

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

EA12-001

CHRYSLER

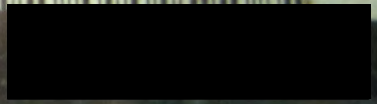
ENCLOSURE 4

LEGAL

WJ



1J4GX48S53C





MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 9-02

GWR: 2336 KG 05150 LB

GAWR FRONT: 1134 KG 2500 LB  
16X7

WITH P225/75R16 TIRES  
RIMS AT 227 KPA ( 33 PSI) COLD

GAWR REAR: 1339 KG 2950 LB  
16X7

WITH P225/75R16 TIRES  
RIMS AT 227 KPA ( 33 PSI) COLD



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

VIN: 1J4GN48SS3 [REDACTED] TYPE: MPV  
VEHICLE MADE IN U.S.A. PLANT: PFF TRIM:

KG 05150 LB

5/75R16

TIRES

KPA ( 33

PSI) COLD

5/75R16

TIRES

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: 1J4GX48S53

TYPE:

MPV

MDH: 092315 417AC

VEHICLE MADE IN U.S.A.

PRINT: PFF

TRIM: SSDU

4648509





20

10

20

180

110

120

MPH km/h

114869





Jeep

RCS

Real Estate Solutions  
Real Estate Services  
Commercial Real Estate





Jeep

















DESTINATION LE

FURSTORGE









DESTINATION LE

THUNDERBOLT





TO GA  
MOBILE, ALABAMA  
36688

Jeep





TD 40  
MOBILE, ALABAMA  
05V342438E

Jeep

26



TO GA

MOBILE, ALABAMA  
251-343-4838

Jeep





TO GA  
MOBILE, ALABAMA  
251-342-4131

Jeep

26











DESTINATION LE

THRETONG











FIRESTONE

DESTINATION LE









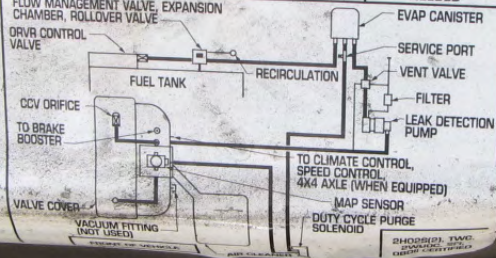




**DaimlerChrysler Corporation**  
**IMPORTANT VEHICLE INFORMATION**

4.0 LITER	3CRXT04,02Z0 3CRXR0155GCH	SPARK PLUGS RC12ECC / .035 in GAP OR ZFR5N / .035 in GAP	NO ADJUSTMENTS NEEDED
-----------	------------------------------	-------------------------------------------------------------	--------------------------

PK21640E



THIS VEHICLE CONFORMS TO BIN 9 OF THE U.S. EPA INTERIM NON-TIER 2 REGULATIONS YEAR LIGHT-DUTY TRUCKS AND QUALIFIES AS LEV UNDER NLEV REGULATIONS AND ULEV REGULATIONS. VEHICLE CONFORMS TO U.S. EPA REGULATIONS APPLICABLE TO 2003 MODEL YEAR CLEAN FUEL FLEET VEHICLE REGULATIONS. CERTIFICATION GASOLINE FUEL PER 86, 113-91

\* 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.

IF EQUIPPED WITH ALL-WHEEL DRIVE, THIS VEHICLE IS EXEMPT FROM THE FOLLOWING 1/M (PERFORMANCE WARRANTY SHORT TESTS):  
 85.2217 LOADED TEST - EPA 91  
 85.2219 IDLE TEST WITH LOADED PRECONDITION - EPA 91

















SILVER CRAFT

VTEC

9128418  
V 02 012 0





Michael

FIVE  
00

65-1  
DANGER / POISON

DO NOT MIX WITH OTHER FLUIDS  
SEE INSTRUCTIONS  
FOR PROPER USE

MASTCRAFT











39

40

35 ASD

37 HOORN

36 AC CLUTCH

35

34 BRAKE %  
SENSOR

33 WIPER  
HI/LOW

32 WIPER  
ON/OFF

TCM

31

30 STARTER

29 FUEL PUMP

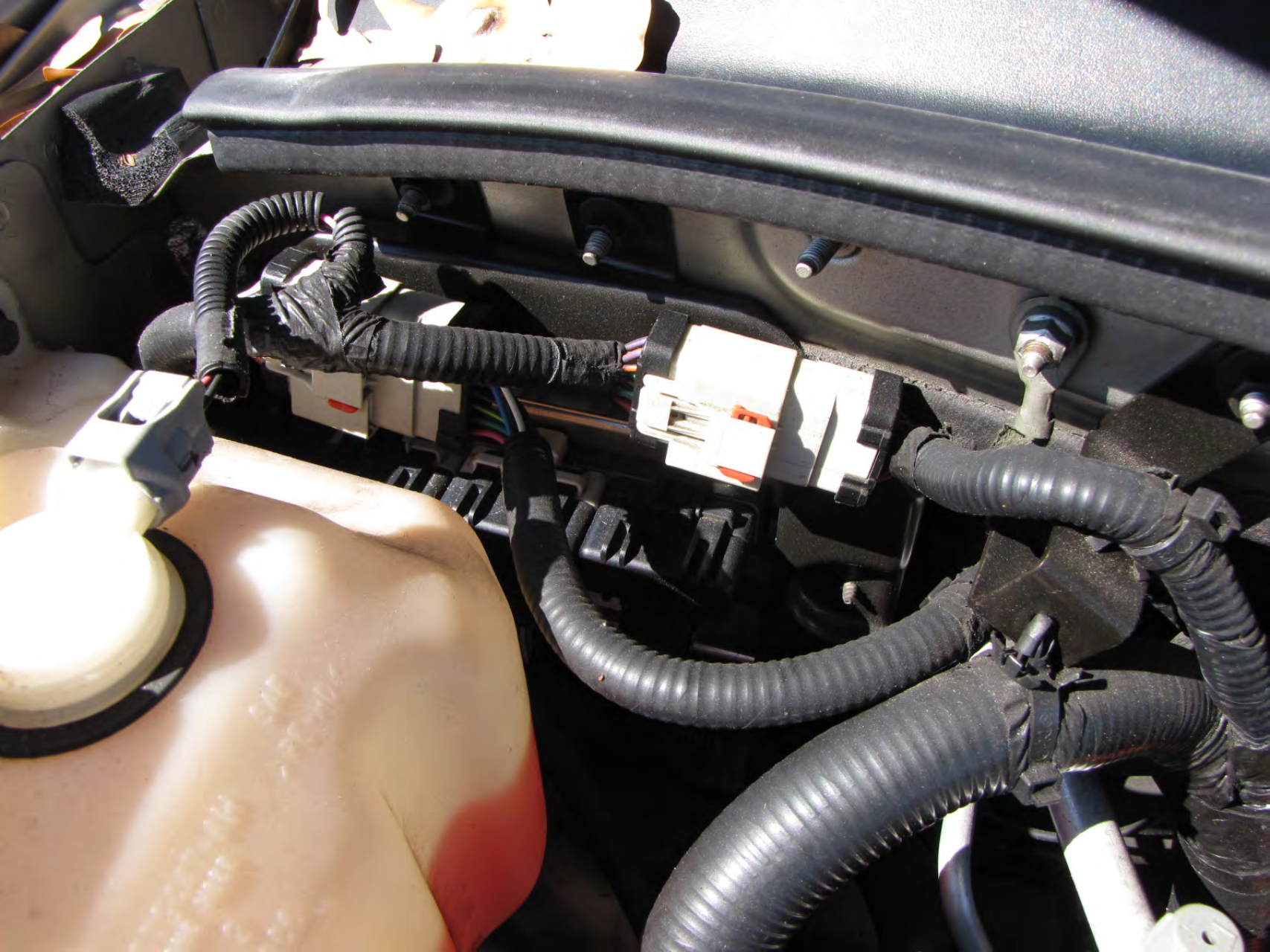
TCM	IGNITION	IGNITION	IGNITION
30	15A	27	20A
30	15A	27	20A
30	15A	27	20A
30	15A	27	20A
30	15A	27	20A

