

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

14941174

Vin	1J4GK58K4 2W [REDACTED]	Open Date	05/16/2006	Built Date	03/26/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	
In Service Dt	04/29/2002	Mileage	36,145	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	24101	JEEP OF VENTURA			
Dealer Address	6424 LELAND STREET				
Dealer City	VENTURA	Dealer State	CA	Dealer Zip	93003
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	CHATSWORTH CA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Tier Three Referral.
Product - Unknown - Unknown - Accident - Default	inadvertant air bag deployment caused injuries
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertant deployment with injury
Corporate - Property Damage - Default - Default - Default	

Mrs Irma from attorney s office is calling in for the customer. Irma states that the air bag didn t deploy in the customer s vehicle. Agent provided Irma with reference number and transferred for further review. Referred customer to DCCAC for discussion of Special Investigations issue.

Mrs Irma Oropeza calling from attorney s office calling regarding customers airbag never deploying. Writer advised customer that department does not open until 2:00pm today or writer can transfer this case to that department. Caller states she will call back after 2:00. Caller states he is owners attorney. Caller inquiring about speaking with someone in special investigations. Agent transferred for further assistance.

Attorney informed agent that the airbag deployed with out any reason. Air bag deployed with out any warning. -

Advised the attorney we need the first owner contact as the air bag deployment.

Customer calling about the above. File reassigned to 82h for more assistance.

Second owner of record per coin information. mfp

Called the phone number listed and owner stated that incident happened

about 2 weeks ago. Owner stated that they were driving along and both air bags went off and there was no impact and no accident. Vehicle is located at the owner s house address on cair. Owner stated he has contacted his insurance company Allstate and they will not handle any repair and per the owner they inspected vehicle and stated to owner no signs of impact. Owner stated that when air bags went off there was a alleged small fire that went out quickly and both he and his wife were burnt due to air bag issue. He also wanted to know if I wanted his lawyer information and I declined at this time stated I will refer this file to SI. mfp

unintended deployment, and injuries, refer to 82t _

_5/17/06 sending back to SI for F/I/P codes thanks jlg117

added Tread data. jss15.

_5/18/06 assigned to kwk3/jlg117

CAIR NUMBER 14941174 REQUEST EAA INSPECTION 05-18-2006 12:00

CAIR NUMBER 14941174 E-MAIL SENT TO EAA 05-18-2006 12:01

Inspection Requested: 5/18/2006 (JMedina)

05/22/2006: Sent acknowledgement letter. (JM)

Inspection Conducted: 5/22/2006 (JMedina)

Inspection Report Received: 5/23/2006 (JMedina)

Customer called in seeking mailing address. Agent providec customer with DCCAC address.

Offer Letter Sent: 6/14/2006 (JMedina)

Forward to Product Litigation.SSS8

Customer Assistance Inquiry Record (CAIR)#**14972766**

Vin	1J4GK58K4 2W [REDACTED]	Open Date	05/26/2006	Built Date	03/26/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	
In Service Dt	04/29/2002	Mileage	49,360	Dealer Zone	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	CHATSWORTH CA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Tier Three Referral.
Product - Unknown - Unknown - Accident - Default	inadvertant air bag deployment caused injuries
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertant deployment with injury
Corporate - Property Damage - Default - Default - Default	

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

Need to contact legal department/person

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

I need to seak with someone in your legal department. ASAP

Thank you for your recent email to DaimlerChrysler Motors regarding your 2002 Jeep Liberty.

You should be receiving a letter regarding the investigation from our legal department from the initial call and upon results of the inspection. The letter will have a phone number for any further questions.

Thank you again for your email.

LAW OFFICES OF
AFZALI & BEHJATNIA, LLP

14401 GILMORE STREET, SUITE 200
VAN NUYS, CALIFORNIA 91401
TELEPHONE (818) 779-8888
FACSIMILE (818) 779-8860

1168889

KWK

FAX TRANSMISSION

To: KRIS W. KRUEGER Date: 6/21/06

Fax#: 248 - 512 - 0972 Pages: 2, including this cover sheet.

From: Dominic K. Afzali

Subject: RE: [REDACTED]

2002 JEEP LIBERTY
VIN # 1J4GK58K42W [REDACTED]

COMMENTS:

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the above address via the U.S. Postal Service. Thank you.

LAW OFFICES OF
AFZALI & BEHJATNIA, LLP

14401 GILMORE STREET, SUITE 200
VAN NUYS, CALIFORNIA 91401
TELEPHONE (818) 779-8888
FACSIMILE (818) 779-8860

June 21, 2006

Kris W. Krueger
Daimler-Chrysler Corporation
1000 Chrysler Dr. CIMS 485-13-30
Auburn Hills, MI 48326

VIA FACSIMILE & U.S. MAIL
(248) 512-0922

RE: Our Clients : [REDACTED]
2002 Jeep Liberty
VIN # 1J4GK58K42W [REDACTED]

Dear Mr. Krueger:

This letter is in response to yours dated June 14, 2006 addressed to my clients referenced above. Please note that Mr. and Mrs. [REDACTED] are represented by this office, therefore, all communications and/or correspondence should be addressed to the undersigned.


I have reviewed your offer to settle the above claim. I believe your offer is premature. Mrs. [REDACTED] is being treated for her injuries and we do not have any billing or report from the providers yet. Therefore, your offer of \$1,500.00 in cash is rejected. Furthermore, the [REDACTED] family are fearful of driving the vehicle after it is repaired. They do not have any confidence that the replacement of the air bags will not deploy again in the future, next time perhaps while driving on freeways that may result fatalities. Therefore, at this time our demand is that Daimler-Chrysler purchases the said vehicle at a fair market value rather than replacing the defective parts.

As I stated above we are not in the position to discuss settlement of the bodily injury claim until after I receive all the medical bills and reports. However, please contact me so that we may discuss the property damage issue.

Your cooperation is appreciated.

Very truly yours,

LAW OFFICES OF AFZALI & BEHJATNIA, LLP

By: 
DOMINIC K. AFZALI, ESQ.

DKA:io

cc: [REDACTED]



Jeep





LIBERTY LIMITED







Jeep
LIBERTY

Jeep



Jeep

Jeep[®]
LIBERTY

3.7L



Jeep
LIBERTY

3.7L







LIBERTY LIBERTY

10800



1J4GK58K42W [REDACTED]

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
3-02

GWR
2427 KG(05350 LB)

GAWR FRONT WITH TIRES
1248 KG(2750 LB) 235/70R16

RIMS AT
16X7

COLD
227 KPA(33 PSI)

GAWR REAR WITH TIRES
1339 KG(2950 LB) 235/70R16

RIMS AT
16X7

COLD
227 KPA(33 PSI)

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

VIN: 1J4GK58K42W

TYPE:

MPV

SINGLE X DUAL



MDH: 032607 779AA PNT:PX8

VEHICLE MADE IN U.S.A. TRM: DLL2 4648503



















Jeep







19074









DRB II

DTC TYPE

1. Active
2. Stored



DRBIII™

-- ORC DTCs 1 of 2 --

INTERNAL 1

--- DTC 2 of 2 ---

STORED ENERGY
FIRING 1



DRE

DTC TYPE

1. Active
2. Stored

-- ORC DTCs 1 of 5 --

INTERNAL 1

MINUTES: 5 IGN CNTS: 0

--- DTC 2 of 5 ---

PASSENGER SQUIB 1

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 6



DRB III

-- ORC DTCs 3 of 5 --

STORED ENERGY

FIRING 1

MINUTES: 6 IGN CNTS: 0

-- DTC 4 of 5 --

DRIVER SEAT B 2

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 6



DRB III

-- ORC DTCs 5 of 5 --

PASSENGER SQUIB 2

SHORT TO GROUND

MINUTES: 1 IGN CNTS: 6

--- DTC 1 of 5 ---

PRESS

A close-up photograph of a red, rectangular button with rounded corners, set within a grey plastic housing. The word "PRESS" is embossed in a bold, sans-serif font on the top surface of the button. Below the button, a portion of a grey, textured surface is visible, likely the device's keypad. To the right, a blurred white element with a dark, U-shaped cutout is partially visible. The lighting is soft, highlighting the texture of the plastic and the embossed text.







