

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

10850016

Vin	1J8GL58K3 2V [REDACTED]	Open Date	01/17/2003	Built Date	03/15/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
In Service Dt	04/21/2002	Mileage	19,323	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE			
Dealer Address	681 ORANGE DRIVE				
Dealer City	VACAVILLE	Dealer State	CA	Dealer Zip	95687
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FAIRFIELD CA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Air bag deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	

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

Owner Alleges:
 DCX manufacturing defect caused both front air bags to deploy for no reason
 Description of the incident (what, when, where, injuries, etc)
 Customer driving down residential road when air bags deployed. Customer did not hit anything, was driving as normal. Occurred on 1/14/03 at 2PM, owner sustained owner in neck, shoulder and arm
 Has the owners insurance company been contacted ?
 Yes
 If yes provide name/policy number and phone number
 USAA
 Policy # [REDACTED]
 Phone # [REDACTED]
 Where is the vehicle exactly located (provide name/address/phone #)
 Dealer 44517
 681 Orange Drive
 Vacaville, CA 95687
 Phone: (707) 449-8900
 Is there property damage or other vehicles involved in the accident?
 No
 Has a Police or Fire report been filed (what municipality & report #)

No

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

1/17/03 Original owner under basic warranty calling about accident where air bags deployed unexplainably, as vehicle was not involved in any collision or similar accident. See structured narrative. Customer seeking compensation from DCX. Writer assured customer that information had been documented and report forwarded to proper department for further handling. Stated that customer would be contacted regarding setting up inspection. Provided file number. * Note customer's work number is [REDACTED] which is best method of contact during weekly business hours. RSM51

1/17/03-Owner calls back, states this is no fault of her own and claims her insurance company will not cover a rental vehicle. Owner seeking alternate transportation. Agent advises owner that her request would be submitted. mpk23

1.21.2003

Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information..m rp

CAIR NUMBER 10850016 REQUEST EAA INSPECTION 01-21-2003 10:34

CAIR NUMBER 10850016 E-MAIL SENT TO EAA 01-21-2003 10:34

_1.22.2003

Inspector called and stated that the airbag module shorted out. Please repair the vehicle at no cost to the customer....mrp

CAIR SENT TO ZONE/DEALER 71 44517 01/22/03 19:00 O 10850016

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/23/03 AT 06:00 10850016

*CONTACTDATE:1/28/03

Dealer 44517 has updated the mileage to 16181.

Service / Parts Director at the dealership has updated the Cair# 10850016

Dealer 44517 has updated the CAIR # 10850016. Parts have been ordered .

*CONTACTDATE:1/28/03

Dealer 44517 has updated the mileage to 16181.

Service / Parts Director at the dealership has updated the Cair# 10850016

Dealer 44517 has updated the CAIR # 10850016. Parts have been ordered .

Owner contacts the DCCAC wanting the DCX to settle a claim for missed work and doctor's appointments. She is also upset that the vehicle is still down. Agent advised that DCX will fix the vehicle per the terms of the warranty and her request would be noted in the file. Advised that wants a resolution to day and a settlement. Owner states that if DCX cannot provide, she is contacting an attorney and hung up. Agent left advised mrp1 via message of owner contact.

1.30.20032

CALLED AND LEFT A MESSAGE, REQUESTING RECEIPTS FOR HER MEDICAL EXPENSES.

MRP

02/18/03 JDP23 Owner called in regarding a non-recall related issue.

Writer transferred to DCCAC for further assistance.

2-18 Owner calls requesting to speak with MRP1. Owner is requesting compensation for loss of work and medical expenses. Reviewed with MRP1 and he states he will call owner back in minutes. Please call owner at [REDACTED]

2.18.2003 3:39PM

Returned the customer call, and she stated that the vehicle has not been repaired.

I called the dealer and they are waiting on a seatbelt... I checked with our part guru and was told that the part has been shipped and should arrive tomorrow. The customer will fax a letter requesting pain and suffering, lost time from work, and medical expenses.. mrp
02/20/03 Customer calls back stating that she contacted the dealer to arrange a pick up time and was told that she would be lucky to get her vehicle back in the next two weeks. Writer left message with MRP1 informing him of above. Writer attempted to contact the service manager at dealer 44517, but service manager was unavailable. Customer requested return call when more information becomes available.

*CONTACTDATE:2/24/03

Dealer 44517 has updated the mileage to 16189.

Service / Parts Director at the dealership has closed the Cair# 10850016

CAIR RETURNED FROM DEALER ON '2/24/2003 ' AT'07:50:340 'R 10850016

Dealer 44517 has closed the CAIR # 10850016.Warranty repair has been documented on Repair order #135056.

_3.4.2003

David Law from the dealer left a message concerning 42 days of rental being outstanding for this cair. I left a callback request @ 9:23am with instructions to fax me the bill for processing. mrp

_3.5.2003

Rental receipt for \$1,172.54 received from dealer VACAVILLE. _Enterprise rental.....m rp

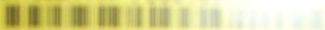
_3.20.2003

Received fax of customer's consequential expenses totaling \$63,363.70 forwarded to product litigation.....m rp



01/21/2003

CONTROLLED ITEM F1001001



WARNING: DO NOT RE-SCREW BATTERY SCREWING
IMPROPER SCREWING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DEATH AND/OR PROPERNESS INJURY

CONTROLLED ITEM TOP F1001001E 1103 SUPPLIER CODE



01/21/2003



01/21/2003



MDS2

DELL

MDS 2

01/21/2003



01/21/2003



01/21/2003



01/21/2003

The image shows the back seat of a car with white leather upholstery. The headrest of the seat in the foreground is prominent. The windows are covered in raindrops, and a pink and white striped bag is visible on the left side. A date stamp is located in the bottom right corner.