30	15A	17	15A
30	15A	17	15A
30	15A	17	15A
30	15A	17	15A
30	15A	17	15A

30	15A	17	15A
30	15A	17	15A
30	15A	17	15A
30	15A	17	15A
30	15A	17	15A



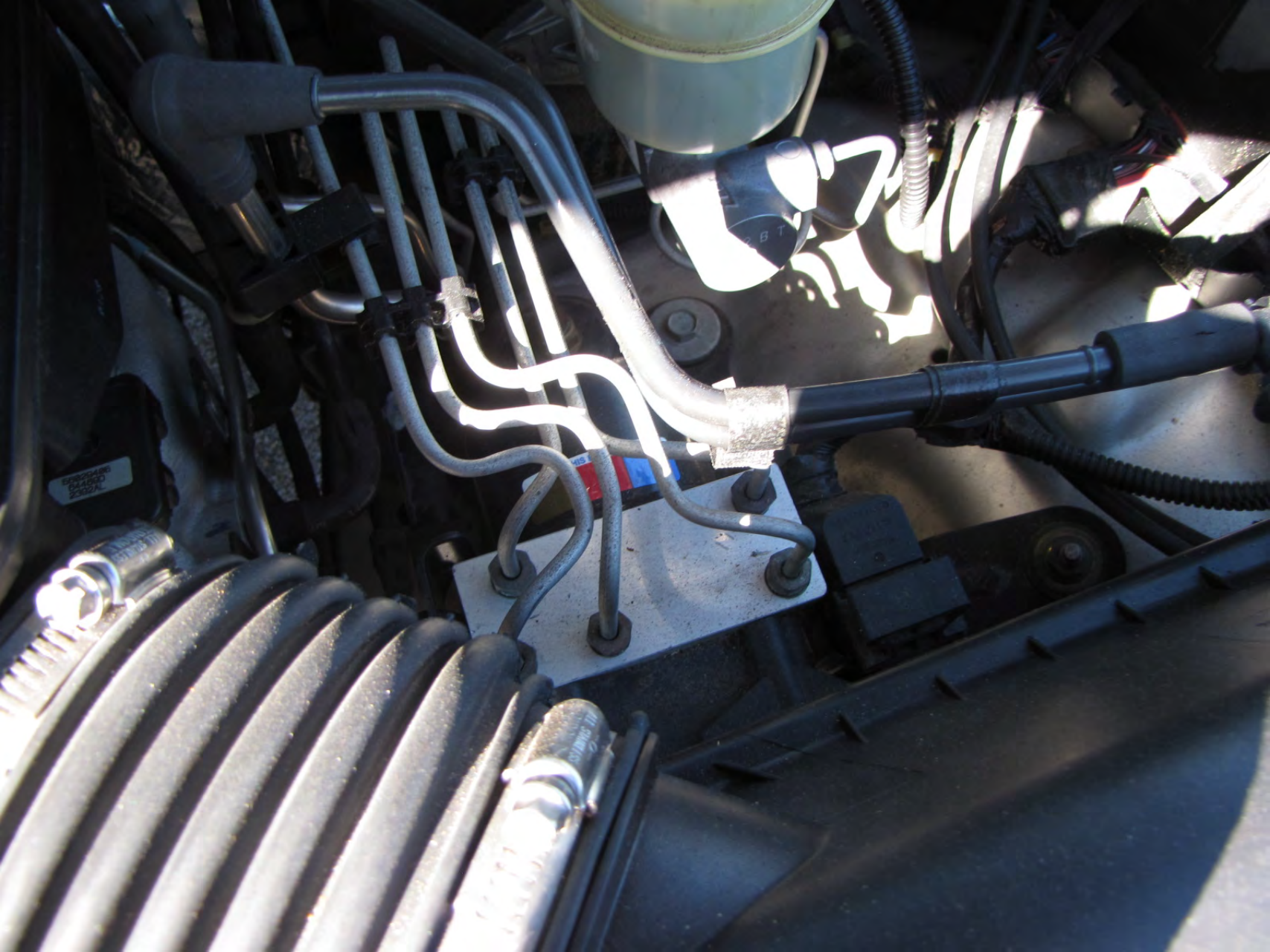




















































Instrument cluster containing a speedometer (0-120 mph), an oil pressure gauge (0-210), and a temperature gauge (100-260). A red "CHECK ENGINE" light is visible on the right side of the cluster.

Radio and stereo unit. The digital display shows "10:02". Controls include a volume knob, preset buttons (1-6), a cassette slot, and buttons for "RPT", "DISC 4", "DISC 5", "TIME", "MODE", "EJT", "FF TUNE", and "RW".

Two horizontal air vents with sliding flaps, located below the radio unit.

Climate control panel featuring three rotary knobs: fan speed (LO to HI), temperature (blue/red ring), and air distribution (OFF, DEF, FLOOR, VENT). Includes an "A/C" button and a "VET" button at the bottom right.











