

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

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

WJ

05500 LB



17 TIRES

33 PSI) COLD

17 TIRES

33 PSI) COLD

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

VIN: 1J8GW58N92C [REDACTED]

TYPE:

MPV

MDH: 12210

VEHICLE MADE IN U.S.A.

PAINT: PS5

TRIM: XLL5

46485





Snap-on

Jeep



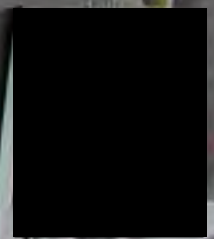
GRAND CHEROKEE LIMITED





Jeep
QUADRA-DRIVE

V8



Jeep

GL-2500A 4x4



GRAND CHEROKE

Jeep



Jeep

Jeep





Jeep
SRS
PASSENGER

Jeep



Jeep
SPG
48712

Jeep





2002 Jeep Gr Cherokee (Crew)
Customer: Klink, Derek
56361
Folder Contact: J Hook
Insurance: USAA (DHP)



WARNING
Do not place your feet on the seats. This may damage the seats and void the warranty.
Do not use the seats as a storage area. This may damage the seats and void the warranty.
Do not use the seats for any other purpose. This may damage the seats and void the warranty.









7-32-1









SELECT SYSTEM

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

Page 1 of 1

HELP

F2

F3

63.0

SELECT RESTRAINT SYSTEM

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

SELECT FUNCTION

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

DTC TYPE

- 1. Active
- 2. Stored

-- ORC DTCs 1 of 4 --

DRIVER SQUIB 1
CIRCUIT OPEN

--- DTC 2 of 4 ---

PASSENGER SQUIB 1
CIRCUIT OPEN

— ORC DTCs 3 of 4 —

DRIVER SQUIB 2
CIRCUIT OPEN

— DTC 4 of 4 —

PASSENGER SQUIB 2
CIRCUIT OPEN

DTC TYPE

1. Active

2. Stopped

-- ORC DTCs 1 of 4 --

DRIVER SQUIB 1
CIRCUIT OPEN

MINUTES: 11 IGN CNTS: 0

--- DTC 2 of 4 ---

PASSENGER SQUIB 1
CIRCUIT OPEN

MINUTES: 11 IGN CNTS: 0

-- ORC DTCs 3 of 4 --

DRIVER SQUIB 2

CIRCUIT OPEN

MINUTES: 14 IGN CNTS: 0

-- DTC 4 of 4 --

PASSENGER SQUIB 2

CIRCUIT OPEN

MINUTES: 14 IGN CNTS: 0

AIRBAG Module Information

Body Style: WJ

Part#: 56010488AF

SW Version: 03.51

Front Dr and Pass/PCI Bus SAB

Front Lamp Dr w/On/Off Sw or AOSIM

Both Side Airbags Enabled

No Airbag On/Off Switch







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







! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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

! WARNING: HIGHER ROLLOVER RISK



**AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.**

ALWAYS BUCKLE UP.

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



! WARNING



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- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
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- **ALWAYS** USE SEAT BELTS AND CHILD RESTRAINTS.

E 184611

AL393 345

AL393 345

E 18461 1





Customer Assistance Inquiry Record (CAIR)# 15389992

Vin	1J8GW58N9 2C [REDACTED]	Open Date	09/11/2006	Built Date	12/21/2001
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	
In Service Dt	04/20/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PS5	SILVERSTONE METALLIC CLEAR COAT			
Engine	EVA	ENGINE - 4.7L POWER TECH V8			
Transmission	DGQ	TRANSMISSION-5-SPD AUTOMATIC 5-45RFE			

Dealer	68654	MIKE SHAD CHRY-JEEP AT CASSAT			
Dealer Address	1736 CASSAT AVENUE				
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32210

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Front two airbags deployed all by themselves
Product - Unknown - Unknown - Accident - Default	injury, not accident

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 2002 Grand Cherokee Air Bags self deploying!
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:
 Last night my 2002 Jeep Grand Cherokee deployed the front two airbags all by themselves. I did not hit anything! I was in traffic and lucky I did not hurt anyone else. The airbag hurt my left arm. I will see a doctor tomorrow. I am very disappointed in you. This was my first plush car, I also own a 1996 Jeep Cherokee that I love. As soon as the 2002 gets fixed I am trading it in. I am nervous to get in the car anymore. Since I still love Jeep, I was hoping you would foot some of the bills to put my in a new Jeep. I am interested in the 5.7 Hemi or the 6.1 SRT 8 new. This is not much to ask since I am the hurt one and your car hurt me. Be a stand up company and help me. Thank you, [REDACTED]
 Jacksonville AT 2 (AW) USN Gulf War Vet. Honorable Discharged
 *****END OF EMAIL*****

Writer replied:
 Dear [REDACTED]
 Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Jeep Grand Cherokee.
 We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the incident. These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter.
 The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; information about an accident report; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information. Our Agent will then advise you concerning further actions.
 Thanks again for your email.

Email States:

Dear Lashon,Wow, you actually wrote back. My insurance company is USAA and here is their PH # 1-800-531-8222 press # ext. 44194 Angela is my agent.Autocrafters has the car and they will start to repair it as soon as the get the parts. Here is their PH # 1-904-381-6530 Jim Houck is my agent. They ordered the parts as per USAA. USAA said they did not want to pursue an investigation due to the fact that there was a previous owner to me. I don t know what that means?Here is my PH s # H= [REDACTED] My work hours are from 0600 to 1530. I thought Jeep should know because this is a dangerous incident and I am going to trade in the vehicule as soon as it gets fixed. I don t trust it. Good news though, I am trading it in on a new Jeep Grand Cherokee Limited 5.7 or Overland. I love Jeep and I hope we can get this taken care of. I don t want the next owner dying because no one took action.Thanks [REDACTED]

Spoke with owner, who says that the vehicle is at Autocrafters, 1340 Cassat Ave., Jacksonville, FL 32205 (904)381-6530. Owner again states that the repairs haven t begun yet, and that he plans to trade the vehicle as soon as it s fixed. Owner says he will tell the shop not to begin repairs until the vehicle is inspected. Forwarding to special investigations.

TRead counter indicates injury. Per OGC Matrix, reassigned to 82T. JSS15. _9/14/06 assigned to kwk3/jlg117
CAIR NUMBER 15389992 REQUEST EAA INSPECTION 09-14-2006 13:57
CAIR NUMBER 15389992 E-MAIL SENT TO EAA 09-14-2006 13:57
Inspection Requested: 9/14/2006 (KThornton)
Inspection Conducted: 9/15/2006 (KThornton)
Inspection Report Received: 9/18/2006 (KThornton)

*****W

as I supposed to use this reply? I just replied to the email. Anyway, here are my phone numbers: [REDACTED] I did not hear back from you so I told Autocrafters to start the repair when they get the parts. Jim Houck is the Autocrafters agent and you can reach him at (904)381-6530. Angela is the USAA agent and you can reach her at (800)531-8222 ext. 44194. I need to get this car fixed and traded. If you want to do an investigation, now is the time. I want to buy a new car before the end of the month. I need you to be done with the investigation before then, allow the car to be fixed or total the car and pay the loan off. Be aware! I am going to trade in the vehicule, if the vehicule kills someone later it is all your fault. Strong words but the truth. Your inquiry needs to start now. Thank you, [REDACTED]

Dear [REDACTED]
Thank you for contacting the Chrysler Group Customer Assistance Center. It appears that the inspection was conducted on 9/15/06. Should you have any questions regarding the status of your claim, please call:

Impartial Services Group
1-866-432-1329
Reference #15389992

Thanks again for your email.
Resolution Letter Sent: 9/26/2006 (KThornton)

Hello Again, I need your phone number and address please. I would also like to know what your 'fact finder' Daimler Chrysler representative sent in to you regarding the incident with my vehicule s airbags deploying with no reason. He told me to call you to find out, I don t have your number. Thank you. Derek Kirk

Dea [REDACTED]
Thank you for contacting the Chrysler Group Customer Assistance Center. The information you requested is listed below.

