

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

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

WJ



09-15

AAA
INSURANCE
SALES
Auto

Marlboro

RADIO CONTROLS

CLIMATE CONTROLS

GEAR SHIFTER

STORAGE BIN

COIN TRAY

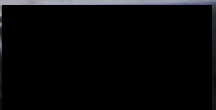


5767 64
Dulon

09-12

9-12

Jeep

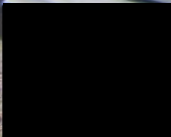




57676
06/04
92
R

09 12

9 12





GRAND CHEROKEE

PAINT THIS SIDE

PAINT THIS SIDE



PAINT THIS SIDE

PAINT THIS SIDE

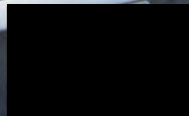
5716
Honda
9/19/15

08-12

White tag

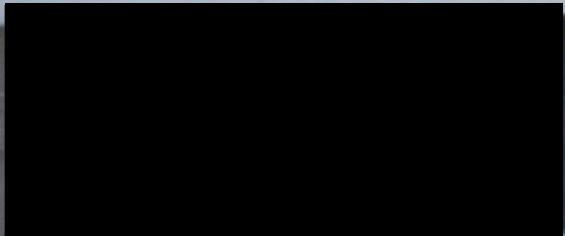


06/04
51676
00
R



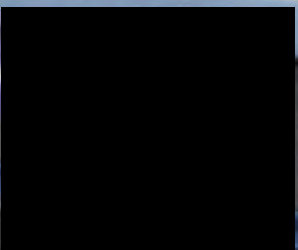
06/04
57676
oc
FL

57676
OC
R



WINDOM

6/04
76







GRAND CHEROKEE

LAREDO



Jeep

Grand Cherokee



57676
8609
99

57676
8609
99

09-12

9 12



**PARKING
PERMIT
06-07**

0634

EXPIRES
5/31/07

QUEST QUARTERS
HOTELS & SUITES



BARRELIARD

LAST 21 CC M52 4 A51 08

E11 43R-000270

4 5 1 2
4 4 2

ARTIS



SAFEGUARD
DOT 21 CC M52 T AS1 02

//
E11 43R-000270

1 4 5 1 3
4 L 2

QUE...
L...



SAFEGUARD
DOT 21 CC M2 T AS1 02
E11 4350000270



















SRS
AIRBAG

Jeep



























PRESS



PRESS



E18461

AL393

28A

E 18461 2

AL393 284













P R N @ 2 1









NORWOOD

127-519

3/14/10

! 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.







57595

06F-TM9

50 60 70 80 90

Car stereo control panel featuring a cassette slot, volume knob, and various function buttons.

Buttons and controls include: **PUSH ON**, **VOL**, **RECALL**, **PRESET**, **DISC**, **H**, **FF**, **TUNE**, **RW**, **M**, **MAX**, **BASS**, **TREB**, **L**, **R**, **BAL**, **FADER**, **DISC 1**, **2**, **3**, **RND 4**, **DISC 5**, **TIME**, **MODE**, **EJT**.

Two horizontal air vents with sliding flaps.

Climate control panel with three rotary dials and two buttons.

Left dial: **HI**, **LO**, fan speed icon.

Middle dial: temperature control with blue and red arcs.

Right dial: **OFF**, defrost icons for windshield, front and rear windows.

Buttons: **A/C**, **DEF**.

Storage compartment containing a small cylindrical object, and a gear shift knob.

