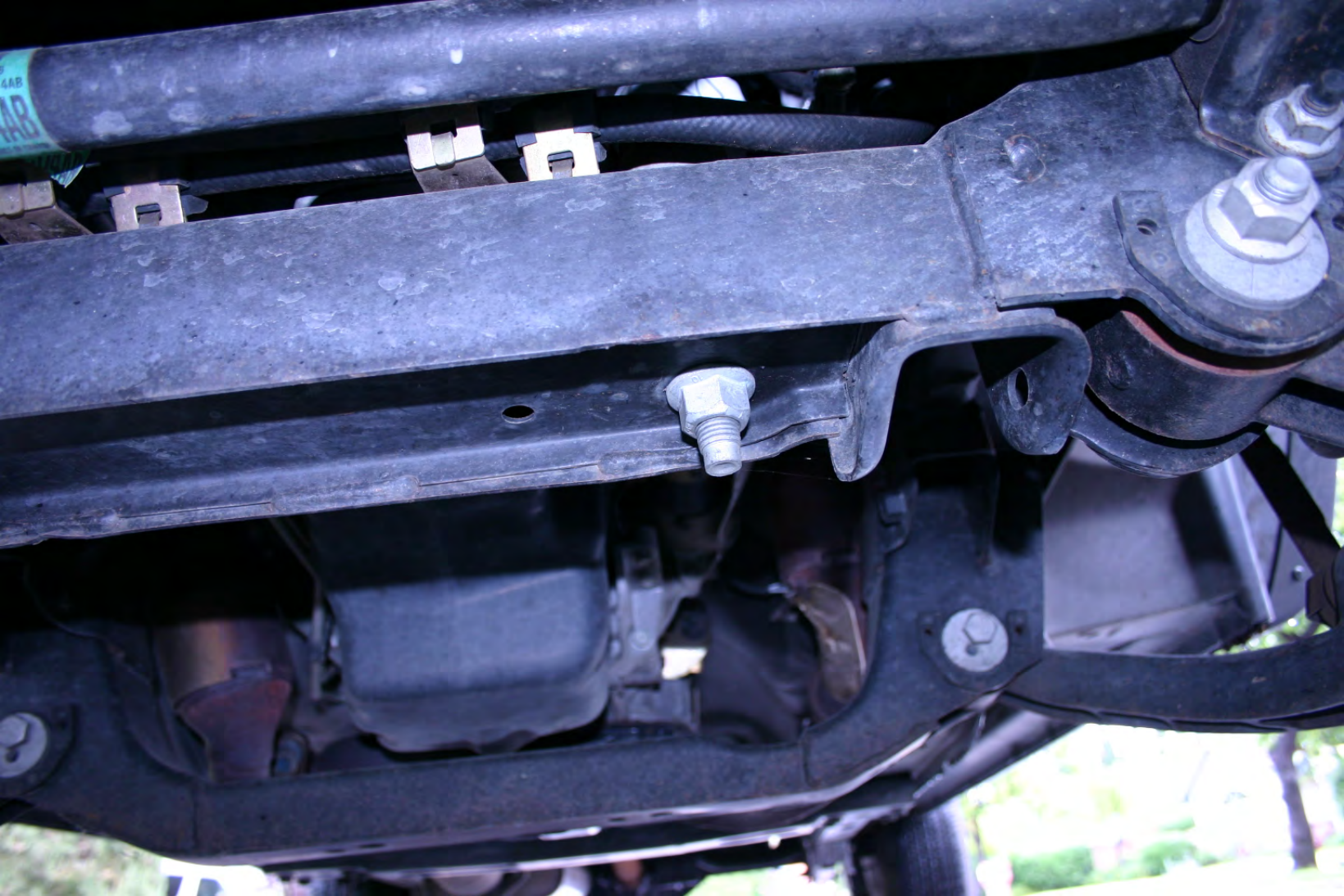














EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)# **17435536**

VIN	1J4GL48KX	3W	Open Date	04/21/2008	Built Date	09/23/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/25/2002	Mileage	84,511	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PFM	CACTUS GREEN PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DDD	TRANSMISSION - 5-SPEED HD MANUAL				

Dealer	06922	POMOCO CHRYSLER JEEP DODGE				
Dealer Address	12629 JEFFERSON AVE					
Dealer City	NEWPORT NEWS	Dealer State	VA	Dealer Zip	23602	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	NEWPORT NEWS VA	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Air bags deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown	Air bags did not deploy at the time of the accident.
Referral - Tier Three - Default - Default - Default	Referral to tier three.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per MDB80.

COIN Updated & CAIR reassigned to 82S

Contact: William Henderson

Telephone #1

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Pomoco CJD
12629 Jefferson Ave
Newport News, VA 23602

LOCATION OF VEHICLE PHONE NUMBER 757-890-8869

What happened?: Customer states he was moving vehicle and airbag lamp came on and air bags deployed. Customer states he received minor burns on his arm.
injury, refer to 82t

Customer called in for the same issue. Agent transferred the call to tier3 4/21/08 Owner seeking to file a special investigations reports. Updated file with correct address information.

* Both air bags deployed for no reason.

* Incident occurred on 4/19/08. Owner was in the vehicle and the vehicle was stopped. Owner stopped the vehicle and was waiting to pull out of a parking lot. Air bag light came on for about 10-15 seconds. Both air bags then deployed. Owner sustained air bag burns on his left arm and bruising.

* Owner has contacted his insurance company.

USAA Insurance.

* Vehicle is located at Pomoco CDJ (06922)

12629 Jefferson Ave

Newport News VA 23602

(757)833-8001

* There was damage to the vehicle caused by the air bag deployment.

* No police or fire department involvement.

Owner is seeking Chrysler to pay for the repairs. Owner is also seeking compensation for a rental vehicle. File has been forwarded to 82T.