01/21/2003



01/21/2003



01/21/2003



01/21/2003



01/21/2003



01/21/2008



Classified 427, 6206

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Daily Republic • www.dailyrepublic.com

Confidential Authority

CONFIDENTIAL - Prior Approval

Primary Vehicle Investigator #

NAME	DATE	TIME	LOCATION
...

SALES & L

INTERVIEW WITH: NAME LAST, FIRST, MIDDLE

INTERVIEW DATE: 11-21-03

1. DRIVER'S DESCRIPTION OF EVENT:

Insurance Company Name: USA

Personal Injury: Yes No

Were there personal injuries? Yes No

Any Indicator/Warning Lights on Prior? Yes No

IMPORTANT: SHO

Mila Pfeifer

air bag def.

airbag damage

seat belts

01/21/2003

Nacerville

1-2203



Confidential Air

CONFIDENTIAL - Prior Approval

Preliminary Vehicle Investigation

Investigation #

IDENTIFICATION NUMBER

PLATE #

ALION

DATE

STAMP

INSURANCE COMPANY



DATE:

4-23

DRIVER'S DESCRIPTION OF EVENT:

Insurance Company Name:
Personal Injury:
Were there Personal Injuries?
Any bodily damage?
Weather conditions?

Alpa
Def.
maye
te

01/21/2003

Help Key

PART A - GENERAL

chrysler.com



01/21/2003



01/21/2003



01/21/2003

Confidential Airborne

CONFIDENTIAL - Prior Approval

NAME	PHENIX
DATE	11-21-03
TIME	10:00
LOCATION	1001
STATUS	P
REASON	mile
REMARKS	air base
OPERATOR	Abuda
DRIVER'S DESCRIPTION OF EVENT	Lo

INTERVIEW WITH:

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE: DA

11-21-03

1. DRIVER'S DESCRIPTION OF EVENT:

01/21/2003



01/21/2003



01/21/2003



AIR BAG

RPM x1000

CHECK ENGINE

01/21/2003



01/21/2003

⚠ 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.

⚠ WA



01/21/2003



01/21/2003



STY CARING
449-8900

01/21/2003



Jeep
LIBERTY

3.7L

01/21/2003



01/21/2003



01/21/2003



01/21/2003



01/21/2003



01/21/2003



01/21/2003

⚠ WARNING

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- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

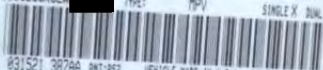
01/21/2003

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFG 3-02 GVWR 2541 KG(5600 LB)

GVWR FRONT	WITH TIRES	RIMS AT	COLD
1180 KG(2600 LB)	235/70R16	16X7	227 KPA(33 PSI)
GVWR REAR	WITH TIRES	RIMS AT	COLD
1429 KG(3150 LB)	235/70R16	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: 1J8GL5BK32[REDACTED] TYPE: MPV SINGLE X DUAL



DOB: 831521 387AA PNT:PS2 VEHICLE MADE IN U.S.A. TRN:BL2 464888

01/21/2003



01/21/2003

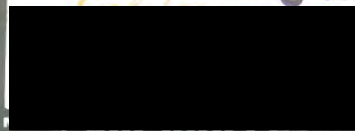


01/21/2003



01/21/2003

DODGE CHRYSLER JEEP



VACAVILLE NISSA

01/21/2003

DODGE CHRYSLER JEEP

NIS

01/21/2003



01/21/2003



01/21/2003



1/21/2003



5210112038
10835-D

01/21/2003



01/21/2003



01/21/2003



01/21/2003



01/21/2003



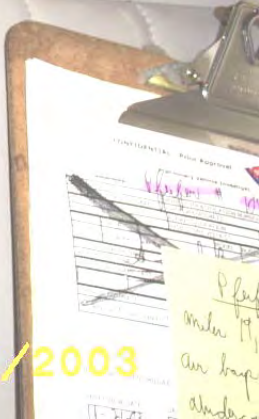
- SELECT SYSTEM
1. Engine
 2. Transmission
 3. Body
 4. Chassis
 5. Anti-lock Brakes
 6. Passive Restraints
 7. Theft Alarm
 8. System Monitors

Page 1 of 1

HELP SYS MAIN



01/21/2003



Please
miles 19
air bags
absorber

SELECT RESTRAINT SYSTEM

- 1. Airbag
- 2. Side Airbags
- 3. Airbag On/OFF Switch System

Page 1 of 1

HELP SYS MAIN

CONFIDENTIAL - Prior Approval

Interview with: *Blakely*

NAME	
DOB	
SEX	
HAIR	
EYES	
HT	
WT	
HAIR	
EYES	
HT	
WT	
HAIR	
EYES	
HT	
WT	

INTERVIEW DATE: 11-24-03

01/21/2003

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

F1

SYS

MAIN

F1

F2

F3

F4

01/21/2003



01/21/2003



COLLECTOR
ASSEMBLY
DO NOT REMOVE THIS LABEL
OR THE LABEL FROM THE
COMPONENT OR FROM THE
METAL PLATE TO WHICH IT IS
ATTACHED

01/21/2003



12:11

01/21/2003



01/21/2003



01/21/2003

SRS
AIRBAG

01/21/2003

SRS
AIRBAG

01/21/2003



01/21/2003



01/21/2003



01/21/2003

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

19041547

Vin	1J4GK48K2 3W [REDACTED]	Open Date	10/26/2009	Built Date	07/25/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	11/16/2002	Mileage	96,488	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PFM	CACTUS GREEN PEARL COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MIAMI FL [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	

Owner states on 10/23/09 she was pulling out of her drive way when the air bag deployed.
 States no accident. States she has burns on her neck and hands.
 States the vehicle is located at her home address listed.