PRESS





E 18461 4

AL 393 304

























GRAND VIEW

STX
280

A2-DL

Duralast
BRAKE PADS

YOU COULD SAVE UP TO 20%





PRESTO
 The Sure Choice for Auto Parts

TECH LAYER

CHASSIS PARTS
PIEZAS DE SUSPENSIÓN
PIÈCES DE SUSPENSION

Distributed by National Presto Associates

Secure the vehicle properly with jackstands or safety stands. Always bring underlugs and manual to contact the

PRESTO

TECH LAYER

CHASSIS PARTS

PIEZAS DE SUSPENSIÓN

PIÈCES DE SUSPENSION

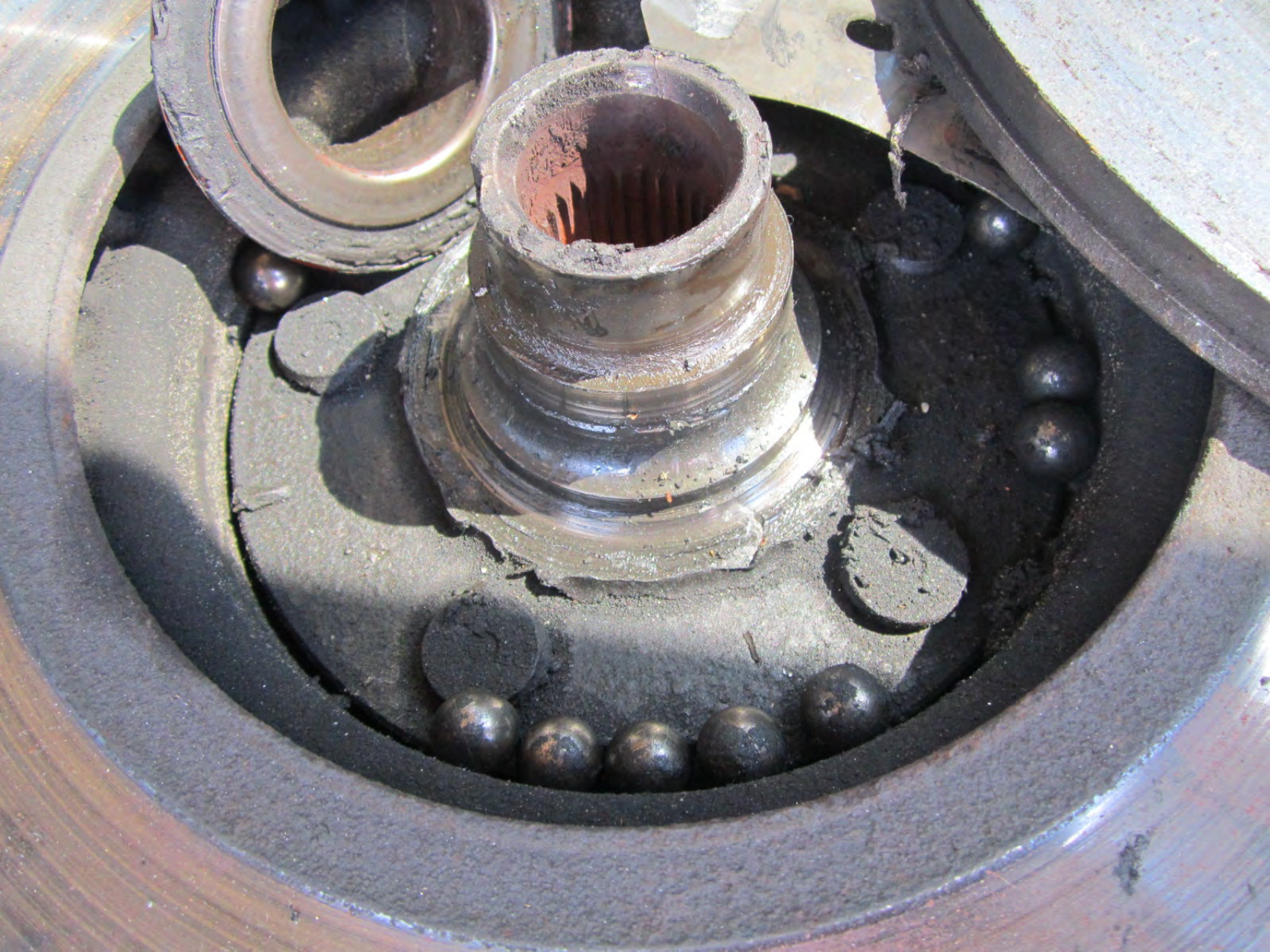




MAVITO
SPECIALTY FOR AUTO PARTS













































AIR
BAG



10

20

180

110

120

MPH km/h

127705



GAGES

TRANS
OVER
TEMP



CHECK
GAGES

TRANS



AIR
BAG

5

30

40

50

60

6



CHECK
GAGES









DRB III

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



DRB III™

DRB III CDRB Application
Chrysler Corp.

