewed next step with team mentor RB1180. Writer assigned to Special Investigations.

Writer contacted customer at [REDACTED] Writer advised that case was being sent to another department to review the airbag deloying that he would be contacted in 2-5 business days. Writer verified that customer was not injured beyond impact to his fingers and contact with air bag gas. No property damage or injury to other passengers occurred. The AnswerCONNECT article that was referenced to provide the answer to the customer was 18819.

03.05.12

VEHICLE LOCATED AT:

TOM AHL CHRYSLER, DODGE, JEEP 419-227-0202

617 KING AVENUE

LIMA OH 45805

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

THANKS, MG17

Yes, after inspection please have the ORC returned to me for further analysis / Paul Plantinga

CAIR NUMBER 21950859 REQUEST EAA INSPECTION 03-05-2012 15:35

CAIR NUMBER 21950859 E-MAIL SENT TO EAA 03-05-2012 15:35

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/07/12 AT 18:07:44 21950859

03.12.12

Reviewed EAA report and photos

Called Steve in dealer - auth d repairs, towing, diagnostic, rental, and sent email with info to ship back ORC to Paul Plantinga in VSO.

Writer referred customer to case manager - Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F)

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 18819.

Customer called and I updated him on repairs.

03.19.12

I have been contacted by the customer stated do npt repair the vehicle.

His lawyer said he was sending some one to inspect the vehicle. Please advise

Steve,

If he has an Attorney - we need to stop repairs at this time.

Until Attorney contacts me with a letter of demand - we can no longer speak to customer.

Lawyer Christina requesting an address for MG17. Writer explained there is only a contact phone number, gave information per line 73-74, Answer

Connect # 18819

04.02.12

Returned Attorneys call

Matthew Huffman 419-227-3423 X270

Left a VMM - need a letter of representation faxed in with what they are looking for.

POSTMARK DATE: 042312; DATE RECEIVED: 042312

Customer Assistance Inquiry Record (CAIR)# 21990396

VIN	1J4GK48K3	3W [REDACTED]	Open Date	03/13/2012	Built Date	08/26/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/28/2002	Mileage	80,724	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	52382	ED PAYNE MOTORS LLP				
Dealer Address	2101 E EXPRESSWAY 83					
Dealer City	WESLACO	Dealer State	TX	Dealer Zip	78596	
Owner	[REDACTED]				Contact Type	FAX
Address	[REDACTED]				Home Phone	[REDACTED]
	CESAR CHAVEZ TX [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air Bags deployed with no accident
Product - Unknown - Unknown - Accident - Default	unjust airbag deployment
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

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

2. What happened? Customer states that her son and his girlfriend were driving on the expressway from McGowan to their home, and the air bags went off. Customer states that her son did not hit anything, and there was no injuries.

3. What is the current location of the vehicle?

[REDACTED]
San Juan, TX [REDACTED]
Phone (sons name is [REDACTED]): [REDACTED]
Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

03.14.12
I called customer - left a VMM - I need vehicle taken into a Jeep dealer, so I can inspect - I will call dealer to discuss ORC / Paul return

03.19.12
VEHICLE LOCATED AT:
ED PAYNE MOTORS LLP // ROLAND
2101 E EXPRESSWAY 83
WESLACO TX 78596
956-968-2158
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
THANKS, MG17
>Spoke to customer - did survey

Spoke to Roland in service about inspection and returning ORC to VSO
CAIR NUMBER 21990396 REQUEST EAA INSPECTION 03-19-2012 13:03
CAIR NUMBER 21990396 E-MAIL SENT TO EAA 03-19-2012 13:03

03.22.12

Inspection is set for 3-24-12

Thanks, WILL

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/26/12 AT 04:22:01 21990396

POSTMARK DATE: 032512; DATE RECEIVED: 032612

Customer is looking to get a follow up on this case. Advised the customer
of lines 39-40, but customer was looking for more information.

Transferred to RM1315 at ext#66392.

Customer seeking further contact as inspection has been completed.

04.02.12

Reviewed EAA report and photos

Called dealer to auth repairs and have them return ORC

Spoke to Ruben SA regarding repairs and returning ORC / offered rental

Attached photo log, repair est to file.

Entered RA claim

Customer Assistance Inquiry Record (CAIR)# 22041247

VIN	1J4GL48K3	2W	Open Date	03/26/2012	Built Date	04/23/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/27/2002	Mileage	120,445	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	08711	FAIRVIEW CHRYSLER JEEP INC				
Dealer Address	7589 WEST RIDGE RD					
Dealer City	FAIRVIEW	Dealer State	PA	Dealer Zip	16415	

Owner		Contact Type	LETTER
Address		Home Phone	
	NORTH OLMSTED OH	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Injury no accident, Air bag deployed while driving.
Product - Unknown - Unknown - Accident - Default	Injury no accident, Air bag deployed while driving.

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

URGENT - Spontaneous Airbag Deployment
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

To Whom It May Concern: On Thursday March 22nd, my pregnant wife was driving 65 mph on the highway during rush hour. Out of nowhere, for no reason, the driver side airbag deployed! Thank God she was able to pull over without causing an accident; however she was extremely stressed and suffered burns and bruises. I met her at the car and rushed her to the ER and thank God our unborn child doesn't appear to have suffered physical trauma. Hopefully the extreme emotional stress will not cause any developmental issues. I did some research and found this is a known problem with the vehicle and under investigation by Chrysler and the NHTSA. So now I have an injured, pregnant wife who is scared to drive in this vehicle ever again, an unsafe vehicle that is illegal to drive (no airbag and no seat belt), and an ER bill due to a SERIOUS design engineering flaw. Not to mention the time we took off work to assess our situation. Please advise. I would prefer to work directly with you to fairly resolve this dangerous quality and safety issue. Thank you in advance for your prompt response. Best Regards,

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

VIN provided by customer in the email was the first 8. Name and number search does not bring a vehicle registered to this customer. Will have to get proper vehicle information when I call the customer for the special investigations information.

VIN: 2E
 Mileage: 120445
 Servicing Dealer:
 Title:
 First Name:

City: North Olmsted
State: OH
Zip: [REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed 440.666.0014.

Left voicemail for the customer informing I would like to speak with him as I need more information including current location of the vehicle.

*****END OF VOICEMAIL LEFT FOR CUSTOMER*****

1. Who is calling and what is their contact information? [REDACTED]
(husband)

Preferred: [REDACTED]
[REDACTED] (work)

2. What happened? His wife Mrs. [REDACTED] was driving down the highway, the air bag light blinked twice and the third time it stayed on. His wife called him at 4:52 pm to see what she should do, before he could answer his phone the air bag deployed on her. With the air bag going off and all the dust from the air bag, she had to roll down the window to be able to see well enough to move off the road. She also had to remove her seatbelt to be able to roll the window down as the belt tightened up and wouldn't release. Samantha has a welt on left forearm and bruises on her right arm, internal bruises and tenderness on the collar bone area. Her husband showed up and took her to the hospital as soon as he got there. He went back later that night and had the vehicle towed back to their home.

3. What is the current location of the vehicle?

Address 1: [REDACTED]

City: North Olmsted

State: OH

Zip: [REDACTED]

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

Per OGC Matrix, reassigned to 82T.

3/27/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22041247 REQUEST EAA INSPECTION 03-27-2012 14:16

CAIR NUMBER 22041247 E-MAIL SENT TO EAA 03-27-2012 14:16

POSTMARK DATE: 032712; DATE RECEIVED: 032712

CCRG Open Date: 03/27/2012 09:30:19

Letter Sent: Acknowledgement 03/28/2012 11:13:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/03/12 AT 16:12:08 22041247

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/03/12 AT 16:46:12 22041247

Customer Assistance Inquiry Record (CAIR)# **22046197**

VIN	1J4GL58K5	3W [REDACTED]	Open Date	03/27/2012	Built Date	08/22/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	09/06/2002	Mileage	80,000	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	02331	LEE ISUZU VOLKSWAGEN				
Dealer Address	130 HOLLYWOOD BLVD. SW					
Dealer City	FT. WALTON BCH	Dealer State	FL	Dealer Zip	32548	

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

Product - Unknown - Unknown - Accident - Default	Airbags Deployed.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is contacting Chrysler as their airbags went off without warning.

-
 Briefly summarize what the customer is expecting:
 Customer is expecting case to be escalated and to determine the status of the case opened with the dealership.

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

[REDACTED]

2. What happened?

Customer was driving through a restaurant Drive-Thru when the airbags went off.

3. What is the current location of the vehicle?

Vehicle is located at Lee Volkswagen Subaru
 Per information provided, vehicle is located at 130 HOLLYWOOD BLVD SW FT WALTON BCH, FL 32548 (850) 243-3171

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

Per OGC Matrix, reassigned to 82T.
 3/27/12 ASSIGNED TO LSE6. PAG
 CAIR NUMBER 22046197 REQUEST EAA INSPECTION 03-27-2012 13:37
 CAIR NUMBER 22046197 E-MAIL SENT TO EAA 03-27-2012 13:37
 CCRG Open Date: 03/27/2012 13:22:40
 Letter Sent: Acknowledgement 03/28/2012 11:21:36

Customer called stating that she has not heard from anyone and is wondering how things are progressing. Customer states they are upset, hurt with no vehicle and were hoping that Chrysler would provide her with a vehicle.

Agent advised customer that the vehicle is being investigated at the moment but a message would be left of file for the CM who is handling the CAIR to contact them.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/04/12 AT 04:19:21 22046197

Customer Assistance Inquiry Record (CAIR)# 22078043

VIN	1J4GK48K9	3W	Open Date	04/03/2012	Built Date	09/25/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	02/08/2003	Mileage	120,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	44339	PATTERSON DODGE CHRYSLER JEEP					
Dealer Address	2900 JACKSBORO HWY						
Dealer City	WICHITA FALLS			Dealer State	TX	Dealer Zip	76302

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	WICHITA FALLS TX	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer states airbag deployed without cause
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states on March 29th 2012 her and her husband were leaving their home and just got on the highway when the drivers side airbag deployed without cause. Customer states they were able to safely pull over and drive the vehicle back home without further incident. Customer states she called the dealership and their advise was for her to call her insurance company.