LO OFF A/C

APPL  
SHIF  
P  
R  
N  
D  
1











# **⚠ 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 REAR SEAT IS THE SAFEST PLACE FOR CHILDREN
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT
- GET AS FAR BACK AS POSSIBLE FROM THE AIR BAG
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS

# ⚠ WARNING: HIGHER ROLLOVER RISK



AFTER TAKEUP HANDLES AND EXCESSIVE SPEED

ALWAYS BUCKLE UP

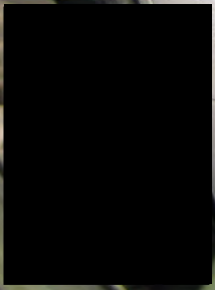
SEE OWNER'S MANUAL FOR FURTHER INFORMATION



Best Buy  
Best Buy Service Dept  
1-800-253-9999  
© 2008 Best Buy



Walmart  Tire & Lube Express  
Date: Next Service Due Miles:  
08/12/2010 or 109934  
Oil Type CASTROL 10W30 BULK





Walmart  Tire & Lube Express

**Date: Next Service Due Miles:**  
08/12/2010 or 109934

<sup>1</sup>  
**Oil Type** CASTROL 10W30 BULK







"P119858 041"



"CJXN76SRAL1"









ON/OFF  
CRUISE  
SET

RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044  
RUCR 180044

10 20 30 40 50 60 70 80 90 100 110 120  
MPH

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100





IRBAG

COAST

CANCEL

RES • ACCEL































E184615

AL333 284

























12 11 10 9 8 7 6 5 4 3 2 1

300mm 290 280 270 260 250 240 230 220 210 200mm 190 180 170 160 150 140 130 120 110 100mm

feet x 0.3048 = meters  
yards x 0.9144 = meters  
miles x 1.609344 = kilometers

CONVERSIONS  
feet x 25.4 = millimeters  
yards x 2.54 = centimeters  
miles x 1.609344 = kilometers

inches x 2.54 = centimeters  
feet x 30.48 = centimeters  
feet x 0.3048 = meters (m)  
100 centimeters (cm) = 1 meter (m)  
1000 meters (m) = 1 kilometer (km)

LINEAR METRIC UNITS AND SYMBOLS  
1000 millimeters (mm) = 1 meter (m)

To read length in centimeters, look at the first zero after the 1000 millimeter (mm) mark. To read length in millimeters, look at the first zero after the 100 millimeter (mm) mark.

STHS

Jeep  
4x4  
LIMITED























E 184611

AL393 321

















WARNING  
DO NOT...  
DO NOT...  
DO NOT...

CAUTION  
DO NOT...  
DO NOT...  
DO NOT...

WARNING  
DO NOT...  
DO NOT...  
DO NOT...







100 YEARS  
1911-2011  
E FAMOUS FIRSTS  
COLLECTION  
NIGHT MOORE  
The Author's Note  
The Author's Note  
The Author's Note



Abba's ORIGINAL  
PROTEIN BARS  
21g Protein  
0.8g Fat  
12g Sugar





NAME	LOCATION	DESTROY	REPLY	YES
LAST	NO.	DATE	BY	NO.
8 1/2 x 11 copy paper - 9/08				
OfficeMax				

LISA  
↓  
LINDA & LORI









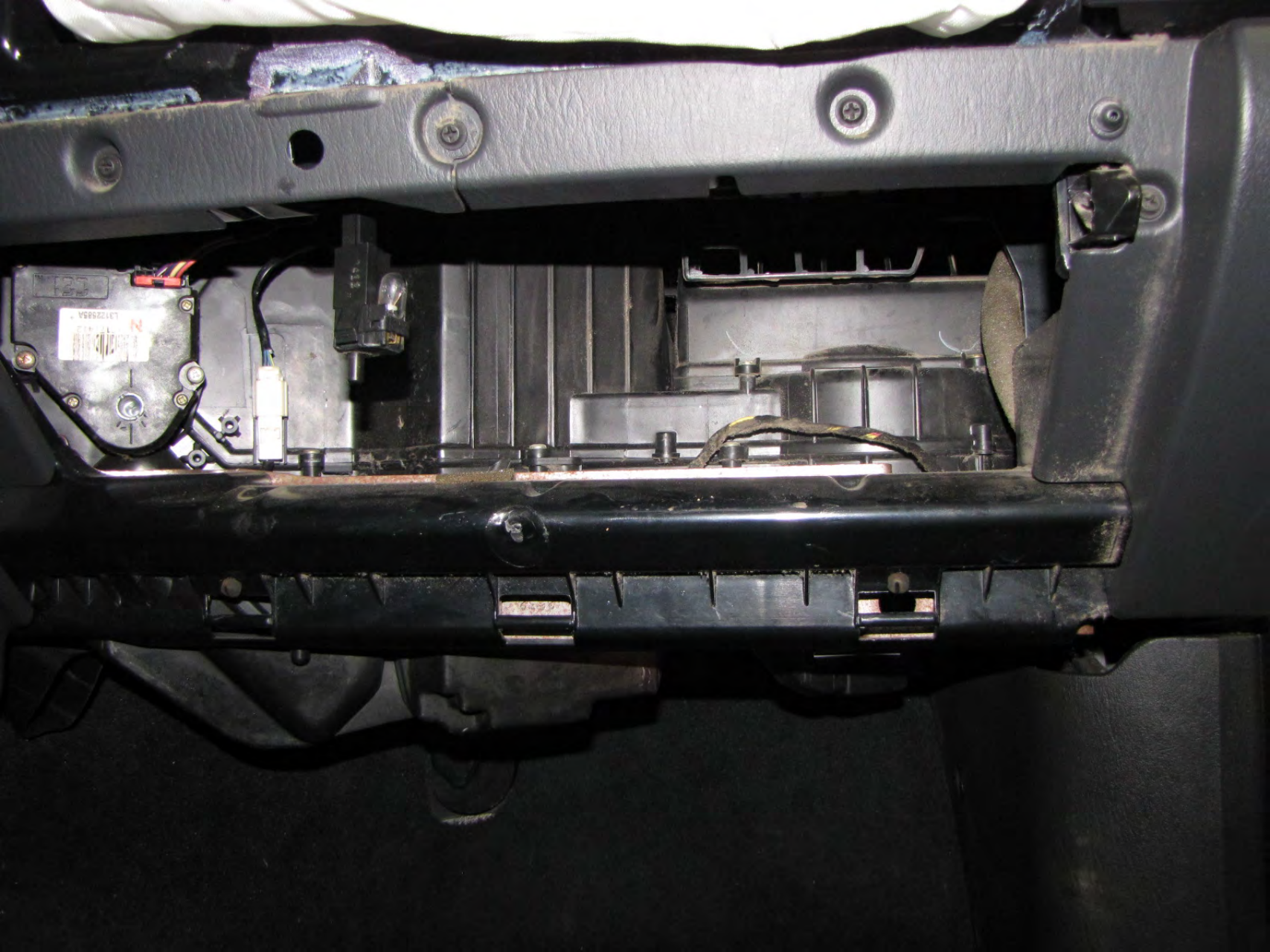






























\*P60 110213A01\*



\*CK N8WSABYC\*

CMX Chrysler WJ

33

22

177B













CRUISE  
CHECK  
GAGES  
TRANS  
OVER  
TEMP

ABS  
BRAKE

WASH

WASH





AIR BAG



CHECK GAGES







APC





## 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



64.1



DRB III CDRB Application

Chrysler Corp.