DaimlerChrysler
Special Investigations
P.O. Box 21-8004
Auburn Hills, MI 48321
800-992-1997

Thanks again for your email.

Resolution Pending: 10/17/2006 (KThornton)
CCRG Close Date: 12/15/2006
3/28/08 VCW2 updated cair image from pending to X.
Image may not be available due to technical issue.

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

Category: US Customer Service
Brief Description:

2002 Grand Cherokee Air Bags self deploying!

Comments:

Last night my 2002 Jeep Grand Cherokee deployed the front two airbags all by themselves. I did not hit anything!

I was in traffic and lucky I did not hurt anyone else. The airbag hurt my left arm. I will see a doctor tomorrow.

I am very disappointed in you. This was my first plush car, I also own a 1996 Jeep Cherokee that I love.

As soon as the 2002 gets fixed I am trading it in. I am nervous to get in the car anymore.

Since I still love Jeep, I was hoping you would foot some of the bills to put me in a new Jeep.

I am interested in the 5.7 Hemi or the 6.1 SRT 8 new. This is not much to ask since I am the hurt one and your car hurt me.

Be a stand up company and help me.

Thank you,

[REDACTED]
Gulf War
Vet.
Honorable Discharged

Sender Information:

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

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

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Jeep Grand Cherokee.

We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the incident.

These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter.

The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; information about an accident report; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.

Our Agent will then advise you concerning further actions.

Thanks again for your email.

Sincerely,

Lashon

Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 15389992

EMAIL CASE NUMBER: 1507199

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4200152I25261L0K
M&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2002 Grand Cherokee Air Bags self deploying!

Comments:

Last night my 2002 Jeep Grand Cherokee deployed the front two airbags all by themselves. I did not hit anything! I was in traffic and lucky I did not hurt anyone else. The airbag hurt my left arm. I will see a doctor tomorrow. I am very disappointed in you. This was my first plush car, I also own a 1996 Jeep Cherokee that I love. As soon as the 2002 gets fixed I am trading it in. I am nervous to get in the car anymore. Since I still love Jeep, I was hoping you would foot some of the bills to put my in a new Jeep. I am interested in the 5.7

Hemi or the 6.1 SRT 8 new. This is not much to ask since I am the hurt one and your car hurt me. Be a stand up company and help me. Thank you, Derek A. Kirk Avionics Navair Depot Jacksonville AT 2 (AW) USN Gulf War Vet. Honorable Discharged

VIN: [REDACTED]

Mileage: 60000

Servicing Dealer: Mike Shad Jeep

Title: Mr.

First Name: [REDACTED]

Middle

Last Name

Address

Address 2:

City: Jacksonville

State: FL

Zip:

Email:

Home Phone:

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

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

Autocrafters has the car and they will start to repair it as soon as they get the parts. Here is their PH # 1-904-381-6530 Jim Houck is my agent. They ordered the parts as per USAA. USAA said they did not want to pursue an investigation due to the fact that there was a previous owner to me. I don't know what that means?

Here is my PH's # H=3D [REDACTED] My work hours are from 0600 to 1530.=20

I thought Jeep should know because this is a dangerous incident and I am going to trade in the vehicle as soon as it gets fixed. I don't trust it. =20

Good news though, I am trading it in on a new Jeep Grand Cherokee Limited 5.7 or Overland. I love Jeep and I hope we can get this taken care of. I don't want the next owner dying because no one took action.

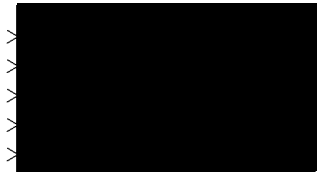
Thanks,

----- Original message -----=20

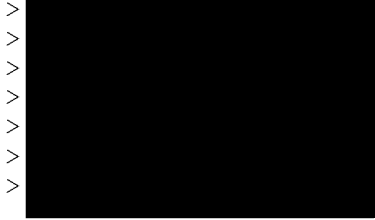
From: customerassist <customerassist@daimlerchrysler.com>=20

> Dear [REDACTED]
>=20
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>=20
> We were sorry to learn of the incident, and understand your being upset=20
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> telephone. Please indicate a telephone number where one of our Agents=20
> can contact you to discuss the matter.=20
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> about an accident report; where the vehicle is currently; the vehicle=20
> identification number of your vehicle; and other pertinent information.=20
>=20
> Our Agent will then advise you concerning further actions.=20
>=20
> Thanks again for your email.=20

>=20
> Sincerely,=20
>=20
> Lashon=20
>=20
> Senior Staff Representative=20
> Chrysler Group Customer Assistance Center=20
>=20
> For any future communications related to this email, please refer to the=20
>=20
> following information:=20
> REFERENCE NUMBER: 15389992=20
> EMAIL CASE NUMBER: 1507199=20
> REPLY LINK:=20
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM42001=52I25261L0K=20
> M&=20
>=20
>=20
> Original Message Follows:=20
> -----=20
>=20
> US Customer Service - Jeep Brand Site=20
> Brief Description:=20
> 2002 Grand Cherokee Air Bags self deploying!=20
> Comments:=20
> Last night my 2002 Jeep Grand Cherokee deployed the front two airbags=20
> all by themselves. I did not hit anything! I was in traffic and lucky I=20
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>=20
> 8 new. This is not much to ask since I am the hurt one and your car hurt=20
>=20
> me. Be a stand up company and help me. Thank you, [REDACTED]
>=20
> [REDACTED]
>=20
> VIN:=20
> 2C [REDACTED] 0
> Mileage:=20
> 60000=20
> Servicing Dealer:=20
> Mike Shad Jeep=20
> Title:=20
> Mr.=20
> First Name:=20
> [REDACTED]
>
>
>
>



> City:=20
> Jacksonville=20
> State:=20



EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
WJ

D BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR: 6-02
GAWR FRONT: 1248 KG 2750 LB
17X7.5
GAWR REAR: 1339 KG 2950 LB
17X7.5

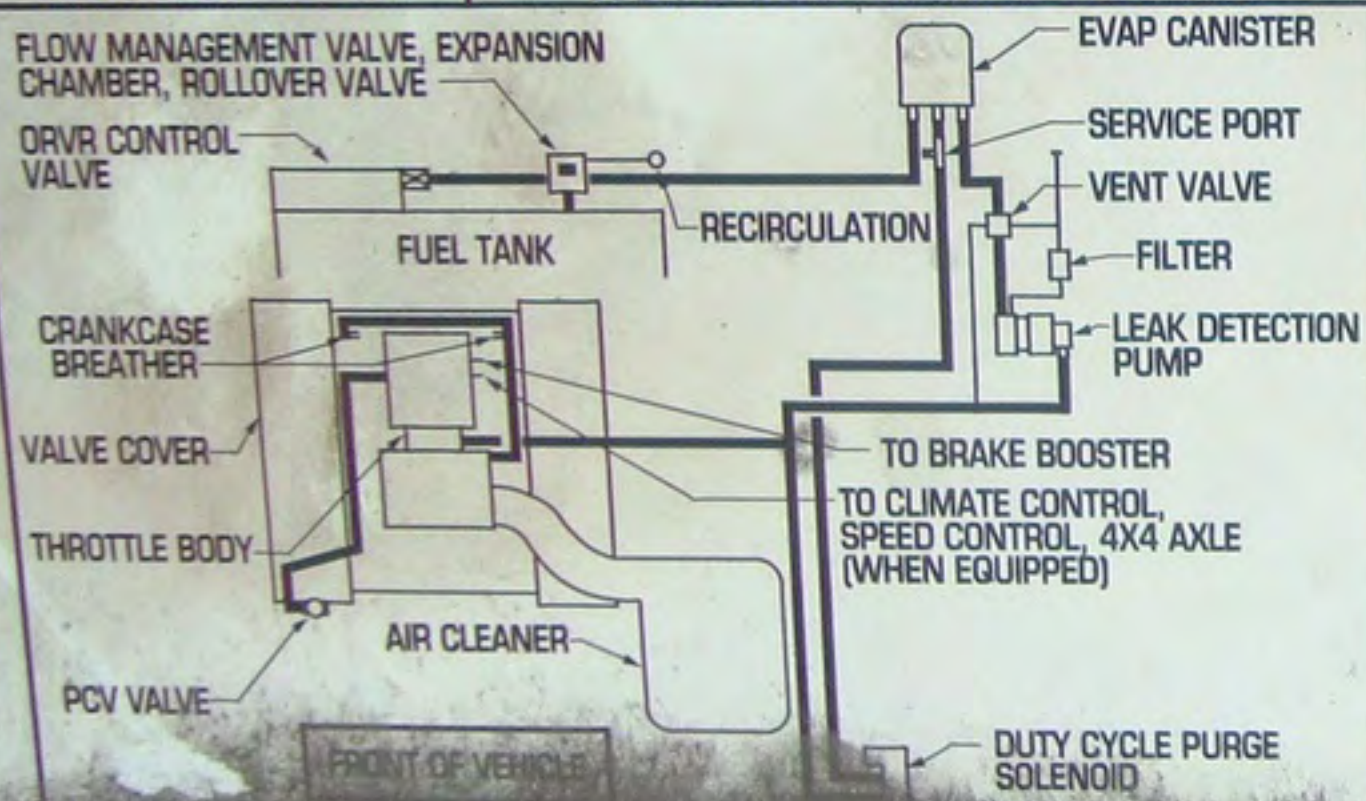
GVWR: 2495 KG 05500 LB
WITH RIMS AT
P235/65R17 TIRES
227 KPA (33 PSI) COLD
WITH RIMS AT
P235/65R17 TIRES
227 KPA (33 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1J4GW58N72C [REDACTED] TYPE: MPV MDH: 061410 738AA
VEHICLE MADE IN U.S.A. PAINT: PXR TRIM: XLT5 4648509