_4/21/08 Contact Jeff at Pomoco CDJ at 757 890-8869. mjm169

4/21/08 Assigned to tk27/mjm169

CAIR NUMBER 17435536 REQUEST EAA INSPECTION 04-21-2008 15:51

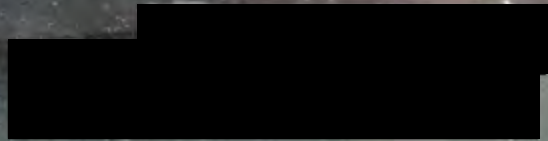
CAIR NUMBER 17435536 E-MAIL SENT TO EAA 04-21-2008 15:51

CCRG Open Date: 04/21/2008 14:26:16

Letter Sent: Acknowledgement 04/22/2008 11:08:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/24/08 AT 11:14:22 17435536

1J4GL48KX3W



MFD BY	DAIMLERCHRYSLER CORPORATION	DATE OF MFR	9-02	GWR	2541 KG(05600 LB)
GAWR FRONT	WITH TIRES	RIMS AT	COLD		
1248 KG(2750 LB)	P215/75R16	16X7	227 KPA(33 PSI)		
GAWR REAR	WITH TIRES	RIMS AT	COLD		
1429 KG(3150 LB)	R215/75R16	16X7	227 KPA(33 PSI)		

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

VIN: 1J4GL48KX3W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 092310 776AB PNT:PFM VEHICLE MADE IN U.S.A. TRM:MSDU 4648503



4593

Jeep







LIBERTY sport

DISCOVERER H/T

DISCOVERER H/T



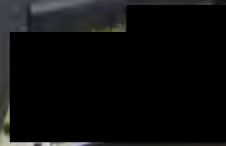
LIBERTY sport

7599

SALE ONLY
EXTRA BUCKLE UP



Jeep
4x4





Jeep
4x4

3.7L



3.7L



3.7L

LESTY 3.0

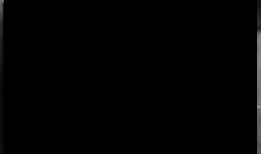
4Runner 4x4
NIT





4593

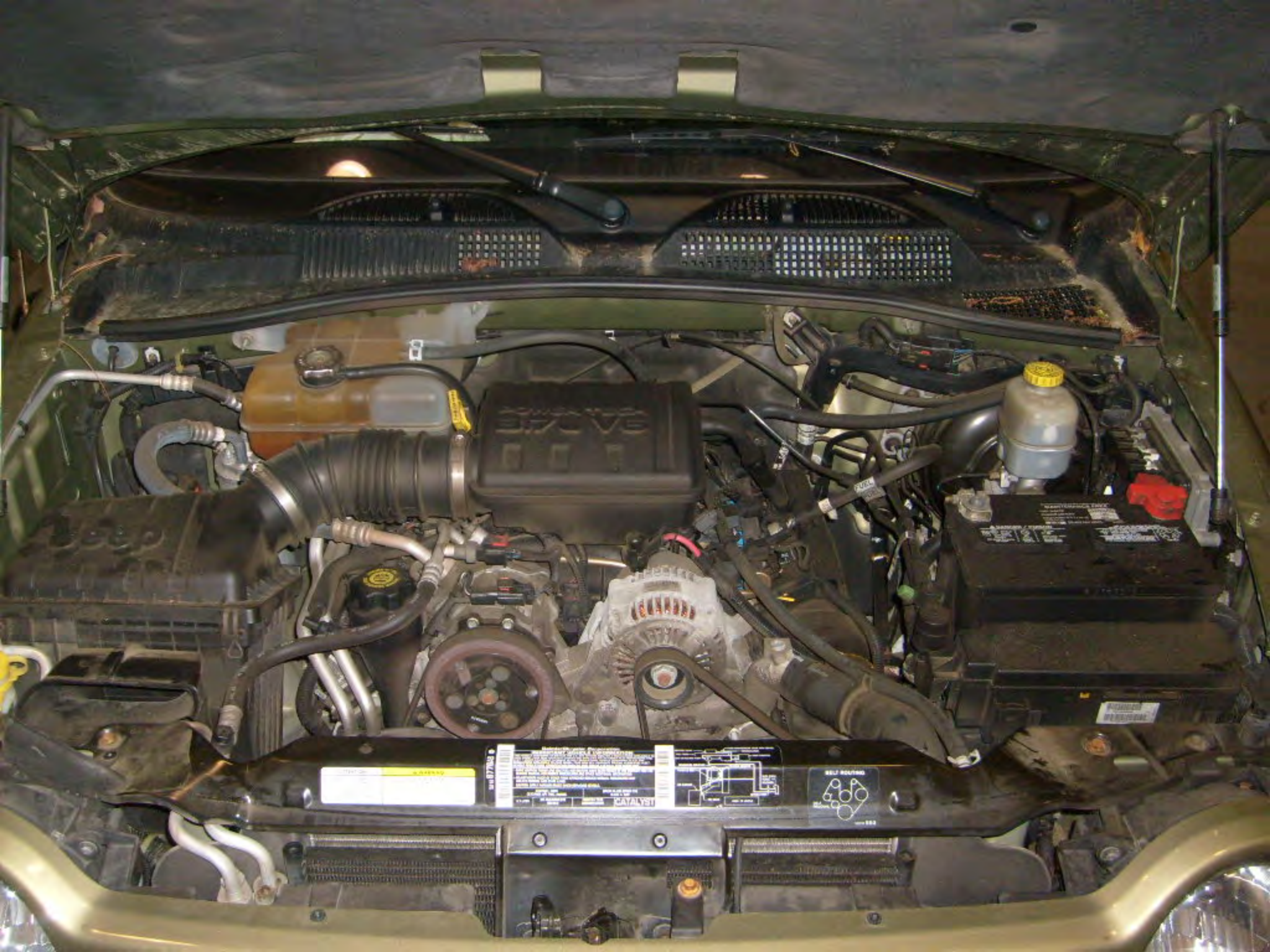
Jeep













1.5L 1500cc
1500cc
1500cc

1500cc

WARNING / AVERTISSEMENT
Do not touch the battery terminals or the battery case while the engine is running.
Do not touch the battery terminals or the battery case while the engine is running.
Do not touch the battery terminals or the battery case while the engine is running.

MAINTENANCE FREQUENCY
Check the battery electrolyte level every 15 days.
Check the battery electrolyte level every 15 days.
Check the battery electrolyte level every 15 days.