Copyright © 1993-2006

All Rights Reserved

RELEASE 64.1 01

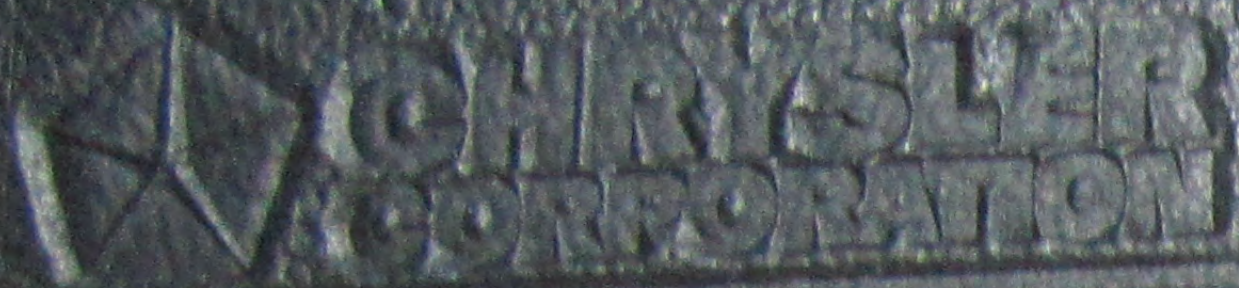
Released: 15:51:24 10/11/2007

Bios Version: 4.02

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

Cable in use: J1962 (CH7000A)





DRB III

DRB III CDRB Application

Chrysler Corp.

Copyright © 1993-2006

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 (CH7000A)

HELP

1. Engine

2. Transmission & T-Case

3. Body Interior

4. Chassis & Body Exterior

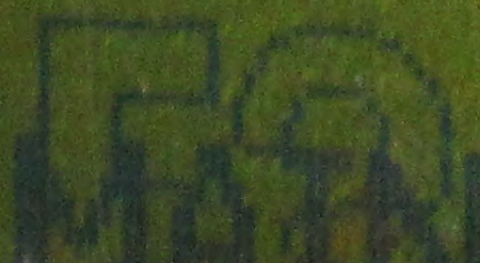
5. Anti-lock Brakes

6. Passive Restraints

7. Theft Alarm

8. System Monitors

Page 1 of 1



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

Unable to ID Module for
ORC

Press any key to continue

Unable to ID Module for
ORC

— PCM DTCs —

NO DTCs DETECTED

Clear



















FRONT LOAD DRYER

DOT M89L

1022

MADE IN USA

© 2002 LG ELECTRONICS U.S.A., INC. ALL RIGHTS RESERVED. LG ELECTRONICS U.S.A., INC.





L F

Jeep

Jeep





F

LR



WRANGLER

SR-A

GOODYEAR

LR



LR



Mr. [unclear]
R

Goodyear

ALLSTATE







RANG CLEAR GRA

RF

Jeep



MULLER SR-A

RF

Jeep



RF



RF



LR















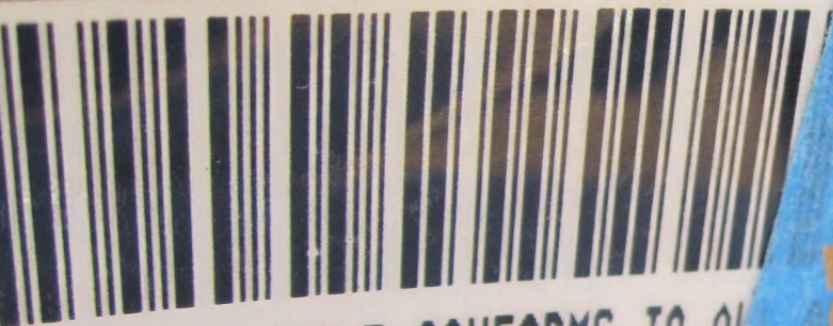


UTA 8488
CAY 45 REV A
1000

1000








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

VIN: 1J4GX48S030 [REDACTED]
VEHICLE MADE IN U.S.A.



SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE.
4179C



THIS VEHICLE CONFORMS TO ALL APPLICABLE
PREVENTION STANDARDS IN EFFECT ON THE DA

VIN: 1J4GX48S030 [REDACTED]

TYPE:

MPV

VEHICLE MADE IN U.S.A.

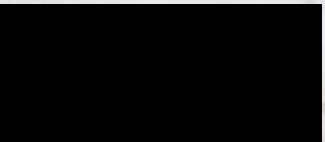
PAINT: PBT

TR



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

VIN: 1J4GX48S030



TYPE:

MPV

VEHICLE MADE IN U.S.A.

PAINT: PBT

TRIM

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 10-02

GWR: 2336

GAWR FRONT: 1134 KG 2500 LB

WITH P225/75
RIMS AT 227 KPA

16X7

GAWR REAR: 1339 KG 2950 LB

WITH P225/75
RIMS AT 227 KPA

16X7

Customer Assistance Inquiry Record (CAIR)#

22290476

Vin	1J4GX48S03C [REDACTED]	Open Date	06/04/2012	Built Date	10/04/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	
In Service Dt	11/27/2002	Mileage	1,700	Dealer Zone	63 DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	ERH	ENGINE - 4.0L POWER TECH I-6			
Transmission	DGK	TRANSMISSION - 4-SPD. AUTOMATIC,42RE			
Dealer	60020	BAYTOWN CHRYSLER JEEP DODGE			
Dealer Address	5225 I 10 EAST				
Dealer City	BAYTOWN	Dealer State	TX	Dealer Zip	77521
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TOMBALL TX [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Airbags Deployed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Both Air Bags Deploy.
Dealer - By-Pass - Default - Default - Default	

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

2. What happened?
 [REDACTED] was driving down the road when the air bags deployed. Customer states that one of the airbags has a burn hole in it. Customer states that they have been to the hospital as they are having troubles breathing.

3. What is the current location of the vehicle?
 Miller Car Star
 707 West 24th
 Houston Texas 77429
 832-265-8103
 Reassigned to 96S.
 Reassigned to 82S

 06.07.12
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 VEHICLE LOCATED AT:
 Miller s Carstar Auto Body
 707 W 24th St
 Houston TX 77008
 713-864-7820
 Per OGC Matrix, reassigned to 82T. MG17
 (VMM with customer to do survey)
 6/7/12 ASSIGNED TO LSE6. PAG
 CAIR NUMBER 22290476 REQUEST EAA INSPECTION 06-07-2012 13:37
 CAIR NUMBER 22290476 E-MAIL SENT TO EAA 06-07-2012 13:37
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/08/12 AT 18:07:55 22290476

CCRG Open Date: 06/07/2012 09:27:13

Letter Sent: Acknowledgement 06/08/2012 10:07:42

06.11.12 Left a 2nd VMM @ [REDACTED]

Customer states she has never heard back about her issue. Customer states she is looking for an update on the case. Agent advised customer case is being handled by special investigations. Agent transferred customer to MG17. Customer seeks call back as soon as possible to the numbers listed on lines 3 and 4.

06.18.12

Called [REDACTED] they will have driver call me back so I can do survey

06.28.12

Called - left a message for driver Alicia to call me regarding survey

UPDATE: Customer called - she completed survey

Customer would like a rental extension - she is requesting a call back

[REDACTED]

6/29/12 UPDATED CCRG FILE & CASE MANAGER. PAG