DaimlerChrysler Corporation
IMPORTANT VEHICLE INFORMATION

4.7 LITER 2CRXT04.72DO SPARK PLUGS RC12MCC4/.040 in GAP
 2CRXR0155GCH **NO ADJUSTMENTS NEEDED**




CATALYST

THIS VEHICLE CONFORMS TO U.S. EPA NLEV REGULATIONS APPLICABLE TO 2002 MODEL YEAR NEW LEV LIGHT-DUTY TRUCKS AND CALIFORNIA REGULATIONS APPLICABLE TO 2002 MODEL YEAR NEW LEV LIGHT-DUTY TRUCKS.

2H02S(2), 2WU0C,
 TWC, SFI,
 OBDII CERTIFIED

*BASIC IGNITION TIMING AND IDLE FUEL/AIR MIXTURE HAVE BEEN PRESET AT THE FACTORY. SEE THE SERVICE MANUAL FOR PROPER PROCEDURES AND OTHER ADDITIONAL INFORMATION.
 ○ADJUSTMENTS MADE BY OTHER THAN APPROVED SERVICE MANUAL PROCEDURES MAY VIOLATE FEDERAL AND STATE LAWS.
CAUTION: APPLY PARKING BRAKE WHEN SERVICING VEHICLE.

THIS VEHICLE IS EXEMPT FROM THE FOLLOWING I/M (PERFORMANCE WARRANTY SHORT TESTS):
 86.2217 LOADED TEST - EPA 91
 86.2219 IDLE TEST WITH LOADED PRECONDITION - EPA 91
DO NOT OPERATE THIS VEHICLE ON ANY 2 WHEEL DYNAMOMETER

52109738AA 



MPH km/h

142038

A/S 1 2 3 4



471

Jeep

GRAND CHEROKEE



Jeep

471



GRAND CHEROKEE LIMITED



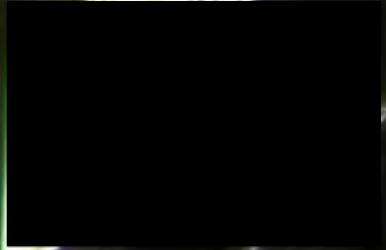


Jeep
4x4

V8



V8



Jeep
4x4

BRIDGESTONE
DUERLEY
235/65R17



4.7L V8
POWER TECH

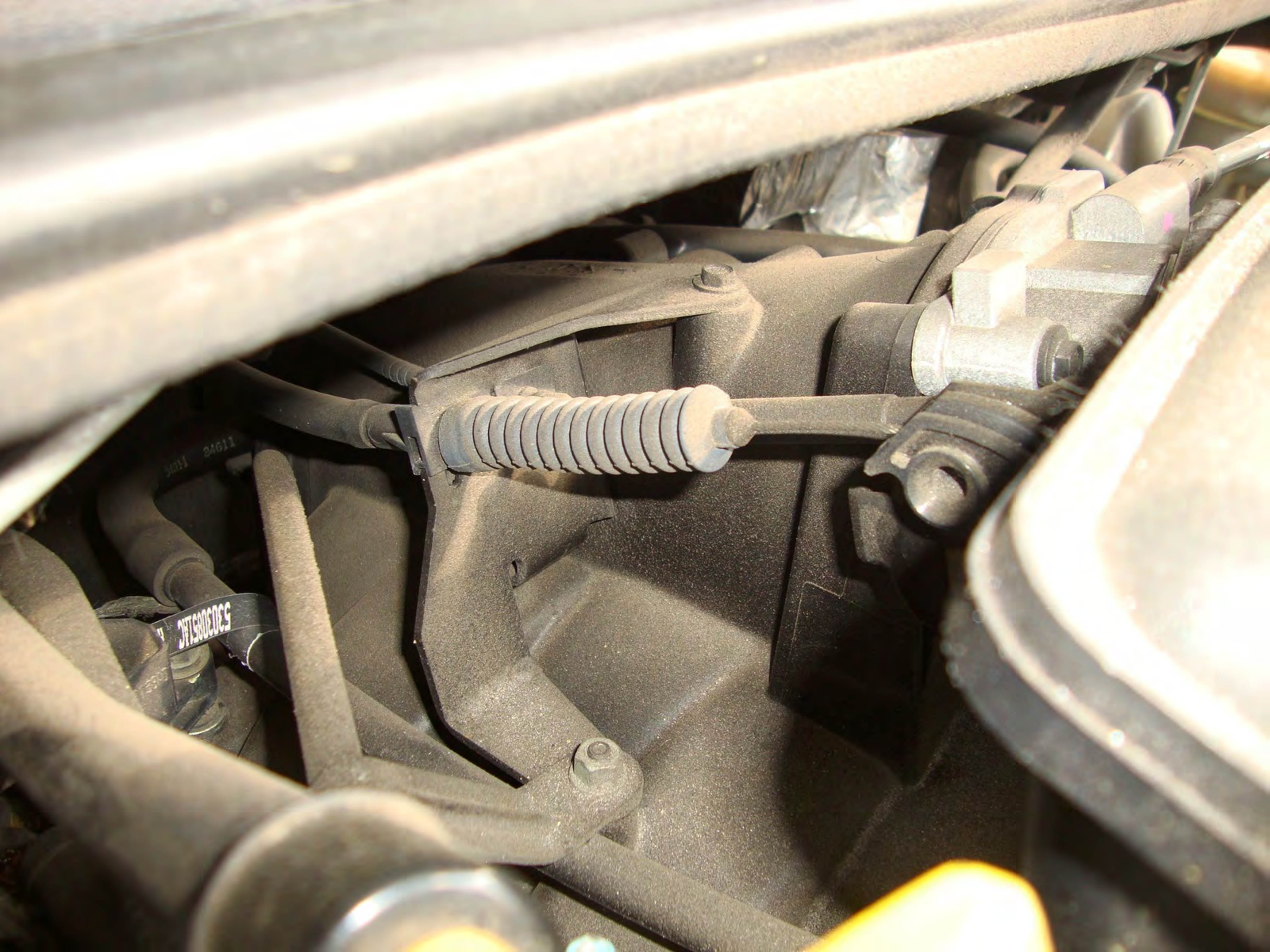
Jeep

CAUTION FAN

Yellow and blue labels on the battery.