1500cc















SEQ# 4138798

VIN: 3M

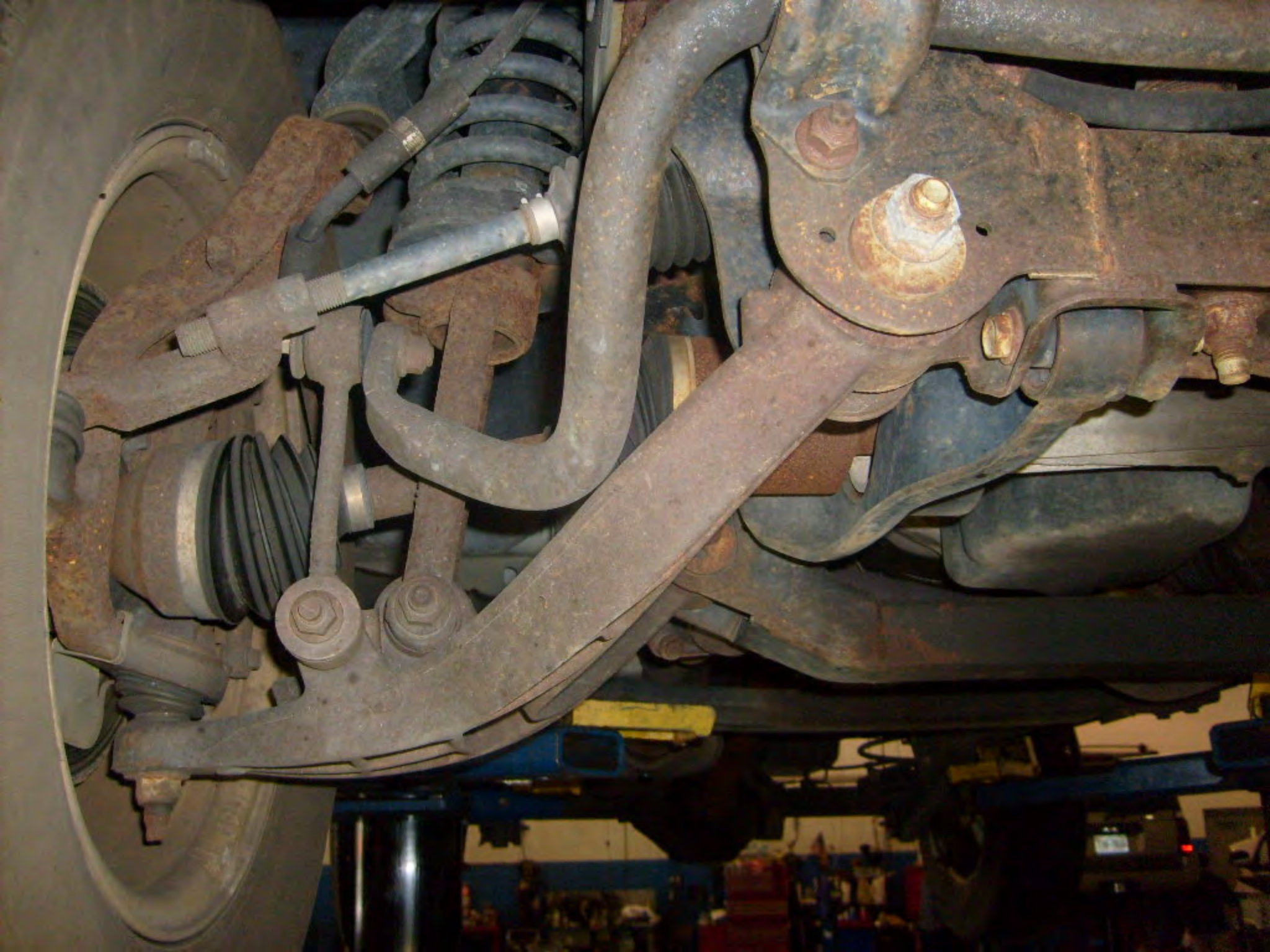


SGF41H55AG





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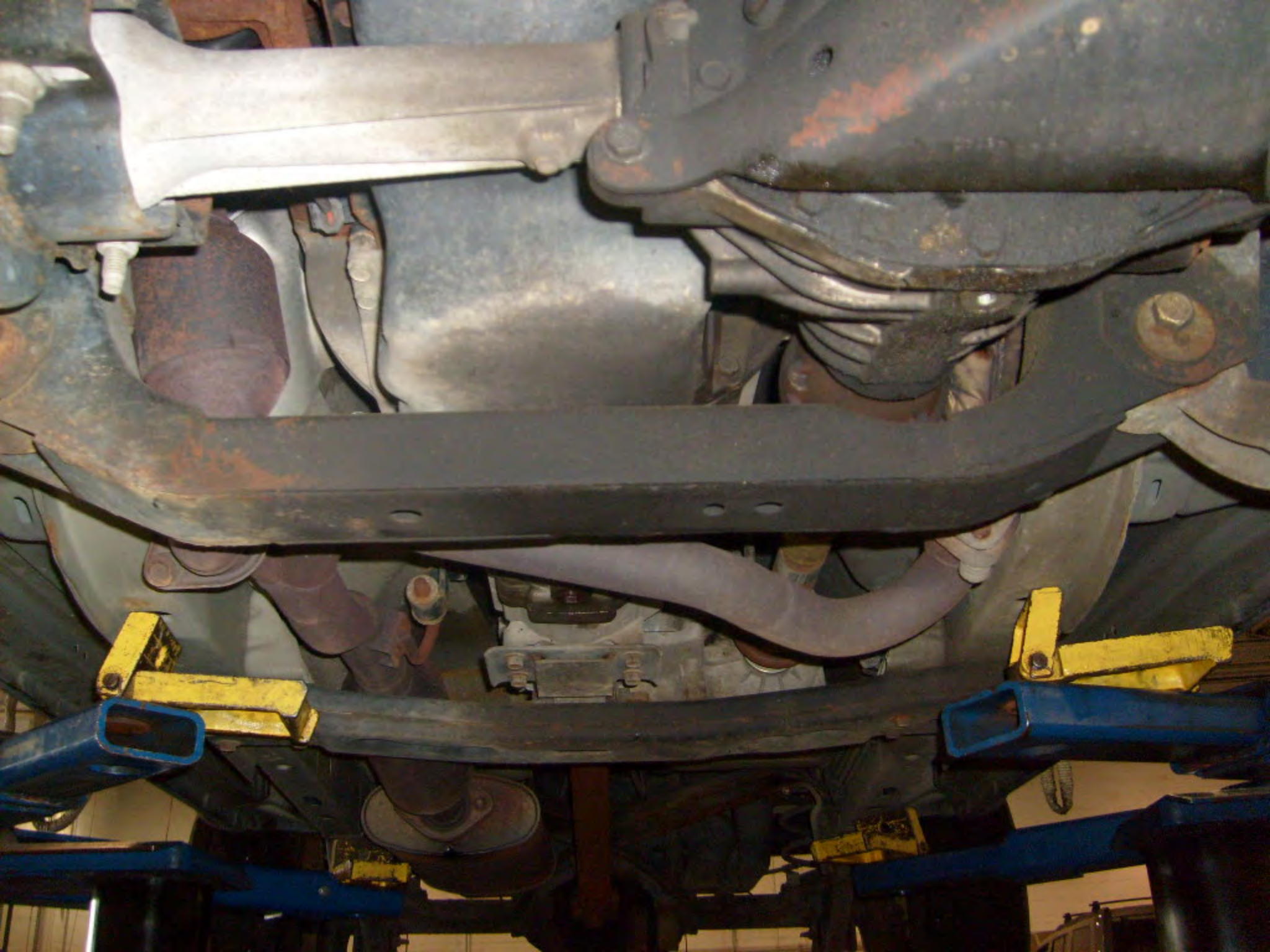






























1

2

3

20 FT

4







BLOWER MOTOR 1 40A	RADIATOR FAN 2 40A	JB POWER 3 50A	
ABS PUMP 4 40A	EATX 5 30A	ASD 6 30A	JB POWER 7 50A
IGNITION/START 8 40A	JB POWER 9 50A	TRAILER TOW 10 30A	11
LIGHT BAR 12 30A	IGNITION/WINDOWS 13 40A	IGNITION/SWITCH 14 40A	JB POWER 15 50A

ASD FEED 16	15A	17	18
----------------	-----	----	----

HBL 19	30A	20
-----------	-----	----

A/C CLUTCH 21	20A	22
------------------	-----	----

23	FUEL PUMP 24	20A
----	-----------------	-----

ABS VALVES 25	20A	INJECTORS 26	15A
------------------	-----	-----------------	-----

27	STARTER RELAY 28	15A
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FUEL PUMP 20

STARTER 30

WIPER ON/OFF 31

WIPER HI/LO 32

BLOWER MOTOR 33

ASD 34

A/C CLUTCH 35

REAR O2 SENSOR 36

EATX/CLUTCH INTERLOCK 37

38

AL 11A 30147 11 7 3

OR
BURNS

CAUTION
INSTRUCTION
IF NOT AVAIL







4671168E
72472M
kyocera

.02	.02	.10
.01	.15	.10
.15	.20	
.01	.02	.15
.10	.02	.10
.02		.02
	.10	.10
	.10	.10
.10		
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15

