

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

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

WJ

J4GX48S12C

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 3-02

GAWR FRONT: 1134 KG 2500 LB
16X7

GAWR REAR: 1339 KG 2950 LB
16X7

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



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

VIN: 1J4G44BS1C [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PLANT: PUB TRIM: E775 464850





AIR
BAG

19

x1000 RPM

MPH

092023









GRAND CHEROKEE

LAREDO









GRAND CHEROKEE
Jeep





GRAND CHEROKEE

LAWRENCE



Unable to ID Module for
ORC

press any key to continue



Jeep

3.6S
AIRBAG

ON/OFF
CRUISE
SET

RES/ACCEL
CANCEL
COAST

10000 RPM

MPH km/h

P
R
N
D
S



7578

4L393 212

E 187811













AL393 485

E 184615









NOTICE
COMMERCIAL MOTOR VEHICLE
COMPULSORY INSPECTION

WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR
IF THIS SEATBELT IS
NOT PROPERLY SECURED.
FOR INFORMATION, SEE THE
VEHICLE OWNER'S MANUAL.
MADE IN THE U.S.A.



WARNING
DO NOT
SMOKE
WHILE
DRIVING



NOTICE
COMPLETE WITH
COMPLIANCE INSPECTION

⚠ WARNING: HIGHER ROLLOVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



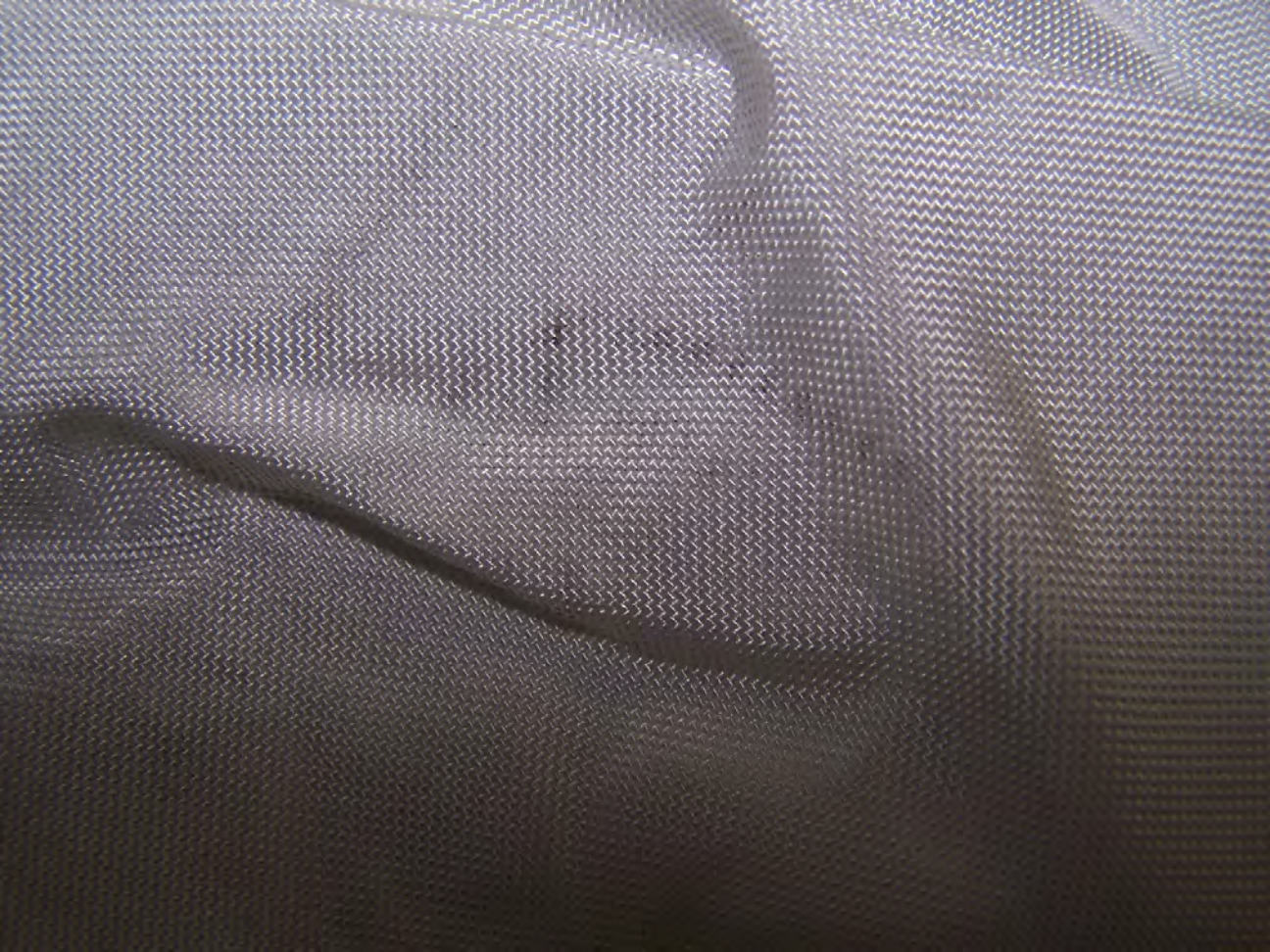
! WARNING

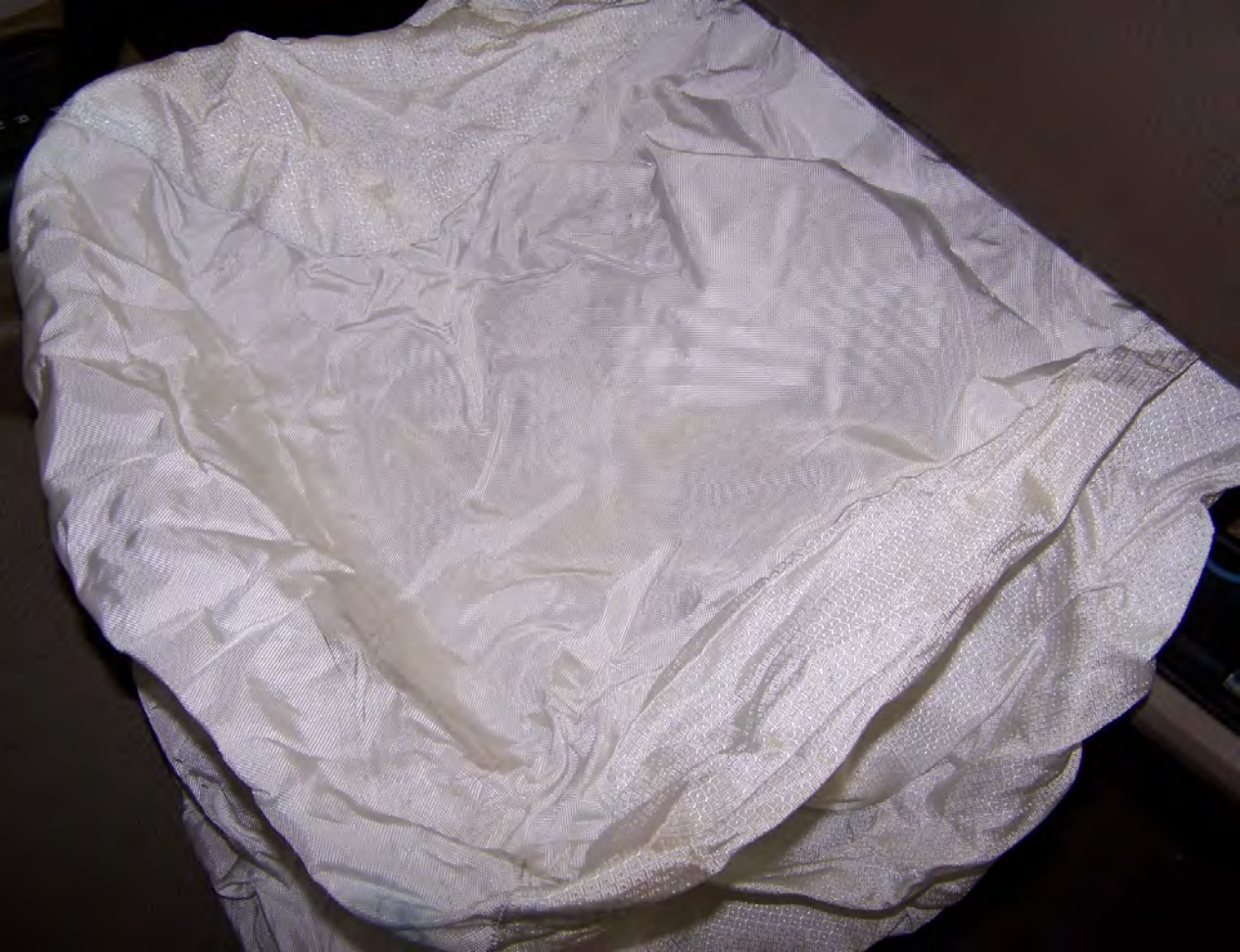


