

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

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

WJ

KG 05400 LB

75R16 TIRES

KPA ( 33 PSI) COLD

75R16 TIRES

KPA ( 33 PSI) COLD



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

VIN: 1J4GW48S22C [REDACTED] TYPE: MPV MDH: 051  
VEHICLE MADE IN U.S.A. PAINT: PEL TRIM: E7DU 4648



1J4GW48S22C











Jeep  
4x4









































PRESS





AL393 022

E 18461 1











PRESS

A close-up photograph of a red, rectangular button with rounded corners, set within a black plastic housing. The word "PRESS" is embossed in a light-colored, sans-serif font on the top surface of the red button. The button is mounted on a black leather-like material, likely part of a car seat. To the right, a portion of another black plastic component is visible. The foreground shows a dark, textured fabric, possibly the seat's upholstery.











AL393 022

E 184611



















D12A

12





Main Menu

- 1. Connect To LightDRS
- 2. Connect Scan Tool
- 3. PEP Module Tools
- 4. Run Memory Card Program
- 5. DRP Utilities
- 6. Vehicle Flash
- 7. Learn MDS1 Support

Page 1 of 1

HELP

64.0

DNB III CORB Application  
DaimlerChrysler  
Copyright © 1993-2006  
All Rights Reserved

RELEASE 64.0 01

Released: 14:28:21 3/20/2007

Version: 4.02

Datab: 14:02:18 3/19/2007

Cable in use: J1962 (CH7000A)

F1  
HELP

64.0



RETURN TO ONE MAIN MENU

- 1. 2007 Diagnostics
- 2. 1987 - 1997 Diagnostics
- 3. Vehicle Module Scan
- 4. Customer Preference
- 5. Junction Port Tool
- 6. TechTOOLS DataRecorder

Page 1 of 1

HELP

MAIN

64.0

1998 - 2007 DIAGNOSTICS

- 1. 98 - 00 Stratus/Sebring Coupe
- 2. 01 - 05 Stratus/Sebring Coupe
- 3. 98 - 00 Avenger/Sebring Coupe
- 4. 1998 Galen
- 5. 2004 - 2007 (RoW) Crossfire
- 6. 2002 - 2006 Sprinter

Page 1 of 1

F1  
HELP

F2  
SYS

F3  
MAIN

64.0



SPEED SYSTEM

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

Page 1 of 1

F1  
HELP

F2  
SYS

F0  
MAIN

64.0

SAFETY RESTRAINT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

64.0



AT&T DTPROSTION

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SYS

F3  
MAIN

64.8

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

F1  
HELP

F2  
SYS

F3  
MAIN

64.0





CHRYSLER

**DRB III**™

**SuperCard**

1994-1997

**2**™

CH8361

**SPX** **OTC**



This side up



WP→

10:45:31

Please make certain of the following items:

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

F1  
HELP

F2  
SYS

F3  
MAIN

64.8







Jeep



Disable to ID Module for  
ORC

press any key to continue













# **! WARNING**



## **DEATH OR SERIOUS INJURY CAN OCCUR**

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



# **WARNING**

## **DEATH OR SERIOUS INJURY CAN OCCUR**



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



MPH km/h

19999.1





AIR BAG



ABS

Seatbelt icon

X icon



CHECK GAGES































































CAUTION  
DO NOT











CAUTION

























ROTARY









CMC/EP/BI/DIAGNOSTICS

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SYS

F3  
MAIN

64.0

Powertrain Control Module (PCM)  
2002 2.4L I4 16V SE  
Module Cal 19.0, HUC 31  
Natural Asp, Unloaded Fuel  
Low Emission Vehicle (LEV)  
Automatic Trans, RW Drive  
Jeep Truck Engine, JTEC  
Single Fan, Variable Speed  
PCM Part#: 56044357AB  
Homologation ID: WBSADD  
CARB OBD II Vehicle

F1  
HELP

F2  
SYS

F3  
MAIN

64.0



SELECT SYSTEM

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

Page 1 of 1

F1  
HELP

F2  
SYS

F3  
MAIN

64.0

GENERAL DIAGNOSTICS

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SYS

F3  
MAIN



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

F1  
HELP

F2  
SYS

F3  
MAIN

64.0

IBM Business  
Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SYS

F3  
MAIN

64.0



Teves ABS Module Info

Part # 56061821AB

Teves MK20-E B0/WJ

Software Version 3.2

Model Year 2002

Teves Module Initialized

F1  
HELP

F2  
SYS

F3  
MAN

Menu

1. Rain Sensor Module

2. Tire Pressure Monitor

Page 1 of 1

ABS

HELP

ESC

ESC



- Transmission Menu
- 1 Transfer Case Module
  - 2 Shift Lever Assembly Module
  - 3 Final Drive Control Module

Page 1 of 1

ABS

F1  
HELP

F2  
SYS

F3  
MAIN

FRANCOIS-101 DIAGNOSTICS

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SYS

F3  
MAIN



Powertrain Control Module - Tunes  
2002 N/D/B 4.0L 16 VFI  
Module - Cal 19.0, AUG 31  
Natural Asp, Unleaded Fuel  
Low Emission Vehicle (LEV)  
Automatic Trans, RW Drive  
Jeep Truck Engine, JTEC+  
Single Fan, Variable Speed  
PCM Part#: 56044357AB  
Homologation ID: WBSADD  
CARB OBD II Vehicle

HELP

F2  
SYS

F3  
MAIN

64.0





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

**20965562**

<b>Vin</b>	1J4GW48S2 2C [REDACTED]	<b>Open Date</b>	06/10/2011	<b>Built Date</b>	05/15/2002
<b>Model Year</b>	2002	<b>Body</b>	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	05/31/2002	<b>Mileage</b>	70,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PEL	INFERNO RED TINTED PEARL COAT			
<b>Engine</b>	ERH	ENGINE - 4.0L POWER TECH I-6			
<b>Transmission</b>	DGK	TRANSMISSION - 4-SPD. AUTOMATIC.42RE			
<b>Dealer</b>	43678	KALLIS CHRYSLER			
<b>Dealer Address</b>	244 MAIN STREET				
<b>Dealer City</b>	BELFAST	<b>Dealer State</b>	ME	<b>Dealer Zip</b>	04915
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LEWISTON ME [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Both air bags deployed while driving
Product - Unknown - Unknown - Accident - Default	Injury, no accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

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

Mrs. [REDACTED] is calling  
 Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened?

Customer's daughter [REDACTED] was driving the vehicle on the road at 45-50 miles per hour on Main and the airbags deployed. [REDACTED] was not hurt and he put his blinker on and drove to the side of the road. Daughter [REDACTED] was hurt bruised and cut on her right arm, she also had bruises on both legs, she was turned talking to someone in the backseat. Customer took her daughter to the emergency and she checked out alright just with bruises and cuts. May 30, 2011 is the date this happened at approximately 5pm. Customer had the vehicle towed because she could not drive it to the towing garage, from there she had it brought to her mechanic IRF, Mark Dumais owner of Dumais Auto phone number (207) 375-8332. IRF has done some research and he came up with \$4,000 for repair, although he will not touch the vehicle to complete the repair.