11

SEE OWNER'S MANUAL FOR DETAILS

HIGH
BEAM

DAYTIME
RUNNING
LIGHTS

1

16

26

2

17

27

3

18

28

4

19

29

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30

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25

39

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

F1
HELP

F2
SYS

64.0

F3
MAIN





















T T359272263*
P 020AJ*
M FERTIGUNGSAUFGABENJAHR: 002*

Arbeits-
Druckgaspeicher
MF-P6-HG
Herstellung: 020AJ
Washington, MI, USA
Herstellungsort: TRWP-0
Einführer: ZB, Chrysler
DaimlerChrysler GmbH,
Karlsruhe
Teilenummer: 0207390711
BAM-PT-0639

Umgang mit durch geschultes
Personal ist Pflicht.
Nicht in Fahrzeugen mit
Luftschuttsystemen mit
Luftschläuchen für Kraftfahrzeuge
einbauen. Bei Auslösung
kann die Luftschuttsystem-
einheit zum gefährlichen
Wurfstück werden.

Supplemental Restraint
System (SRS) Module
Use only a specific
Supplemental Restraint
System. See DaimlerChrysler
Corp. dealer to verify
part number for this
vehicle.

WARNING You could be injured
due to unwanted inflation. To help
avoid personal injury:
1. Do not take apart, crush
or puncture.
2. Carefully follow instructions
in the DaimlerChrysler Corp.
Service Manual when performing
any type of service or when
disposing of this module.







4593

SALES

SALES

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

21397294

VIN	1J4GL58K1	3W [REDACTED]	Open Date	09/28/2011	Built Date	07/20/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	10/09/2002	Mileage	130,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	26537	SPORT CHRYSLER-JEEP INC				
Dealer Address	1416 W MAIN ST					
Dealer City	NORRISTOWN	Dealer State	PA	Dealer Zip	19403	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	FREDERICK MD [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	injury, no accident
Dealer - By-Pass - Default - Default - Default	
Product - Body/ Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

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

[REDACTED] Son. Address on file is Mr. [REDACTED] s other son s [REDACTED]
 Preferred: [REDACTED]
 [REDACTED] fax number

2. What happened?

Mr. [REDACTED] stated that his father was driving the vehicle when air bags deployed on both the passenger and drivers side. Mr. [REDACTED] stated that there was no collision and/or accident. The police were called and have that documented. The owner of the vehicle Mr. [REDACTED] was taken to the hospital as a result and has contacted a lawyer. He is hearing impaired. Vehicle has been at the dealership for 4 days and was informed today that the dealership is unable to contact Chrysler that customer needs to.

Agent expressed empathy and commended Mr. [REDACTED] for his assistance with the current situation

3. What is the current location of the vehicle?

Dealership code #26537
 Customer stated that the vehicle is located at:
 SPORT CHRYSLER JEEP DODGE
 1416 W MAIN ST
 NORRISTOWN PA 19403
 6105393100

09.28.11

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

VEHICLE LOCATED AT:

SPORT CHRYSLER JEEP DODGE

1416 W MAIN ST

NORRISTOWN PA 19403

610-539-3100

Per OGC Matrix, reassigned to 82T. MG17

9/28/11 ASSIGNED TO LSE6. PAG45

CAIR NUMBER 21397294 REQUEST EAA INSPECTION 09-28-2011 14:38

CAIR NUMBER 21397294 E-MAIL SENT TO EAA 09-28-2011 14:38

The customer is deaf and relayed the call through and interpreter.

The customer states that last week both air bags deployed for no reason while driving.

The customer would like there to be an investigation into why this happened.

Writer advised that a case has already been sent off

Writer provided case number

CCRG Open Date: 09/28/2011 14:30:37

Letter Sent: Acknowledgement 09/29/2011 09:03:16

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/30/11 AT 14:09:25 21397294

Customer stated he has been without a vehicle for two weeks and has not heard anything as of yet. Customer is John and is speaking through an interpreter. Agent advised of line 44. Agent advised if a letter is not received after the first of the week to make a return call for further assistance.

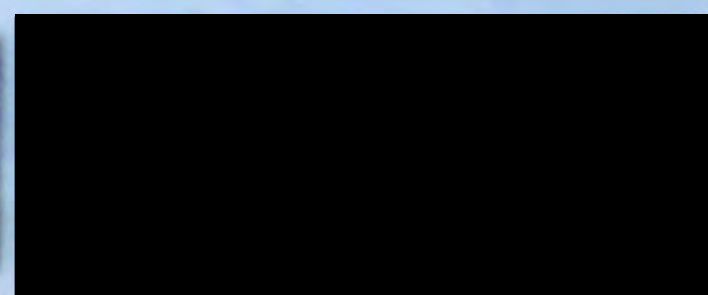
Call came by interpreter relay as in earlier calls. Today's interpreter is 3896. Caller [REDACTED] requesting to speak with Case Manager. Writer advised the case has been sent to our legal department.

We have no contact information for legal. Customer is requesting a phone call at [REDACTED] as he states has been without his vehicle for 2 weeks and needs to get this resolved and get his vehicle back.



THIS VEHICLE CONFORMS TO ALL
PREVENTION STANDARDS IN EFFE

VIN: 1J4GL58K13W



TY



MDH:

072010

776AB

PNT:PB7



MPH km/h

200

120

TYPE 35

130016

C

AIR
BAG













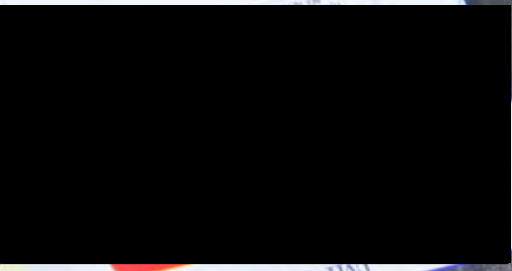
TD 104

jiffylube

PLEASE PLEDGE OF PROTECTION
IF YOU ARE A DRIVER, PLEASE PLEDGE OF PROTECTION
BY SIGNING THIS CARD AND RETURNING IT TO THE SERVICE CENTER.

deep insurance
Card -
Leant it in
deep.