DEATH OR SERIOUS INJURY CAN OCCUR

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







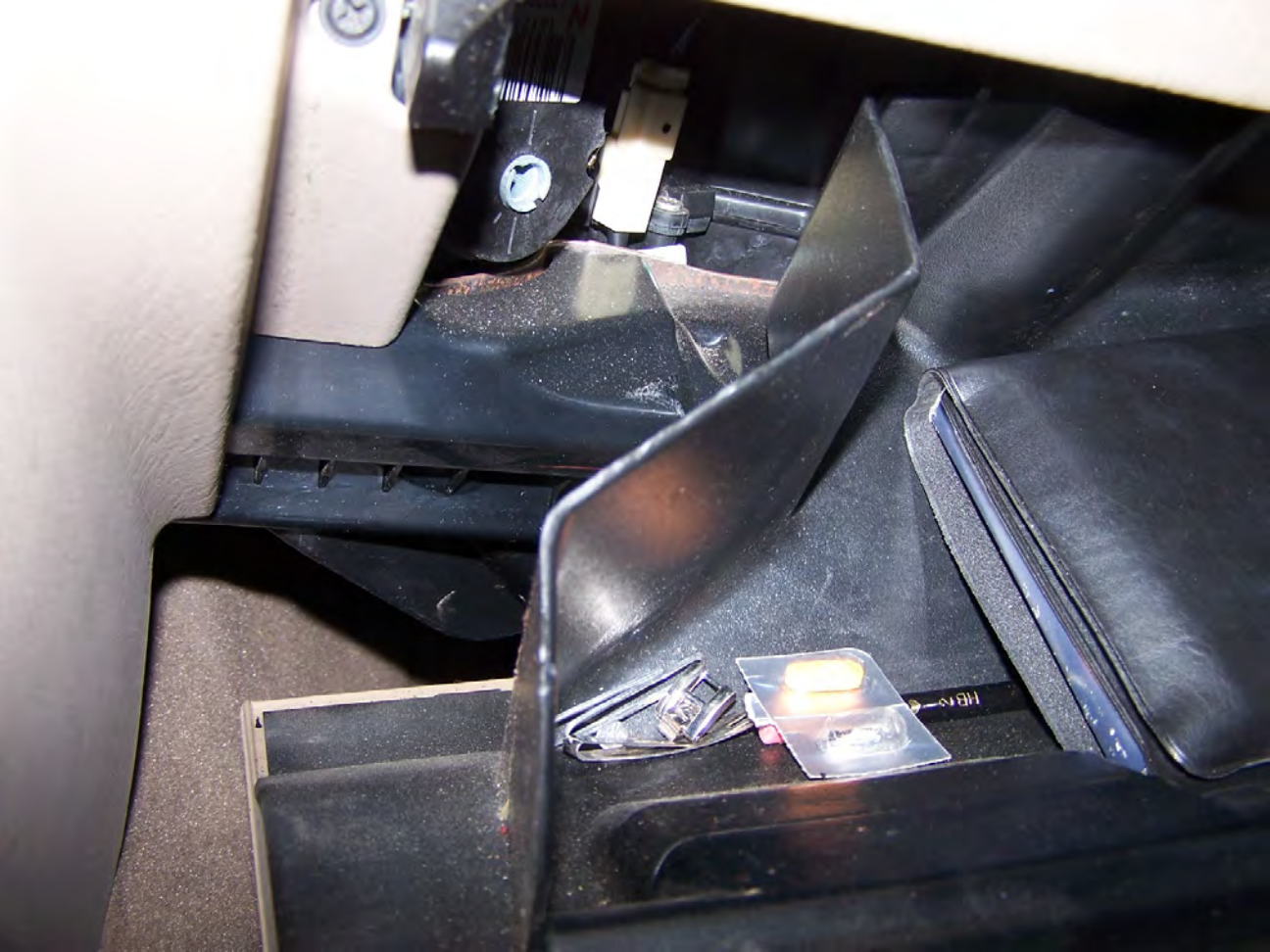


Jeep

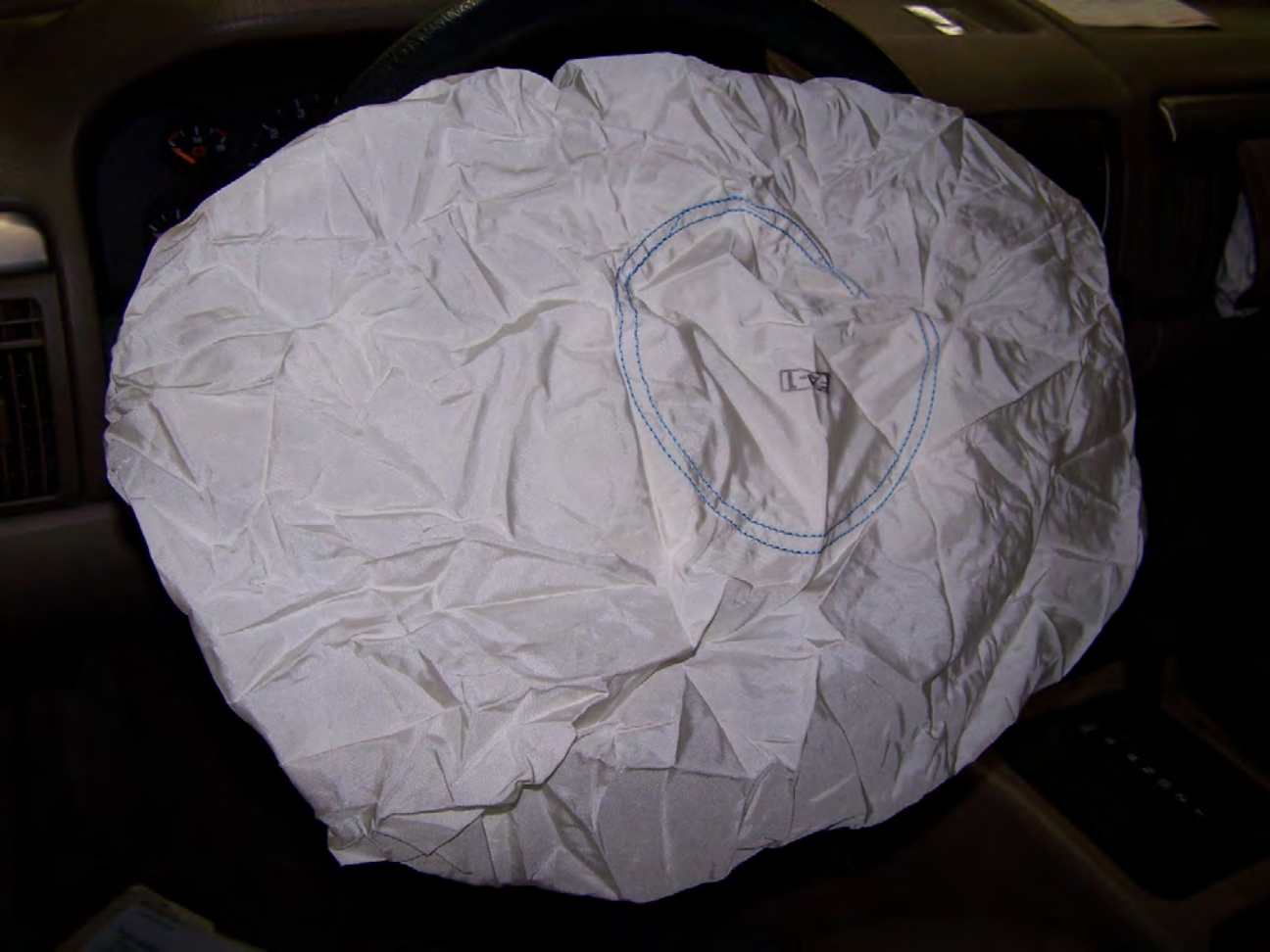












F-4-1

CHRYSLER P/N P56010485AF



F



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

CHRYSLER S/N TUVME0632C0064

APPLIER CODE

39754C











91863AJ

10/21/09

IN CANADA



91863AJe

Federal Motor Vehicle Safety



CHRYSLER P/N

P56010485AF



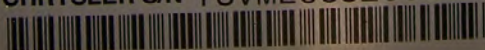
F



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

CHRYSLER S/N TUVME0632C0064

SUPPLIER CODE



39754C

Bay City TX

5020 7TH ST

DON DAVIS PONTIAC (7134)