Briefly summarize what the customer is expecting: Customer seeking cost assistance with repair.

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

Preferred: [REDACTED]

2. What happened? March 29th 2012 her and her husband were leaving their home and just got on the highway when the drivers side airbag deployed without cause. Customer states they were able to safely pull over and drive the vehicle back home without further incident.

3. What is the current location of the vehicle? The customers home [REDACTED], WICHITA FALLS, TX-[REDACTED]

Briefly summarize why the customer is contacting Chrysler: Customer states she was told she was supposed to receive a call back tomorrow, but didn't hear from anyone.

Briefly summarize what the customer is expecting: Customer seeking to speak to case manager.

Agent advised customer that a case like this requires special handling and it can take up to 2-5 business days to be contacted.

Customer states an alternate contact number for her is 940-447-3389.

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # ?18819?

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

04.05.12

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

WICHITA FALLS TX [REDACTED]

F23 44374 OPEN LOWER BALL JOINTS SAFETY

Owner Name: J A MILLER CNA Match Date: 2007-07 2006-08

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

THANKS, MG17

CAIR NUMBER 22078043 REQUEST EAA INSPECTION 04-05-2012 15:10

CAIR NUMBER 22078043 E-MAIL SENT TO EAA 04-05-2012 15:10

04.12.12

Reviewed report and photos

CAIR: 22078043 86 CUST: MILLER I called Cameron in service and auth d air bag repairs and rental - plus return ORC to Chrysler.

Called customer and relayed info - she will mention INC recall to dealer so they can perform - I called Cameron and told him about recall as well.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/12/12 AT 20:36:31 22078043

Returned part was received.

Customer Assistance Inquiry Record (CAIR)# 22078939

VIN	1J4GL58K2	3W [REDACTED]	Open Date	04/03/2012	Built Date	09/11/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/02/2002	Mileage	170,185	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	67512	PARKWAY CHRYSLER INC				
Dealer Address	FIFTH & OLIVE					
Dealer City	BENTON	Dealer State	KY	Dealer Zip	42025	

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Both front air bags deployed while customer driving vehicle
Corporate - Company Information Contact - Default - Default - Default	Customer wants Chrysler to investigate and pay for repairs
Product - Unknown - Unknown - Accident - Default	injury from inadvertent airbag deployment
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that he was driving down the road (back road) and the air bag light came on. Customer stated he was just about to pull over and both the front air bags deployed. Customer stated he received a burn on his stomach from the heat of the air bag. Customer stated that he had to cut air bag from the vehicle so he could steer the car. Customer stated that he was very shaken and want Chrysler to repair his vehicle. Briefly summarize what the customer is expecting: To notify Chrysler of the unexpected deployment of the front air bags in vehicle.

. Who is calling and what is their contact information? Owner of vehicle Mr. [REDACTED]

2. What happened?

Customer called in to say that he was driving down the road (back road) and the air bag light came on. Customer stated he was just about to pull over and both the front air bags deployed. Customer stated he received a burn on his stomach from the heat of the air bag. Customer stated that he had to cut air bag from the vehicle so he could steer the car. Customer stated that he was very shaken and want Chrysler to repair his vehicle.

Briefly summarize what the customer is expecting: To notify Chrysler of the unexpected deployment of the front air bags in vehicle.

3. What is the current location of the vehicle? Vehicle is at the owners residence.

[REDACTED]
Elkville, Illinois

Customer advised a call back is required and will take place within two to five business days.
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates:
Who has possession of the vehicle? Owner has the vehicle
Has the vehicle been diagnosed by a CDJ dealer?
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88S (96S)
Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

Per OGC Matrix, reassigned to 82T.
4/5/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22078939 REQUEST EAA INSPECTION 04-05-2012 15:24
CAIR NUMBER 22078939 E-MAIL SENT TO EAA 04-05-2012 15:24
CCRG Open Date: 04/05/2012 14:10:44
Letter Sent: Acknowledgement 04/09/2012 10:30:04
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/12/12 AT 11:36:36 22078939

Customer Assistance Inquiry Record (CAIR)# 22081242

VIN	1J4GL48K8	2W [REDACTED]	Open Date	04/04/2012	Built Date	06/26/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	07/23/2002	Mileage	130,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBQ	STEEL BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	49989	EDENTON MOTORS INC				
Dealer Address	P O BOX 2174					
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21203	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	SOUTHGATE MI [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	injury, no accident
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	

Briefly summarize why the customer is contacting Chrysler:Customer states his wife was driving when both air bags deployed. Customer states she received burns on hands and face.

1. Who is calling and what is their contact information? [REDACTED], his wife was driving Preferred [REDACTED]

2. What happened? Customer was driving when two air bags deployed.
3. What is the current location of the vehicle?

Motor city
12923 Dix Toledo rd
Southgate, MI
48195
(734) 283-3340

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

04.05.12
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:
Motorcity Auto Care
12923 Dix Toledo Road
Southgate, MI 48195
(734) 283-3340

Per OGC Matrix, reassigned to 82T. MG17
4/5/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22081242 REQUEST EAA INSPECTION 04-05-2012 15:32
CAIR NUMBER 22081242 E-MAIL SENT TO EAA 04-05-2012 15:33
CCRG Open Date: 04/05/2012 15:25:53
Letter Sent: Acknowledgement 04/09/2012 10:26:38

Customer Assistance Inquiry Record (CAIR)# 22102838

VIN	1J4GK58K3	3W	Open Date	04/10/2012	Built Date	07/26/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/18/2002	Mileage	175,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	66770	DON ELLIOTT CHRYSLER-PLYMOUTH-	DODGE			
Dealer Address	1225 NORTH RICHMOND STREET					
Dealer City	WHARTON	Dealer State	TX	Dealer Zip	77488	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HOUSTON TX [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Accident - Default airbag deployed by itself

1. Who is calling and what is their contact information? Mother of the customer is contacting Chrysler

[REDACTED]
Houston TX

2. What happened?

Customer states that the airbag deployed while driving on the freeway for no apparent reason. Customer states she was just driving and talking to her passenger and it just deployed. Customer states that there was no accident but her daughter has a cut on the left arm. Customer states the passenger had to be her eyes to get off the freeway. Customer states that her daughter was unable to get out of the seat due to the seat belt locking up. Mrs Casiano states that there has been many issues with this vehicle. Customer states that the vehicle has been in an accident before and the air bag did not deploy.

3. What is the current location of the vehicle?

[REDACTED]
Houston TX

[REDACTED]
Reassign to 82S

Per OGC Matrix, reassigned to 82T.
4/10/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22102838 REQUEST EAA INSPECTION 04-10-2012 14:16
CAIR NUMBER 22102838 E-MAIL SENT TO EAA 04-10-2012 14:16
CCRG Open Date: 04/10/2012 13:54:55
Letter Sent: Acknowledgement 04/11/2012 10:05:20
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/13/12 AT 11:09:31 22102838
Customer s mom called stating that her customer s vehicle is sitting in her driveway and it is a big inconvenience, customer s mom is needing

some rental assistance, while this case is being investigated. Daughter is using moms vehicle and now mom is needing a rental.

writer is sending case back to PAG45 as this is an active SI case rental will be determined by PAG45.

4/17/12 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

Per OGC Matrix, reassigned to 82T.

4/17/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 22103218

VIN	1J4GL48K2	3W	Open Date	04/10/2012	Built Date	09/21/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/11/2002	Mileage	109,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	66662	TOM AHL CHRYSLER DODGE, INC				
Dealer Address	617 KING AVENUE					
Dealer City	LIMA	Dealer State	OH	Dealer Zip	45805	

Owner		Contact Type	LETTER
Address		Home Phone	
	LIMA OH	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Drivers side air bag deployed - no accident.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Front driver airbag deployed
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 041012; DATE RECEIVED: 041012

04.12.12
 Attorney: Matthew C Huffman 419-227-3423
 See Prev 21950859
 seeking a new vehicle and now has injuries
 Per OGC Matrix, reassigned to 82T. MG17
 emailed LK50
 4/13/12 FORWARD TO PRODUCT LIABILITY. PAG

04.19.12
 Attorney: Matthew C Huffman 419-227-3423
 Seeking to discuss with legal
 Per OGC Matrix, reassigned to 82T. MG17
 4/20/12/ FORWARD TO PRODUCT LIABILITY. PAG

04.30.12
 Attorney: Matthew C Huffman 419-227-3423
 Seeking to discuss with legal
 Per OGC Matrix, reassigned to 82T. MG17
 5/1/12 UPDATED CASE MANAGER.
 5/1/12 FORWARD TO PRODUCT LIABILITY. PAG

05.03.12
 Attorney Call Back Seeking update on 82T -
 Gave CCRG phone number
 Authorization to close provided by Maureen O Donnell. File is being
 managed by legal.

Customer Assistance Inquiry Record (CAIR)# **22114815**

VIN	1J4GL58K1	3W [REDACTED]	Open Date	04/12/2012	Built Date	08/20/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/31/2002	Mileage	175,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGR	SHALE GREEN METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	43585	RAMSEY MOTOR COMPANY				
Dealer Address	502 HWY 62-65					
Dealer City	HARRISON	Dealer State	AR	Dealer Zip	72601	

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

Corporate - Product Information - Default - Default - Default	Customer seeking answers/compensation and cost assistance.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer states his son was driving the vehicle and air bag deployed.
Product - Unknown - Unknown - Accident - Default	no accident injury
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that their son was driving down the road and the airbag deployed. Customer states there was no accident to cause the airbag to deploy. Customer states that his son has a few bumps/bruises and scraps but no accident was caused by the airbag deployment. Customer states that the dealership stated that the airbag was going to cost them money to fix the airbag. Customer states they should not have to pay for the repair when the airbag deployed without warning. Customer states taht his son has scars on his arm from this ordeal. Customer states he would like money for this ordeal, customer states his son has a daughter and this could have killed someone. Customer is very upset with this safety issue. Customer states he is looking for some compensation.