IMPORTANT - IDENTIFICATION CARDS
STATE FARM



PRE ONL

101107



600

Jeep

DOODGE



Petry

600

LIBERTY

DUNLOP ENERGY





SPORT
DRYDEN • JEP • HONOLULU, HI
Jeep
4x4

Jeep
LIBERTY



SPORT 4x4
Jeep

DESTINATION LE

FIRESTONE



LIBERTY

LIBERTY







Jeep

600



DRB III™

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



**CHRYSLER
CORPORATION**

DRB III™

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN



CHRYSLER
CORPORATION

DRB III™

Unable to ID Module for
ORC

press any key to continue



CHRYSLER
CORPORATION

DRB III™

-- PCM DTCs 1 of 1 --

4WD MUX SWITCH
PERFORMANCE

SAE Trouble Code : P 0000

Starts Since Set : 126

OR BLIND...
KEEP OUT OF REACH OF CHILDREN

0h 40	0h 40	05 50	15
0h 40	0E 30	0E 30	05 50
0h 40	05 50	0E 30	0E 30
0E 30	0h 40	0h 40	05 50

72472M
4671168E
4671168E
72472M
72472M
4671168E
4671168E
72472M

VF4-15F21-Z05	04843879AA
72472M	72472M
VF4-10F21-Z15	04843879AA
72472M	72472M

72472M
4671168E
4671168E
72472M
72472M
4671168E
72472M

BLOWER MOTOR	RADIATOR FAN	JB POWER
1 40A	2 40A	3 50A
ABS PUMP	EATX	ASD
4 40A	5 30A	6 30A
IGNITION/START	JB POWER	TRAILER TOW
8 40A	9 50A	10 30A
LIGHT BAR	IGNITION/	
		11

ASD FEED		
16	15A	17
		18
HBL		
19	30A	20
A/C CLUTCH		
21	20A	22
	FUEL PUMP	
23	24	20A

FUEL PUMP
29
STARTER
30
WIPER ON/OFF

BLOWER MOTOR
33
ASD

A/C CLUTCH
35
REAR O2 SENSOR
36











COYOTE
CONTRACTORS
215-680...









CHRYSLER
CORPORATION

DRB III™

AIRBAG DIAGNOSTICS

Determining Controller
Type

Please Wait...

HELP

EQ
SYS

EQ
MAIN



DRB III™

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

F1
HELP

F2
SYS

F3
MAIN

64.1



2HI
—
4HI
—
2
—
4LO

CHRYSLER PIN P001050
WARRANTY REFER TO LOCAL MANUFACTURER
FOR WARRANTY INFORMATION
FLUIDS AND POSSIBLE OILS
CHRYSLER SN: TP001050

APPLY
SHAKE
2
0
Z
P

CHRYSLER PIN P55010501AH
WARNING. REFER TO SERVICE MANUAL BEFORE SERVICE.
IMPROPER SERVICING CAN RESULT IN AIR BAG DEPLOYMENT
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.
CHRYSLER SN TSFME1622E1069
DPP 01/01/06



CHRYSLER P/N P56010501AH

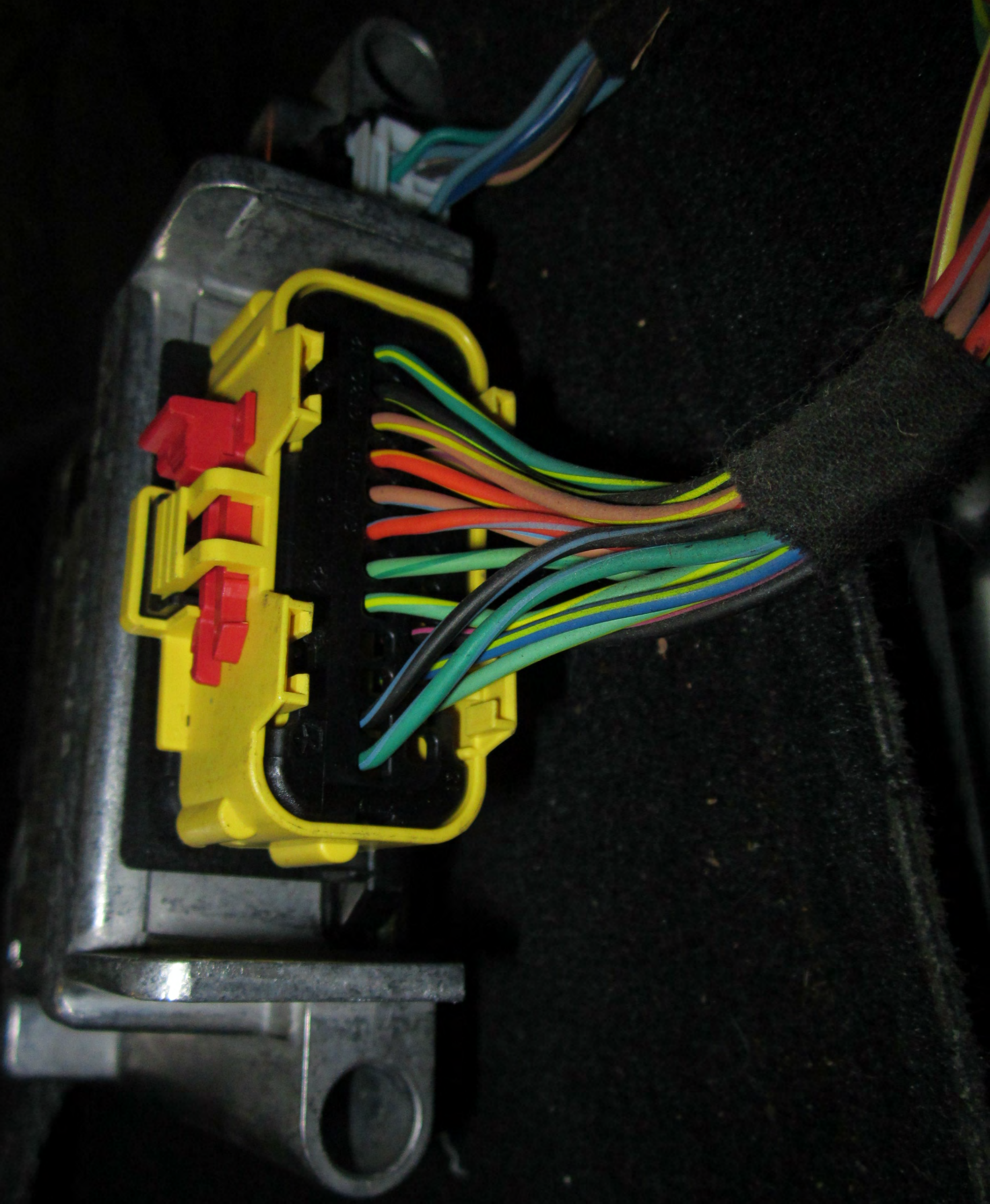
WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.