24011

530300002



4.7L V8
POWER TECH

CAUTION/FIEN

! DANGER/POISON/PELIGRO
This battery contains sulfuric acid. Sulfuric acid is highly corrosive and can cause severe burns. It can also be fatal if swallowed. Avoid contact with eyes, skin, and clothing. If contact occurs, flush with water for at least 15 minutes. Seek medical attention immediately. Do not smoke or use open flames near this battery. Do not charge this battery in an enclosed space. Do not dispose of this battery in the trash. Recycle this battery properly. See your retailer for more information.

ENGINE COOLANT ONLY
SEE OWNERS MANUAL

2LE80 8008

5203418

245 81

40

ASD
38

35

REAR O₂ SENSOR
34

TCM
31

TCM 28 15A REAR PWR OUTLET 27 20A

INJECTORS 26 15A ABS MAIN RLY 25 20A

FUEL PUMP 24 20A 23

22 AC CLUTCH 21 15A

20 PCM BATTERY 19 10A

HORN 18 15A O₂ SENSOR 17 15A

JB POWER 15 50A IGNITION SWITCH 14 40A 13 JB POWER 12 50A

11 RADIATOR FAN 10 40A 9 IGNITION / STARTER 8 40A

JB POWER 7 50A ASD 6 30A TCM POWER 5 30A ABS PUMP 4 40A

JB POWER LAMPS 3 50A JB POWER 2 40A BLOWER MOTOR 1 40A

90809

39

HORN
37

WIPER HI / LOW
33

STARTER
30

AC CLUTCH
36

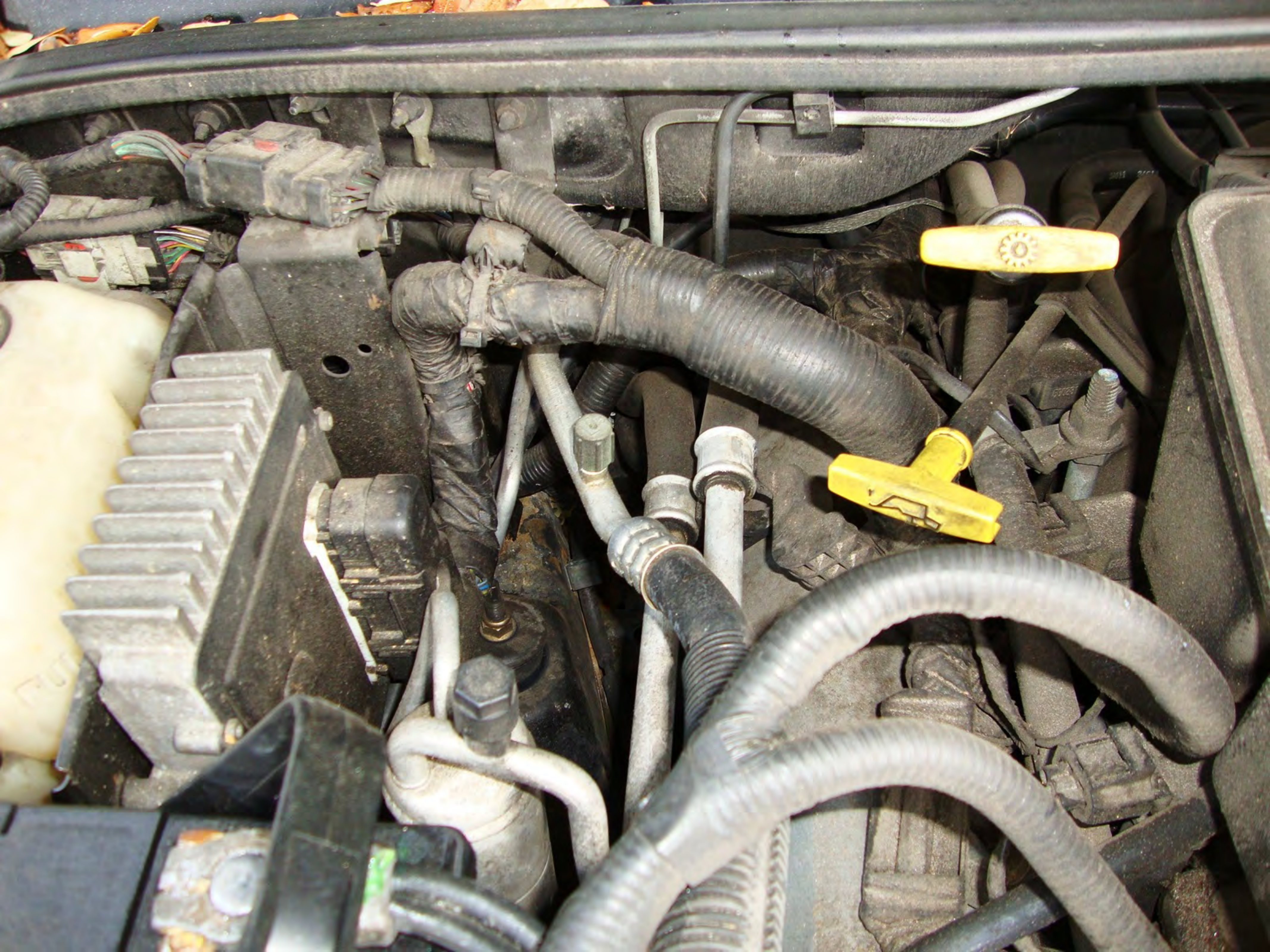
WIPER ON / OFF
32

FUEL PUMP
29

A1 UTA 80218

REV 5

DET 4 11/87

















DUTCH AUTOVEH, INC.
DUTCH AUTOVEH, INC.
74

PACKER

SAFARI







R N D 2 1
N 4 Lo
QUADRA-TRAC II

PRESS

Page 4 of 4





MADE IN JAPAN

6

5

KESON

4



3

2

6 1/2 FEET

1



MADE IN USA
JOHNSON
MAGNETIC
ANGLE
Locator
NO. 700





BRAKE



O/D
OFF

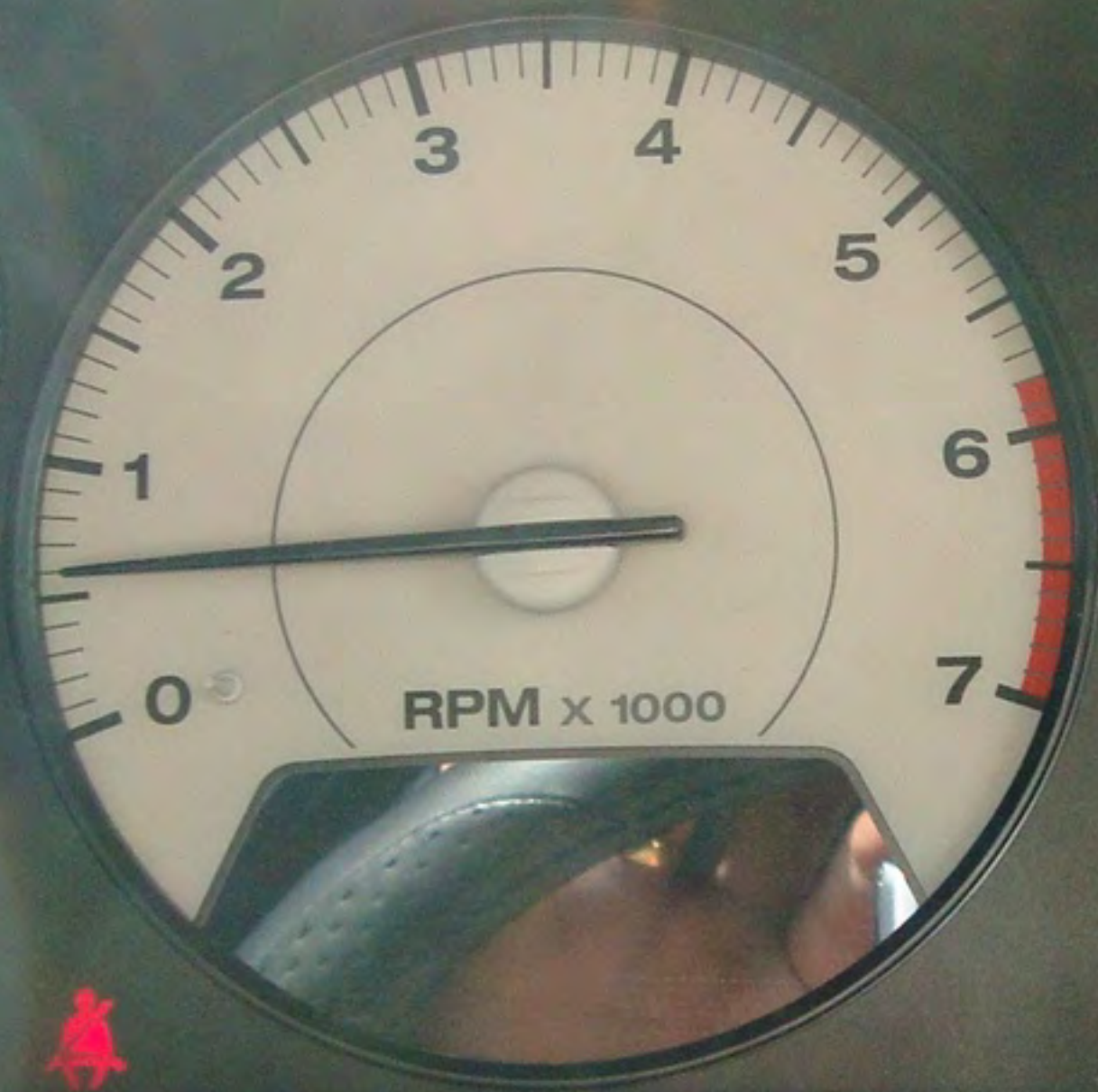


CRUISE

CHECK
GAGES

TRANS
OVER
TEMP

AIR
BAG









320
019
080
020

E 18461 4

AL393 023



E30441

PXR572

14 3

E 18461 6

AL393 111





DAYTON ANDREWS, INC.
DAYTON ANDREWS, INC.
154

PACKED

Jeep keys



NEXT OIL CHANGE DUE
DATE 11-24 144,000



PLEASE TAKE A FEW MINUTES TO COMPLETE THIS SURVEY

1. WERE YOU WAITED ON PROMPTLY AND COURTEOUSLY?
2. WAS YOUR VEHICLE READY WHEN PROMISED?
3. WERE ALL WORK COMPLETED SATISFACTORILY?
4. WAS YOUR VEHICLE FREE OF USE AND/AND PAYMENTS WHEN COMPLETED?