Briefly summarize what the customer is expecting: Customer is seeking why the airbag deployed without warning/Customer seeking cost assistance for the airbag repair.

Customer was advised that due to the nature of their contact they will be contacted by phone or mail within 2 to 5 business days COB their time. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: XXXXX@XXXXX.com Who has possession of the vehicle? (Owner) Has the vehicle been diagnosed by a CDJ dealer? (Yes) If a CDJ dealer has diagnosed, what is the dealer name or code? 43585 Who is calling and what is their Contact Information? [REDACTED]

What Happened? The customer s son was driving down the road and the air bag deployed without warning. Customer s son has scars, bruises and

scraps from the airbag deploying.

What is the Current location of the vehicle? With the customer, at customers address.

Reassing to 88S

Vehicle Location:

HARRISON, AR

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

*Injury No Accident

04.13.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

HARRISON AR

Per OGC Matrix, reassigned to 82T. MG17

4/13/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22114815 REQUEST EAA INSPECTION 04-13-2012 13:48

CAIR NUMBER 22114815 E-MAIL SENT TO EAA 04-13-2012 13:48

CCRG Open Date: 04/13/2012 13:31:35

Letter Sent: Acknowledgement 04/16/2012 10:17:04

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/21/12 AT 11:43:03 22114815

05.25.12

Briefly summarize why the customer is contacting Chrysler: Customer calling seeking the number to the legal department, customer states that he is returning their call. Customer states that when he listen to the Phone# 870-391-1541

Per OGC Matrix, reassigned to 82T. MG17

5/25/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# **22117363**

VIN	1J4GK58K1 3W [REDACTED]	Open Date	04/12/2012	Built Date	07/15/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY	
In Service Dt	09/13/2002	Mileage	59,000	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			

Dealer	67962	POTAMKIN'S PLANET DODGE			
Dealer Address	9975 N W 12TH STREET				
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33172

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NORTH MIAMI BEAC FL [REDACTED]	Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer reports unjustified airbag deployment
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer reports unjustified airbag deployment
Product - Unknown - Unknown - Accident - Default	Customer reports unjustified airbag deployment
Corporate - Property Damage - Default - Default - Default	

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

Preferred: [REDACTED]

2. What happened? Customer states he was driving his vehicle down the street when the airbag opened without cause. The customer states he sustained injuries bruises and cuts on his arms, but nothing that required a hospital visit. Customer states the insurance company followed him to the dealer and cut him a cheque to cover the repairs less the \$500 deductible. Customer states the insurance company wants this investigated as they will go after Chrysler for these expenses if it is in fact our fault. Customer states Luis Ribero is the SA at the dealer he has been working with.

3. What is the current location of the vehicle? Planet Dodge 9975 n w 12th street, miami, FL 33172.

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

Per OGC Matrix, reassigned to 82T.

4/13/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22117363 REQUEST EAA INSPECTION 04-13-2012 13:09

CAIR NUMBER 22117363 E-MAIL SENT TO EAA 04-13-2012 13:09

CCRG Open Date: 04/13/2012 11:30:58

Letter Sent: Acknowledgement 04/16/2012 10:50:11

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/23/12 AT 08:12:59 22117363

Customer states he is seeking information on this case. Agent advised customer to wait for contact from Chrysler regarding this case.

Customer called seeking case update. Agent advised customer of the letter

that was send out. The customer claims as of the April 26th 2012 they have not received the letter. The customer claims that his insurance company is removing his rental assistance.

Per OGC Matrix, reassigned to 82T.

4/27/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Caller states that the part is on Back order and the rental vehicle term is going to expire.

Caller is seeking to have the rental extended.

Agent informed the caller to contact his DLR for further assistance, DLR can contact the Business Center for further assistance.

Caller requesting to speak with Case Manager. Writer referred him to JSS15 and gave the number. EMAIL : [REDACTED]

Owner leaves message requesting call back.

Per OGC Matrix, reassigned to 82T.

6/5/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Owner leaves message requesting call back. [REDACTED]

Per OGC Matrix, reassigned to 82T.

6/14/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Caller Angel, Service Manager, DLR #67962 requesting to speak to CM.

Writer provided Service Manager with contact information for JSS15 248-944-7149.

SM Angel Perez requests call @ 305-213-0403

Per OGC Matrix, reassigned to 82T.

6/15/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

Luis from dealer calling, requests call back. [REDACTED]

Per OGC Matrix, reassigned to 82T.

6/27/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 22126356

VIN	1J4GL58K8	3W [REDACTED]	Open Date	04/16/2012	Built Date	08/27/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	12/12/2002	Mileage	1	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Owner	[REDACTED]	Contact Type	FAX
Address	[REDACTED]	Home Phone	[REDACTED]
	MARGATE FL [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	
Product - Unknown - Unknown - Accident - Default	

POSTMARK DATE: 041612; DATE RECEIVED: 041612
 Attorney claiming injuries, no info as to what incident involves. Dictated letter requesting more info. _
 POSTMARK DATE: 041612; DATE RECEIVED: 041612
 Customer called in stating the dealer directed him to CAC.
 Agent advised customer we received letter from his attorney and Chrysler replied to the attorney the same day. Agent suggested customer work with his attorney to communicate with Chrysler as the attorney has the information requested from Chrysler.
 LETTER MAILED.
 Brian, service advisor at dealer 60444, stated that the customer told him that the air bags discharged and that dealership has had the vehicle since 4/9/2012. Dealer asked what needs to be done from this point. As per EG704, writer advised dealer that this case is now being handled by the legal department and that a letter has been sent to customer. Writer advised dealer to call either JSS15 at [REDACTED] or call his business center.
 POSTMARK DATE: 042512; DATE RECEIVED: 042512

 Attorney responds. Inadvertent airbag deployment. VEHICLE IS LOCATED AT:
 CHRYSLER JEEP DODGE OF NORTH CJDT
 909 S. FEDERAL HWY POMPANO BEACH FL 33062 954-943-6700
 Contact Attorney Ilene Brooks @ 954-972-1800 as Attorney Rep. presence required. Attorney also demands all evidence be retained. _

 Per OGC Matrix, reassigned to 82T.
 4/25/12 FORWARD TO PRODUCT LIABILITY. PAG
 POSTMARK DATE: 042712; DATE RECEIVED: 042712
 another copy of same letter, attached to file.

 Attorney Ilene Brooks calling. 954-972-1800
 Per OGC Matrix, reassigned to 82T.
 POSTMARK DATE: 050112; DATE RECEIVED: 050112
 5/1/12 UPDATED CASE MANAGER. PAG
 5/1/12 FORWARD TO PRODUCT LIABILITY. PAG
 Received another fax from Attorney.
 Per OGC Matrix, reassigned to 82T.

5/2/12 UPDATED CASE MANAGER. PAG
POSTMARK DATE: 050412; DATE RECEIVED: 050412
Another copy of same letter attached to file.
Authorization to close provided by Maureen O Donnell. File is being
managed by legal.

Customer Assistance Inquiry Record (CAIR)# 22131426

VIN	1J4GL48K3	3W	Open Date	04/17/2012	Built Date	10/22/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	01/11/2003	Mileage	1	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936	

Owner		Contact Type	FAX
Address		Home Phone	
	SAN JUAN PR	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	
Product - Drivability - Unknown - Other - Default	
Product - Unknown - Unknown - Accident - Default	

I WAS INYURED FROM UNEXPECTED AIRBAG DEPLOYMENT JEEP LIBERTY 2003. HAPPEND TO ME YESTERDAY, APRIL 16, 2012. THANK GOD I WAS DRIVING SLOWLY AWAY FROM MY DRIVEWAY. I HEARD A BEEP, LOOK AT THE DASHBOARD AND SAW THE AIRBAG LIGHT ON. MY REACTION WAS TO PUT MY FOOT ON THE BREAK, TO LEAN BACK AND MY INSTINCT MADE ME TO LIFT MY LEFT ARM TO COVER MY FACE. BOOM!!! - LOUD EXPLOTION, PAIN IN MY ARM AND COVERED WITH A CLOUD OF POWDER/DUST. IT TOOK ME A COUPLE OF SECONDS TO REALIZED WHAT HAPPEND. THE DRIVERS AIRBAG EXPLOTED WITHOUT ANY REASON AT ALL. SEATBELT LOCKED. I TURNED BACK TO SEE IF MY 8 YEAR OLD SON WAS OK. DESORIENTED, CONFUSED, EYES WIDE OPEN, BUT OK. JUST THINKING THE TRAGEDY IT COULD HAVE BEEN 1 MINUTE LATER ON THE HIGHWAY, DEFINETLY A BAD ACCIDENT AND MANY LIVES COMPROMISED.

 Referral from NHTSA via Vehicle Safety Office

This vehicle is located in Puerto Rico. Contact Neftali Rodriguez, Service & Parts Operations Manager-Puerto Rico & Caribbean Phone 787 - 782 - 5757 Ext 2240 or nr22@chrysler.com to set up inspection arrangements.

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

CAIR NUMBER 22131426 REQUEST EAA INSPECTION 04-17-2012 12:55
 CAIR NUMBER 22131426 E-MAIL SENT TO EAA 04-17-2012 12:56
 Contact claimant on April/18/2012 by telephone alleges that she was coming out from a parking lot and the AIRBAG light come on and quickly

the AIRBAG driver side deploy without any reason.

Survey completed, emailed to VSO. _

POSTMARK DATE: 042512; DATE RECEIVED: 042612

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/28/12 AT 14:21:52 22131426

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/30/12 AT 13:44:58 22131426

Reviewed report and photos. In the interest of customer satisfaction, please arrange to have the vehicle repaired at Chrysler expense. Rental as needed.

Please have the ORC Module labeled with the VIN and returned to:

Chrysler Group LLC

C/O Paul Plantinga

800 Chrysler Drive

Auburn Hills, MI 48326

CIMS 482-00-91

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/03/12 AT 07:51:18 22131426

As a goodwill gesture, Chrysler will cover

AIRBAG parts/labor/ parts and labor / 100% of repair, The driver seat belt will be cover in in goodwill.