SHIP TO

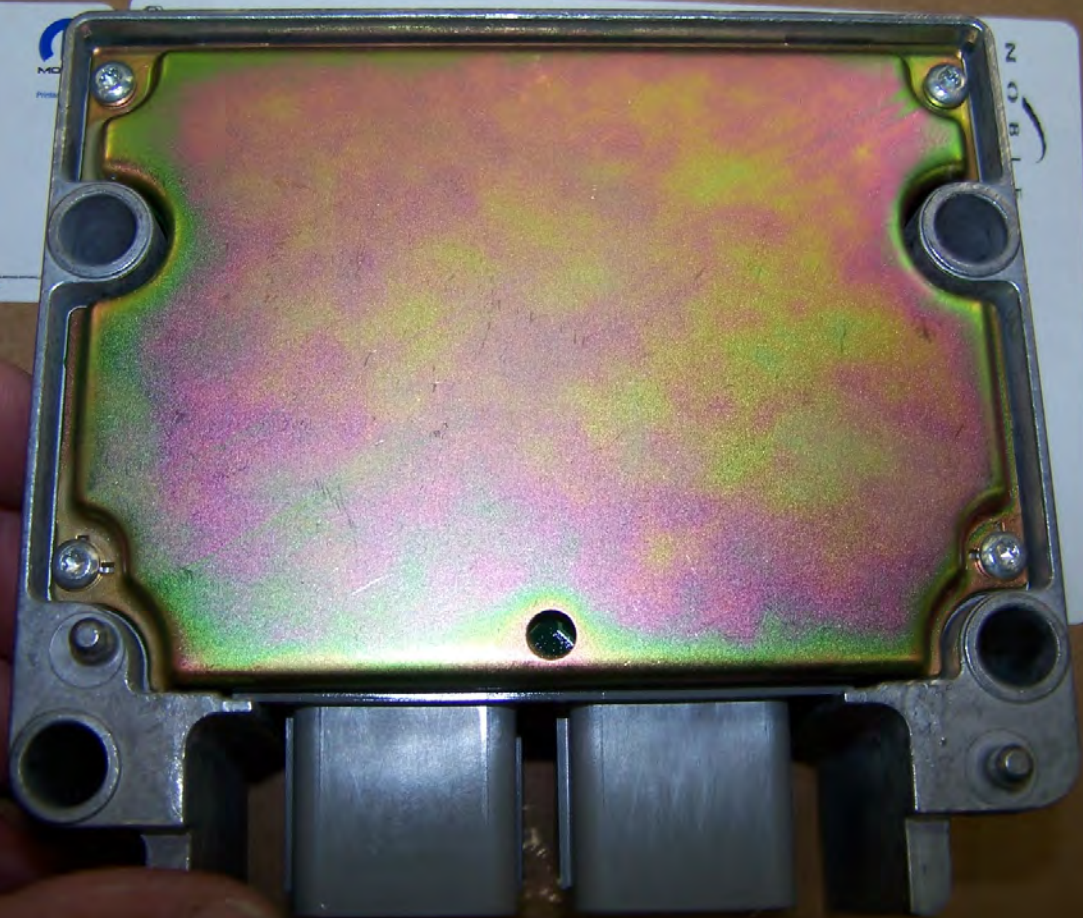
Katy, TX 77450

21771 Katy Freeway

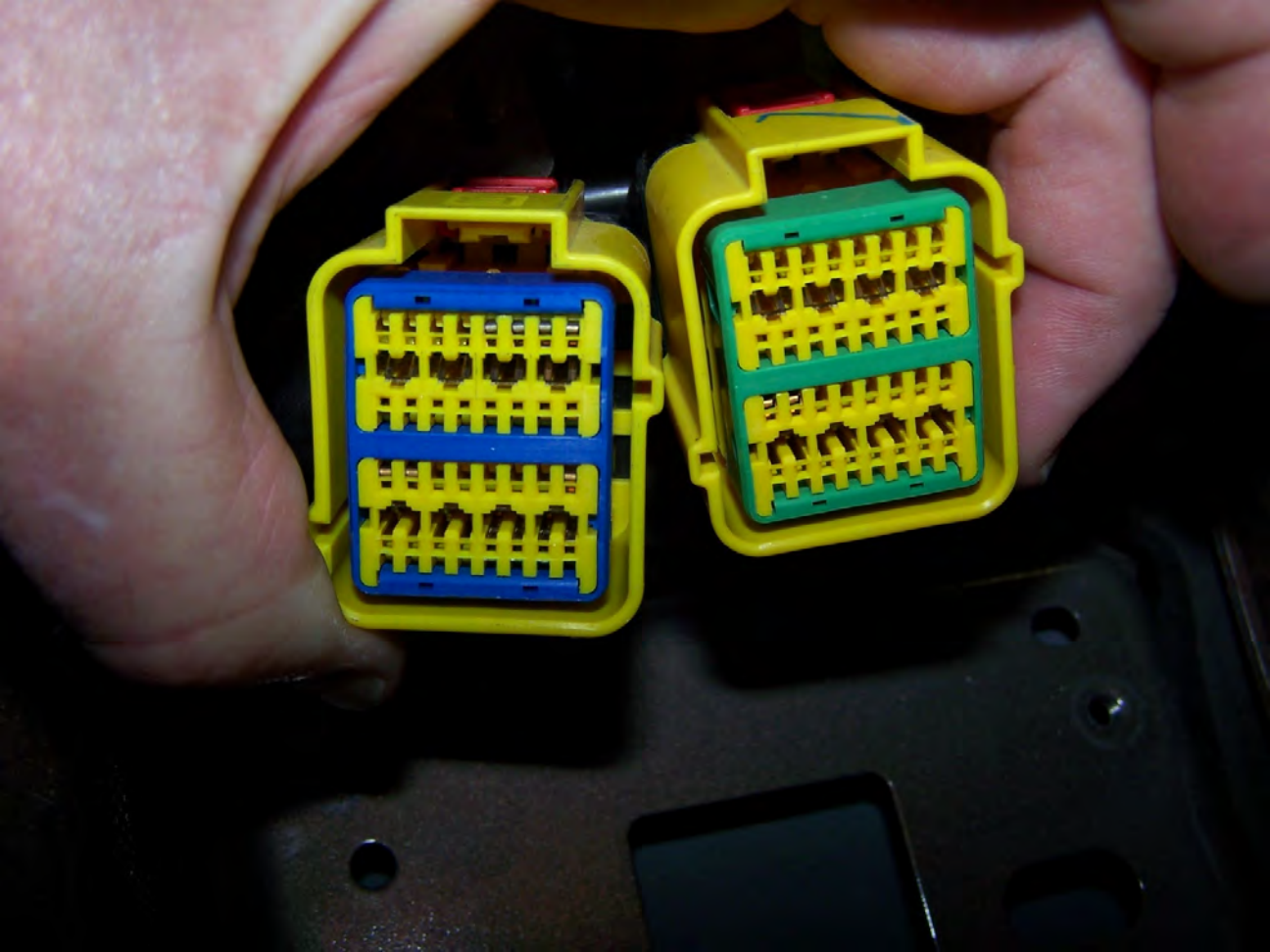


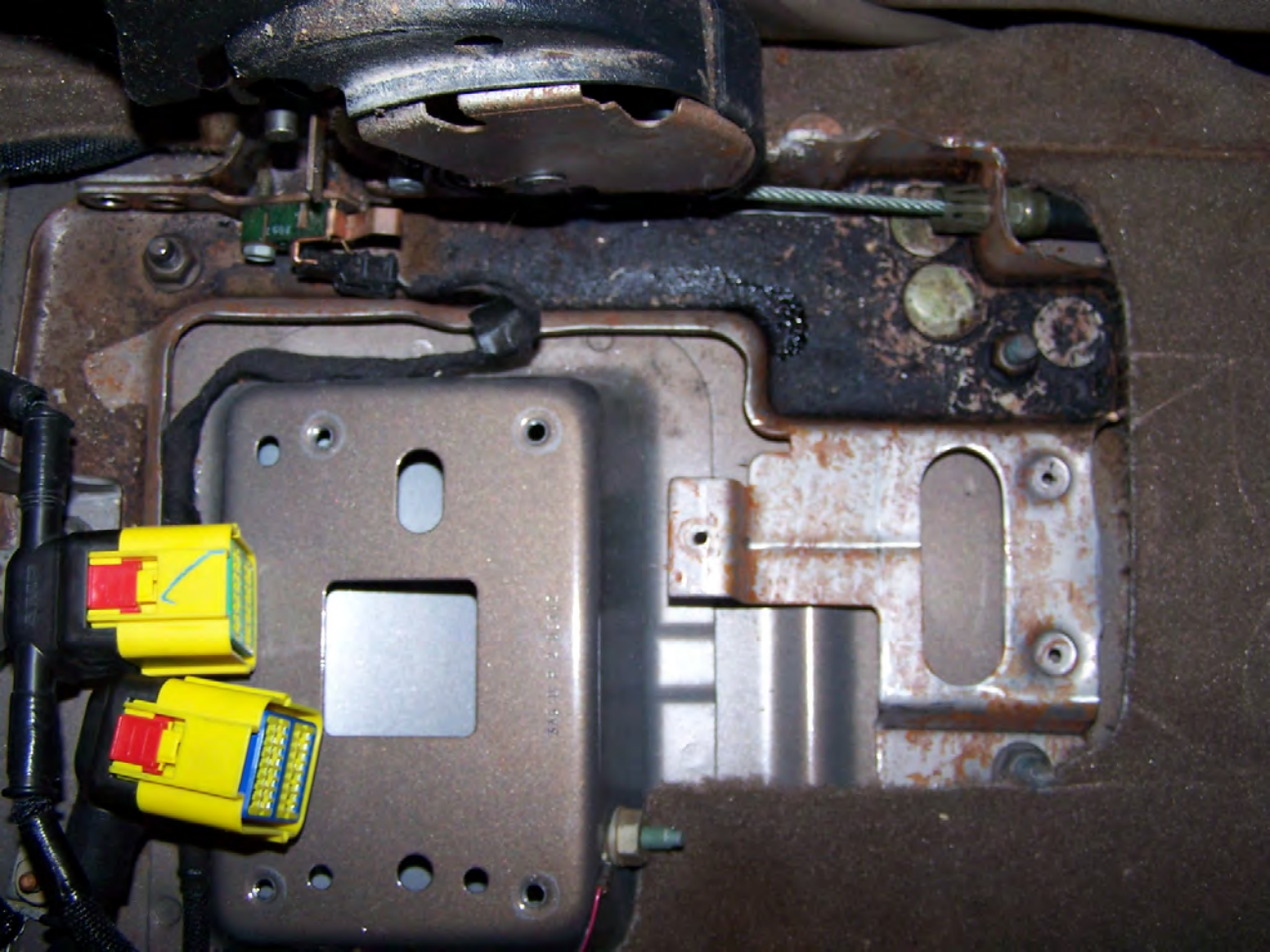
if any are applicable

NOR











Customer Assistance Inquiry Record (CAIR)# 19213444

Vin	1J4GX48S1 2C [REDACTED]	Open Date	01/06/2010	Built Date	03/13/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	
In Service Dt	03/30/2002	Mileage	92,000	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PUB	WOODLAND BROWN SATIN GLOW			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC,42RE			
Dealer	44783	DON DAVIS CHRY-DODGE-JEEP			
Dealer Address	5020 SEVENTH ST.				
Dealer City	BAY CITY	Dealer State	TX	Dealer Zip	77414
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BAY CITY TX [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	no accident
Corporate - Complaint Contact - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

1. Who is calling and what is their contact information? Customer Preferred: [REDACTED] Alternate: [REDACTED]

2. What happened? Customer states that while her husband was driving with her in the vehicle, both airbags deployed.

3. What is the current location of the vehicle?
 Don Davis Chrysler Dodge
 5020 SEVENTH ST
 Bay City, TX 77414
 979-245-1211

01.07.10
 Called Sandy in service at dealer - asked her to scan module for fault codes.
 NEW INFO _ Both driver and passenger were injured and customer has spoken to an Attorney
 VEHICLE LOCATED AT:
 Don Davis Chrysler Dodge
 5020 SEVENTH ST
 Bay City, TX 77414
 979-245-1211
 EMAIL TO LZ40. MG17
 cc to LSE6
 Per OGC Matrix, reassigned to 82T
 1/7/10 ASSIGN TO LSE6.1
 CAIR NUMBER 19213444 REQUEST EAA INSPECTION 01-07-2010 14:24
 CAIR NUMBER 19213444 E-MAIL SENT TO EAA 01-07-2010 14:25
 CCRG Open Date: 01/07/2010 14:15:18
 Letter Sent: Acknowledgement 01/08/2010 09:23:07
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/09/10 AT 09:03:02 19213444
 The customer wanted to know what is going on with this cair. The agent told the customer a letter is send as per line 29. The customer said that

is fine she will wait to get the letter.