3. What is the current location of the vehicle?

Vehicle currently is at Dumais Auto 13 Wales Road Sabattus, ME phone number (207) 375-8332  
 Customer email address for case updates: at [REDACTED]  
 Reassigned to 88S

Customer is seeking that Jeep pay for the airbags to be put back into the Jeep and for the vehicle to be put to rights.

\*\*\*\*\*

06.10.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Dumais Auto Repair  
 13 Wales Road  
 Sabattus, ME 04280-4136

(207) 375-8332

Per OGC Matrix, reassigned to 82T. MG17

6/13/11 ASSIGN TO KSS28.

CAIR NUMBER 20965562 REQUEST EAA INSPECTION 06-13-2011 11:42

CAIR NUMBER 20965562 E-MAIL SENT TO EAA 06-13-2011 11:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/14/11 AT 15:16:33 20965562

CCRG Open Date: 06/10/2011 15:27:40

Letter Sent: Acknowledgement 06/14/2011 08:32:11

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EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
WJ



825

Jeep



**Customer Assistance Inquiry Record (CAIR)#****11395414**

<b>Vin</b>	1J4GW48S6 2C [REDACTED]	<b>Open Date</b>	06/27/2003	<b>Built Date</b>	10/11/2001
<b>Model Year</b>	2002	<b>Body</b>	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	10/31/2001	<b>Mileage</b>	26,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBQ	STEEL BLUE PEARL COAT			
<b>Engine</b>	ERH	ENGINE - 4.0L POWER TECH I-6			
<b>Transmission</b>	DGK	TRANSMISSION - 4-SPD. AUTOMATIC.42RE			
<b>Dealer</b>	26002	SAM DELL CHRYSLER-JEEP			
<b>Dealer Address</b>	7800 BREWERTON RD				
<b>Dealer City</b>	CICERO	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	13039
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LIVERPOOL NY [REDACTED]	<b>Country</b>	UNITED STATES		

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

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

Assigned to rap99

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

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

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

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

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

It was fax and CIMS to R. Polkowski

Photos provided by OGC manually loaded on 03/26/04

WJ DRIVES

\*P119858 - 04R\*



\*CJXM9B8DAHX\*











1999-2002 Ford F-150

1999-2002 Ford F-150

ABS  
DAB

CHECK  
ENGINE



OFF  
PULL  
MIST







637

WJ PASS

\*P10415-05U\*



\*CJGMDS\*ATG\*

637

676  
110

115-2













[Redacted License Plate]

\$25

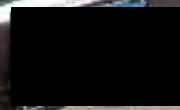
Jeep

4x4  
2.7 CRD





825









Jeep  
4x4

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 10-01

GVWR FRONT: 1248 KG 2750 LB  
16X7

GVWR REAR: 1339 KG 2950 LB  
16X7

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



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

VIN: 1J4GW48S62C [REDACTED] TYPE: MPV  
VEHICLE MADE IN U.S.A. PRINT: P88 TRM: E7L5  
MOH: 101112 734AP  
4648588





DRB III

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

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

HELP

STOP

MAIN



DRB III

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

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

EXIT    HELP    HOME



CHRYSLER  
CORPORATION

ADREX III

MIL DTCS 1 of 1

FROM MESSAGES NOT  
RECEIVED BY MIC





































EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
WJ



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 10-02

GAWR FRONT: 1248 KG 2750 LB  
17X7.5

GAWR REAR: 1339 KG 2950 LB  
17X7.5

GWR: 2495 KG 05500 LB

WITH RIMS AT TIRES  
P235/65R17  
227 KPA (33 PSI) COLD

WITH RIMS AT TIRES  
P235/65R17  
227 KPA (33 PSI) COLD



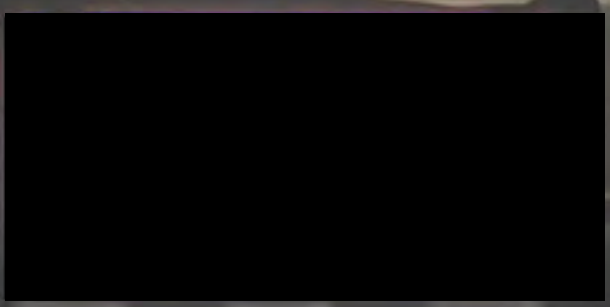
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GW58NX3C [REDACTED] TYPE: MPV MDH: 101119 418AA  
VEHICLE MADE IN U.S.A. PAINT: PSB TRIM: XLDU 4648509