MIAMI FL [REDACTED]

States she can not use her seat belt now.
 Please follow up with investigation. Thank you

Per OGC Matrix, reassigned to 82T. JSS15.
 10/28/09 ASSIGN TO LSE6.
 CAIR NUMBER 19041547 REQUEST EAA INSPECTION 10-28-2009 13:53
 CAIR NUMBER 19041547 E-MAIL SENT TO EAA 10-28-2009 13:53
 Customer called about her request for help and writer gave time frame for contact.
 CCRG Open Date: 10/27/2009 16:25:03
 Letter Sent: Acknowledgement 10/29/2009 10:28:13
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/03/09 AT 09:16:22 19041547

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
7-02

GWR
2427 KG(05350 LB)

GWR FRONT	WITH TIRES	RIMS AT	COLD
1248 KG(2750 LB)	P215/75R16	16X7	227 KPA(33 PSI)
GWR 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: 1J4GK48K23[REDACTED] TYPE: MPV SINGLE X DUAL



MDM: 072508 776AB PNT:PFM VEHICLE MADE IN U.S.A. TRM:MSDU 4646503

20

40

160

100

10

20

180

110

0

MPH km/h

200

120

TYPE 35

099854





LIBERTY sport


Service

CONCRETE P







A close-up photograph of the interior of a vehicle, specifically the driver's side. The focus is on a grey fabric car seat. Printed on the seat in black, sans-serif capital letters is the text "Jeep LIBERTY". To the right of the seat, the open driver's door is visible, showing the door panel and the interior of the door. A blue and white braided rope is draped over the top edge of the seat. The background shows a glimpse of the asphalt ground with white parking lines.

Jeep
LIBERTY





























AIRBAG Module Information

2002 Body Style: KJ

Part#: 56010501AH

S/W Version: 05.05

TRW Gen V

Front Dr and Pass/PCI Bus SRS
and Low Dr w/On/Off Sw or RDSIN

-- ORC DTCs 1 of 2 --

INTERNAL 1

--- DTC 2 of 2 ---

STORED ENERGY
FIRING 1

--- ORC DTCs 1 of 9 ---

OUTPUT DRIVER 1

MINUTES: 1 ION CNTS: 99

--- DTC 2 of 9 ---

INTERNAL 1

MINUTES: 521 ION CNTS: 0

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

17796789

Vin	1J4GL48K0 3W [REDACTED]	Open Date	08/12/2008	Built Date	10/03/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	03/07/2003	Mileage	93,000	Dealer Zone	35 WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	23212	KOVATCH LEHIGHTON JEEP			
Dealer Address	363 NORTH FIRST STREET				
Dealer City	LEHIGHTON	Dealer State	PA	Dealer Zip	18235
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WHITE HAVEN PA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Tier Three Support Referral.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Unknown - Unknown - Accident - Default	

Purchased New or Used? used
 If Used, date purchased? 11/18/04 Mileage? 21,780
 From whom did customer purchase used vehicle?
 CDJ dealer
 COIN Updated & CAIR reassigned to 82S
 Contact: M [REDACTED]
 Telephone [REDACTED]
 Telephone #2 [REDACTED]
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Daughter s Residence [REDACTED]
 [REDACTED] White Haven, PA, [REDACTED]
 LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
 What happened?: Customer states the air bags deployed while his wife was driving the vehicle.
 Customer called in stating that some one was supposed to call him this morning, but no one did. Agent transferred the call to t3 as the case is being handled by T3.
 Customer calling in seeking update on file. Agent consulted with TCC17. Agent advised customer that the file was still being reviewed and that they would be contacted once additional information is reviewed.
 _8.13.2008 incident occurred on 8.12.2008. His was injured and was

hospitalized.

Vehicle is now located

MOTORWORLD CHRYSLER INC CJ

150 MOTORWORLD DR WILKES BARRE PA 18702 570-829-3500

Forwarded to 82t mrp

8/14/08 Assigned to tk27/mjm169

CAIR NUMBER 17796789 REQUEST EAA INSPECTION 08-14-2008 11:37

CAIR NUMBER 17796789 E-MAIL SENT TO EAA 08-14-2008 11:37

CCRG Open Date: 08/13/2008 16:40:42

Letter Sent: Acknowledgement 08/15/2008 08:39:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/20/08 AT 16:38:22 17796789

Letter Sent: Denial 08/26/2008

Letter Sent: Offer 09/09/2008

-17796789

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
10-02

GVWR
2541 KG(0)

GAWR FRONT
1248 KG(2750 LB)