Meet claimant on June/6/2012 was authorized to repair the vehicle in goodwill (AirBag) and to rent a car in the time that the vehicle will at the dealer, claimant will be paid for the rental insurance.

Customer Assistance Inquiry Record (CAIR)# 22195357

VIN	1J4GK58K7	3W	Open Date	05/03/2012	Built Date	01/13/2003
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	03/29/2003	Mileage	95,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				

Dealer	23962	DADE JEEP CHRYSLER				
Dealer Address	15895 S DIXIE HWY					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33157	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MIAMI FL	Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Both air bags deployed
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Both air bags deployed
Product - Unknown - Unknown - Accident - Default	Both air bags deployed
Corporate - Property Damage - Default - Default - Default	

Who is calling and what is their Contact Information? [REDACTED]
 is calling regarding issue, owner of vehicle.
 What Happened? Driving vehicle, stopped at light, few cars in front of vehicle waiting for light to turn. Then the air bags deployed. Driver and passenger in front seat. Driver has bruise and some burns on the right arm, passenger experiencing some bumps to skin.
 What is the Current location of the vehicle? Vehicle is at home now, [REDACTED] Terrace, Miami, Florida [REDACTED]. Cellular no. [REDACTED].

Assigned to 88S

Per OGC Matrix, reassigned to 82T.
 5/3/12 ASSIGNED TO LSE6. PAG
 CAIR NUMBER 22195357 REQUEST EAA INSPECTION 05-03-2012 14:02
 CAIR NUMBER 22195357 E-MAIL SENT TO EAA 05-03-2012 14:02
 CCRG Open Date: 05/03/2012 11:26:01
 Letter Sent: Acknowledgement 05/07/2012 09:58:12
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/16/12 AT 18:49:51 22195357
 Customer calls to speak with their Case Manager.
 Jeannette called from State Farm insurance company.
 They want to know what is going on with the vehicle as the customer is in a rental that they are paying for.
 Transferred to JSS15

Customer calls to speak with their Case Manager. They want to know what is going on with the vehicle as the customer is in a rental that they are paying for. Cellular no. [REDACTED].
 5/21/12 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

Per OGC Matrix, reassigned to 82T.
 5/22/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

05.24.12

Jeanette From State Farm looking to discuss rental charges

Claim# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

5/25/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

Customer called to speak with someone about her case. Agent transferred customer to MG17 as per Answer ID 18819.

07.05.12

Customer Call Back Seeking update on 82T - and rental expenses

Phone# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

7/5/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# **22205911**

VIN	1J8GK38K4	2W	Open Date	05/07/2012	Built Date	06/22/2002
Model Year	2002	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/08/2002	Mileage	79,399	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP				
Dealer Address	8170 U S HIGHWAY 64					
Dealer City	BARTLETT	Dealer State	TN	Dealer Zip	38133	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	BRIGHTON TN	Country	UNITED STATES			

Product - Electrical - Unknown - Defective - Default	Customer states the air bag deployed without warning.
Product - Unknown - Unknown - Accident - Default	Injury no accident
Corporate - Property Damage - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

Briefly summarize why the customer is contacting Chrysler: Customer [REDACTED], calling on behalf her ex-husband states this vehicle was given to her daughter who was driving the vehicle yesterday when the air bag deployed without warning. Customer states her daughter is bruised and looks like she was beat with a bat. Customer states she was going to take the vehicle to a Chrysler dealership to have the vehicle fixed and the dealership advised to contact Chrysler first. Customer Scarlett contacted Owner [REDACTED], while on the phone with agent to get verification information.

Briefly summarize what the customer is expecting: Customer expecting to see what can be done about the air bag deploying without warning. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owners daughter
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 67879
 Reassigned to 88F
 Customer called in to speak with CM. Agent advised that a CM has not been assigned yet to this case and it takes one business day for a callback.
 ***** CASE MANAGER TEAM - District U *****
 OOW- Yes
 SC- No
 3rd owner

2 purchased (both used)
1 in household.

Status update provided via email to the following email address:

[REDACTED]

Dear Customer:

My name is David and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number:22205911

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66339

My work hours: 930am to 6pm ET Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Sincerely,

David

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Customer stated her daughter was driving down the road and the air bag light came on and then both airbags deployed. Customer stated the vehicle was towed to dealer 67879. Customer stated that she wants the vehicle fixed by Chrysler since she feels it is a defect that caused the air bags to malfunction. Writer advised would contact the dealer to go over the issue but no guarantees can be made at this time.

Agent attempted to contact dealer Service Manager (SM), Spoke to SM David and advised case is being sent to special investigations.

Writer called customer and advised case will be sent to other department for special handling.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Writer re assigning to 88S

Briefly summarize why the customer is contacting Chrysler:Customer states his vehicle and no one is contacting him.

Briefly summarize what the customer is expecting:Customer wants to know why he has not been contacted.

Customer seeks information. Customer states his number is [REDACTED].

Caller requesting to speak with Case Manager. He said the dealer had picked up the vehicle and had taken it to a shop and now have taken it to another shop. He wanted to know where it went. Writer referred him to the dealer for that information.

Customer called in to speak to her CM. The agent advised the customer that the case has been reassigned to special investigations and that once they had researched the case they would be contacting her, probably within 2-5 business days.

Mr. Neafus called to find out where his vehicle is. The agent advised the customer that the case had been reassigned to special investigations and once they researched the case they would be contacting him on [REDACTED].

Customer requested a supervisor call back. Agent advised the customer that the supervisor would be calling him back within one business day.

05.09.12

Called - left VMM for Chad Johnson - is vehicle there?

Customer called to speak with CM. Agent reviewed case and advised that it is in the hands of Special Investigations. Agent checked resources and advised customer of phone number [REDACTED]. Agent transferred customer to this line to speak with Maggie, or leave VM is she is unavailable. AC 17067

05.11.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

WOLFCHASE CHRYSLER DODGE JEEP

8170 U S HIGHWAY 64

BARTLETT TN 38133

901-373-3030

(VMM left for customer regarding questionnaire)

>> Customer needs rental - I called dlr - left a VMM to assist with 5 days of rental while its investigated / Called and spoke to David, SM
NOTE - sent survey to Paul

Customer called in wanting to speak with CM. Writer transferred to contact number in AC 17067.

5/11/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22205911 REQUEST EAA INSPECTION 05-11-2012 15:09

CAIR NUMBER 22205911 E-MAIL SENT TO EAA 05-11-2012 15:09

CCRG Open Date: 05/11/2012 08:51:57

Letter Sent: Acknowledgement 05/14/2012 10:21:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/16/12 AT 12:39:10 22205911

Customer called in wanting to speak with CM. Writer transferred to contact number in AC 17067 (Maggie MG17 - 248 944-7084)

Customer called in seeking update of case. Writer advised of line 105.

Customer looking for update.

Per OGC Matrix, reassigned to 82T.

5/18/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

Customer Assistance Inquiry Record (CAIR)# **22209379**

VIN	1J4GK58K8	3W [REDACTED]	Open Date	05/07/2012	Built Date	08/22/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	12/14/2002	Mileage	46,154	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	63509	BERGERON CHRYSLER-JEEP				
Dealer Address	3525 VETERANS MEMORIAL BLVD					
Dealer City	METAIRIE	Dealer State	LA	Dealer Zip	70010	

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	air bag deployed into hand
Product - Unknown - Unknown - Accident - Default	no accident / injury
Corporate - CNA Change - Default - Default - Default	ownership information updated
Corporate - Product Information - Default - Default - Default	special investigation
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

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

2. What happened? Owner was driving backwards out of her parking stall at the bank where she works and the air bag deployed onto her hand. Currently her hand is swollen and black and blue. Customer does not know if it is broken but clearly very sore. The vehicle is being towed to the dealership BERGERON CHRYSLER DODGE JEEP. Her husband picked her up. Customer did not go to the doctors. She went home.

3. What is the current location of the vehicle?

BERGERON CHRYSLER DODGE JEEP

3525 veterans memorial blvd

metairie, LA 70002-5842

504-888-2131

Reassigned to 88S

Ownership information updated in COIN.

Customer called in stating she was promised a call between one to two business days but has not and is requesting to have a call back by the end of business day today. Customer states she will be renting a car and wants Chrysler to reimburse her for this cost. Agent informed customer that the department this is in does need time to investigate. Agent informed customer that her request for a call back would be documented. Customer called to obtain case status, advised the customer that the case is still being looked into and will be contacted as soon as possible. Customer called seek case updates. Agent advised customer to allow more time. Agent provided customer with case number.

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

05.11.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

BERGERON CHRYSLER DODGE JEEP

3525 VETERANS MEMORIAL BL

METAIRIE LA 70002

504-888-2131

>> Called Service Dept - David 504-293-5219

Doreen took call - Gave info to Jim Russo about rental - I gave my name
and number plus cair for rental assistance

>> DID SURVEY

Per OGC Matrix, reassigned to 82T. MG17

5/14/12 ASSIGNED TO LSE6. PAG _

CAIR NUMBER 22209379 REQUEST EAA INSPECTION 05-14-2012 14:52

CAIR NUMBER 22209379 E-MAIL SENT TO EAA 05-14-2012 14:52

CCRG Open Date: 05/14/2012 09:51:15

Letter Sent: Acknowledgement 05/15/2012 10:44:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/21/12 AT 04:57:39 22209379

06.22.12

Attorney: Stephen P Bruno 504-525-1335

Seeking recovery damages reagrding injuries

Per OGC Matrix, reassigned to 82T. MG17

6/22/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 22222368

VIN	1J8GL48K8	3W [REDACTED]	Open Date	05/10/2012	Built Date	12/20/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	05/10/2003	Mileage	46,892	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	66405	BURGER CHRYSLER-JEEP INC				
Dealer Address	2600 SOUTH THIRD STREET					
Dealer City	TERRE HAUTE	Dealer State	IN	Dealer Zip	47802	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	
	TERRE HAUTE IN [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	Air bag deployed with out warning.
Product - Body / Trim / Paint Finish - Seat Belts - Binds, Sticks, Seized - Front Driver	Front driver seat belt seized after air bag deployment
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customers husband called stating that his wife was driving out of the bank parking lot onto the main road and the air bag deployed with out warning. Customer stated that it almost caused a crash. Customer stated that the seat belt is now broke. Customer stated that he called the dealership and the dealership advised him to bring the vehicle into the dealership and they would repair the vehicle. Customer stated they can not drive the vehicle because of the air bag as well as the seat belt is broke. Customer stated the dealership is over 60 miles and the dealership will not assist in towing.