Jeep











ruck

Walton  
Jeep  
4x4

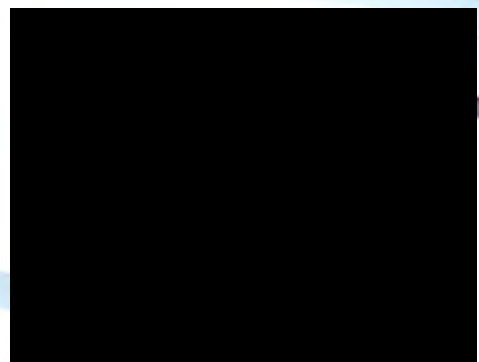




Walton  
Jeep  
4x4

V8





V8







2964

Jeep

RAVENS









Jeep

91922

SAFARI  
SAFARI  
SAFARI





GRANDPRAIR

2704

Go there  
with us  
GoThere.com

















Proper Belt Routing



Seat  
Belt











DRIVER

WID

\*P119858 - 04T\*



\*CJXN8KSBAHX\*



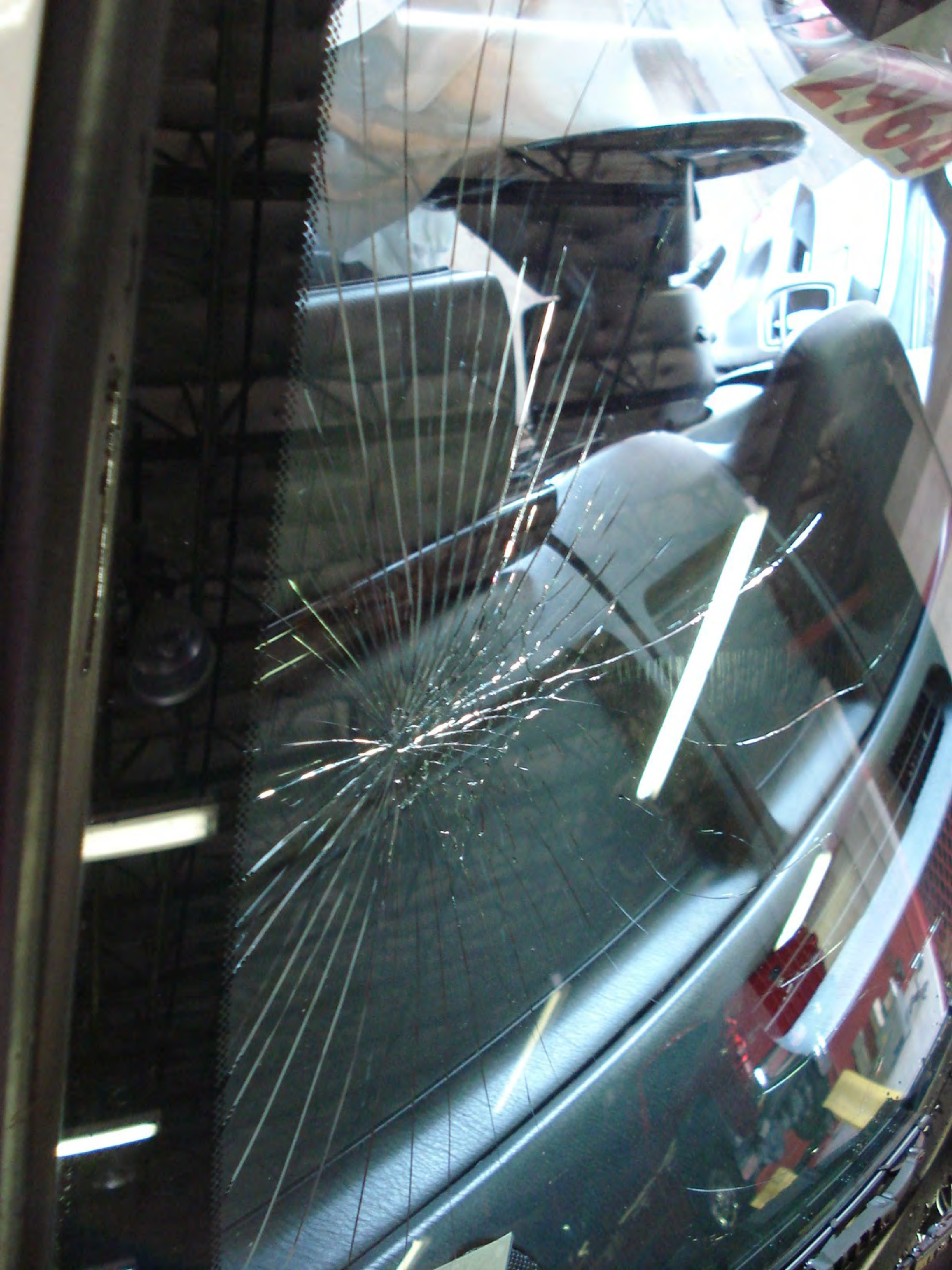
PASS. R.F



041

400













AIR BAG

BRAKE

RPM x 1000

MPH km/h

CRUISE

CHECK ENGINE

TRANS OVER TEMP

OFF

087902

ABS

SEATBELT

WASHER

LOW OIL

100 210 260







**WARNING**  
DEATH OR SERIOUS  
INJURY CAN OCCUR

• ALWAYS USE SEATBELTS PROPERLY  
• THE BACK SEAT IS THE SAFEST PLACE TO LOCATE CHILD SEATS  
• NEVER DRINK & DRIVE  
• ALWAYS WEAR YOUR SEATBELT PROPERLY  
• ALWAYS USE THE 3-POINT SEATBELT PROPERLY

12.3  
12.3  
12.3



4704





04



PLEASE DO NOT REMOVE THIS COVER OR REMOVE ANY OTHER SAFETY EQUIPMENT AS EXPOSED OR DAMAGED TO YOUR VEHICLE.









4.7L V8  
POWER TECH

Jeep

INTERSTATE

CAUTION FAN







INFORMATION SYSTEM INFORMATION  
CATALYST

WARNING  
SAFETY

4.7L V8  
BEST IN CLASS  
POWER TECH

INTE





CAUTION FERN



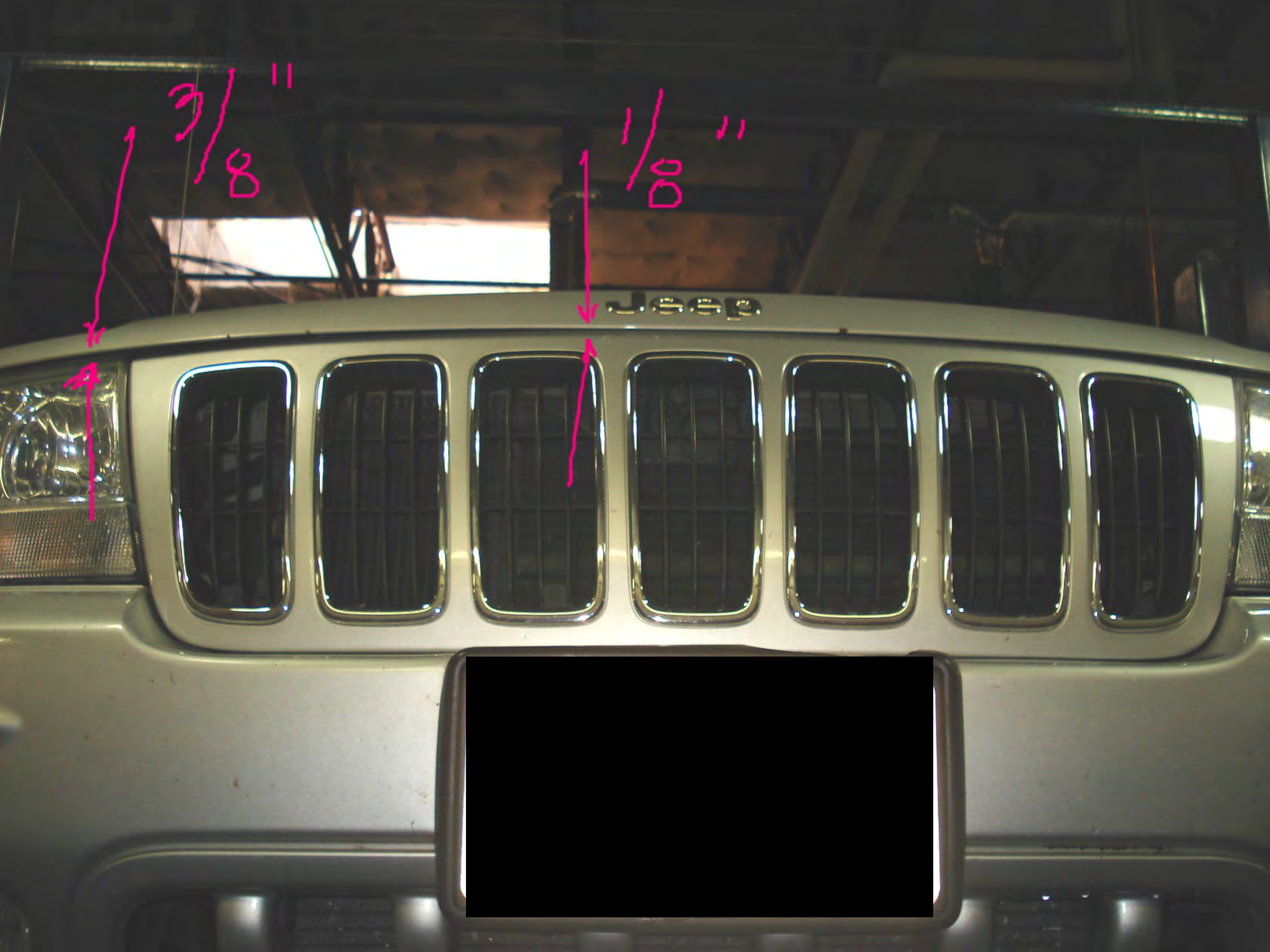












$\frac{3}{8}$ "