WITH TIRES
P215/75R16

RIMS AT
16X7

COLD
227 K

GAWR REAR

WITH TIRES

RIMS AT
16X7

COLD
227 K

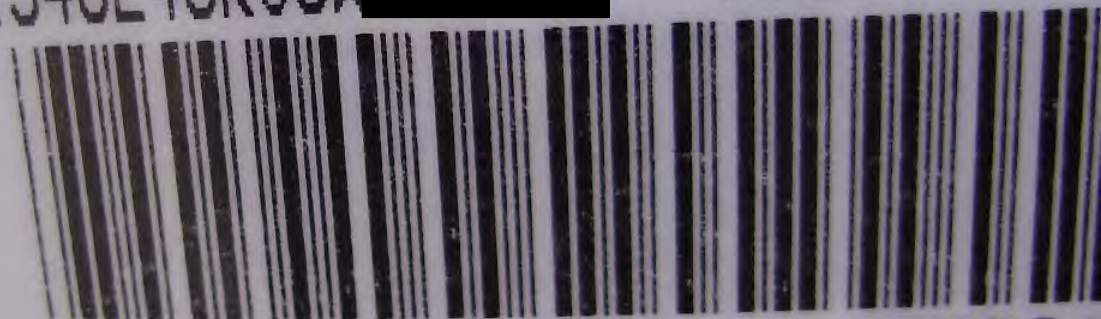
GAWK REAR

1429 KG(3150 LB) R215/75R16

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

VIN: 1J4GL48K03W

TYPE:



MDH: 100306 776AB PNT:PS2

VEHICLE M



STRAUB
CHRYSLER JEEP
Jeep
4x4

Jeep
LIBERTY

3.7L



STRAUB
CHRYSLER • JEEP
Jeep
4x4



3910











3.9L AIRBAG

Jeep



TD151

8-5-78

VE-10













REIDA
#115







MPH km/h

TYPE 35

096866

C

AIR
BAG





AIR BAG



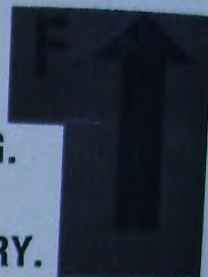
BRAKE

ON
DEL
OFF



CHRYSLER P/N 656010501AN
WARNING: REFER TO SERVICE MANUAL BEFORE SERVICING
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.
AMERICAN CHRYSLER
CHRYSLER SN T58HE2682C0789
30712AC

CHRYSLER P/N P56010501AH



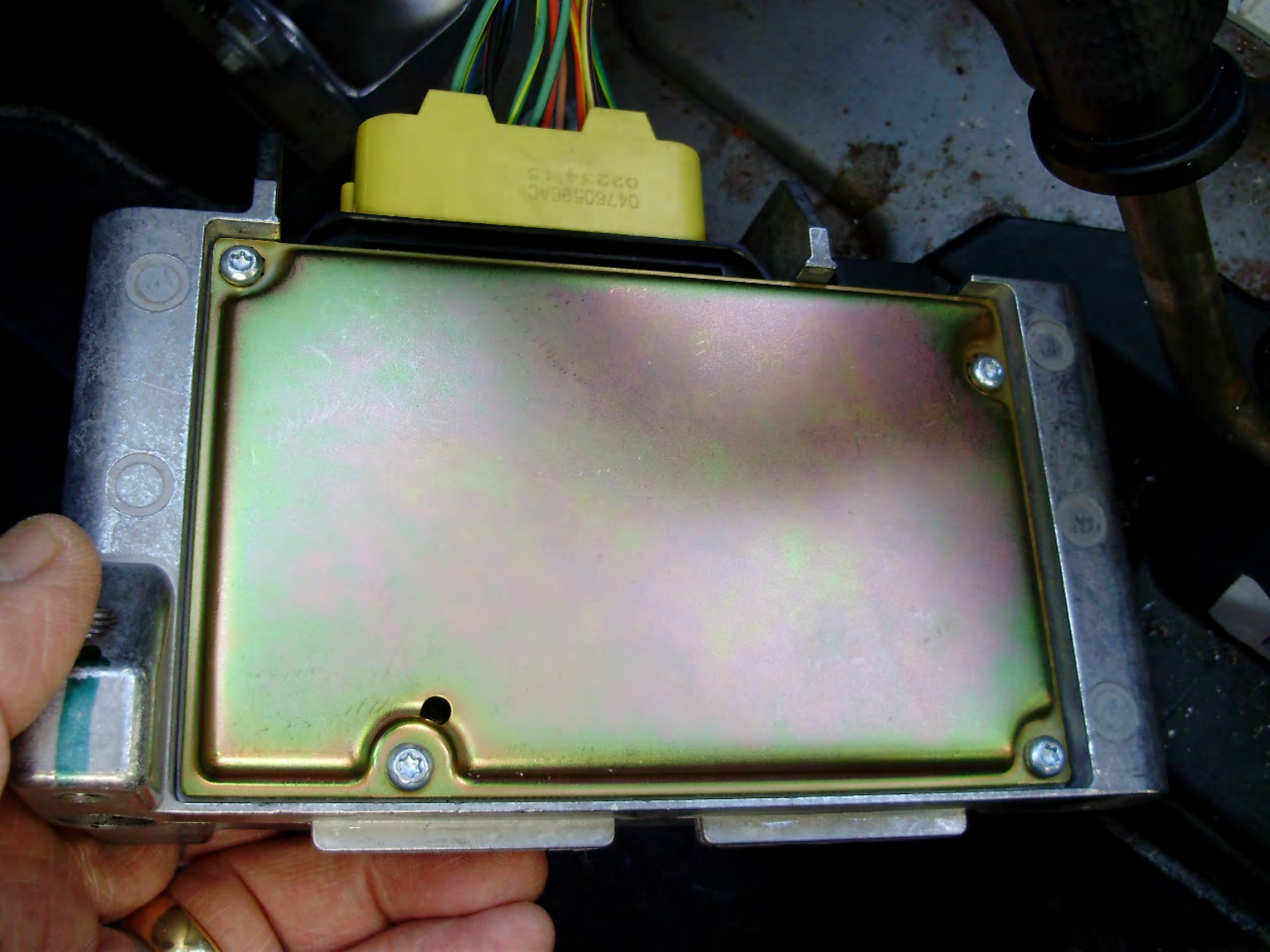
**WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.**