Letter Sent: Denial 01/12/2010

Customer was disappointed with Jeeps decision to not help her. She says she will not purchase a Jeep again.

Caller states they are calling from DON DAVIS CHRY-DODGE-JEEP, Caller states looking for copy of the investigation report on the case. Caller states that the customer received a letter but the dealership had not.

Writer referred caller to their local business center.

SA Sandy at dealer 44783 called about the SI. Her SM wants to talk to someone in the Special investigation department about this. Writer advised SA Sandy to contact her local business center. She she does not know how to do this. Writer advised she can check with her Service manager, Sales manager or DM and they will have the contact information for her business center.

Mr Ortiz called again for update on case. Writer explained that he should have got the denial letter which he did. Writer also stated that the SA was going to get more information for customer and referred customer to dealership.

Dealer called seeking a copy of the denial letter, writer informed her that some research is needed and she will be contacted with additional information.

Karen Perkins from the dealer called in on customer s behalf and for the same issue above states that Chrysler sent the customer to the dealer because they have the information but they have nothing. Writer informed Karen please contacts her Business Center and writer gave her their phone number.

01.21.10

I returned Karens call - customer is looking for a copy of report
I explained we do not send out these reports - advised if customer has questions regarding letter they should call CCRG at number on letter
Gave Karen CCRG s number 888.922.7329

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
WJ

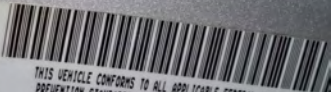
MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 6-02

GAWR FRONT: 1134 KG 2500 LB
16X7

GAWR REAR: 1339 KG 2950 LB
16X7

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



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN
VIN: 1J4GX48S92C [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PAINT: PSB
TRIM: E70V
4648500



10

20

120

MPH km/h

060301

A/S 1 2 3 4 5









Jeep





ASK YOUR SERVICE REP.

on war. More mileage.











Jeep

12

ON • OFF

CRUISE

SET

RES • ACCEL

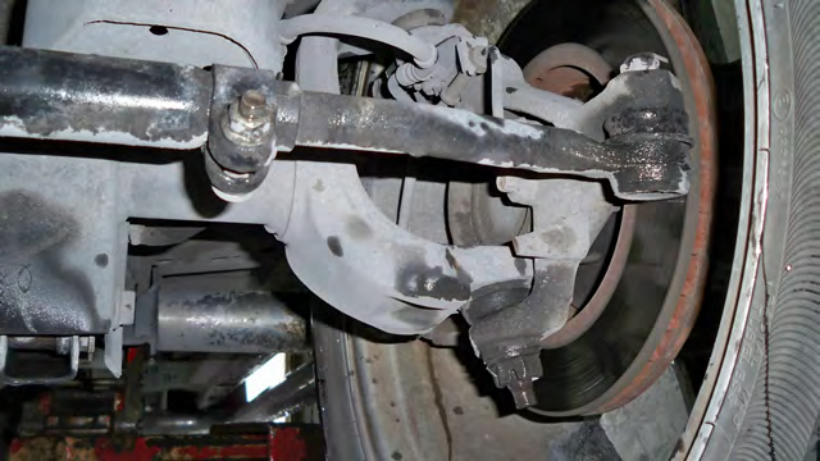
CANCEL

COAST

SRS
AIRBAG









01L PAN #
52111/440
TIE ROD ASSEMBLY PASSENGER
2004-10-00





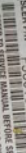
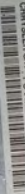






CHRYSLER P/N P56010485AF

WARNING: REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.
CHRYSLER S/N TVME1692C0454 SUPPLIER CODE
39754C







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

F1
HELP

F2
SYS

64.1

F3
MAIN

DaimlerChrysler
DRB III™

SuperCard

- 1994 - 1997 all
- 1995 - 2000 MMC
- Generic scan tool
- PEP module tools

CH8361

SPX OTC



This side up



WP-1

CH21021045
CH21021045

TV00M1BR202090 *P5GVB1XDVAC*

Customer Assistance Inquiry Record (CAIR)# 18606036

Vin	1J4GX48S9 2C [REDACTED]	Open Date	05/21/2009	Built Date	06/24/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	
In Service Dt	08/07/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC,42RE			
Dealer	67438	POTAMKIN CHRYSLER PLYMOUTH JEEP			
Dealer Address	16600 NW 57TH AVE				
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33014
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HIALEAH FL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Customer said the air bag exploded.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states the Air Bags Exploded
Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	

Customer states the Air Bag exploded while her husband was driving the vehicle. Her husband was injured. Customer states that how come the Air Bags can explode without any reason. Customer states chrysler needs to pay for the repairs. Agent gave the reference number. Agent transferred the call at VDN [REDACTED] for further assistance. Customer informed the vehicle is with her now.

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

Owner Alleges:

That the front air bags exploded.

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

That the front air bags exploded by itself; 5/21/09; Two blocks away from customer house; One person injured.

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 (No P.O.Boxes, include phone #)

[REDACTED] Hialeah, FL [REDACTED]

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

Yes but not other vehicles were involved.

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

No.

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

Customer said the best contact phone number is [REDACTED]

VEHICLE IS LOCATED AT:

home address.

Per OGC Matrix, reassigned to 82T. JSS15.