Briefly summarize what the customer is expecting: Customer seeking towing assistance and vehicle assistance.

Agent advised customer his case would be escalated up to a CM and they would review the file and be in contact with him. Agent advised customer that it may take a couple business day to be in contact.

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

[REDACTED]

2. What happened? Air bag deployed with out warning.
 3. What is the current location of the vehicle? Customer house.

Reassigned to 88S
 Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

05.14.12 WILL BE TOWED IN TODAY
 VEHICLE LOCATED AT:
 BURGER CHRYSLER-JEEP INC / BRANDON H.
 2600 SOUTH THIRD STREET
 TERRE HAUTE IN 47802
 812-232-1331

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

THANKS, MG17

I spoke to Brandon, I auth d tow and rental

I called customer - did survey

Per OGC Matrix, reassigned to 82T. MG17

CAIR NUMBER 22222368 REQUEST EAA INSPECTION 05-14-2012 08:55

CAIR NUMBER 22222368 E-MAIL SENT TO EAA 05-14-2012 08:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/21/12 AT 04:57:44 22222368

05.21.12

Reviewed EAA report and photos

emailed Paul about airbag light thats been on since 2007 - does he still want us to repair and have ORC returned

I calld Brandon W. in service and auth s repairs and have ORC returned.

REntal is included at warr prices if needed. _

CCRG Open Date: 05/14/2012 08:53:44

06.01.12

Customer called for a status - I called dlr and spoke to Matt - he said all parts on order - last one will be in on the 7th - I called customer and left a VMM -

Called dealer, parts are in, they will notify owner. Entered part return request.

POSTMARK DATE: 061212; DATE RECEIVED: 061212

Wrong ORC part came in, had to reorder.

The following FasTrack requested part has been shipped.Please, track the parts against Tracking # mentioned in the request form.

Request # :36909

Status :SHP

Requested Date :00/12/2012

VIN :1J8GL48K83W [REDACTED]

Part # :56010501AH

Thanks & Regards,

BURGER CHRYSLER-JEEP INC

Part received at QEC. _

Customer Assistance Inquiry Record (CAIR)# 22224996

VIN	1J4GK48K4	3W	Open Date	05/11/2012	Built Date	07/22/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/31/2002	Mileage	130,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	45329	PLANET DODGE				
Dealer Address	18555 HIGHWAY 59 N					
Dealer City	HUMBLE	Dealer State	TX	Dealer Zip	77338	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	KINGWOOD TX	Country	UNITED STATES			

Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Advised customer of recall
Product - Unknown - Unknown - Accident - Default	Injury, no accident
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

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

[REDACTED] (son)

2. What happened? Ms [REDACTED] was sitting at a red light air bag light came on and passenger side air bag deployed, seconds later driver side air bag deployed. Caller states 3 large bruises on stomach.

3. What is the current location of the vehicle? PLANET DODGE CHRYSLER JEEP 45329
SM Michelle Silva
281-312-2361

Reassigned to 88S
Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

05.14.12
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT:
PLANET DODGE CHRYSLER JEEP
18555 HIGHWAY 59 N
HUMBLE TX 77338
281-359-7100
Per OGC Matrix, reassigned to 82T. MG17
NOTE> called customer left a VMM to complete survey
SURVEY COMPLETE
5/14/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22224996 REQUEST EAA INSPECTION 05-14-2012 14:46
CAIR NUMBER 22224996 E-MAIL SENT TO EAA 05-14-2012 14:46
CCRG Open Date: 05/14/2012 09:40:55

Letter Sent: Acknowledgement 05/15/2012 10:45:59

Customer calling for a case update. Agent advised that her request for a call back would be documented in her case

Customer called back wanting an update on her file. Writer advised of lines 28-31.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/17/12 AT 10:48:35 22224996

Customer Assistance Inquiry Record (CAIR)# **22241059**

VIN	1J8GK58K6	3W	Open Date	05/17/2012	Built Date	08/24/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/23/2002	Mileage	115,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JEEP				
Dealer Address	4807 KIRBY DRIVE					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77098	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	HOUSTON TX	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states the air bags deployed without warning.
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Briefly summarize why the customer is contacting Chrysler: Customer states yesterday afternoon while stopped at a red light the air bags deployed without warning. Customer states she had to go to the emergency room and her hand were on the steering wheel at the time and they are all bruised up and swollen. Customer states she has 1st degree chemical burns on her hands and arms from the powder of the air bags. Customer states she had to pay to have the vehicle towed to the dealership. Customer requests a rental vehicle. Customer states the dealership advised her to contact Chrysler before they would touch the vehicle.

Briefly summarize what the customer is expecting: Customer expecting to notify Chrysler that her air bags deployed without warning.

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

owner of the vehicle

Preferred: [REDACTED]

2. What happened? Customer states yesterday afternoon while stopped at a red light the air bags deployed without warning.

3. What is the current location of the vehicle? Vehicle is currently at the dealership 65233.

Helfman River Oaks Chrysler Jeep, 4807 KIRBY DRIVE, HOUSTON, TX, 77098 509, phone number 713-524-3801.

Customer advised a call back is required and will take place within two to five business days.

Preferred Morning/Midday call back number is [REDACTED] 5

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealership

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 65233
Reassigned to 88S
Writer sending case to 82S for further review. Please allow 2-5 business
days for contact.

05.21.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

HELFMAN RIVER OAKS CHRYSLER JEEP

4807 KIRBY DRIVE

HOUSTON TX 77098

713-524-3801

>> I called Service and spoke to Brian and auth d a rental for 15 days

he will call customer

>> DID SURVEY / EMAILED

Per OGC Matrix, reassigned to 82T. MG17

5/22/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22241059 REQUEST EAA INSPECTION 05-22-2012 10:03

CAIR NUMBER 22241059 E-MAIL SENT TO EAA 05-22-2012 10:03

CCRG Open Date: 05/21/2012 14:21:20

Letter Sent: Acknowledgement 05/23/2012 12:21:17

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/12 AT 04:17:51 22241059

Customer Assistance Inquiry Record (CAIR)# 22263391

VIN	1J4GL58K1	3W [REDACTED]	Open Date	05/24/2012	Built Date	08/20/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	08/31/2002	Mileage	175,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGR	SHALE GREEN METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					
Dealer	43585	RAMSEY MOTOR COMPANY				
Dealer Address	502 HWY 62-65					
Dealer City	HARRISON			Dealer State	AR	Dealer Zip 72601
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	HARRISON AR [REDACTED]				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking answers/compensation and cost assistance.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer states his son was driving the vehicle and air bag deployed.
Corporate - Policy Issues - Default - Default - Default	Seeking Legal phone number
Product - Unknown - Unknown - Accident - Default	no accident Injury
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling seeking the number to the legal department, customer states that he is returning their call. Customer states that when he listen to the message he had a difficult time understanding the message.
 Briefly summarize what the customer is expecting: Customer seeking to return the call to the legal department about a settlement. Agent advised the customer that the agent does not have access to that number. Agent recommended that the file can be sent to the legal department with the Reference to the previous cair.
 CAIR: 22114815
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] (cell)
 Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
 Customer email address for case updates: XXXXX@XXXXX.com
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer?
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

 05.25.12
 NAN / SEE UPDATED AND RE-OPENED CAIR 22114815

Customer Assistance Inquiry Record (CAIR)# **22275297**

VIN	1J4GK58K2	3W [REDACTED]	Open Date	05/30/2012	Built Date	10/01/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	06/07/2003	Mileage	121,264	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	60348	FERMAN CHRYSLER JEEP DODGE AT	CYPRESS CREEK			
Dealer Address	24314 S.R. 54					
Dealer City	LUTZ	Dealer State	FL	Dealer Zip	33559	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ZEPHYRHILLS FL [REDACTED]			Country	UNITED STATES	

Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Unknown - Unknown - Accident - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 help with air bag issue
 Briefly summarize what the customer is expecting:
 help with air bag issue
 ****End structured narrative T2 - Beginning Narrative
 Customer called and states she came out from store yesterday and when she went to start vehicle both air bags exploded. customer states dealer told her to call for assistance. customer is seeking help from chrysler.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? Ferman CHRYSLER JEEP DODGE Reassigned to 88F
 Status update provided via email to the following email address:
 [REDACTED]
 My name is Cindy. I have been assign to you as your Case Manager.
 Here is some helpful information that will helpful for you.
 Your CAIR #: 22275297
 My work hours: 9:30-6:00 (EST)
 My toll free # [REDACTED]
 Extension:4720288
 I will contact you by the end of my shift, the next business day, via telephone to review your CAIR
 Thank you very much,
 Cindy
 End of Status Update

CONTACT UPDATE - 1st Contact attempt, e-mail [REDACTED]
[REDACTED] called to speak with CM. Writer advised customer that the CM is CO153. Writer provided customer with phone number [REDACTED] and extension 4720288 for CO153 then with customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.

The AnswerCONNECT article that was referenced to provide the answer to the customer was #22696.