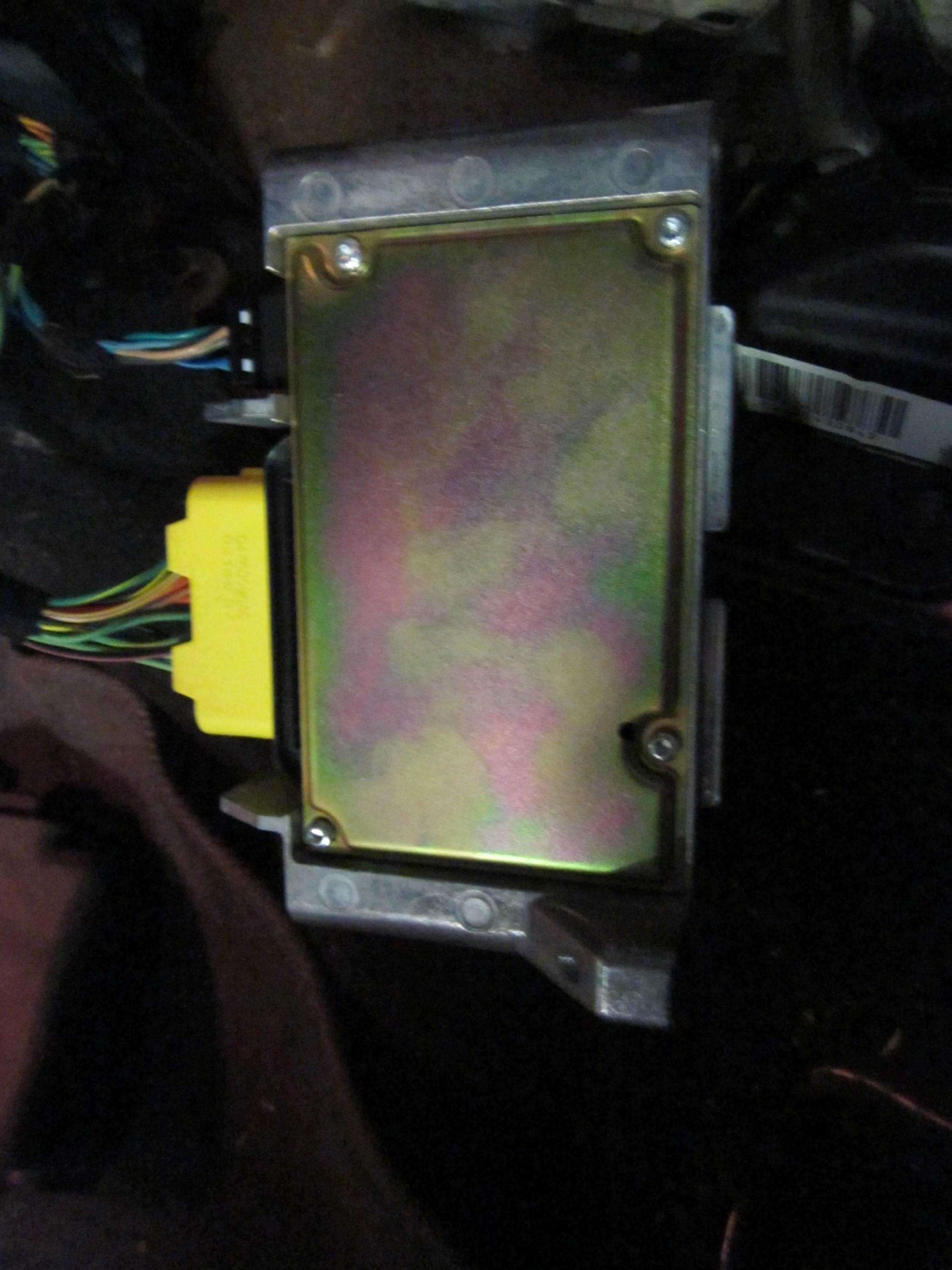


CHRYSLER S/N TSFME1822E1069

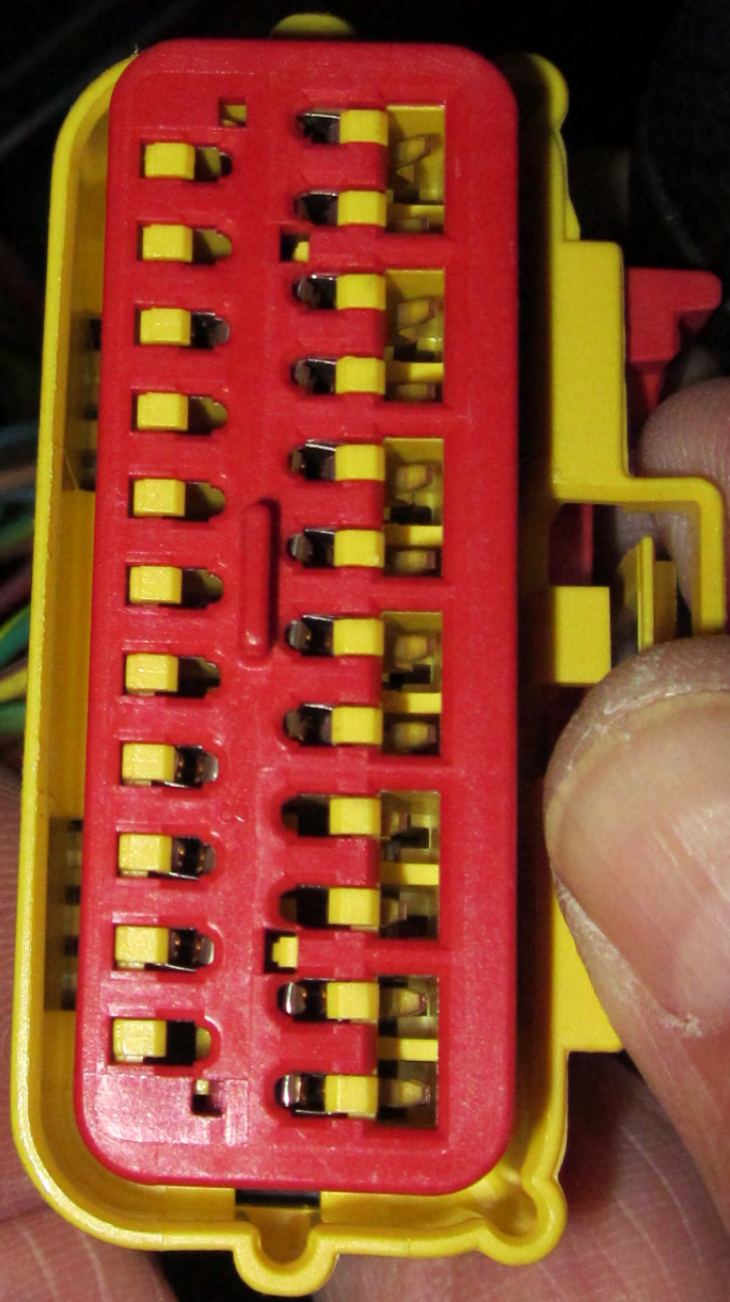
SUPPLIER CODE
39754C













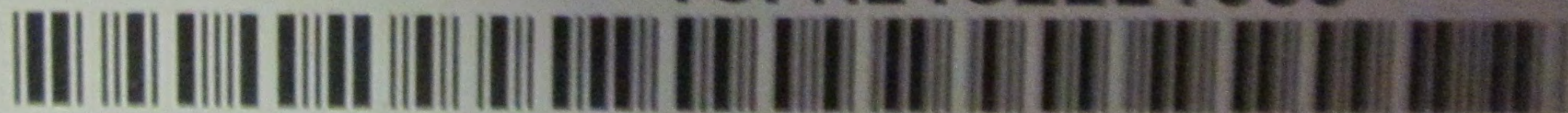
CHRYSLER P/N P56010501AH



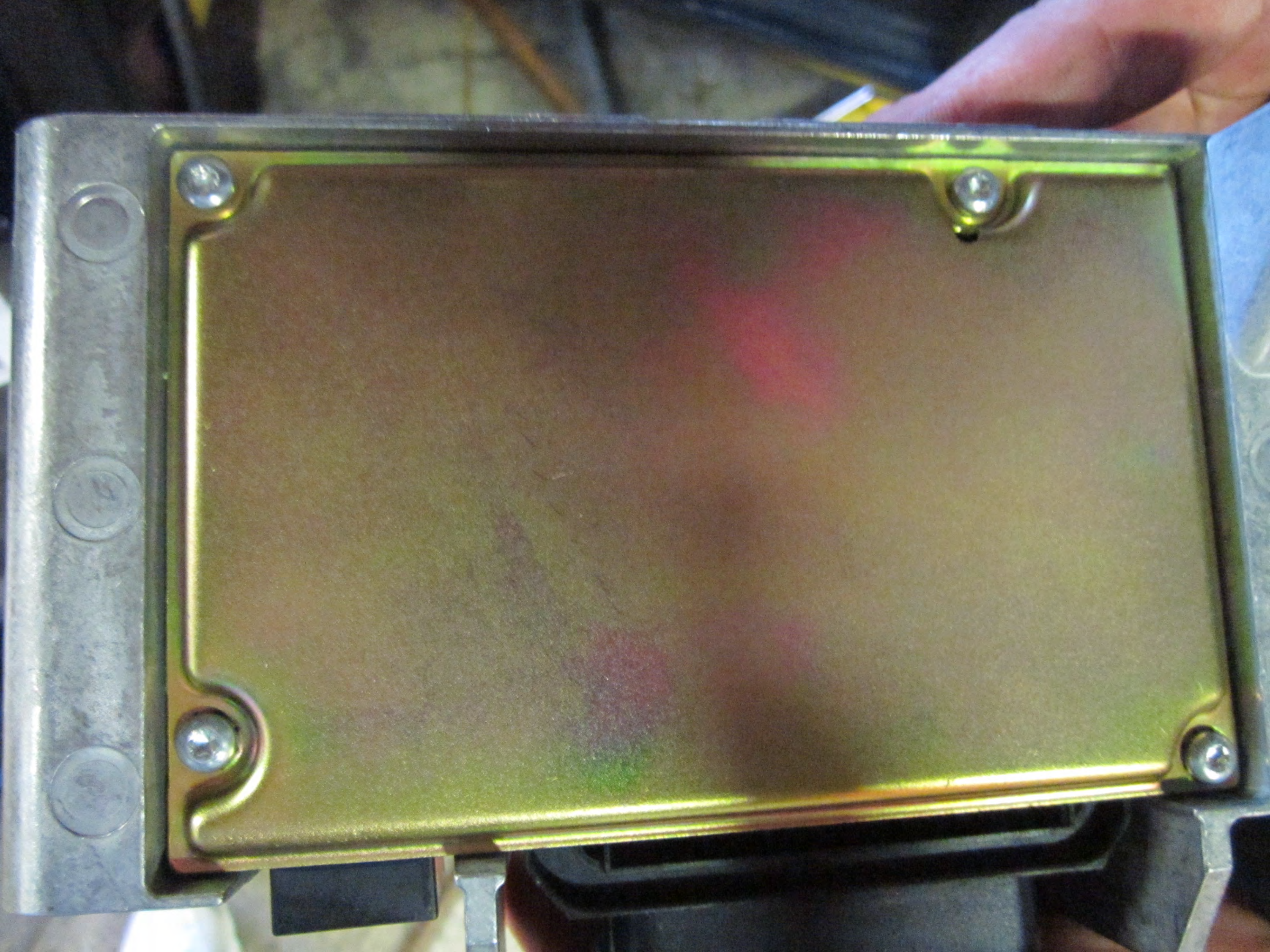
**WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.**

CHRYSLER S/N TSFME1822E1069

SUPPLIER CODE



39754



EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

17640220

Vin	1J8GL48K2 2W [REDACTED]	Open Date	06/26/2008	Built Date	12/21/2001
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	12/27/2001	Mileage	68,500	Dealer Zone	42 DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PBQ	STEEL BLUE PEARL COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	68973	ORCHARD CHRY-DODGE-JEEP INC			
Dealer Address	64600 VAN DYKE				
Dealer City	WASHINGTON TWP	Dealer State	MI	Dealer Zip	48095
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	IMLAY CITY MI [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	having issue with the airbags
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

customer states that she wants to complain about the vehuicle as she states that6 she was udriving the vehicle and the air bags they godt deployed however this could cause an accident hence as this is the safety issue transferd the call to tier 03.
 **Owner states she was driving today and heard a ping noise. Both air bags in the front deployed.
 She was able to pull over.
 Has a burn on her hand.
 Vehicle is currently at dealer
 68973 ORCHARD CHRY-DODGE-JEEP INC
 64600 VAN DYKE WASHINGTON TWP MI 48095 586-336-0200
 No police report. She did not contact her insurance company.
 Please follow up with investigation.
 injmjury, refer to 82t
 6-30-08 Sending back to SI for F//P codes.SSS8
 mike from the dealership called regarding the same issue.Agent transferred the call to tier3
 ***Writer spoke to MHM1, who verified that legal will contact them to set up an inspection.
 _7/1/08 Assigned to rlg92/mjm169
 CAIR NUMBER 17640220 REQUEST EAA INSPECTION 07-01-2008 10:46

CAIR NUMBER 17640220 E-MAIL SENT TO EAA 07-01-2008 10:46