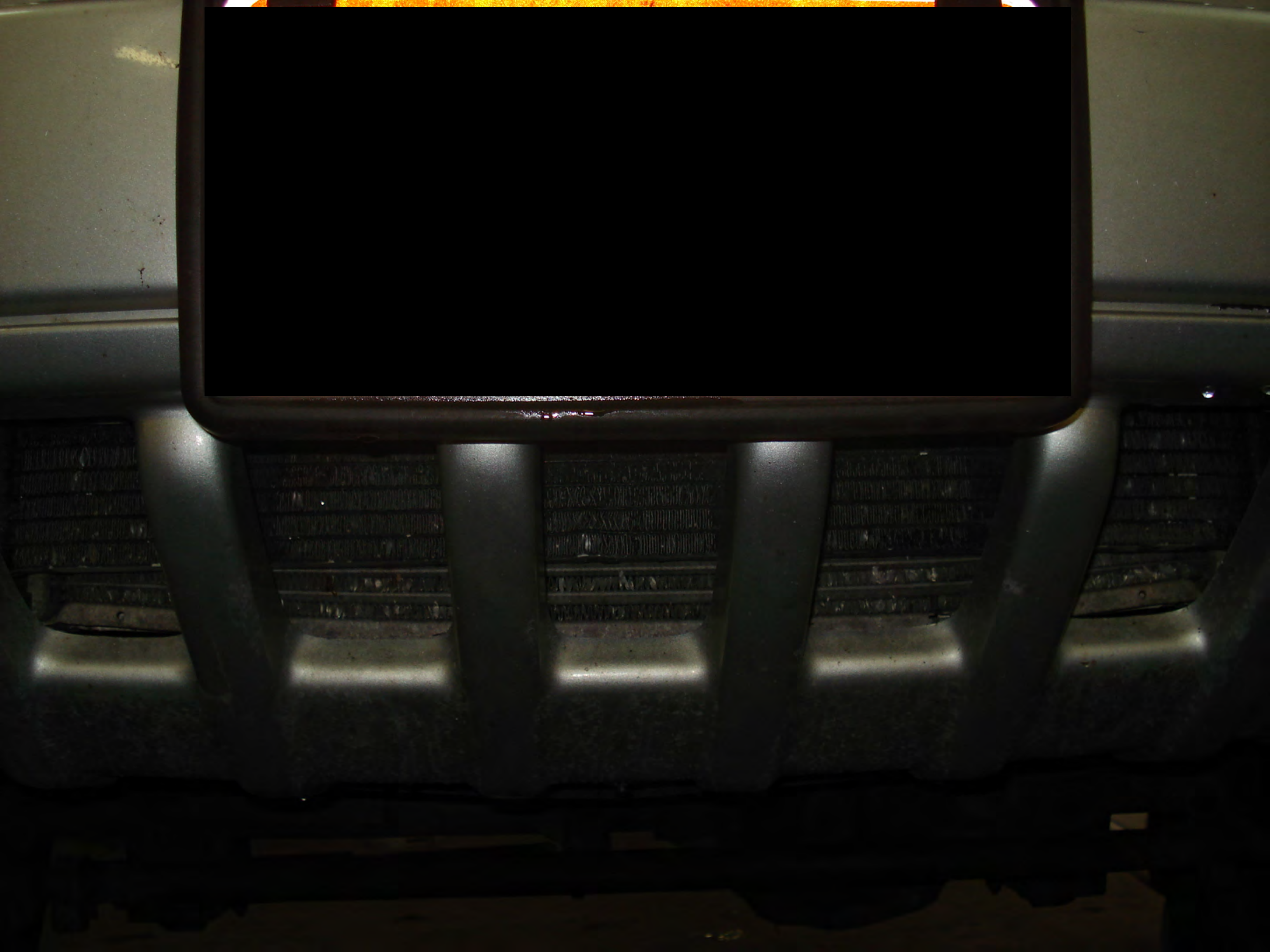
$\frac{1}{8}$ "