CHRYSLER S/N TSFME2682E0759

SUPPLIER CODE



39754C







PUROLATOR / P35414



ON • OFF

CRUISE

SET

RES

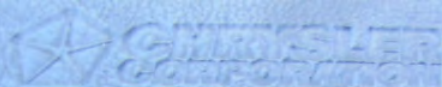
C



TD131







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

F2

F3

PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 98

Page back to exit

Powertrain Control Module Info

2003 KJ 3.7L V6 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#: 56044623AE

Homologation ID: FBKABB

CARB OBD II Vehicle

SELECT RESTRAINT SYSTEM

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

NO RESPONSE from RSA

Please make certain of the following items:

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

Unable to ID Module for
RSA

press any key to continue





Unable to ID Module for
ORC

press any key to continue

12X





















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

SYS

MAIN

-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 102

Page back to exit

4671168E
72472M
Mitsumi



-- BCM DTCs --

NO DTCs DETECTED

Page back to exit



OPEN THIS END

BATTERY RETURN POLICY
WHEN RETURNED - BUYER'S
WARRANTY PERIOD - BUYER'S
WILL BE VOID TO QUALIFY
FOR EXCHANGE

04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51
04	04	05	50	51

72472M	4671168E
4671168E	891179
72472M	4671168E
72472M	4671168E
4671168E	891179
72472M	4671168E

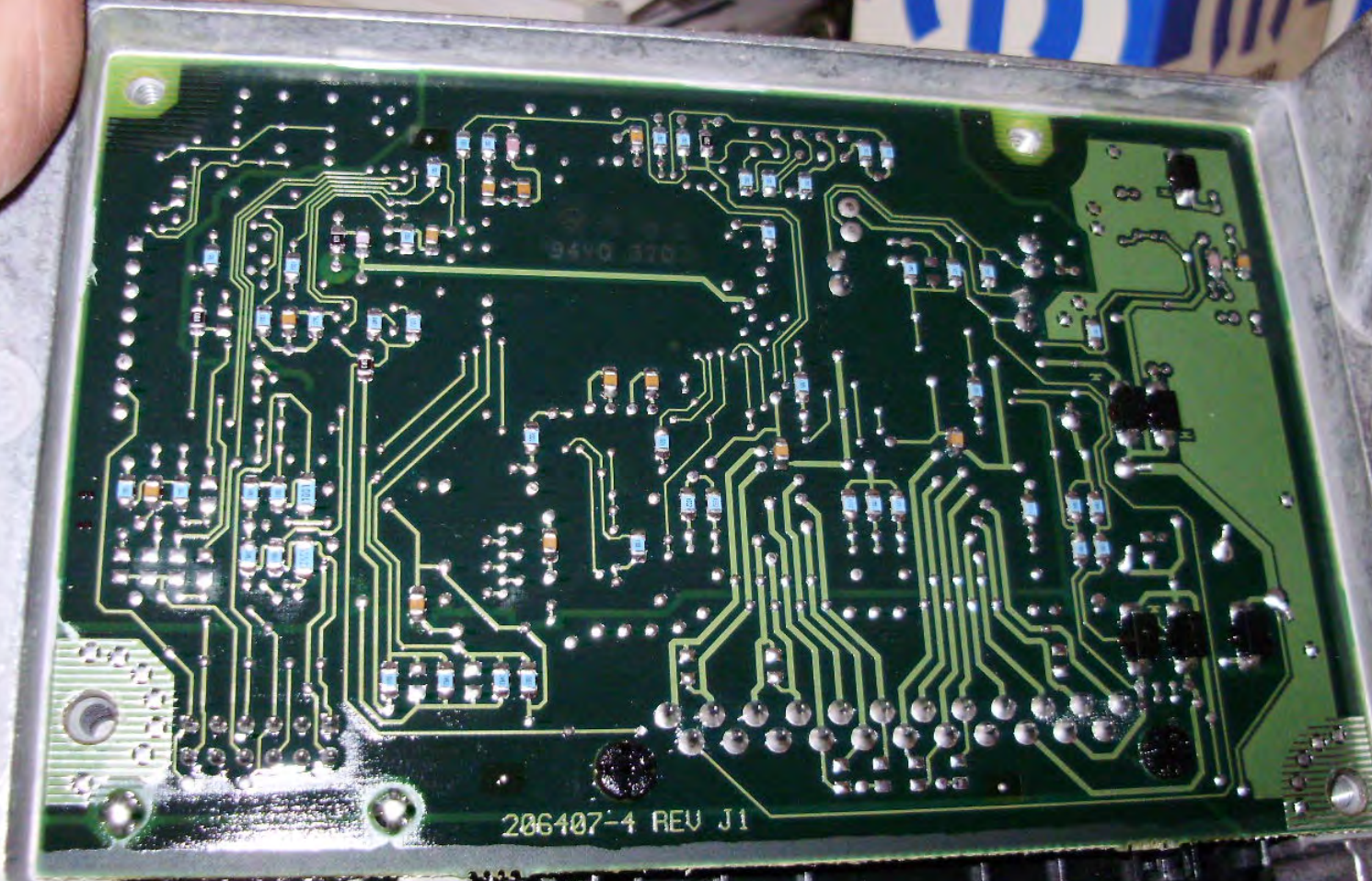
50732	56006709
50732	56006709

PROVED



206407-4 REV J1

9410 370



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 TSFME2682E0759



SUPPLIER CODE

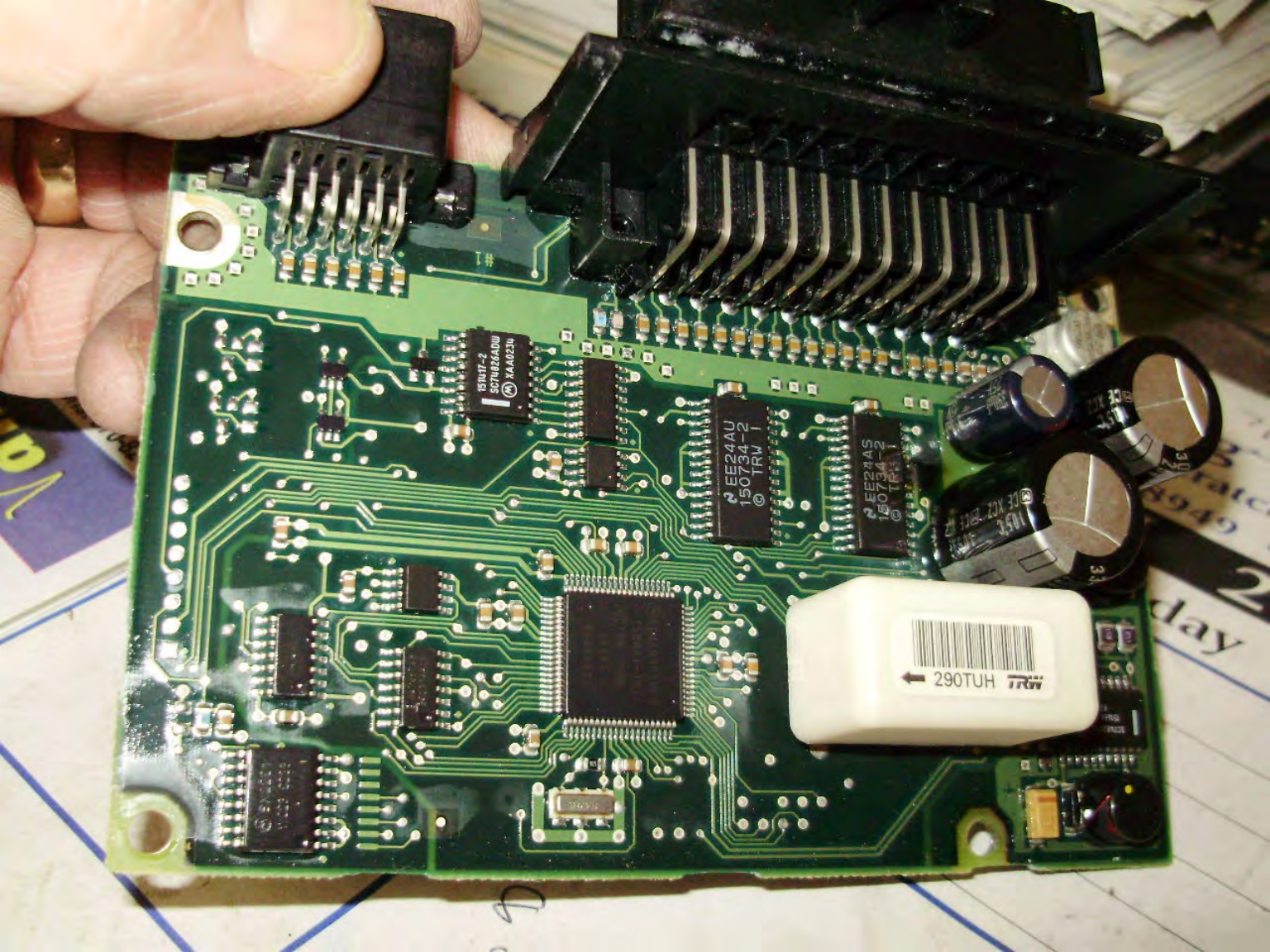
39754



12046211
Dent Wizard

Thursday 2008
Dent Wizard
www.dentwizard.co

HOME P
UR DOC

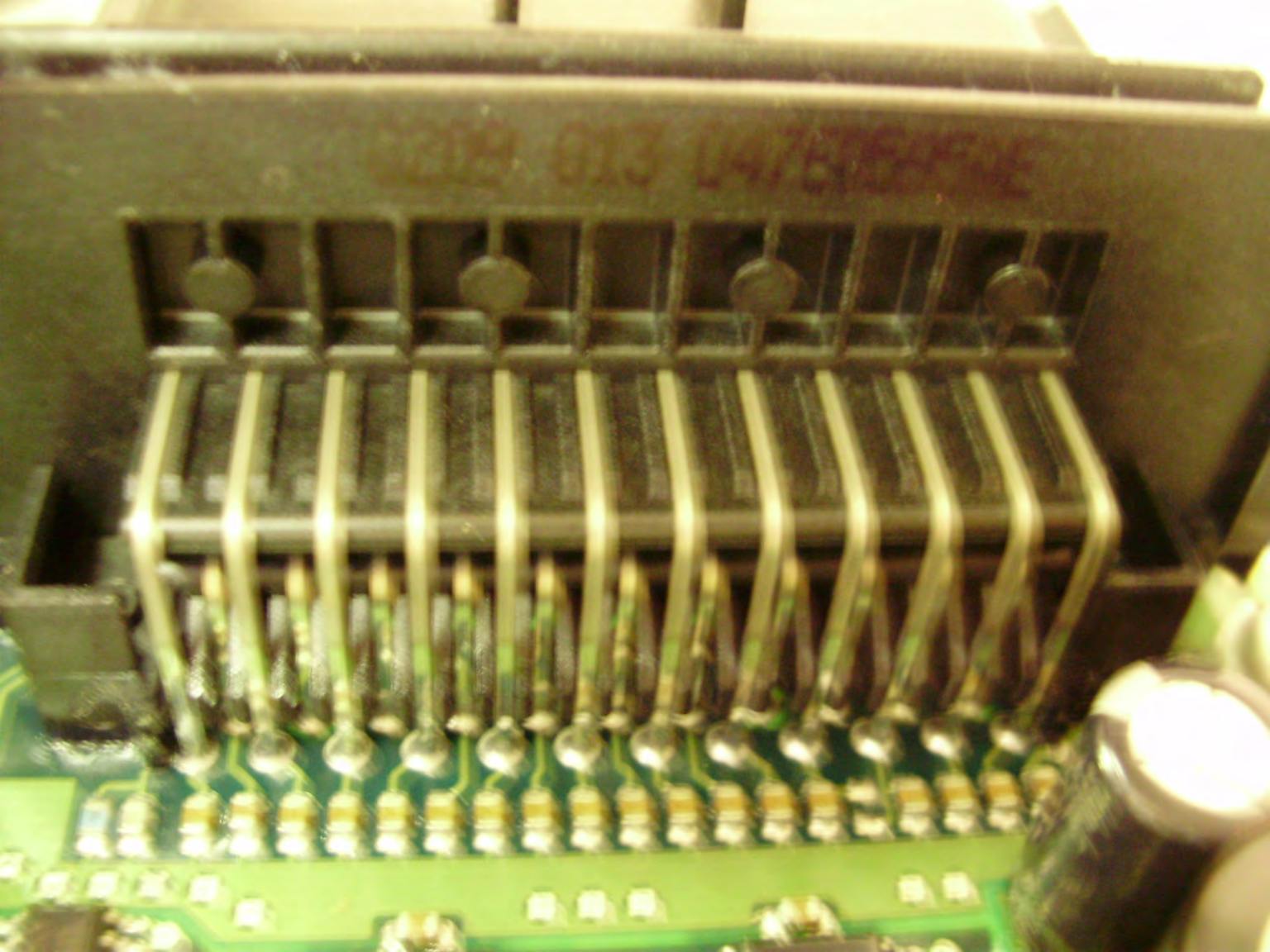


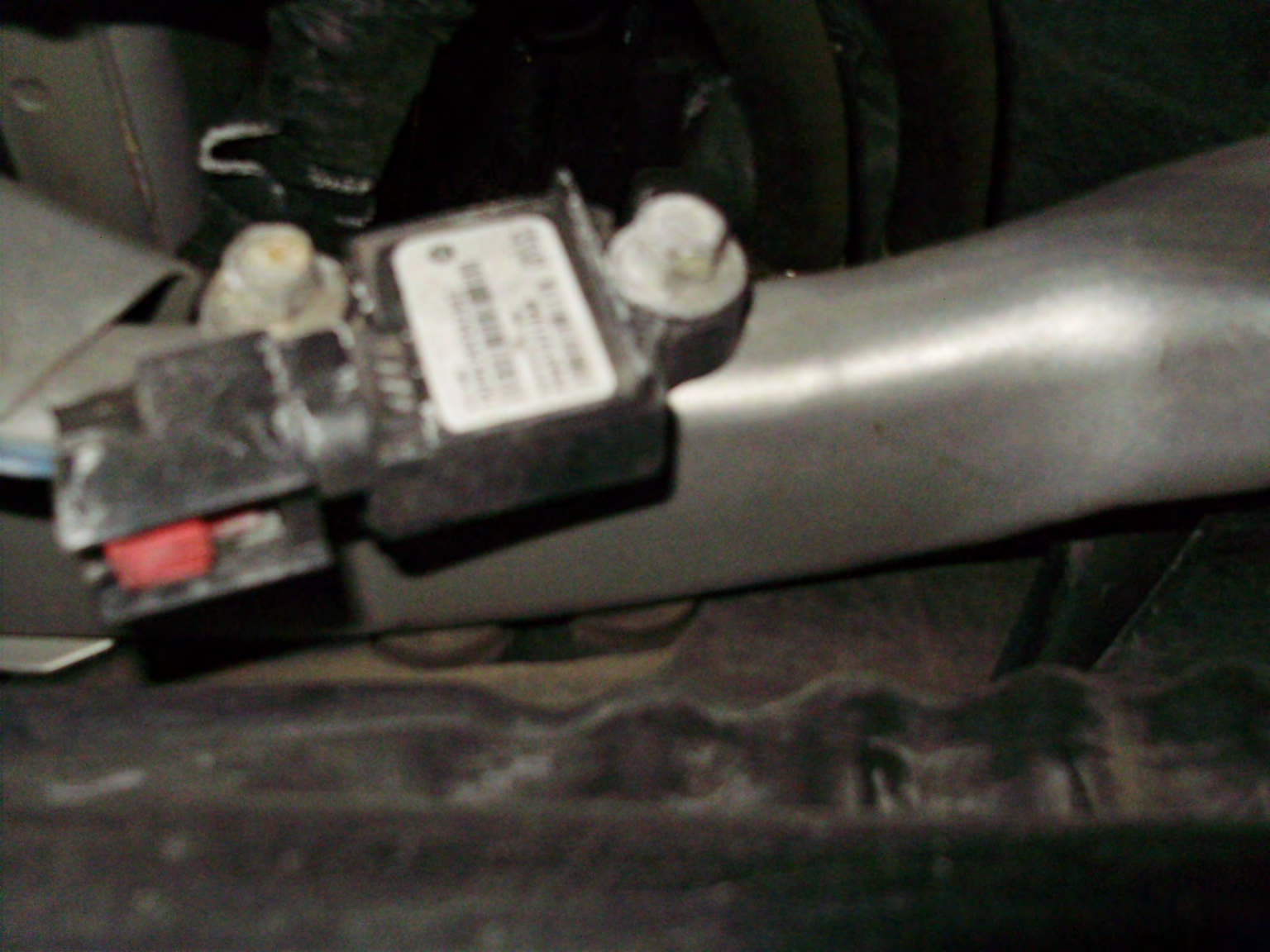
151047-2
SG70482400W
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EE24AU
150734-2
© TRW 1