5. WOULD YOU RETURN HERE FOR SERVICE?
6. WOULD YOU BUY ANOTHER VEHICLE FROM ASSET?
7. WOULD YOU RECOMMEND US TO FRIENDS?
8. DO YOU WISH FOR US TO BE CONTACTED?
9. NAME _____ PHONE NO. _____

PLEASE GIVE US YOUR CONSTRUCTIVE SUGGESTIONS TO IMPROVE YOUR SERVICE TO YOU

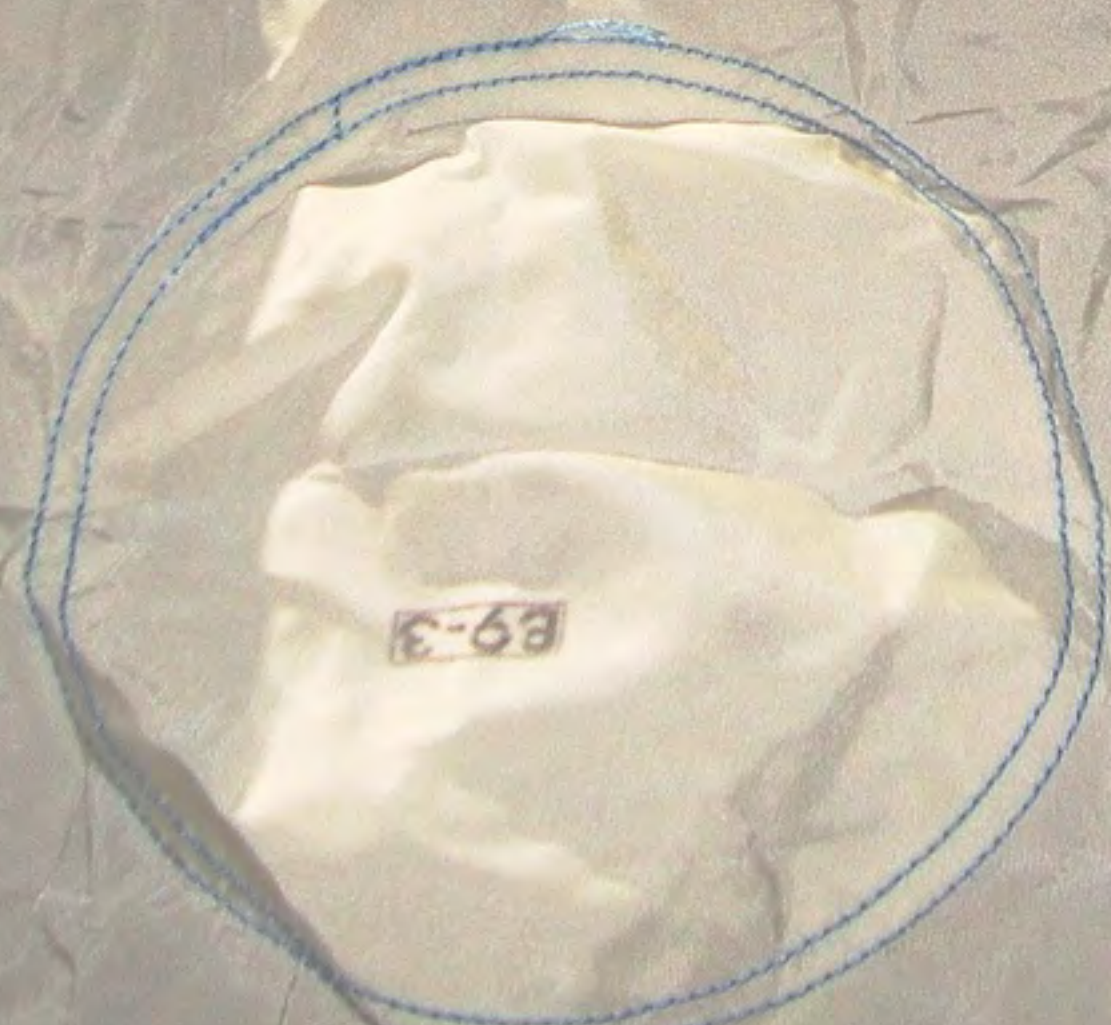
VEH # _____

THANK YOU FOR YOUR TIME, YOUR FEEDBACK IS MOST IMPORTANT TO US

DAYTON ANDREWS, INC.
3000 W. 10th St. • DAYTON, OH 45424 • TEL: 937-233-1111 • FAX: 937-233-1112
Monday - Friday: 9:00 am - 5:00 pm • Saturday: 9:00 am - 4:00 pm

DAYTON ANDREWS, INC.
"Show Us the Beautiful Old Car You"
JEEP DODGE

FORM PL 100 7/2009 0





THANK YOU FOR YOUR TIME. YOUR BUYER IS GREAT. WE'VE GOT YOU COVERED!
DAYTON ANDREWS, INC.
CHRYSLER
DAYTON ANDREWS, INC.
154
FOR ALL THE TALKING

6-68





CHEVROLET

RES + ACCEL
CANCEL
COAST

KEY TAG
471

MPH km/h
0 10 20 30 40 50 60 70 80 90 100 110 120

210
200

LO AUTO
LO AUTO



CUSTOMER NOTICE
PLEASE READ THIS NOTICE CAREFULLY AND SIGNATURE REQUIRED
I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE LEASE AND I AGREE TO LEASE THE VEHICLE DESCRIBED IN THE ADVERTISING MATERIALS FOR THE PERIOD OF 36 MONTHS OR 50,000 MILES, WHICHEVER COMES FIRST. I UNDERSTAND THAT I AM RESPONSIBLE FOR MAINTAINING THE VEHICLE IN GOOD CONDITION AND FOR ALL DAMAGES TO THE VEHICLE, INCLUDING THE RENTAL CAR CHARGES. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL TAXES, FEES AND CHARGES ASSOCIATED WITH THE LEASE. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL TRAFFIC VIOLATIONS AND ACCIDENTS. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL MAINTENANCE AND REPAIRS. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL INSURANCE. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL REGISTRATION AND TITLE FEES. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL OTHER FEES AND CHARGES. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL OTHER OBLIGATIONS AND LIABILITIES. I UNDERSTAND THAT I AM RESPONSIBLE FOR ALL OTHER OBLIGATIONS AND LIABILITIES.