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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)



64.1



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

Page 1 of 1



64.1



# 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

Page 1 of 1

F1  
HELP

F2  
ST/S

F3  
MENU

64.1



# 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

F1  
HELP

F2  
SYS

F3  
MAIN

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

F2

F3

64.1



----- AIRBAG DIAGNOSTICS -----

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
ST3

F3  
MAIN

64.1



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  
STP

F3  
MAIN

64.1



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  
HELP

F2  
STATS

F3  
MAIN

64.1



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

F3  
MAIN

64.1



--- OCM DIAGNOSTICS ---

Initializing

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



# 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. Actuator Tests
- 9. Miscellaneous

Page 1 of 1

OCM

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



# 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. Actuator Tests
9. Miscellaneous

Page 1 of 1

OCM

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



DTC TYPE

1. Active

2. Stored



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.



DTC TYPE

- 1. Active
- 2. Stored



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 FUNCTION

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

Page 1 of 1

OCM

F1  
HELP

F2  
STTS

F3  
MAIN

64.1



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.



--- SENSORS ---

PAS BTS OUTPUT	:	No Resp
BLADDER OUTPUT	:	No Resp

Item 1 of 2

OCM

F1

F2

F3

64.1



# 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

OCM

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



Powertrain Control Module Info

2003 WJ/WG 4.0L I6 SFI

Module: Cal 16.0, APR 03

Natural Asp, Unleaded Fuel

Low Emission Vehicle (NBV)

Automatic Trans, RW Drive

Jeep Truck Engine, JTEC+

Single Fan, Variable Speed

PCM Part#: 56044632AE

Homologation ID: WBSADD

CARB OBD II Vehicle

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



-- VEHICLE LEARNED CONFIG --

A/C Status	:	Equipped
S/C Status	:	Equipped
Sentry Key (SKIM)	:	Equipped
PWM 02 Heater	:	Equipped

Press ENTER to Continue



## SELECT FUNCTION

1. System Tests
2. DTCs & Related Functions
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. OBD II Monitors

Page 1 of 2

F1

F2

F3

64.1



# DTCs & Related Functions

1. Read DTCs
2. Secondary Indicators
3. Freeze Frame Data #1
4. Freeze Frame Data #2
5. 1 Trip Failures
6. Clear DTC's & OBDII Info
7. Clear PCM (Batt Disconnect)
8. Distance Since MI Set

Page 1 of 1

PCM

F1  
HELP

F2  
DTS

F3  
PCM

64.1



-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 168

Page back to exit



## 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

PCM



# SELECT BODY SYSTEM

- 1. Body Computer
- 2. Electro/Mech Cluster (MIC)
- 3. Info, Comm & Entertainment
- 4. Doors, Gate & Comfort
- 5. Heating & A-C
- 6. FCM/IPM



BCM Module Information

Premium WJ BCM  
Version: 4.3

Country: United States

PART NUM: 05083892AD  
Model Year: 2003

F1  
HELP

F2  
SYS

64.1

F3  
MAIN



# 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. Actuator Tests
9. Miscellaneous

Page 1 of 1

BCM

F1  
HELP

F2  
ST/S

F3  
MAIN

64.1



-- BCM DTCs 1 of 1 --

DDM MESSAGE  
NOT RECD



# SELECT BODY SYSTEM

1. Body Computer
2. Electro/Mech Cluster (MIC)
3. Info, Comm & Entertainment
4. Doors, Gate & Comfort
5. Heating & A-C
6. FCH/IPM

Page 1 of 1

BCM

F1  
HELP

F2  
F28

F3  
F34

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Electro/Mech Cluster

Software Version 3.0  
WJ Body

Part #: 56050802AC  
Model Year 2002  
Federal  
Automatic Transmission

F1  
HELP

F2  
SYS

F0  
MAIN

64.1



— MIC DTCS 1 of 1 —

ACM MESSAGES NOT  
RECEIVED BY MIC



--- MIC DTCS 1 OF 1

ACM MESSAGES NOT  
RECEIVED BY MIC







BOX #	LOCATION	DESTROY DATE	FROM	TO
CAJAN	LIBRARY	1974	LIB	LIB

8 1/2 x 11 COPY PAPER - 9/01








CHRYSLER P/N P560104854G  
WARNING: REFER TO SERVICE MANUAL BEFORE SERVICING  
IMPROPER SERVICING CAN RESULT IN AIR BRAKE SYSTEM  
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY  
CHRYSLER SN 11UJNE2592C1234  
F ↑







CHRYSLER PN P5601D485AG  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 SA TLUNE259C1254 SUPPLIER NO. 39754

75559774A  
R300  
1318  
04-18-04  
F-1212



CHRYSLER P/N P56010485AG



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 TUVME2592C1234



SUPPLIER CODE

397540

















CHRYSLER P/N P5  
WARNING: REFER TO SERVICE MANUAL FOR PROPER SERVICING TO PREVENT FAILURE AND POSSIBLE INJURY.  
CHRYSLER S/N





P56010-495AG  
F  
↑

1284





1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

Part No. 2592C1234  
REF TO SERVICE MANUAL, AIRLINE SERVICE  
WARNING: CAUTION! IN AIR BAG SYSTEM  
SPECIAL POWER AND/OR PASSENGER FLURY  
PN TUVME2592C1234 SUPPLIER 3975