5.22.09 Assigned to KSS28. MJK

CAIR NUMBER 18606036 REQUEST EAA INSPECTION 05-22-2009 13:43

CAIR NUMBER 18606036 E-MAIL SENT TO EAA 05-22-2009 13:44

CCRG Open Date: 05/22/2009 08:51:52

Letter Sent: Acknowledgement 05/26/2009 09:50:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/09 AT 13:34:16 18606036

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/09 AT 13:34:16 18606036

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
WJ

CORPORATION

GWR: 2336 KG 05150 LB

LB WITH P225/75R16 TIRES

RIMS AT 227 KPA (33 PSI) COLD

LB WITH P225/75R16 TIRES

RIMS AT 227 KPA (33 PSI) COLD



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

VIN: 1J8GX48S72 [REDACTED] TYPE: MPV MDH: 102917 730AB
VEHICLE MADE IN U.S.A. PAINT: PW1 TRIM: E7L5 4648509











EAGLE

Jeep

























3-D

7409

6















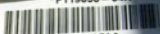
AIR
BAG



146148



P119858 - 04R



CJXMXJ8DABL

W/ DRIVE*



M

Jeep







M

Jeep

2008







WARNING
DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN TO REMAIN SEATED OR HELD BY THE ADULTS
- THIS SEAT IS THE SAFEST PLACE FOR CHILDREN
- NEVER PUT A CHILD-FACING SEAT IN THE FRONT
- GET AN FBI RATED AIR CONDITIONER FROM THE CAR DEAL
- 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.



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.







E 184615

AL393 345





MADE IN USA

JOHNSON
MAGNETIC
ANGLE
Locator

MADE IN USA













184616

AL393 345







2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17











SELECT RESTRAINT SYSTEM

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

F1
HELP

F2
SYS

64.1

F3
MAIN

Unable to ID Module for
ORC

press any key to continue

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

F1
HELP

F2
SYS 64.1

F0
MAIN

Unable to ID Module for
ORC

press any key to continue

Display

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.

F1

Enter

DV

Display

-- PCM DTCs 1 of 1 --

CYLINDER #3
MISFIRE

Chrysler Hex Code : \$6d

SAE Trouble Code : P 0303

Warm-up Cycle Counter: 3

Starts Since Set : 49

F1

Ent

D















Customer Assistance Inquiry Record (CAIR)#

22041549

Vin	1J8GX48S7 2C [REDACTED]	Open Date	03/26/2012	Built Date	10/29/2001
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	
In Service Dt	12/22/2001	Mileage	145,990	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC,42RE			

Dealer	26241	HENDRICK CHRY-JEEP			
Dealer Address	5421 RAEFORD ROAD				
Dealer City	FAYETTEVILLE	Dealer State	NC	Dealer Zip	28304

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	RAEFORD NC [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Customer states the airbags deployed in her vehicle while in park
Corporate - CNA Change - Default - Default - Default	Customer updated ownership information
Dealer - By-Pass - Default - Default - Default	Injury, states the airbags deployed in her vehicle while in park
Product - Unknown - Unknown - Accident - Default	Injury, states the airbags deployed in her vehicle while in park
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED]

Preferred: [REDACTED]

Alternate: No alternate

2. What happened? Customer states that herself and a friend sat down in the vehicle, put it into park and both airbags deployed. Customer states that there were no serious injuries, but that her shoulder is sore.

3. What is the current location of the vehicle? Customers home (Customer states that she is still driving the vehicle.)

Reassigned to 88S

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle s airbags deployed and did some investigation herself and found that there were recalls regarding airbag deployment. Customer stated that the dealership already told her that there were no recalls on the vehicle and agent confirmed this, but will be escalating to special investigations for further assistance

Briefly summarize what the customer is expecting: Customer was expecting to find out recall information on her vehicle.

Per information provided vehicle is located at [REDACTED] RAEFORD , NC [REDACTED]

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

VEHICLE IS LOCATED AT:

[REDACTED]
RAEFORD NC [REDACTED]
[REDACTED]

(Customer states that she is still driving the vehicle.)

Per OGC Matrix, reassigned to 82T.

3/26/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22041549 REQUEST EAA INSPECTION 03-26-2012 15:35

CAIR NUMBER 22041549 E-MAIL SENT TO EAA 03-26-2012 15:35

CCRG Open Date: 03/26/2012 14:59:33

Letter Sent: Acknowledgement 03/27/2012 10:06:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/29/12 AT 20:17:57 22041549

Letter Sent: Denial 04/03/2012

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
WJ





PREBUL
PREMIUM QUALITY SERVICE



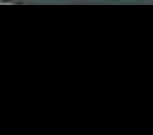


Jeep









PREBUL

EXPLORER









ONE W/...

"19198801-047"



"19198801-047"