DAYTON ANDREWS, INC.
DAYTON ANDREWS, INC.
174

128

CMX WJ Drive

P119858-04R



CJXN34SAFRK

ON - OFF
CRUISE



ON - OFF
CRUISE







OMT Chrysler M.J.
-P120415-06AA*
-CJGH59S6GJU*

838

LEAD

58004
L0470045A

~P120415-06AA~



~CJGN59S(GJU)~

Small, illegible text on the bottom edge of the label.

P120415 - 06AA



CJGN59S0GJU

CMX Chrysler NJ

P120415-16AA



CJGN59SCGJU





! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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



Jeep

ON • OFF
CRUISE
SET

RES • ACCEL
CANCEL
COAST

142838





KEY TAG
471

SEEK

PUSH ON/VOL

BASS TREB

L BAL
FACE F

AM
FM

TAPE

MODE

DISC

A/C



P119858-04R



CJXN34SAFRK

P119858 – 04R



CJXN34SAFRK

I Drive

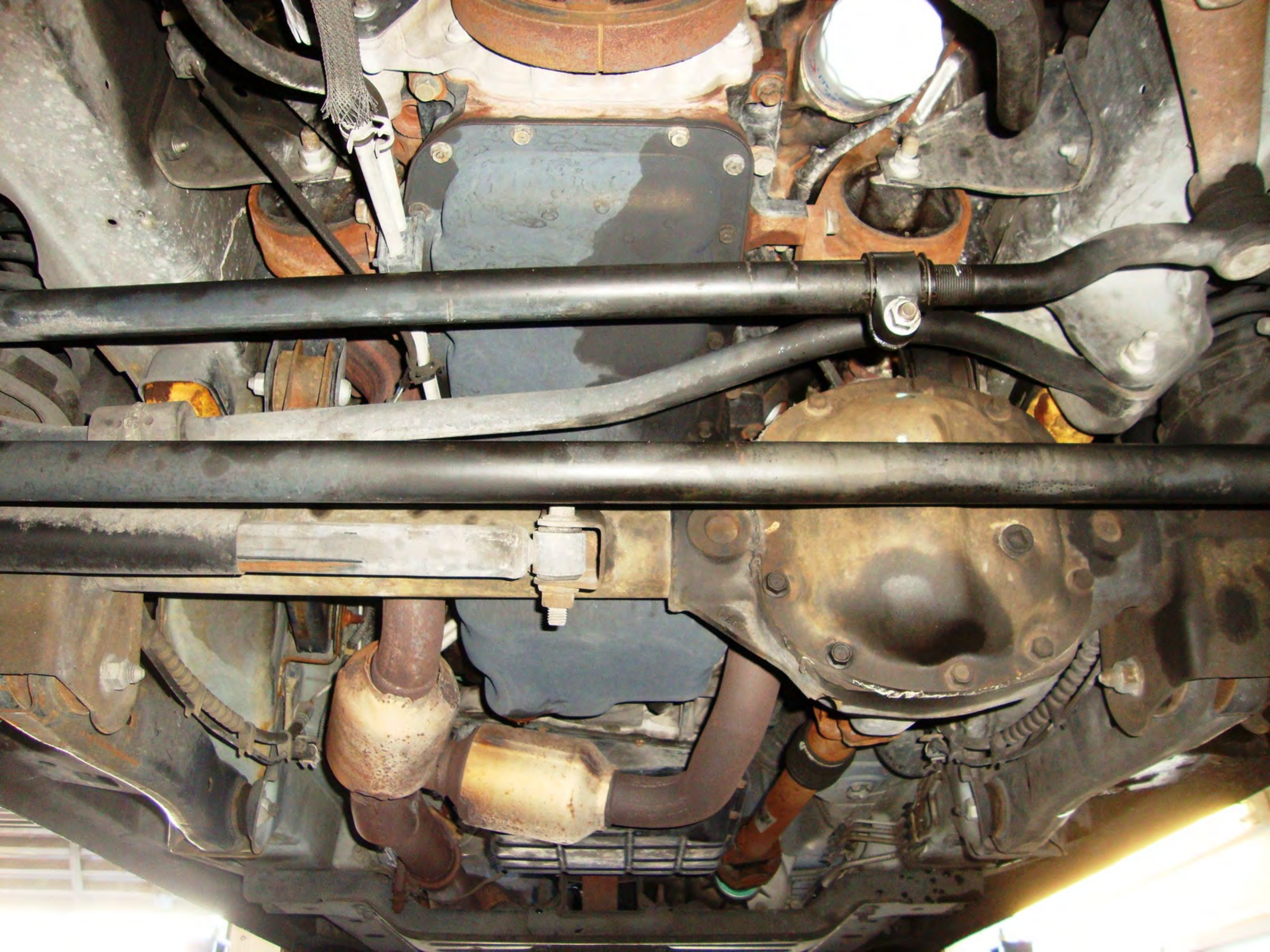












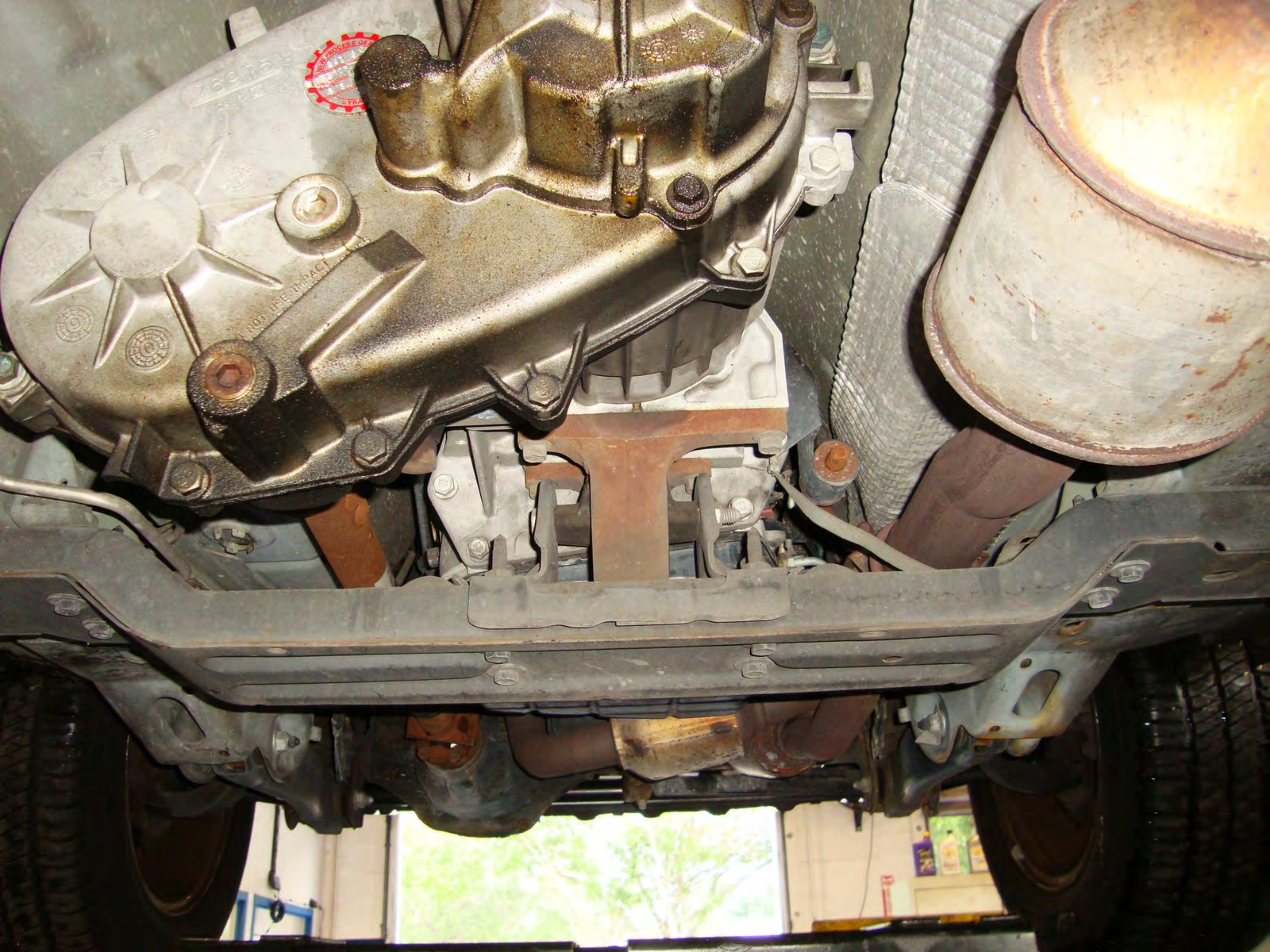


684

49570











Main Menu

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

Page 1 of 1



DTC TYPE

Active
Stored

Page 1 of 1

OICM

HELP

SYM

MAIN

64.1

NO RESPONSE from UCM

Please make certain of the following items:

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

NO RESPONSE from OCM

Please make certain of the following items:

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

SELECT RESURFACE SYSTEM

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

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

64.1

AIRBAG DIAGNOSTICS

Determining Controller
Type

Please Wait...

F1
HELP

F2
SYS

64.1

F3
MAIN

NO RESPONSE from OBC

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

64.1

F3
MAIN

Unable to ID Module for
ORC

press any key to continue

DTCs & Related Functions

1. Read DTCs
2. Freeze Frame Data
3. Clear DTCs

-- ECM DTCs --

NO DTCs DETECTED

Starts Since Clear : 41

Page back to exit

Control Module Info

2002 WJ/WG 4.7L V8 SFI

Module: Cal 17.0, MAY 21

Natural Asp, Unleaded Fuel

National Low Emissions (NLEV)

Automatic Trans, RW Drive

Jeep Truck Engine, JTEC+

Single Fan, Var. Hydraulic

PCM Part#: 56044810AG

Homologation ID: WBNACC

CARB OBD II Vehicle

DRB III CDRB Application

Chrysler Corp.

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All Rights Reserved

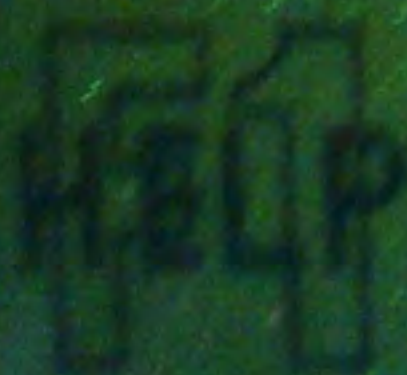
RELEASE 64.1 01

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

Bios Version: 4.02

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

Cable in use: J1962 (CH70000)



64.1

--- INPUT/OUTPUT ---
DCN STATE : No Resp

DCN

STAND-ALONE MAIN MENU

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



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



64.1

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

HELP

ESC

MAIN

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.

HELP

DRB III

64.1

MAIN

1998 - 2007 DIAGNOSTICS

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

SELECT RESTRAINT SYSTEM

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

Page

1 of 1

HELP

STOP

MAIN

Occupant Classification Module

Body Style:

S/W Version: 0.0

Siemens OCS

HELP

MAIN

CUSTOMER #: 85885

83099

DAYTON ANDREWS, INC.

2388 GULF-TO-BAY BOULEVARD
CLEARWATER, FLORIDA 33785
PHONE (727) 799-4539

WORKORDER

PAGE 1

DEALER CODE

66-62621

STATE OF FLORIDA
REGISTRATION NUMBER
MV-01638

SERVICE ADVISOR: 1161 BLOOMFIELD, MICHAEL R

HOME:	CONF:	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