Jeep











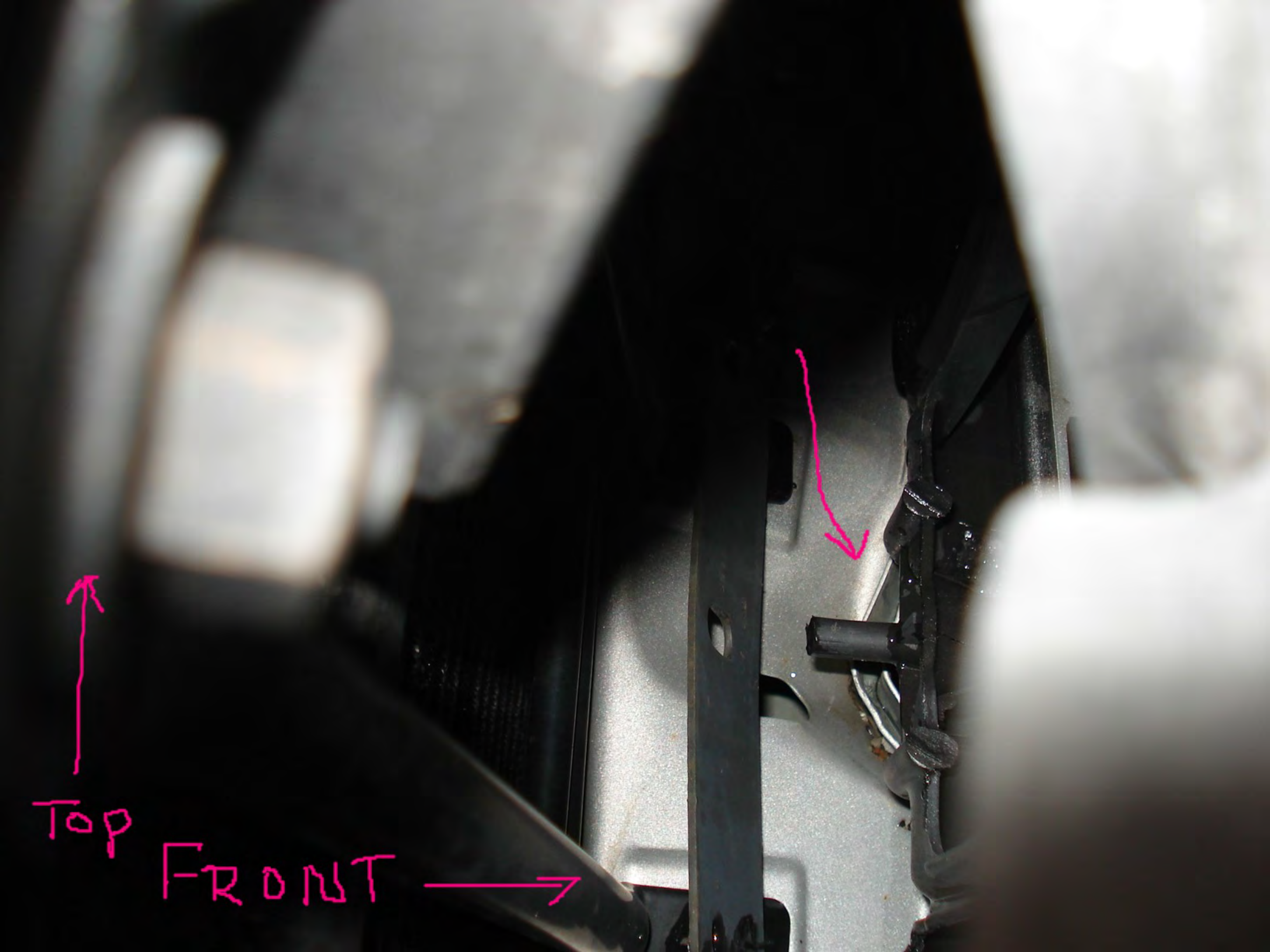




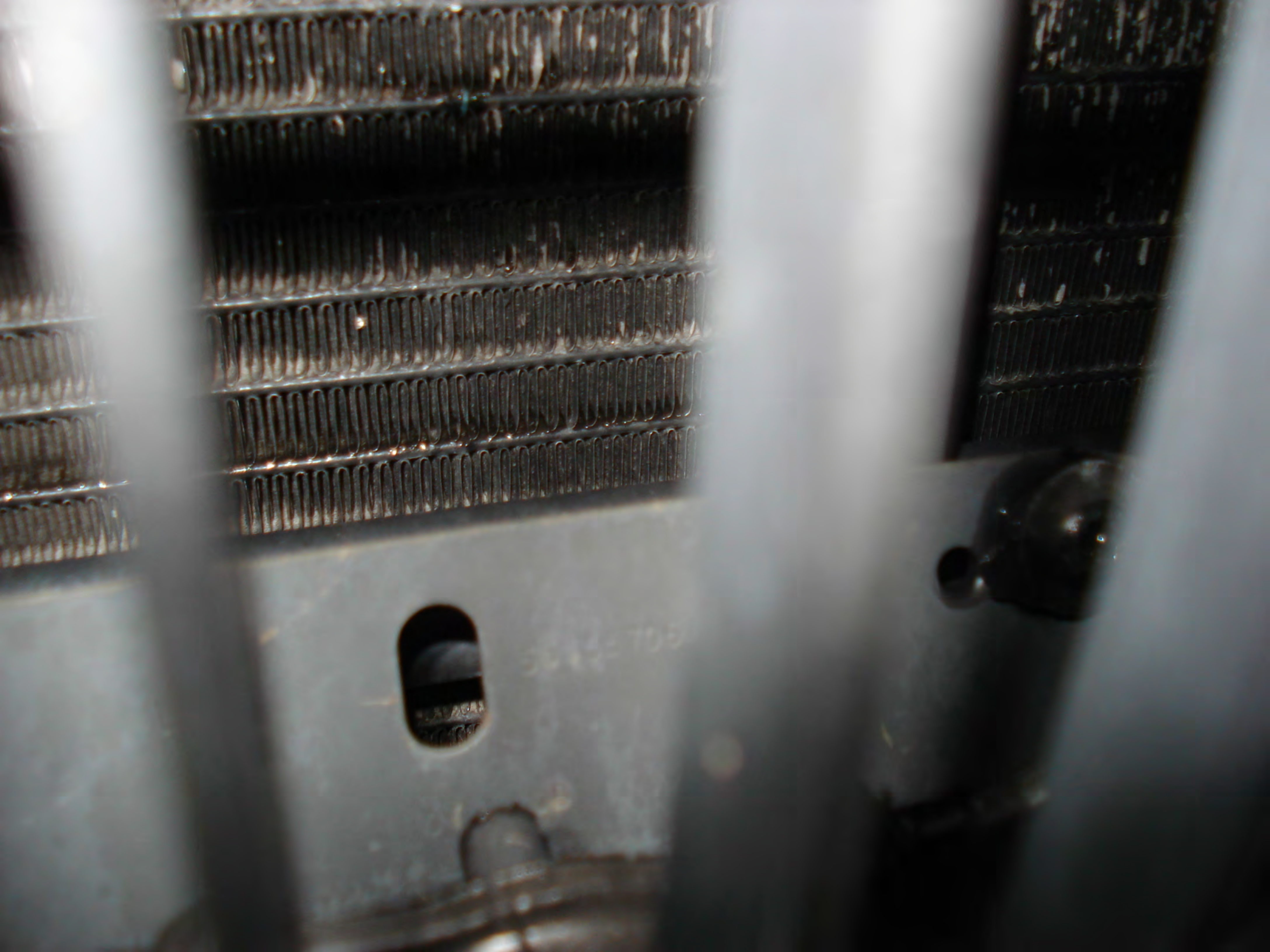




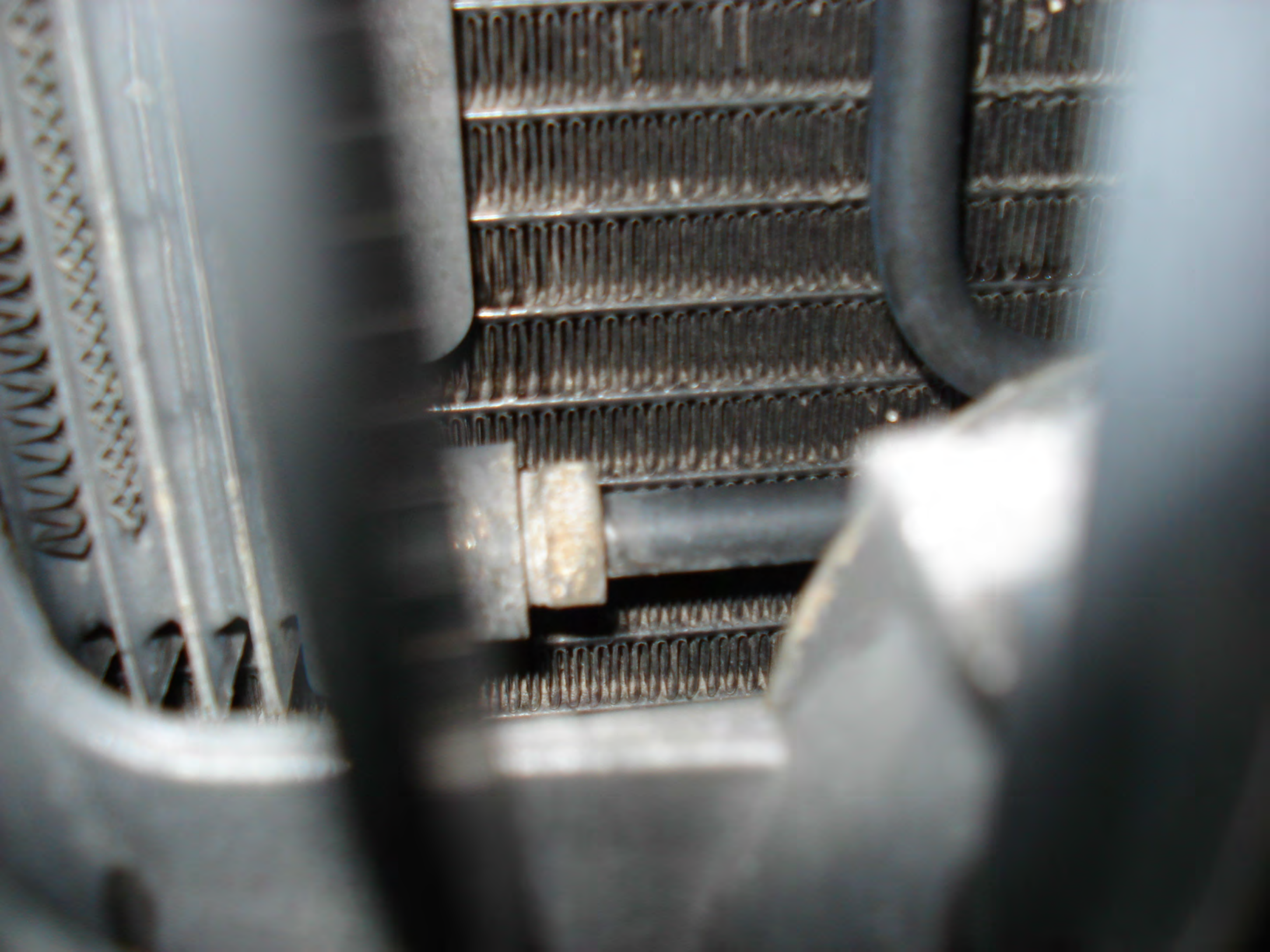
↑  
Top  
FRONT →



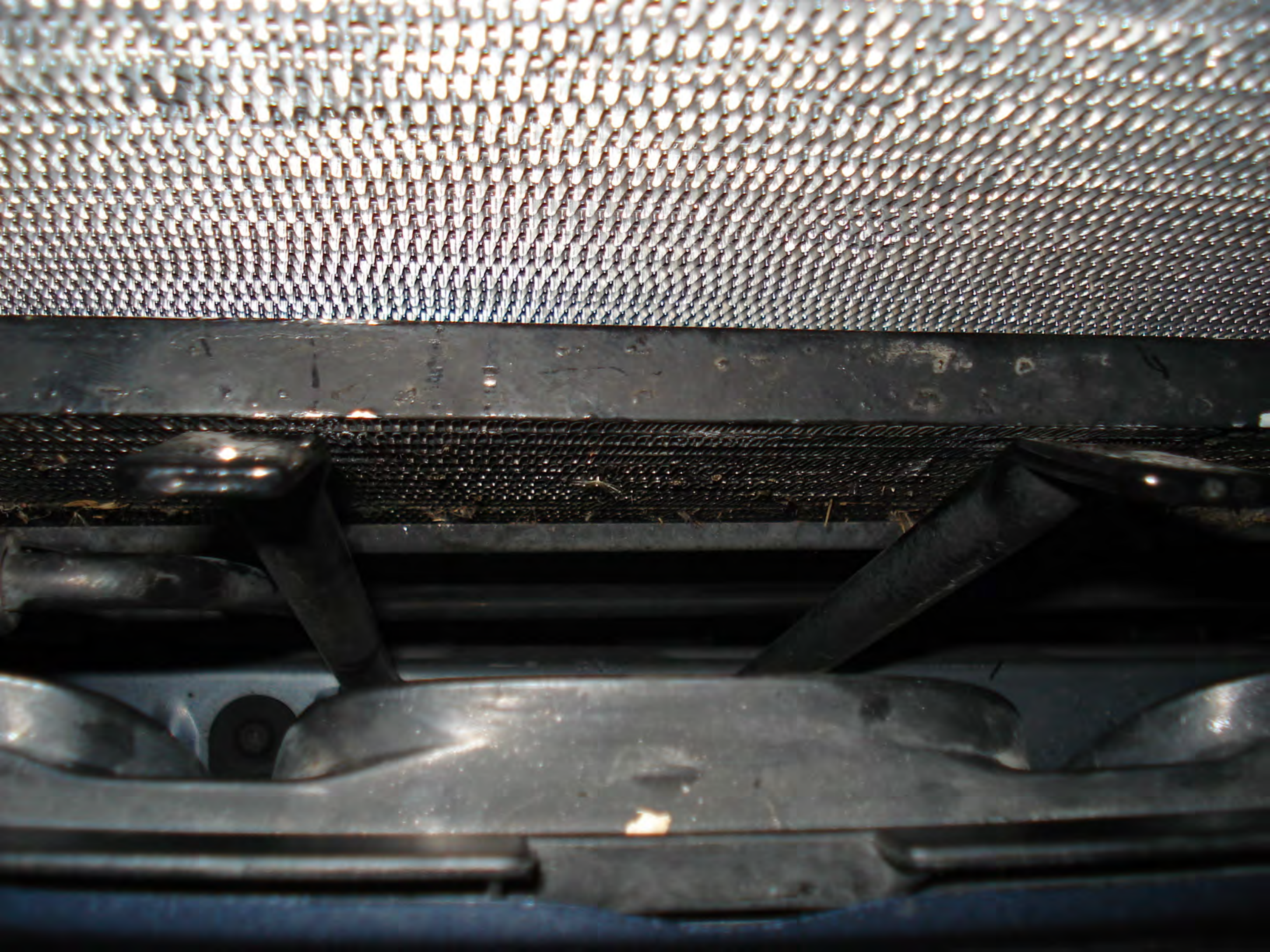
































281  
Product of Canada









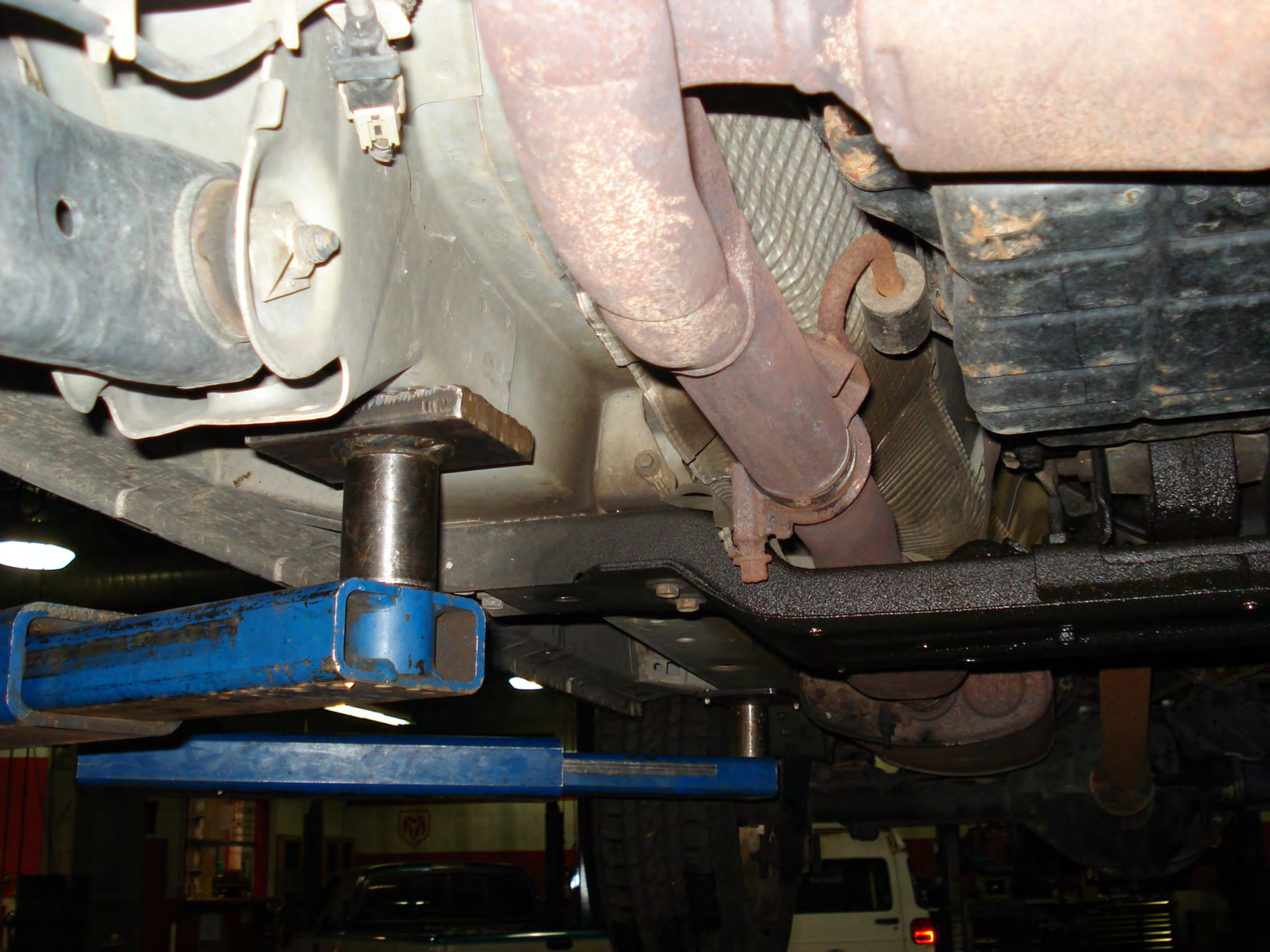




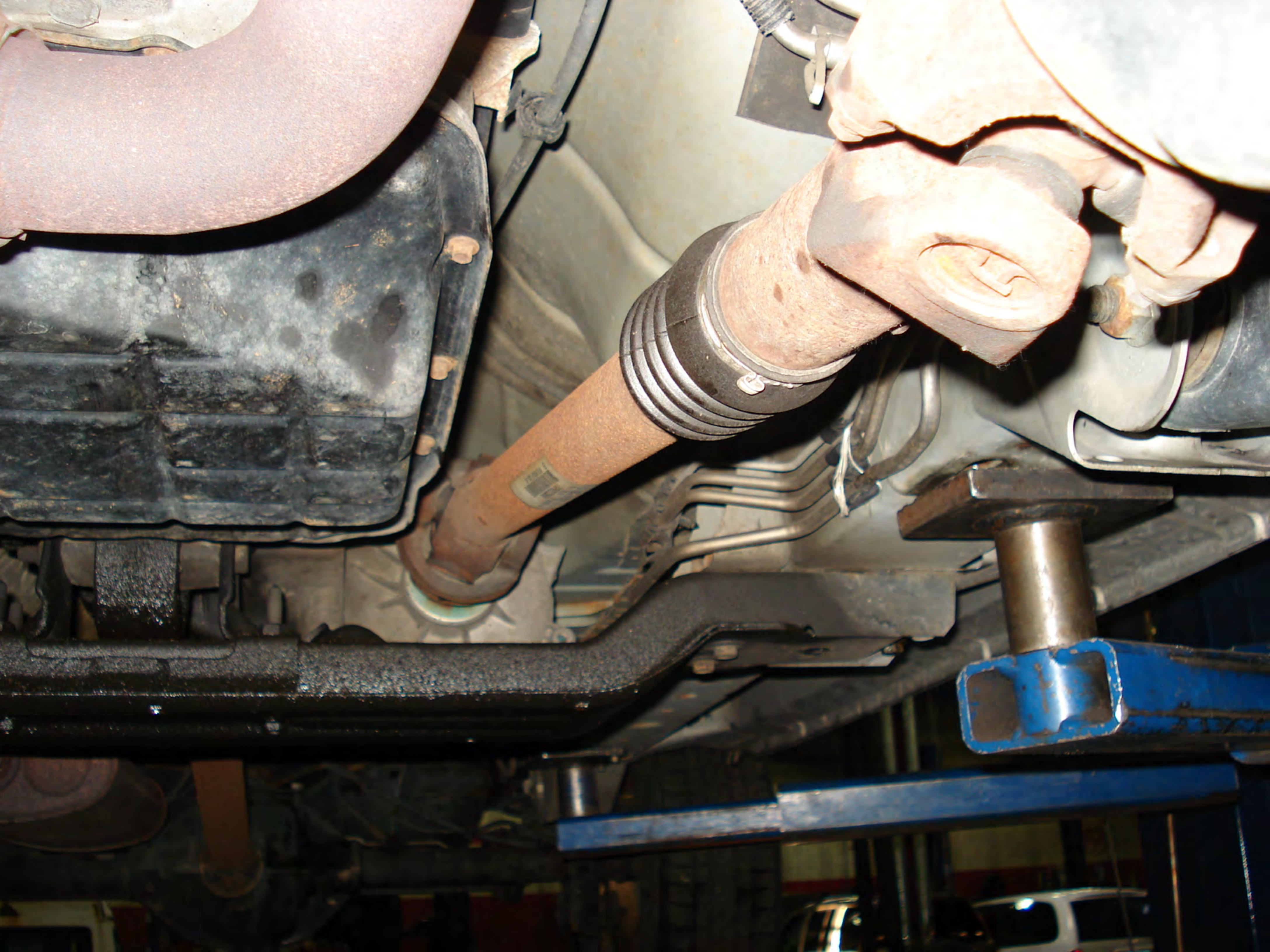






























AIRBAG Module Information

Body Style: WJ

Part#: 56010485AG

S/W Version: 04.20

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

ORC Not Configured

for Side Airbags

No Airbag On/Off Switch

F1  
HELP

F2  
SYS

F3  
MAIN

64.0



-- ORC DTCs 1 of 1 --

INTERNAL 1



-- ORC DTCs 1 of 6 --

INTERNAL 1

MINUTES: 60 IGN CNTS: 0

--- DTC 2 of 6 ---

DRIVER SQUIB 1

SHORT TO GROUND

MINUTES: 2 IGN CNTS: 11



-- ORC DTCs 3 of 6 --

PASSENGER SQUIB 1

SHORT TO GROUND

MINUTES: 2 IGN CNTS: 11

--- DTC 4 of 6 ---

PASSENGER SQUIB 2

CIRCUIT OPEN

MINUTES: 1 IGN CNTS: 11



-- ORC DTCs 5 of 6 --

DRIVER SQUIB 2  
SHORT TO GROUND  
MINUTES: 2 IGN CNTS: 11

--- DTC 6 of 6 ---

PASSENGER SQUIB 2  
SHORT TO GROUND  
MINUTES: 2 IGN CNTS: 11



# Warning Lamp Status ORC

ABAG IND ON BY MIC	:	ON
ABAG IND REQ BY ACM	:	ON
S BELT IND ON BY ACM	:	ON
ABAG IND STATUS	:	ACTIVE

Item 1 of 4

ORC

F1  
HELP

F2  
SYS

F3  
MAIN

64.0



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

**19094272**

<b>Vin</b>	1J4GW58NX 3C [REDACTED]	<b>Open Date</b>	11/16/2009	<b>Built Date</b>	10/11/2002
<b>Model Year</b>	2003	<b>Body</b>	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	04/07/2003	<b>Mileage</b>	87,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EVA	ENGINE - 4.7L POWER TECH V8			