1919

RES-ACCEL

CANCEL

CRUISE





DAY WJ

11958-04T



LON/88214

RES + ACCEL

CANCEL

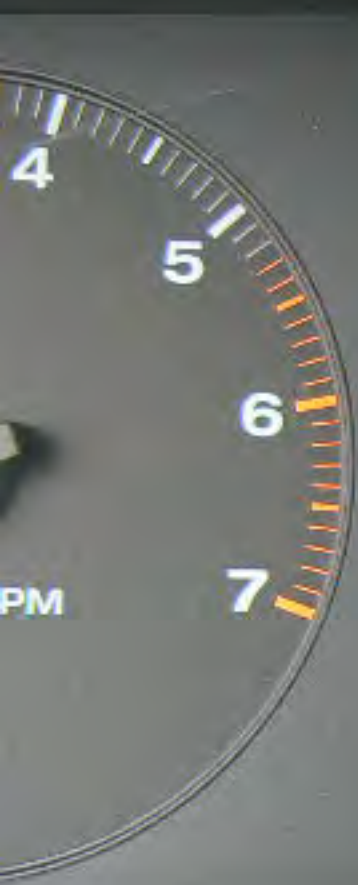
CRUISE



Jeep

ON-OFF
CRUISE
SET

PWR-LOCK
CANCEL
CONC

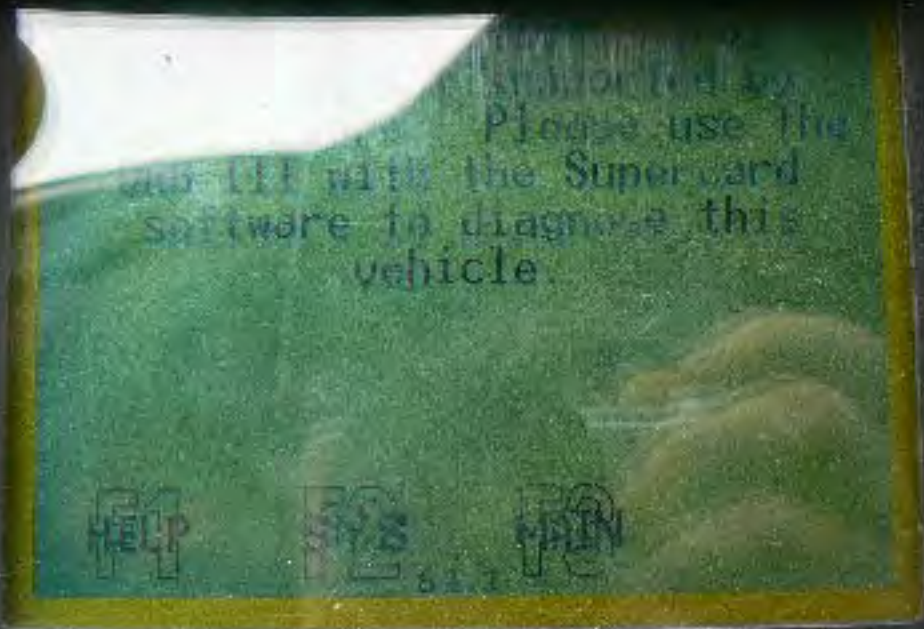


AIR
BAG





DRBIII^{ES}



HELP

F2

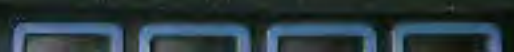
F3



DRB III

Inable to ID Module for
ORC

press any key to continue





CHRYSLER

DRB III™

SuperCard
1994-1997

CH8361

SPX **OTC**



This side up



WP→

CHRYSLER
CORPORATION

DRB III

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



68.1



E 18461 6

AL 393 C23

E 184814

AL393 023



















OIL PAN
52 018773AD
RE - USABLE GASKET #
4295875AC







Rais
L'ower

Energie
Lock Release





6295875AC

120 01R

120 01R

Customer Assistance Inquiry Record (CAIR)#**20713250**

Vin	1J4GW48S6 3C [REDACTED]	Open Date	04/18/2011	Built Date	08/08/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	
In Service Dt	03/13/2003	Mileage	76,842	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC,42RE			

Dealer	44676	PREBUL CHRY-JEEP-DODGE, LLC.			
Dealer Address	4302 RHEA COUNTY HWY				
Dealer City	DAYTON	Dealer State	TN	Dealer Zip	37321

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	DAYTON TN [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air Bags deployed prematurely
Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	

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

Unnecessary air bag deployment

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

While driving at 25 MPH on a city street, both front air bags on our 2003 Jeep Cherokee deployed for no reason. Fortunately, my wife received only minor injuries. The police responded and verified there was no damage to the vehicle other than the air bag deployment. Insurance (State Farm) will not pay for the damage since they stated it is a manufacturing defect.

Please help. Thank-you.

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

Dear Donald:

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

We were sorry to learn of your airbag 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.

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.

If you need immediate assistance, please call our Customer Care Center at: 1-877-IAM-JEEP (426-5337) between 8 a.m. and 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. Before calling the Customer Care Center, please have the above information handy.

Our agent will then advise you concerning further actions.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Jeep Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

*****FORWARDING TO 88S DUE TO PREMATURE AIR BAG DEPLOYMENT*****

1. Who is calling and what is their contact information? [REDACTED]

Preferred [REDACTED]

2. What happened? Customer stated that the air bags went off without an accident.

3. What is the current location of the vehicle? Customer stated that the vehicle is at his house.

[REDACTED]
DAYTON TN [REDACTED]

Per OGC Matrix, reassigned to 82T.

4.19.11 Assigned to KSS28. MJK

CAIR NUMBER 20713250 REQUEST EAA INSPECTION 04-19-2011 10:07

CAIR NUMBER 20713250 E-MAIL SENT TO EAA 04-19-2011 10:07

CCRG Open Date: 04/19/2011 07:45:26

Letter Sent: Acknowledgement 04/20/2011 10:31:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/25/11 AT 04:17:30 20713250

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
WJ

Customer Assistance Inquiry Record (CAIR)#

20520671

Vin	1J4GW48S7 4C [REDACTED]	Open Date	03/10/2011	Built Date	02/18/2003
Model Year	2004	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR	
In Service Dt	03/12/2003	Mileage	1	Dealer Zone	35 WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PFF	LIGHT PEWTER METALLIC CLEAR COAT			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC.42RE			
Dealer	63088	NEWELL CENTRAL SERV INC			
Dealer Address	400 WASHINGTON ST				
Dealer City	NEWELL	Dealer State	WV	Dealer Zip	26050
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WYANDOTTE MI [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	No accident, injury
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

driving home from work in the afternoon, temp was mid 40s to low 50s (one of those rare days a couple of weeks ago) 9th I think it was, I can confirm it when I get home (otherwise it was the 16th). Roads were clear and smooth, going about 35mph. I heard a weird tone/chime I had never heard before, I looked at the dash and saw the airbag light was on, I then looked up at the roof console to see if it had any info, as soon as I looked back down the airbags deployed (both sides). Luckily I was just sitting back a bit returning from looking up and the bags just barely grazed my face otherwise they would have hit me full on in the face had I been looking at the dash. Probably 10-15 seconds or so from time of the chime to the bags deploying.

VEHICLE IS LOCATED AT:

Owner s possession, still driving vehicle

Per OGC Matrix, reassigned to 82T.

3/10/11 ASSIGN TO KSS28.

CCRG Open Date: 03/10/2011 11:46:37

Letter Sent: Acknowledgement 03/11/2011 08:29:32

Letter Sent: Offer 03/18/2011