Customer left a voice mail to CM and to call back at [REDACTED] CM spoke to Customer and apologize for the delay. CM ask Customer several question, how, when, where, injuries. Customer stated was in the parking lot at Target on Tuesday 5/28, turn on her vehicle while looking for her cell phone in her purse. Customer stated suddenly without notice her 2 front air bags exploded. Customer stated her injuries were abrasions and cuts on her left neck and hands. Customer stated the air bag ripped the handle off her purse. Customer stated the fire department was called and address her injuries, which required no hospitalization. Customer stated the fire department taped up the air bags in her car.. Customer stated as a result of the air bags going off it tore her dashboard. Customer stated her vehicle is sitting her driveway. CM advised Customer, this CAIR is being forward to Chrysler investigation team for further handling.

Vehicle is located at:

Customer s home:

[REDACTED]
[REDACTED]
ZEPHYRHILLS, FL- [REDACTED]
UNITED STATES

Reassigned to 82S

left message with owner to conduct survey, will complete upon return phone call.

Per OGC Matrix, reassigned to 82T.

6/4/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22275297 REQUEST EAA INSPECTION 06-04-2012 15:11

CAIR NUMBER 22275297 E-MAIL SENT TO EAA 06-04-2012 15:11

Completed survey, emailed to VSO.

CCRG Open Date: 06/04/2012 13:13:43

Letter Sent: Acknowledgement 06/05/2012 09:33:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/08/12 AT 15:48:30 22275297

Customer Assistance Inquiry Record (CAIR)# 22373089

VIN	1J4GL38K5	2W	Open Date	06/28/2012	Built Date	06/24/2002
Model Year	2002	Body	KJJM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/07/2002	Mileage	65,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	64977	GATOR CHRYSLER INC				
Dealer Address	200 E NASA BLVD					
Dealer City	MELBOURNE	Dealer State	FL	Dealer Zip	32901	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MELBOURNE FL	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	both front air bags deployed for no reason
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

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

Preferred: [REDACTED]

2. What happened?

Customer was stopped at a stop light, waiting for light to turn green. The light turned green, and the all front air bags deployed. Customer was hit in the face and arm.

3. What is the current location of the vehicle?

Gator Chrysler Dodge Jeep
840 s harbor city blvd melbourne , FL 32901-1907
321-724-6611

Contact at dealership Roger MacCardle 321-409-4554
As per AC Answer ID 18819 reassigned to 96S
inadvertant airbag deployment, refer to 82S
LEFT VM FOR OWNER.

Customer states that her insurance company has come viewed the vehicle and completed their reports. Customer states that she believes that a Chrysler representative has inspected the vehicle but she is unsure. Customer states that she has been experiencing medical concerns since the air bags deployed (ear ache, jaw ache, etc). Customer states that she has visited 2 doctors and may require x-rays. Customer states that she is looking for contact with her case manager.

Customer seeks contact with case manager.
Agent provided customer with the contact number for JSS15 and advised customer that her message will be forwarded to the person handling her case for follow up (as per AC#18819).
Reassigned to 82S (as per AC#18819).

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

GATOR CHRYSLER DODGE JEEP

840 S HARBOR CITY BLVD

MELBOURNE FL 32901

321-724-6611

Per OGC Matrix, reassigned to 82T. MG17

> Did survey - emailed

>> Notified Paul and EAA

7/5/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22373089 REQUEST EAA INSPECTION 07-05-2012 13:06

CAIR NUMBER 22373089 E-MAIL SENT TO EAA 07-05-2012 13:06

CCRG Open Date: 07/05/2012 12:44:37

Letter Sent: Acknowledgement 07/06/2012 10:11:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/12/12 AT 16:39:06 22373089

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/13/12 AT 04:18:34 22373089

Dealer from GATOR CHRYSLER DODGE JEEP called because this vehicle is

still on his lot and he or the owner has not had a response to this case.

Agent provided phone number of MG17 248-944-7084 to the dealer for

follow up.

08.21.12

Dlr Call Back Seeking update on 82T -

Tom from GATOR CHRYSLER DODGE JEEP called because this vehicle is

still on his lot and he or the owner has not had a response to this case.

Phone# 321-724-6611

Per OGC Matrix, reassigned to 82T. MG17

8/22/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

Customer Assistance Inquiry Record (CAIR)# 22385856

VIN	1J4GK48K73W [REDACTED]	Open Date	07/03/2012	Built Date	09/05/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	07/26/2003	Mileage	128,927	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	air bags went off without reason
Dealer - By-Pass - Default - Default - Default	

Customer states that this morning his air bags deployed without justification. Customer states that he was doing a left hand turn at the time this happened.

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

2. What happened? Customer states that this morning his air bags deployed without justification. Customer states that he was doing a left hand turn at the time this happened.

3. What is the current location of the vehicle? [REDACTED] Miami Beach FL [REDACTED]
Inadvertant airbag deployment. refer to 82S

07.05.12
VEHICLE LOCATED AT: A RESIDENCE

[REDACTED]
Sunny Isles Beach, FL [REDACTED]
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
THANKS, MG17

CAIR NUMBER 22385856 REQUEST EAA INSPECTION 07-05-2012 10:06
CAIR NUMBER 22385856 E-MAIL SENT TO EAA 07-05-2012 10:06

> Left a VMM for customer - I need to do survey
>> Emailed EAA about joint inspection
Customer has called back 2X s left [REDACTED] - bad number
[REDACTED] - also bad number

I tried to call back at numbers in CAIR - no answer

07.06.12 - customers phone is [REDACTED]
I completed survey - emailed it
>> WE NEED DTC S FROM ALL MODULES NOT JUST ORC

Inspection already completed, need to have dealer check breakaway torque _ prior to repairs.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/11/12 AT 17:01:27 22385856

07.12.12
Reviewed EAA report and photos
Called John in service auth d repairs to airbags, asked him to return the

ORC to Chrysler, asked him to check breakaway torque - auth d a rental if needed - Called customer and advised to call dealer.

Started RA claim

John called stating they have customers waiting and are seeking rental information. John is seeking a call back. Agent transferred caller to contact.

07.12.12 Started rental today

John for dealer called in for CM. Writer informed a note would be left for writer

SM and SA have left messages for return call. Please call them back ASAP.

Sent MG17 a message advising of dealer request to return a call to SM.

07.30.12

FAXED Jim a cc of pic showing whats needed in torque measurement auth d repairs - explained I started a RA claim.

08.02.12

Dlr is asking what parts he should replace for inadvetent airbag deployment - I am not looking at vehicle so - I need the Area manager to assist dealer in this - Please assist Colin - I have entered an RA claim.

>> emails between dlr, AM and me have been sent to CR MGR

UPDATE: I called Colin - left a VMM - call STAR for help in determining what parts should be replaced.

Customer called upset that he was called by dealer to return his rental he has had since 7/12/12 and was told he must pay for it. His vehicle is still in shop and not repaired. Agent called and talked to Colin at dealership and he states he has had no follow up or authorization for the rental vehicle or the parts to repair. Agent called Maggie from special investigations on behalf of the customer and left a voice message to call dealer and the customer to make sure the rental is covered or not.

REASSIGNED TO BC/DLR 66 60539 08/07/12 11:35 R 22385856

*Contact Date:08/18/2012

Service Director at the dealership has updated the CAIR# 22385856

The vehicle has been diagnosed.

Colin Lord from dealer 60539 called stating he was speaking to the warranty center regarding an airbag deployment claim. Dealer was advised to contact CAC and have CAC cut a check directly for the rental and not submit it under warranty claim due to dollar amount difference. Agent was advised to transfer customer to MG17 for further information. Agent transferred dealer to MG17.

08.29.12

Collin calling for auth of rental - states Warranty will not pay it and he needs CAC to issue a check - In looking at claim - it states daily amount is high - and amount is excessive. Please contact Collin and make sure rental was at warranty prices, and was repaired in a timely manner

This is a vehicle that VSO wanted parts returned

Plus dlr kept asking me what parts should he replace.

Thanks

both claims have been paid by jhm6

Customer Assistance Inquiry Record (CAIR)# 22394827

VIN	1J4GK48K7	3W	Open Date	07/06/2012	Built Date	01/16/2003
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	05/07/2003	Mileage	114,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				

Dealer	66732	GALEANA CHRYSLER JEEP INC				
Dealer Address	14375 S TAMIAMI TRAIL					
Dealer City	FT MYERS	Dealer State	FL	Dealer Zip	33912	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	FORT MYERS FL	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Airbag deployed for no reason
Dealer - By-Pass - Default - Default - Default	

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

2. What happened? Customer stated that she had been driving when she heard a ding and looked down to see that the airbag light had come on. Customer stated that before she had time to react the airbag had deployed. Customer stated that the airbag hit her with such force that it pushed her back and broke the seat belt.

3. What is the current location of the vehicle? Customer's house

[REDACTED]
 Fort Myers, FL [REDACTED]
 Inadvertant deployment, refer to 82S

07.06.12
 VEHICLE LOCATED AT: RESIDENCE

[REDACTED]
 FORT MYERS FL [REDACTED]
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
 THANKS, MG17

CAIR NUMBER 22394827 REQUEST EAA INSPECTION 07-06-2012 15:23
 CAIR NUMBER 22394827 E-MAIL SENT TO EAA 07-06-2012 15:23
 >emailed Paul and Sue/ new case / VMM for customer to do survey
 >> WE NEED DTC S FROM ALL MODULES NOT JUST ORC
 Customer is calling in to state that this vehicle is currently being inspected but was hoping it was going to be fixed today. Customer states the NHTSA called her stating there is going to be a recall for this issue shortly. Customer is looking to speak to the case manager.
 Transferred to the case management ext#4720254.
 Owners phone number is [REDACTED]. Owner calling from dealership,

vehicle being inspected now. Owner concerned that she cannot afford to rent a vehicle, but doesn't feel confident driving a vehicle that airbags and seatbelts are not operating correctly. Owner also advises that she was contacted by NHTSA yesterday, and was informed there will soon be a recall on this vehicle. Owner requests immediate decision on repair.