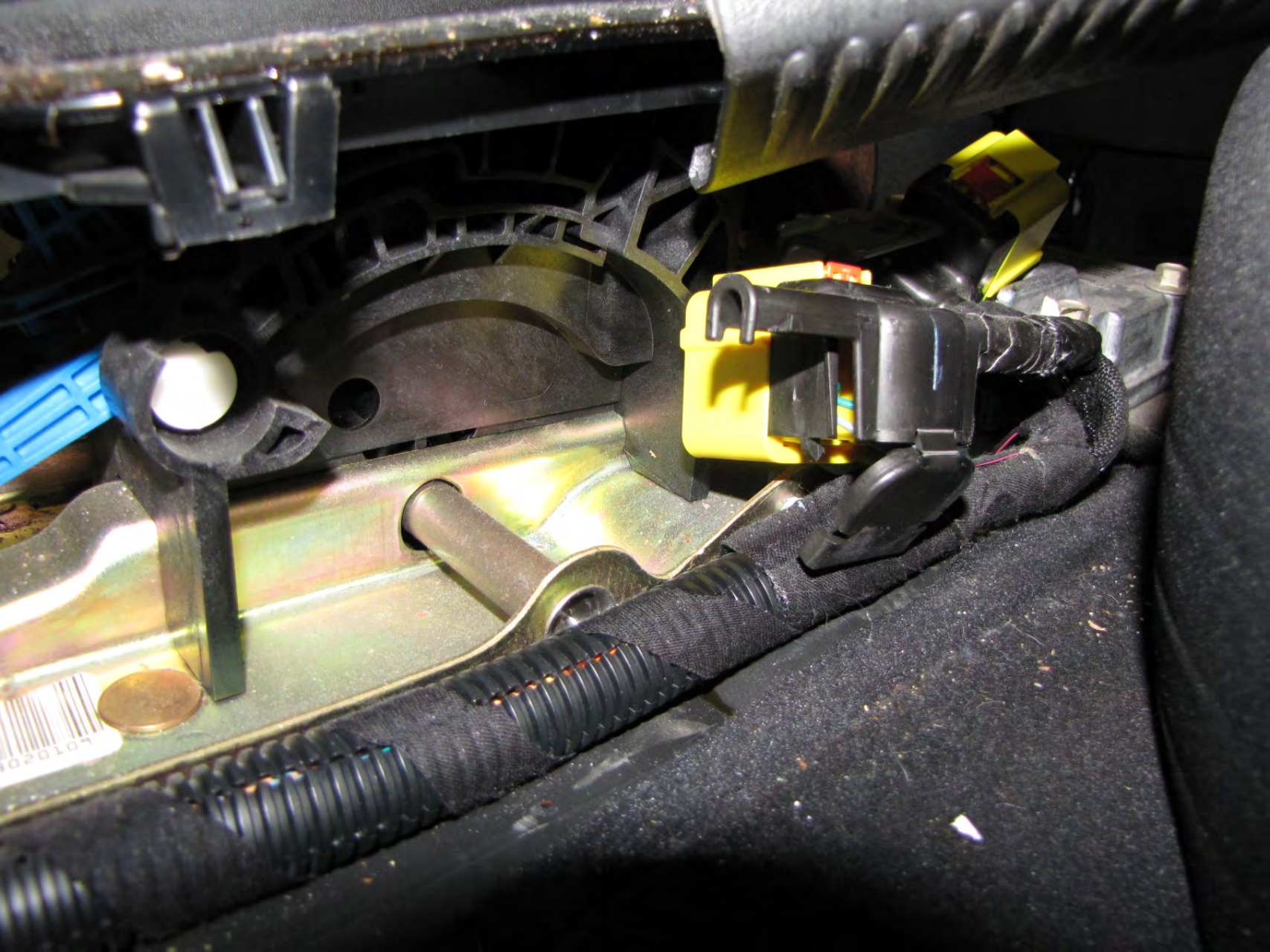


P56010485AG  
WARNING: REFER TO SERVICE MANUAL BEFORE SERVICING.  
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM  
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.  
CHRYSLER S/N TUVME2592C1234 SUPPLIER CODE 397540  
F ↑