BUS:		02	JEEP GRAND CHEROKEE	1J4GW58N72C		142838/	T471
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG02 DD			17:30 24AUG11			CASH	
R.O. OPENED	READY	OPTIONS: DLR:62621 ENG:4.7_Liter_MPI					
24AUG2011 11:47							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	08		CP	CUSTOMER STATES WHEN SITTING AT A STOP LIGHT, AIR BAG LIGHT ILLUMINATED ON DASH THEN SECONDS AFTER BOTH FRONT AIR BAGS DEPLOYED

\$29.95

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts or material for such repair; and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in cause of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged and the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY		BY
REVISED ESTIMATE (1)		
REVISED ESTIMATE (2)		
REVISED ESTIMATE (3)		

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:

ANOTHER PERSON YOU MAY DESIGNATE TO AUTHORIZE REPAIRS ON YOUR VEHICLE

Multi VIN Summary Report

ANDREWS INC
C327680

Dealer Entered Name: MILE

Date: August 24, 2011 Time: 11:36:27
Dealer Entered Odometer: 142,838 Miles

CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Warning Messages

This customer's previous authorized dealership has closed. Please extend a warm welcome to this reassigned customer to your dealership and provide sales, service and parts introduction. This is a valuable opportunity to gain and retain a new customer for your dealership.

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information

Year/Model:	2002 JEEP GRAND CHEROKEE LIMITED 4X4 SPORT	Last Odometer:	25,555 Miles on January 8, 2004
Body Style:	WJJP74	In-Service Date:	August 14, 2002
Engine:	EVA-4.7L V8 Power Tech Engine	In-Service Odometer:	35 Miles
Transmission:	DGQ-5-Spd Automatic 545RFE Transmission	Odometer Type:	Miles
Color 1:	PXR-Brilliant Black Crystal Pearl Coat	Car Line:	Z
Color 2:	QXR-Brilliant Black Crystal Pearl Coat	Build Date:	June 14, 2002
Current Market Register:	U	Hour:	10
Book:	R		

Vehicle Owner Information

Name:	[REDACTED]	Preferred Name:	[REDACTED]
Address:	[REDACTED]	City:	PALM HARBOR
State/Province:	FL	Postal Code:	[REDACTED]
Country:	USA	Language Preference:	
Telephone-Home:		Telephone-Business:	
Fax:		Original Owner:	KEVIN B CARBONELLI

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

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

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

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

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36,000 Miles	0	August 14, 2005	Expired (Time)

Multi VIN Summary Report

ANDREWS INC
C327680

Dealer Entered Name: MILE

Date: August 24, 2011 Time: 11:36:27

Dealer Entered Odometer: 142,838 Miles

ACTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

POWERTRAIN	36 Months or 36,000 Miles	0	August 14, 2005	Expired (Time)
PERFORATION	60 Months or 100,000 Miles	0	August 14, 2007	Expired (Time)
EMISSIONS	36 Months or 36,000 Miles	0	August 14, 2005	Expired (Time)
ADJUSTMENT	36 Months or 36,000 Miles	0	August 14, 2005	Expired (Time)
AIR CONDITIONING	36 Months or 36,000 Miles	0	August 14, 2005	Expired (Time)
EXTENDED FEDERAL EMISSIONS	96 Months or 80,000 Miles	0	August 14, 2005	Expired (Time)
		0	August 14, 2010	Expired (Time)

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
336	Yes	N/A	N/A	No

Service Contract - No Service Contracts Available

Service History (24 Month)