Okay to cover rental until investigation is completed. _
Contacted JSS15 through Agent workbench, advised of situation, JSS15 will contact dealer.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/11/12 AT 19:15:14 22394827

07.18.12
I will call dealer and customer .
Spoke to SM, George and authorized repairs to air bags and related parts, and a rental. Also sending a email to George @ Service@galeanafl.com with info on ORC return, entered a RA claim
Called customer and explained above and did survey
Customer called to speak with CM ext: 4720254
Customer states she had an appointment with George and he was not there and she was advised that he is no longer working with her vehicle.
Customer states the only work that was being completed was with the seat belt and she is worried not all of the repairs are being honored.
Agent transferred customer to ext: 4720254
Owner calls to advise that dealer is not going to perform repairs as requested. Owner very upset. Requests MG17 again contact dealer and approve repairs. Thanks.

07.30.12
I called SM, George, he said he is waiting on air bag.
66732 5HK021X9AG AIRBAG
0C0723 E 072312 1 MLW 1 0726 7000 INVOICED-PDC W-00077531 0725
Part shipped, I called customer and left a VMM.

Customer Assistance Inquiry Record (CAIR)# 22406721

VIN	1J4GK58K1	3W [REDACTED]	Open Date	07/10/2012	Built Date	07/18/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/15/2002	Mileage	175,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

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

Product - Drivability - Unknown - Other - Default	air bag deployment
Corporate - Complaint Contact - Default - Default - Default	both air bags deployed
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	both airbags deployed
Product - Unknown - Unknown - Accident - Default	injury from airbag deployment
Corporate - Property Damage - Default - Default - Default	

Customer called in with a complaint because both airbags bags deployed while driving down the hiway.
 Passenger side went off first and then drivers side 2 minutes later.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? Southbay
 CDJ 310-371-3521 S.M. Art Ferriera
 Reassigned to 88F
 ****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 both airbags deployed while driving
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 * * * * * CASE MANAGER TEAM - District O * * * * *
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].buisness phone. Customer would like to be contacted on the cell phone number that is listed 310-357-1188
 Customer name is [REDACTED]
 Location of the vehicle: Scott Robinson 60557.
 Body shop department. 20900 HAWTHORNE BLVD LOS ANGELES
 contact at dealership is Art Herrra 310-371-3521
 Customer stated that while driving down highway 60, at about 65 mph the passanger airbag deployed, No one was sitting in the passanger seat and the customer pushed it back and kept driving. Five minutes later his air bag deployed on him. Customer stated that the horn started to go off and many other lights and noises kept going off. Customer pulled off the highway and pushed it back and then drove it to the dealership. The vehicle has not been looked at yet.
 Called owner to do survey, NA at lunch.
 Survey completed and emailed. _
 Owner indicates injuries to arm from deployment

VEHICLE IS LOCATED AT:
SCOTT ROBINSON CHRYSLER DODGE CJDTR
20900 HAWTHORNE BLVD TORRANCE CA 90503 310-542-0900

Per OGC Matrix, reassigned to 82T.
7/12/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22406721 REQUEST EAA INSPECTION 07-12-2012 14:49
CAIR NUMBER 22406721 E-MAIL SENT TO EAA 07-12-2012 14:49
CCRG Open Date: 07/12/2012 14:40:25
Letter Sent: Acknowledgement 07/13/2012 09:48:28
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/14/12 AT 14:06:53 22406721
Customer called to find out information about his case. The agent advised
the customer that the case was still being worked even though it is
showing closed as it seems to be with the Business Center. The agent gave
the customer the phone number to the last CM on his case, JSS15 to try
and get some information about the case.
Owner leaves message requesting call back @ [REDACTED].
Per OGC Matrix, reassigned to 82T.
7.18.12 Updated Law Manager and Case Manager. MJK _
Frank Warranty administrator requesting to speak with Case Manager JSS15.
Writer transferred caller to SI [REDACTED].

Frank from delaer 60557 requests call back @ [REDACTED] regarding
payment for repairs.
Per OGC Matrix, reassigned to 82T.
8/14/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 22427473

VIN	1J4GK48K5	3W	Open Date	07/16/2012	Built Date	08/29/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	09/28/2002	Mileage	125,000	Dealer Zone	71	LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	45359	CHAMPION DODGE				
Dealer Address	9655 FIRESTONE BLVD					
Dealer City	DOWNEY	Dealer State	CA	Dealer Zip	90241	
Owner					Contact Type	LETTER
Address					Home Phone	
	DOWNEY CA				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Air bag deployed no reason
Product - Unknown - Unknown - Accident - Default	Air bag deployed no reason
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Airbag deployed while driving for no reason.
Dealer - Facilities - Service Department - Other - Default	Customer requesting Dealer information

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Air bag deployed while driving for no reason
 Briefly summarize what the customer is expecting:
 Needs help locating a dealer
 ****End structured narrative T2 - Beginning Narrative
 Customer states that as driving down the road with his daughter Air Bags deployed. Writer inquired which air bag driver or passenger and was advised both. Customer requests information for a dealer as he is at side of road. This just happened like half an hour ago.
 ****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Air bag deployed while driving
 Briefly summarize what the customer is expecting:
 Help finding a dealer.
 ****End structured narrative T2 - Beginning Narrative
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] 8 . Left message.
 Customer called to speak with CM, agent transferred to ext 4720254.
 Vehicle located at Owners home, [REDACTED] Downey, Ca
 [REDACTED] . Owner alleges inadvertant airbag deployment. refer to 82s
 Survey completed and emailed.
 VEHICLE IS LOCATED AT:
 CHAMPION CHRYSLER JEEP DODGE CJDTR
 9655 FIRESTONE BLVD DOWNEY CA 90241 562-862-3993

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

PERTINENT INFORMATION. THANKS.

(Please provide all DTC s not just Airbag)

CAIR NUMBER 22427473 REQUEST EAA INSPECTION 07-18-2012 13:58

CAIR NUMBER 22427473 E-MAIL SENT TO EAA 07-18-2012 13:59

POSTMARK DATE: 071812; DATE RECEIVED: 071812

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/03/12 AT 04:19:50 22427473

Customer was calling in looking for updated information on his file.

Agent reviewed the file and told the customer that the investigation is still open and in-process and a decision letter will be sent when completed.

Reviewed report and photos. Unable to communicate with ORC Module. Please arrange to have vehicle repaired at Chrysler expense, including rental car as needed for duration of repairs. Also, please have dealer technician check the ORC Module grounding screw breakaway torque measurement. The ORC Module will need to be returned to the QEC. Repair authorization entered in GWA DM notes, and Part Return Request has been entered in DealerConnect.

REASSIGNED TO BC/DLR 71 45359 08/08/12 19:22 O 22427473

080812 contacted dealer, sm tom n/a, spoke with Tim in service, provided instructions from SI. Reassigned to dealer so they can print copy of CAIR

Dealer to contact writer back to confirm they have made contact with customer, and will keep writer updated on repairs/parts returns

Dealer will contact customer this date to notify of decision/ status

tmt

REASSIGNED TO BC/DLR 71 45359 08/10/12 20:19 O 22427473

081512 contacted Tim @ dlr to check status, eta for repair completion

8/17/12 tmt

082912 contacted dealer to follow up

repairs were completed and vehicle returned to customer / noting that there were 2 a/c vents that were damaged during deployment, and are on backorder. Vehicle returned back to customer, and he is aware that when

parts are in, dealer will notify him and he will bring it back in for final repair to a/c vents.

tmt

tmt

Customer Assistance Inquiry Record (CAIR)#	22431335
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VIN	1J4GK58KX 3W [REDACTED]	Open Date	07/17/2012	Built Date	07/31/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY	
In Service Dt	09/29/2003	Mileage	133,000	Dealer Zone	63 DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Dealer	26675	RICK JUSTICE CHRYSLER JEEP LLC			
Dealer Address	1105 SOUTH FRONTAGE RAOD				
Dealer City	MERIDIAN	Dealer State	MS	Dealer Zip	39301
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MERIDIAN MS [REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	Recall information.
-----------------------------------------------------------------------	---------------------

Briefly summarize why the customer is contacting Chrysler: Recall information.

Briefly summarize what the customer is expecting: writer informed customer there is no outstanding recall on this vehicle. Customer stated his airbag deployed without notification writer advised to have vehicle looked at by authorized CJD dealership.

Customer Assistance Inquiry Record (CAIR)# 22434626

VIN	1J4GK48K7	2W	Open Date	07/18/2012	Built Date	06/06/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/13/2002	Mileage	75,000	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

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

Owner	[REDACTED]				Contact Type	FAX
Address	[REDACTED]				Home Phone	[REDACTED]
	BAYAMON PR [REDACTED]				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

Revived a telephone call from Flagship service manager that claimant bring the vehicle to the service department with the concern that (AIRBAG) deploy with out any reason. the vehicle is at the dealer and can be inspect any time by AEE investigator.

 This vehicle is located in Puerto Rico. Contact Neftali Rodriguez, _ Phone 787 - 782 - 5757 Ext 2240 or Roberto Delgado Ext 2239 to set up inspection arrangements.

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

CAIR NUMBER 22434626 REQUEST EAA INSPECTION 07-18-2012 09:35
 CAIR NUMBER 22434626 E-MAIL SENT TO EAA 07-18-2012 09:35
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/03/12 AT 11:20:21 22434626
 POSTMARK DATE: 080312; DATE RECEIVED: 080312

Reviewed report and photos. Unable to communicate with ORC Module. Please arrange to have vehicle repaired at Chrysler Expense. Provide rental car as needed during repairs. Return ORC Module to Vehicle Safety Office in Auburn Hills.

Customer Assistance Inquiry Record (CAIR)# 22443329

VIN	1J4GK58K3	3W	Open Date	07/20/2012	Built Date	09/17/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/01/2003	Mileage	100,000	Dealer Zone	E9	PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN	Dealer State	EX	Dealer Zip	00936	
Owner					Contact Type	LETTER
Address				F/27 EL VIGIA	Home Phone	
	GUAYNABO PR				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	

Customer contacted our offices because the driver s airbag deploy without any reason while she was driving. Customer s telephone number is

This vehicle is located in Puerto Rico. Contact Neftali Rodriguez, _ Phone 787 - 782 - 5757 Ext 2240 or Roberto Delgado Ext 2239 to set up inspection arrangements.