<b>Transmission</b>	DGQ	TRANSMISSION-5-SPD AUTOMATIC 5-45RFE			
<b>Dealer</b>	62971	WALTON ON DEMPSTER INC			
<b>Dealer Address</b>	5050 DEMPSTER ST				
<b>Dealer City</b>	SKOKIE	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60077
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	PARK CITY UT [REDACTED]	<b>Country</b>	UNITED STATES		

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

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

Preferred [REDACTED]  
 Alternate: [REDACTED]

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

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

[REDACTED]  
 PARK CITY, UT - [REDACTED]

\*\*\*\*\*  
 Per OGC Matrix, reassigned to 82T. JSS15.  
 11/17/09 ASSIGN TO TNT16.

CAIR NUMBER 19094272 REQUEST EAA INSPECTION 11-17-2009 11:51

CAIR NUMBER 19094272 E-MAIL SENT TO EAA 11-17-2009 11:51

CCRG Open Date: 11/17/2009 10:13:29

Letter Sent: Denial 11/18/2009

Letter Sent: Acknowledgement 11/18/2009 09:32:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/24/09 AT 14:42:57 19094272

Customer called in stating that someone was supposed to be giving him a call back by today. Writer told him that it looks like they are still working on his case and should be called back by today or Friday. Customer was seeking a case update. Writer informed the customer that she should receive a letter.

Customer called in requesting update on case status, Writer advised customer to check back on monday for further information, Writer informed we are waiting for image to post.

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



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

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