No Service History Information Available

Vehicle Sale Information

Selling Dealer:	26309 - FITZGERALD'S COUNTRYSIDE JEEP	Sales Type:	L - BROKER
City:	CLEARWATER	State/Province:	FL
Country:	USA	Telephone:	(727)799-1800

CAIR - No Open CAIR Information Available

Customer Assistance Inquiry Record (CAIR)# 21275601

Vin	1J4GW58N7 2C3 [REDACTED]	Open Date	08/24/2011	Built Date	06/14/2002
Model Year	2002	Body	WJJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR	
In Service Dt	08/14/2002	Mileage	142,838	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	EVA	ENGINE - 4.7L POWER TECH V8			
Transmission	DGQ	TRANSMISSION-5-SPD AUTOMATIC 5-45RFE			

Dealer	62621	DAYTON ANDREWS INC			
Dealer Address	2388 GULF TO BAY BOULEVARD				
Dealer City	CLEARWATER	Dealer State	FL	Dealer Zip	33765

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

Product - Unknown - Unknown - Accident - Default	Injury from inadvertent deployment, no accident
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

Customer states that she was sitting at a light this morning and the airbag light flashed on at the dash and both air bags deployed immediately. Vehicle is currently at Dayton Andrews CJD (62621) in Clearwater, FL. Owner indicates she has Abrasions on both arms from the deployment. Owner has not requested a rental at this time. Area Manager to forward to JSS15 for further follow up and investigation. djk18

VEHICLE IS LOCATED AT:
 DAYTON ANDREWS INC CJDT
 2388 GULF TO BAY BLVD CLEARWATER FL 33765 727-799-4539

Per OGC Matrix, reassigned to 82T.
 8.23.11 Assigned to LSE6. MJK
 CAIR NUMBER 21275601 REQUEST EAA INSPECTION 08-24-2011 15:22
 CAIR NUMBER 21275601 E-MAIL SENT TO EAA 08-24-2011 15:22
 CCRG Open Date: 08/24/2011 15:08:51
 Letter Sent: Acknowledgement 08/25/2011 09:37:54
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/29/11 AT 17:39:47 21275601

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
WJ

19

1983

1983

1983

1983



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

VIN: 1J4G48534C [REDACTED] 790 791
VEHICLE MADE IN U.S.A. 4000 4000

FEB 6 2006

030345

FEB 6 2006



Jeep

FEB 6 2006



FEB 6 2006



FEB 6 2006



FEB 6 2006



FEB 6 2006



MUSKOGEE, MORGAN

CHRYSLER

Family
of
Jeeps
4x4

FEB 6 2006



FEB 6 2006



FEB 6 2006

Jeep

FEB 6 2006



FEB 6 2006

WTRBU Module Information

Body Style: WJ

Part#: 56010685AG

SW Version: 04.20

Front Dr and Pass/PCI Bus SW

and Lamp Dr w/On/Off Sw or BOS

ORC Not Configured

for Side Airbags

No Airbag On/Off Switch

FEB 6 2006

DIC 1 of 4
PASSENGER SOLUB 1
CIRCUIT OPEN

DIC 2 of 4

DRIVER SOLUB 1
CIRCUIT SHORT

FEB 6 2006

DIC DTCs 3 of 4

DRIVER SOU1B 2
CIRCUIT OPEN

DIC 4 of 4

PASSENGER SOU1B 2
CIRCUIT OPEN

FEB 6 2006

OLD DTCs 1 of 6

DRIVER SQUIB 1

CIRCUIT OPEN

MINUTES: 109 IGN CNTS: 6

DTC 2 of 6

PASSENGER SQUIB 1

CIRCUIT OPEN

MINUTES: 109 IGN CNTS: 0

FEB 6 2006

ONE DTCs 3 of 6

DRIVER SEQUIB 1

CIRCUIT SHORT

MINUTES: 70 IGN CNTS: 0

ONE DTCs 4 of 6

DRIVER SEQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 22

FEB 6 2006

DTC DTC: 5 of 5

DRIVER SOU1B 2
CIRCUIT OPEN

MINUTES: 112 IGN CNTS: 8

DTC DTC: 6 of 6

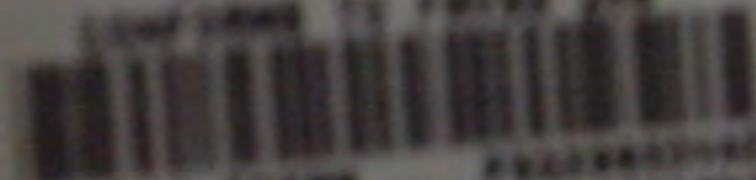
PASSENGER SOU1B 2
CIRCUIT OPEN

MINUTES: 112 IGN CNTS: 8

FEB 6 2006

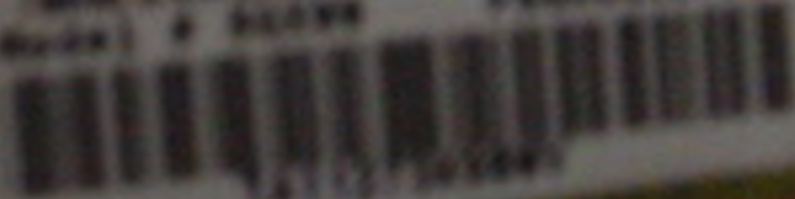
SA 2001 ENCLOSURE

10000000 10 10000 200



Model # 84000

10000000



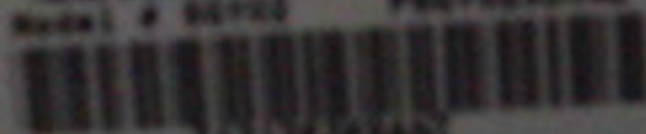
FEB 6 2006

SAWLENCHESTER

CONFORMS TO FIVE00 200



Model # 00700 P8070202000



142 124 00000

FEB 6 2006

Customer Assistance Inquiry Record (CAIR)#

14558793

Vin	1J4GW48S3 4C [REDACTED]	Open Date	02/01/2006	Built Date	05/13/2003
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	
In Service Dt	02/18/2004	Mileage	30,345	Dealer Zone	42 DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC.42RE			

Dealer	65477	FAMILY AUTO CENTER			
Dealer Address	3146 HENRY ST				
Dealer City	MUSKEGON	Dealer State	MI	Dealer Zip	49441

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MUSKEGON MI [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	inadvertant deployment
Product - Unknown - Unknown - Accident - Default	injury, not an accident
Corporate - Property Damage - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

Owner states that owner was leaving a gas station after filling up with fuel and came to a stop sign. While stopped the airbags deployed. There was no accident and no signs of damage according to dealership that called on owner s behalf.

Service Manager Roger Cole called from Family Auto Center (65477). Owner has neck injuries. Other passenger is okay as far as Roger knows. Vehicle is at dealership now. Vehicle is at Family Auto Center. Reassigning to Sl. /MJF5

VEHICLE IS LOCATED AT:
FAMILY AUTO CENTER
3146 HENRY ST MUSKEGON MI 49441 231-733-4401

Narrative indicates injury, Per OGC Matrix, reassigned to 82T. JSS15.
_2/3/06 Assigned to kwk3/jlg117.

CAIR NUMBER 14558793 REQUEST EAA INSPECTION 02-03-2006 11:39
CAIR NUMBER 14558793 E-MAIL SENT TO EAA 02-03-2006 11:39
_Inspection Requested: 2/3/2006 (KSmolinski)

Roger from dealer 65477 calls back indicating the inspector has come and gone. The dm has authorized rental for now, but wanted to know how much longer with next step.

Writer advised would leave message for further response..dg2
Writer left message for jss15.

_Inspection Conducted: 2/6/2006 (KSmolinski)
_Inspection Report Received: 2/6/2006 (KSmolinski)

* Service Manager (SM) Roger called. Looking for update. Writer notes last narrative indicated report received 2/6. Customer has been in rental since 1/18/06 and he is worried that District Manager (DM) will not be happy about extended rental.

Per jss15, writer referred to 'CCRG.'