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

CAIR NUMBER 22443329 REQUEST EAA INSPECTION 08-07-2012 07:59
 CAIR NUMBER 22443329 E-MAIL SENT TO EAA 08-07-2012 07:59
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/13/12 AT 13:05:16 22443329

Reviewed report and photos. Unable to ID ORC Module.
 In the interest of customer satisfaction,
 please arrange to have the vehicle repaired at Chrysler expense.
 Please have the ORC Module labeled with the VIN and returned to:
 Chrysler Group LLC
 C/O Paul Plantinga
 800 Chrysler Drive
 Auburn Hills, MI 48326
 CIMS 482-00-91
 POSTMARK DATE: 083012; DATE RECEIVED: 083012

Customer Assistance Inquiry Record (CAIR)# 22447563

VIN	1J8GK58K0	3W [REDACTED]	Open Date	07/22/2012	Built Date	09/26/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	10/26/2002	Mileage	135,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				

Dealer	68611	MORITZ CHRY/JEEP					
Dealer Address	9101 SPUR 580 WEST						
Dealer City	FORT WORTH			Dealer State	TX	Dealer Zip	76116

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

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	injury no accident
Product - Unknown - Unknown - Accident - Default	injury no accident

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

[REDACTED]

2. What happened? Customer called in stating that they were sitting in the vehicle in the park position and vehicle off. The caller states that he had seen that the air bag light began to flash. The customer stated that all of a sudden the drivers side air bag deployed in his face. The customer claims unspecified injuries.

What is the current location of the vehicle? Vehicle at customer s home address.

Reassigned to 96S.

Inadvertant airbag deployment, owner claiming injuries, please reassign to 82s

VEHICLE IS LOCATED AT:

[REDACTED]
DALLAS TX [REDACTED]

Per OGC Matrix, reassigned to 82T.

The customer called and provided his CAIR 22447563. The customer stated that he was at work and had missed the phone call that was returned to him from someone about his case. The agent advised the customer that his case manager is Jay. The agent called Jay Susalla JSS15 at 248-944-7149 and transferred the customer to Jay JSS15 so that the customer could leave a message for him regarding his CAIR.

Still trying to reach owenr to conduct survey.

7/27/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22447563 REQUEST EAA INSPECTION 07-27-2012 13:31

CAIR NUMBER 22447563 E-MAIL SENT TO EAA 07-27-2012 13:32

Survey completed and emailed. _

CCRG Open Date: 07/25/2012 09:33:12

Letter Sent: Acknowledgement 07/30/2012 10:39:39

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/03/12 AT 12:44:28 22447563

Service Advisor Dennis requesting to speak with Case Manager PAG45.

Writer advised case has been closed. CM is in the legal department and an extension is not available.

Service manager Dennis called to speak with Case manager on the CAIR.

Writer gave CM contact information from line 24 in narrative.

Dennis Binson from Dallas Dodge calling for status update [REDACTED]

Per OGC Matrix, reassigned to 82T.

Terry Owens from Dallas Dodge calling for status update [REDACTED]

or [REDACTED]

Per OGC Matrix, reassigned to 82T.

Customer called in looking to speak with a case manager about his case.

Advised him it was reassigned on the 24th and he needs to wait for somebody to contact him. Customer got very upset stating i was trying to keep information from him and wouldn't tell him who his cm is. Advised him we don't have any information. Customer was very upset stating that he will call back in an hour and they should have that information by then

8/27/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Both dealership and owner left message requesting call back

Owner: [REDACTED]

Dealer- Terry Owens-214-319-1224

Per OGC Matrix, reassigned to 82T.

8/28/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Owner calls again. 469-232-5620

Per OGC Matrix, reassigned to 82T.

8/29/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# 22463817

VIN	1J4GL48K8	3W [REDACTED]	Open Date	07/26/2012	Built Date	10/02/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/31/2002	Mileage	108,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	68910	FALCONI'S CHRYSLER DODGE & JEEP				
Dealer Address	4803 ROUTE 51 NORTH					
Dealer City	BELLE VERNON			Dealer State	PA	Dealer Zip 15012
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DONORA PA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver | air bad deployed

Agent made this in error.

Customer Assistance Inquiry Record (CAIR)# 22463828

VIN	1J4GL48K8	3W [REDACTED]	Open Date	07/26/2012	Built Date	10/02/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/31/2002	Mileage	108,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	42137	ROTOLO'S DODGE-CHRY-JEEP				
Dealer Address	ROUTE 88 NORTH					
Dealer City	CHARLEROI	Dealer State	PA	Dealer Zip	15022	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	DONORA PA [REDACTED]			Country	UNITED STATES	

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	air bag
Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	air bag deployed
Product - Unknown - Unknown - Accident - Default	injury from inadvertent airbag deployment, no accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that she was sitting in the vehicle and put the seat belt on, and then backed up out of the parking spot at the doctors office, and then put her foot on the brake went to put the vehicle in drive and the air bag exploded. Customer went back into the doctors office, customer felt disoriented and has cuts on her left arm and the doctor put bandaids on the cuts. Customer states she is bruised on her face and the right side of her chest and the right arm to the elbow are also bruised. Customer has a mark on the left side of her neck from the seat belt. Customer has pictures for viewing in need be. Customers vehicle is at home in the customers driveway. Customer states the seat belt doesn t work now and the horn had to be disconnected as it would not stop blowing. Customer is waiting for her garage to look at the vehicle. Customer states she called her insurance company and they advised it is a mechanical failure and will not pay out any monies. Customers insurance company Mutual Benefit the agent Ruth Fiore and the phone number is [REDACTED]. Customer states that the IRF has been her service place for about twenty years.

Briefly summarize what the customer is expecting: Customer seeks to have this documented. Customer seeks to have Chrysler pay for the damages. Agent has advised the customer of the case number. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: decline Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the IRF is Big G Tire

Reassigned to 88F

going to take this directly to the Rotolo Jeep dealership

AJ Sm at ROTOLO S DODGE-CHRY-JEEP Dealer Code: 42137 called in stating he received a call from the customer but was unsure as to how Chrysler wanted to proceed writer advised case has gone to Cm however has not been assigned yet SM AJ stated he would await a call from the CM and has not had the vehicle in to look at yet.

Customer states that she would like to know when she will be receiving a call back regarding this case.

Customer seeks call back information.

Agent advised customer that she will be receiving a call back tomorrow between the hours of 8AM and 8PM.

Vehicle located at Owners home.

inadvertant airbag deployment, with injury, reassign to 82S

VEHICLE IS LOCATED AT:

DONORA PA

Per OGC Matrix, reassigned to 82T.

Survey completed and emailed.

7/27/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22463828 REQUEST EAA INSPECTION 07-27-2012 15:34

CAIR NUMBER 22463828 E-MAIL SENT TO EAA 07-27-2012 15:34

CCRG Open Date: 07/27/2012 14:11:53

Customer called in stating that she had received a call from a claim adjuster in regards to her vehicle. The caller stated that someone from Jeep contacted her in regards to inspecting the vehicle. Customer wanting to speak with original CM as she is without a vehicle and is wanting more assistance. Writer advised that someone would be in contact once vehicle has been inspected.

Letter Sent: Acknowledgement 07/30/2012 10:35:51

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/04/12 AT 04:04:02 22463828

08.29.12

AJ from ROTOLO S DODGE-CHRY-JEEP 42137 Seeking update on file.

ROTOLO S DODGE-CHRY-JEEP 724-489-9571

Per OGC Matrix, reassigned to 82T. MG17

8/30/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

Customer Assistance Inquiry Record (CAIR)#						22486259
VIN	1J8GK58K6	3W	Open Date	08/02/2012	Built Date	08/24/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	09/23/2002	Mileage	0	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	26066	GOODSON CHRYSLER JEEP DODGE WEST				
Dealer Address	16835 KATY FREEWAY					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77094	
Owner					Contact Type	E-MAIL
Address				APT 4304	Home Phone	
	HOUSTON TX				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Courteous - Unknown | Customer seeking to acknowledge service at dealer

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

I want to thank and congratulate Bryan Hahn and those who worked behind the scene for their excellent customer service. The easiest part of owning a car is when you drive it off the lot. The true test of a manufacturer's quality and integrity is what happens

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

Recently, my 2003 Jeep Liberty experienced an event where the airbags erroneously deployed. Even though this was due to a manufacturer's defect, I was dubious that I would get much help from either Chrysler/Jeep or the dealership (Helfman) due to the age of the vehicle. Instead, I was very impressed with the level of professionalism, courtesy and quality of work I received from Bryan Hahn and the rest of the team. It took almost 3 months to get my car fixed. However, starting the day my car was towed to the dealership until it was finally finished; I received exceptional customer service from Bryan. What could have easily deteriorated into a bad experience was handled consistently in a professional manner. Bryan stayed on top of things and kept me in the loop whether he was touching base with Chrysler's home office, managing my rental car or keeping me abreast of the status of the parts and work. I want to share this positive customer experience not just with the service department, but with the sales department as well. This level of service on the back end of car ownership is what drives brand loyalty, positive word-of-mouth and repeat customer business. Chrysler stands behind their vehicles and Helfman does the hard part – they deliver on it. The service department will get my repeat business whether it's an oil change or something more serious. When the time comes for a new car, Helfman will be my dealership of choice.

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

Dear _____:

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2003 Jeep Liberty.

Thank you for your email regarding the service you received from Helfman River Oaks Chrysler Jeep and from Bryan Hahn.

Learning of your satisfaction with the service you received was exciting.

We are continually striving to assist Dealers in providing complete

customer satisfaction. We are happy to hear Helfman River Oaks Chrysler
Jeep has provided such great service.
Information received from customers better enables us to evaluate dealer
service activities. Rest assured that your comments will be properly
recorded and forwarded to our Dealer Relations Group.

Thank you again for your email.

Sincerely,

Erica

Customer Service Representative

Jeep Customer Assistance Center

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