SAE J87  
04-101  
2-126  
9421-2









15227L1487107 26300000









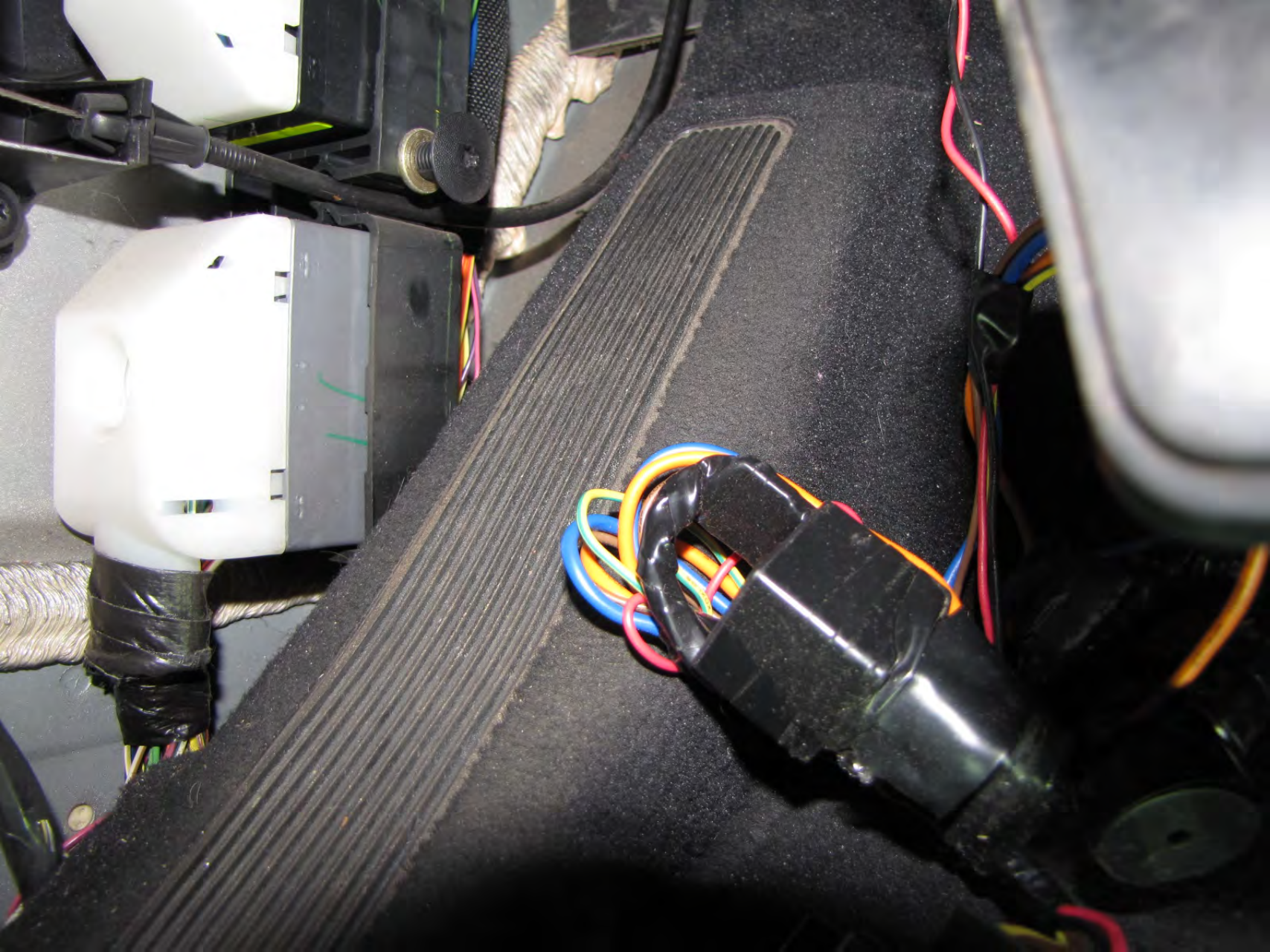
















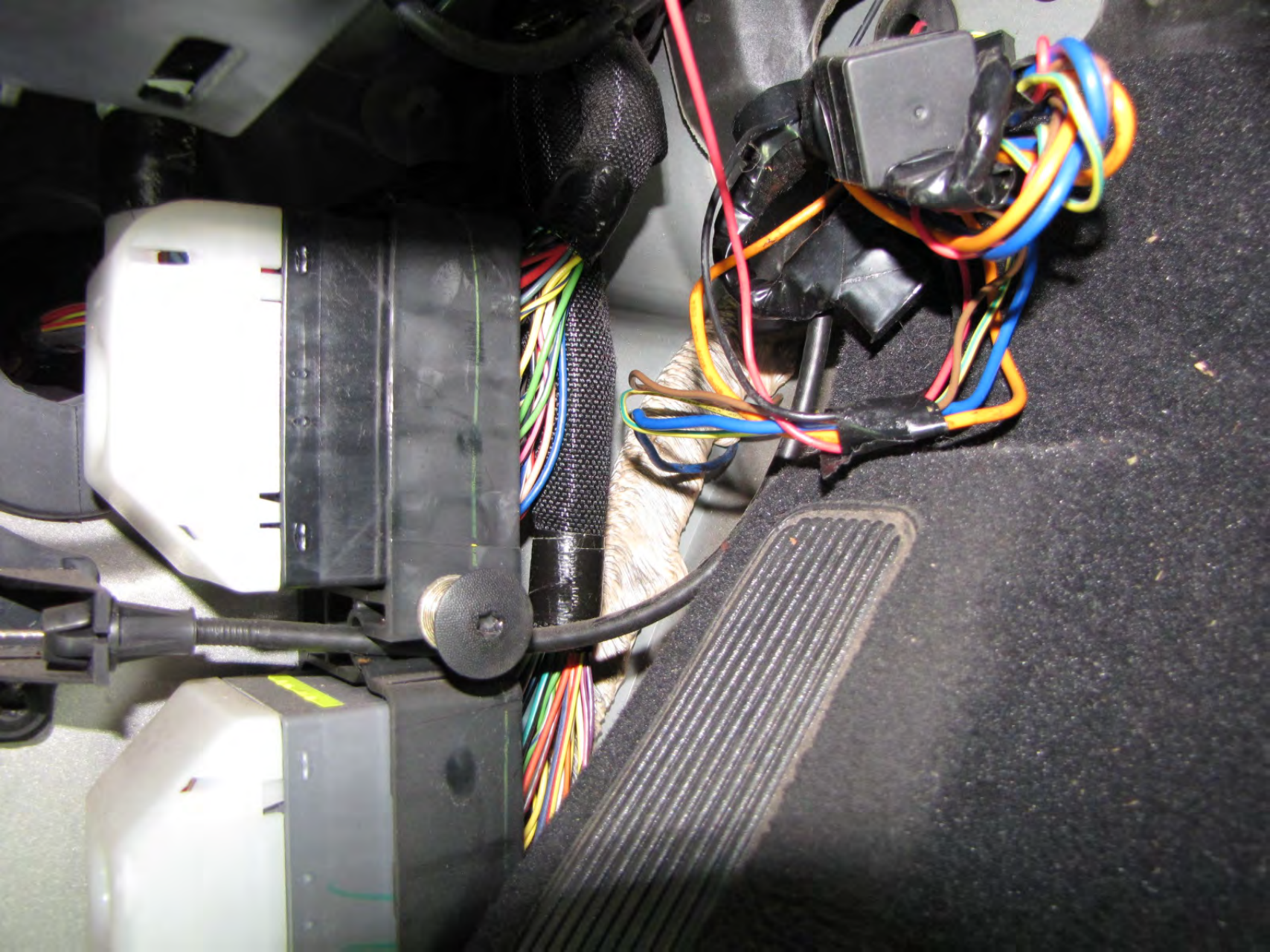




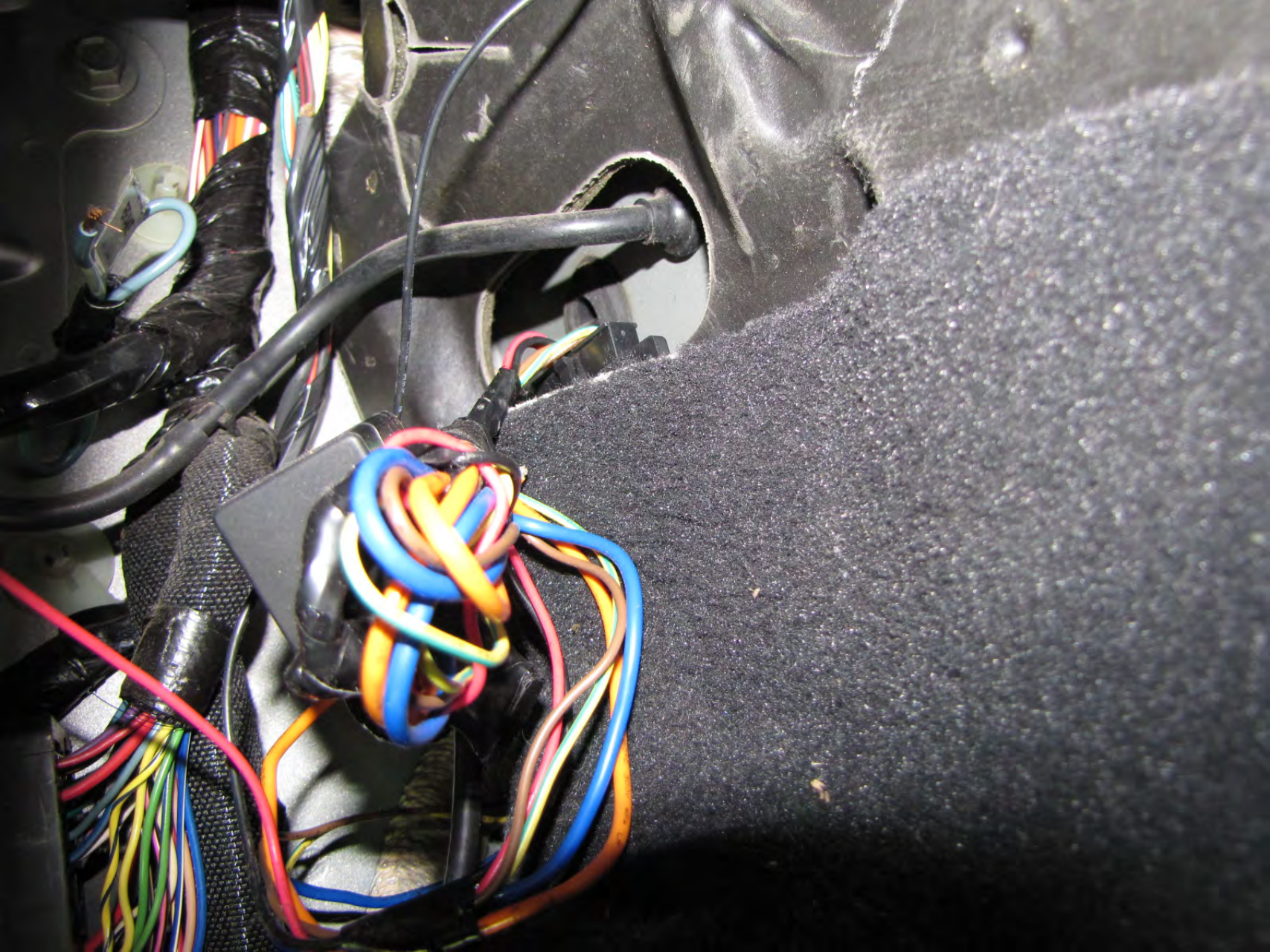














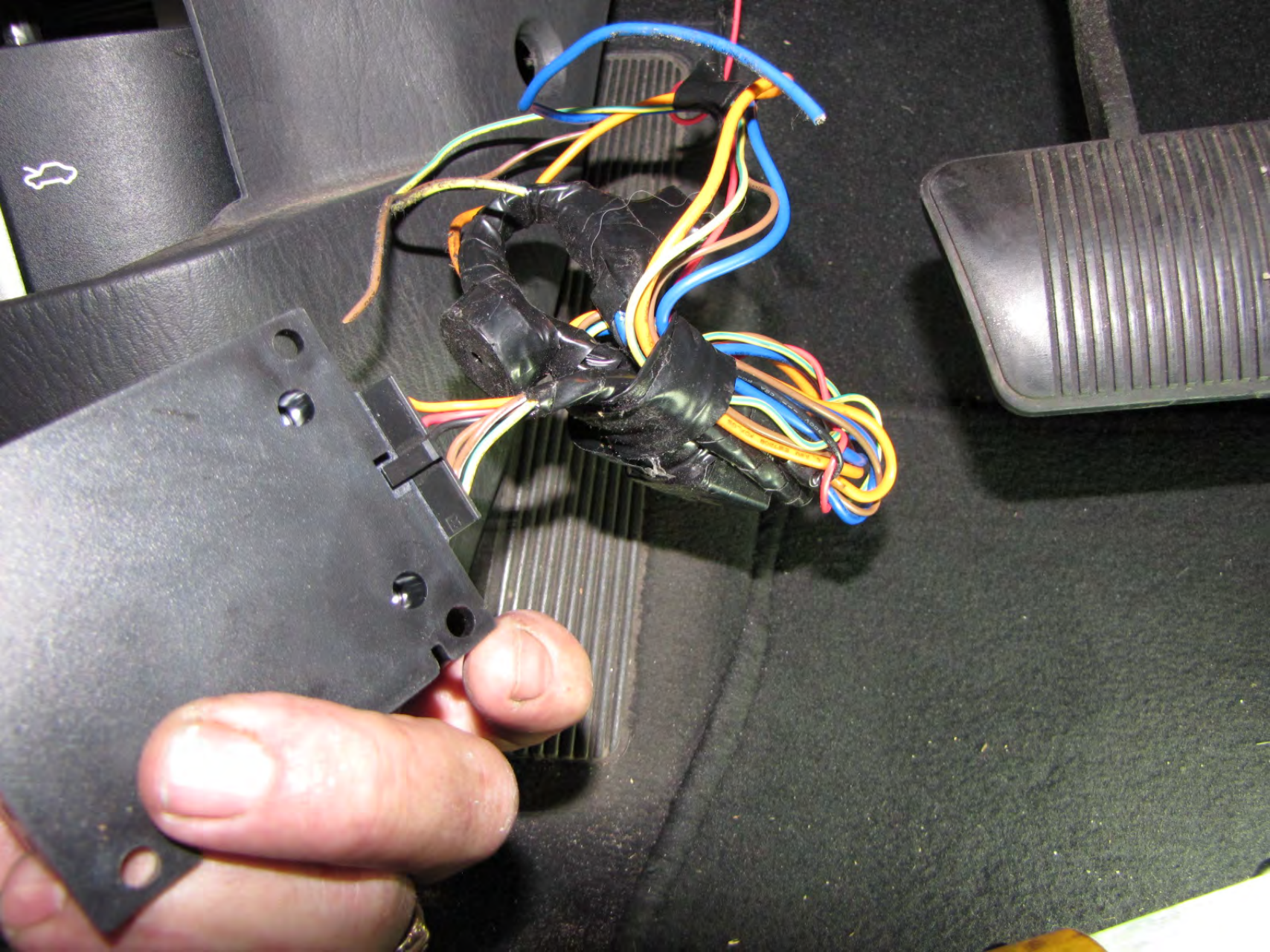
SN: 637580241827



Contains GSM/GPRS modem transmitter module  
FCC ID: MIVGSM0408  
This device complies with Part 15 of the FCC rules.  
Operation is subject to the following two conditions:  
(1) This device may not cause harmful interference, and  
may not be used to receive any interference that may cause undesired operation.  
(2) This device must accept any interference received, including interference that may cause undesired operation.

WARNING: ALL PERSONS MUST KEEP A MINIMUM SEPARATION 20cm FROM THE TRANSMITTER'S ANTENNA  
WHEN DEVICE IS OPERATING TO MEET THE CURRENT FCC RF EXPOSURE GUIDELINES.







SN 637580241827



Custom GSM/GPRS mobile telephone module  
This device complies with Part 15 of the FCC rules.  
Operation is subject to the following conditions:  
(1) This device must accept any interference received, including interference that may cause undesired operation.  
WARNING: ALL PERSONS MUST KEEP A MINIMUM SEPARATION FROM THE TRANSMITTER'S ANTENNA WHEN DEVICE IS OPERATING TO MEET THE CURRENT FCC ON EXPOSURE GUIDELINES