\*\*\*\*\*Supervisor Call\*\*\*\*\*

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

████████████████████

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
12/7/09 UPDATED CCRG FILE. TNT16/LSE6

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

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

Katie stated that is what she needed to know.

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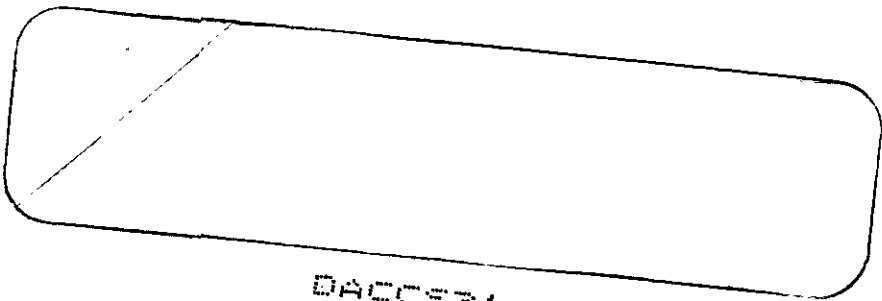


EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
WJ





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



DACC531

PRESORTED  
 FIRST CLASS



02 1A  
 0004635162  
 MAILED FROM ZIP CODE 33634  
**\$ 00.34<sup>6</sup>**  
 JUN 11 2008

RECEIVED  
 JUN 11 2008  
 ARBITRATION APPLICATION  
 SPECIAL INVESTIGATIONS









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

File provided by: **Applicant**

Date Printed 06/10/2008

Company Name: 00709 - 0007 HANOVER INSURANCE COMPANY

Insured: [REDACTED]

File # 29486663

**AFFIRMATIVE DEFENSES/PLEADINGS:****DEFERMENT JUSTIFICATION:****Contentions: COMPLETE CONTENTIONS MUST BE SHARED WITH ALL PARTIES.**

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

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

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

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

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

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



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

File provided by: **Applicant**

Date Printed 06/10/2008

Company Name: 00709 - 0007 HANOVER INSURANCE COMPANY

Insured: [REDACTED]

File # 29486663

**EVIDENCE:**

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

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

**ITEMIZATION OF DAMAGES:**

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

<ul style="list-style-type: none"> <li>1. Auto Damage</li> <li>2. Rental</li> </ul>	<p>WINDSHIELD, AIRBAG INSTRUMENT PANEL AND STEERING PANEL 2588.57</p> <p>RENTAL</p> <p>12 DAYS @ 21.55 PLUS TAX</p> <p><b>Total Itemized Damages (Excluding Salvage):</b></p>	<p>\$2,588.57</p> <p>\$304.19</p> <p><b>\$2,892.76</b></p>
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<b>Company Claim Amt:</b>	<b>\$2,892.76</b>
Legal Fees Sought:	\$0.00
Insured Deductible:	\$300.00

**Administrative Requests:**

PLEASE RETURN THE EXPERT REPORT AND PHOTOS



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

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

Date Printed: 06/10/2008

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

**Case Information**

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

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



December 19, 2007

Ms. Patricia Neale  
The Hanover Insurance Group  
440 Lincoln Street  
P.O. Box 15149  
Worcester, MA 01615

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

Dear Ms. Neale:

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

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

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

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

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

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

Sincerely,

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

MHM/kat