CCRG Open Date: 06/30/2008 16:07:46

Letter Sent: Acknowledgement 07/02/2008 10:23:06

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/04/08 AT 11:38:42 17640220

DM requests contact to dealer on disposition of results. Customer is in a rental vehicle.

DM contacts MJM169 in inquire and advise owner is in rental vehicle. No results are available at this time.

***** Please update dealer on final decision as Customer is in Chrysler provided rental vehicle. *****

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 12-01 GVWR 2541 KG(05600 LB)

GVWR FRONT WITH TIRES RIMS AT COLD
1248 KG(2750 LB) P215/75SR16 16X7 - 227 KPA(33 PSI)
GVWR REAR WITH TIRES RIMS AT COLD
1429 KG(3150 LB) P215/75SR16 16X7 227 KPA(33 PSI)

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

VIN: 1J8GL48K224 [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 122111 387AA PHT:PB0 VEHICLE MADE IN U.S.A. TDR:USLS 10-400003

1J8GL48K22W











Bob Brent's
ORCHARD
• CHRYSLER
• DODGE
• JEEP

Jeep

0.7-

WASHINGTON TWP.
www.orchardcaj.com

















2.4L

Jeep

CAUTION

WASHER FLUID
ONLY
CLEANING
WASHER FLUID
IMPROVES WASHING
PERFORMANCE

10000 40 4553

YOUR EMERGENCY ASSISTANCE POLICY
Dispatch 1-800-260-8374
Account # 899033

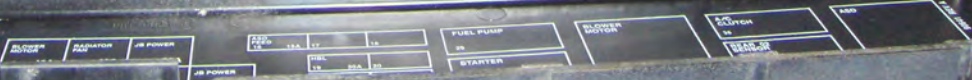
04	04	05	15						
04	04	05	05						
04	04	05	05						
04	04	05	05						
04	04	05	05						
04	04	05	05						
04	04	05	05						
04	04	05	05						
04	04	05	05						
04	04	05	05						

72472M	4671168E
3891119F	W2472L
72472M	4671168E
4671168E	3891119F
72472M	W2472L

04848879AA
V4-1521-205
72472M

72472M
4671168E
3891119F
W2472L
72472M
4671168E

04848879AA
V4-1521-205
72472M











EXTRA

Enable In ID Module for
ABC

press any key to continue



QAS III

FUNCTION

1. *****UNAVAILABLE*****

2. Read Data

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

RSA

F1 HELP F2 SYS 64.8 F3 MAIN

PSH DTCs

NO DTCs DETECTED

Page back to exit

AIRBAG DIAGNOSTICS

Determining Controller
Type

Please Wait

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

