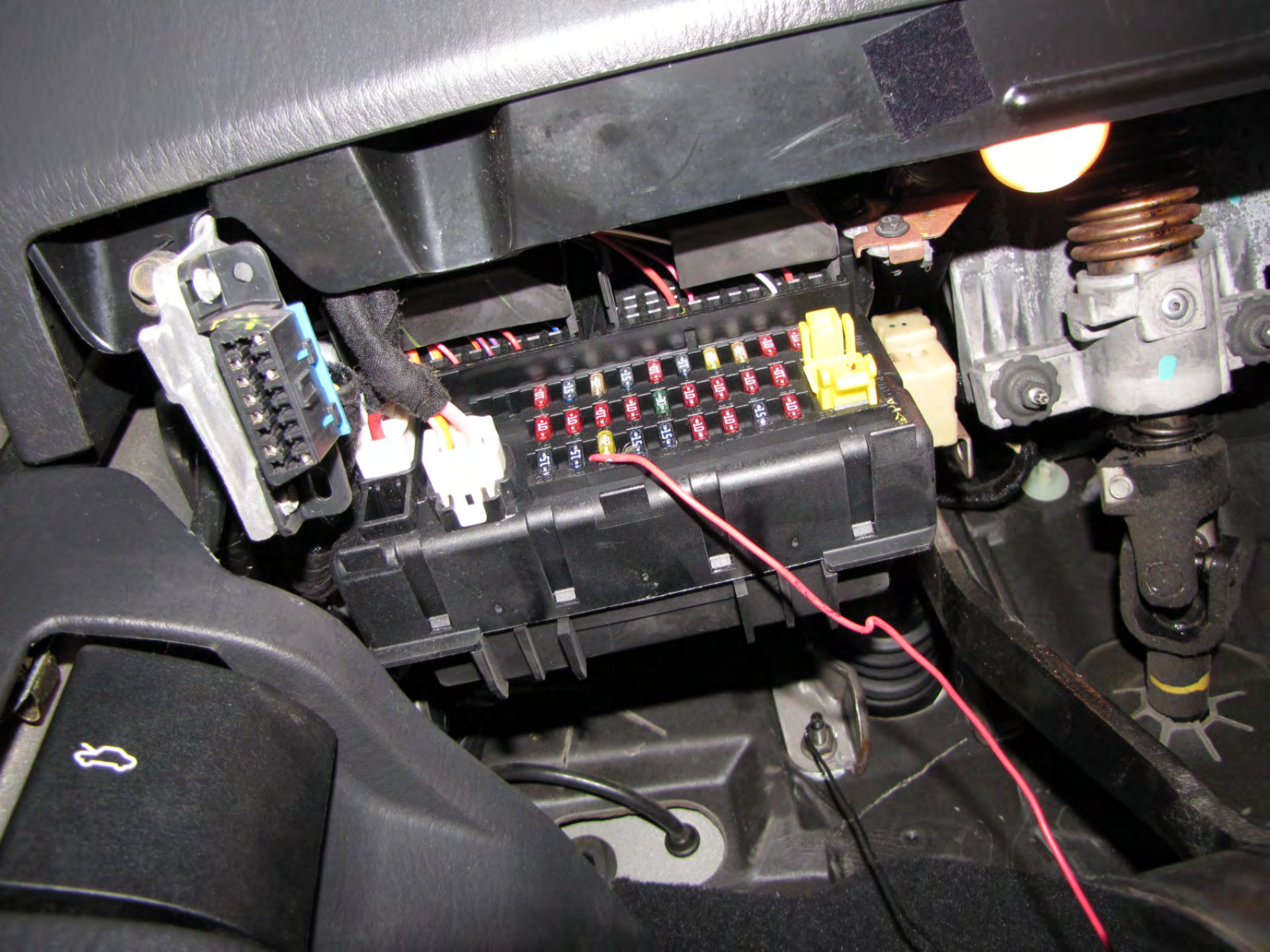
Produce  
Use Care  
lenses  
outer  
arrange  
lenses  
APR 2007  
Ligorio  
Rec 241

Patent No. D 948 249













































1745 TORINO 1065 M+S  
WHEELS  
RARE





1244P  
PS2039

















REAR BEAM  
GE

3242323











OIL PAN #  
52118779AD  
RE-USABLE GASKET #  
4285875AC



































GOODYEAR EAGLE GT

DOT 4MMI  
P10

0088























TU GA  
MOBILE, ALABAMA  
251-343-8838

Jeep

PORTARY LIFT





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

**20387521**

<b>Vin</b>	1J4GX48S5 3C [REDACTED]	<b>Open Date</b>	02/04/2011	<b>Built Date</b>	09/23/2002
<b>Model Year</b>	2003	<b>Body</b>	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	04/26/2003	<b>Mileage</b>	114,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PFF	LIGHT PEWTER METALLIC CLEAR COAT			
<b>Engine</b>	ERH	ENGINE - 4.0L POWER TECH I-6			
<b>Transmission</b>	DGK	TRANSMISSION - 4-SPD. AUTOMATIC,42RE			

<b>Dealer</b>	26635	STUART JEEP INC
<b>Dealer Address</b>	2755 S E FEDERAL HIGHWAY	
<b>Dealer City</b>	STUART	<b>Dealer State</b> FL <b>Dealer Zip</b> 34994

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	MOBILE A [REDACTED]	<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer states both Airbags deployed on there own.
Product - Unknown - Unknown - Accident - Default	customer claims son was injured by airbag deployment.
Dealer - By-Pass - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states airbags in vehicle went off without the vehicle even being on.  
 Briefly summarize what the customer is expecting:  
 Customer wants problem fixed because airbags shouldn't have gone off.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District O\*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 [REDACTED] Writer spoke with customer to verify information for special investigation handling  
 1. Who is calling and what is their contact information?  
 Preferred [REDACTED]  
 Alternate: [REDACTED]  
 2. What happened? customer states airbag deployed after turning key on  
 3. What is the current location of the vehicle? at residence.

MOBILE AL [REDACTED]

\*\*\*\*\*  
 Per OGC Matrix, reassigned to 82T.  
 2/7/11 ASSIGN TO KSS28.



CAIR NUMBER 20387521 REQUEST EAA INSPECTION 02-07-2011 11:25  
CAIR NUMBER 20387521 E-MAIL SENT TO EAA 02-07-2011 11:25  
CCRG Open Date: 02/07/2011 08:09:42  
Letter Sent: Acknowledgement 02/08/2011 09:15:26  
Customer called in about further questions regarding her case.  
Transferred to CM for further assistance.  
Customer calls to speak with their Case Manager. She is requesting a rental for when she brings the car in on Monday. Transferred to 82.  
Owner leaves message, requesting loaner car for inspection.  
Per OGC Matrix, reassigned to 82T.  
2/10/11 UPDATED CCRG FILE. KSS28/LSE6  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/18/11 AT 16:18:37 20387521  
Ronald, from dealership, called wanting to speak to case manager. Writer transferred call to case manager line. Writer spoke to Tristan who tried to help with transferring call to 82.  
Ronald, from dealership, called wanting to speak to case manager. Writer transferred call to case manager line. Writer spoke to Tristan who tried to help with transferring call to 82.  
Dealer calling for CM, writer provided the contact number for JSS15 as the contact information for LSE6 is unavailable in AnswerCONNECT article 18819 .  
Tristan gave writer phone # [REDACTED] to conference call to. Writer got answering machine. Ron needs to talk to someone as he has customer there. Customer needs a car to get to work.  
Writer cold transferred call to JSS15.  
Dealership calling on behalf of customer.  
Customer is at the dealership and is expecting a rental vehicle.  
Agent assisted with the transfer to Case Management Team to Case Manager who was in charge of this request.  
SA Ronald states that vehicle is here. SA states that the customer needs rental. Agent advised SA to contact business center and get DM involved.  
\*\*\*\*\*  
Both custoemr and delaer has called, leaving messages requesting status update.  
Per OGC Matrix, reassigned to 82T.  
2/25/11 UPDATED CCRG FILE. RLG92/LSE6

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