EE24AS
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© TRW 1

290TUH TRW





EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

17796789

Vin	1J4GL48K0 3W [REDACTED]	Open Date	08/12/2008	Built Date	10/03/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	03/07/2003	Mileage	93,000	Dealer Zone	35 WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	23212	KOVATCH LEHIGHTON JEEP			
Dealer Address	363 NORTH FIRST STREET				
Dealer City	LEHIGHTON	Dealer State	PA	Dealer Zip	18235
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WHITE HAVEN PA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Tier Three Support Referral.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	
Product - Unknown - Unknown - Accident - Default	

Purchased New or Used? used
 If Used, date purchased? 11/18/04 Mileage? 21,780
 From whom did customer purchase used vehicle?
 CDJ dealer
 COIN Updated & CAIR reassigned to 82S
 Contact: M [REDACTED]
 Telephone [REDACTED]
 Telephone #2 [REDACTED]
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Daughter s Residence [REDACTED]
 [REDACTED] White Haven, PA, [REDACTED]
 LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
 What happened?: Customer states the air bags deployed while his wife was driving the vehicle.
 Customer called in stating that some one was supposed to call him this morning, but no one did. Agent transferred the call to t3 as the case is being handled by T3.
 Customer calling in seeking update on file. Agent consulted with TCC17. Agent advised customer that the file was still being reviewed and that they would be contacted once additional information is reviewed.
 _8.13.2008 incident occurred on 8.12.2008. His was injured and was

hospitalized.

Vehicle is now located

MOTORWORLD CHRYSLER INC CJ

150 MOTORWORLD DR WILKES BARRE PA 18702 570-829-3500

Forwarded to 82t mrp

8/14/08 Assigned to tk27/mjm169

CAIR NUMBER 17796789 REQUEST EAA INSPECTION 08-14-2008 11:37

CAIR NUMBER 17796789 E-MAIL SENT TO EAA 08-14-2008 11:37

CCRG Open Date: 08/13/2008 16:40:42

Letter Sent: Acknowledgement 08/15/2008 08:39:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/20/08 AT 16:38:22 17796789

Letter Sent: Denial 08/26/2008

Letter Sent: Offer 09/09/2008

-17796789

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
10-02

GVWR
2541 KG(0)

GAWR FRONT
1248 KG(2750 LB)

WITH TIRES
P215/75R16

RIMS AT
16X7

COLD
227 K

GAWR REAR

WITH TIRES

RIMS AT
16X7

COLD
227 K

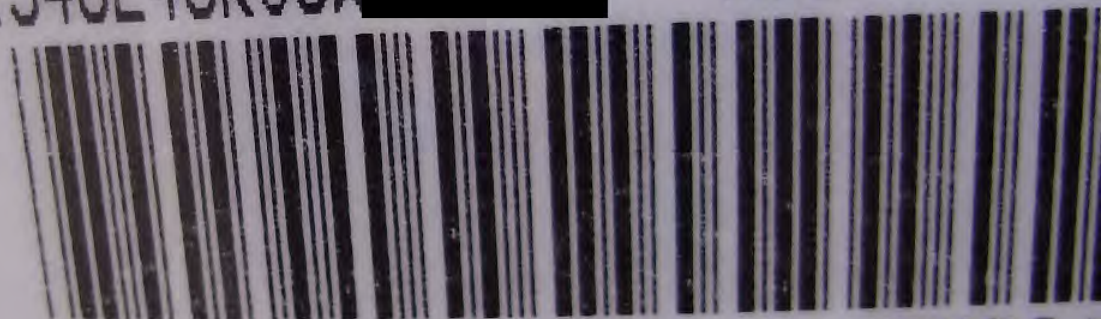
GAWK REAR

1429 KG(3150 LB) R215/75R16

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

VIN: 1J4GL48K03W

TYPE:



MDH: 100306 776AB PNT:PS2

VEHICLE M



STRAUB
CHRYSLER JEEP
Jeep
4x4

Jeep
LIBERTY

3.7L



STRAUB
CHRYSLER • JEEP
Jeep
4x4



3910











Jeep

SRS AIRBAG



TD151

8-5-78

VE-10













REIDA #115







MPH km/h

TYPE 35

096866

C

AIR
BAG





AIR
BAG

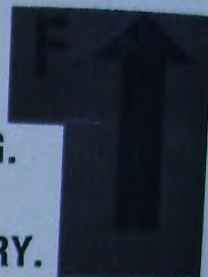


ON
DEL
OFF



CHRYSLER P/N 656010501AN
CHRYSLER SN 1TSHE26820799
WARNING: REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.
307542C

CHRYSLER P/N P56010501AH



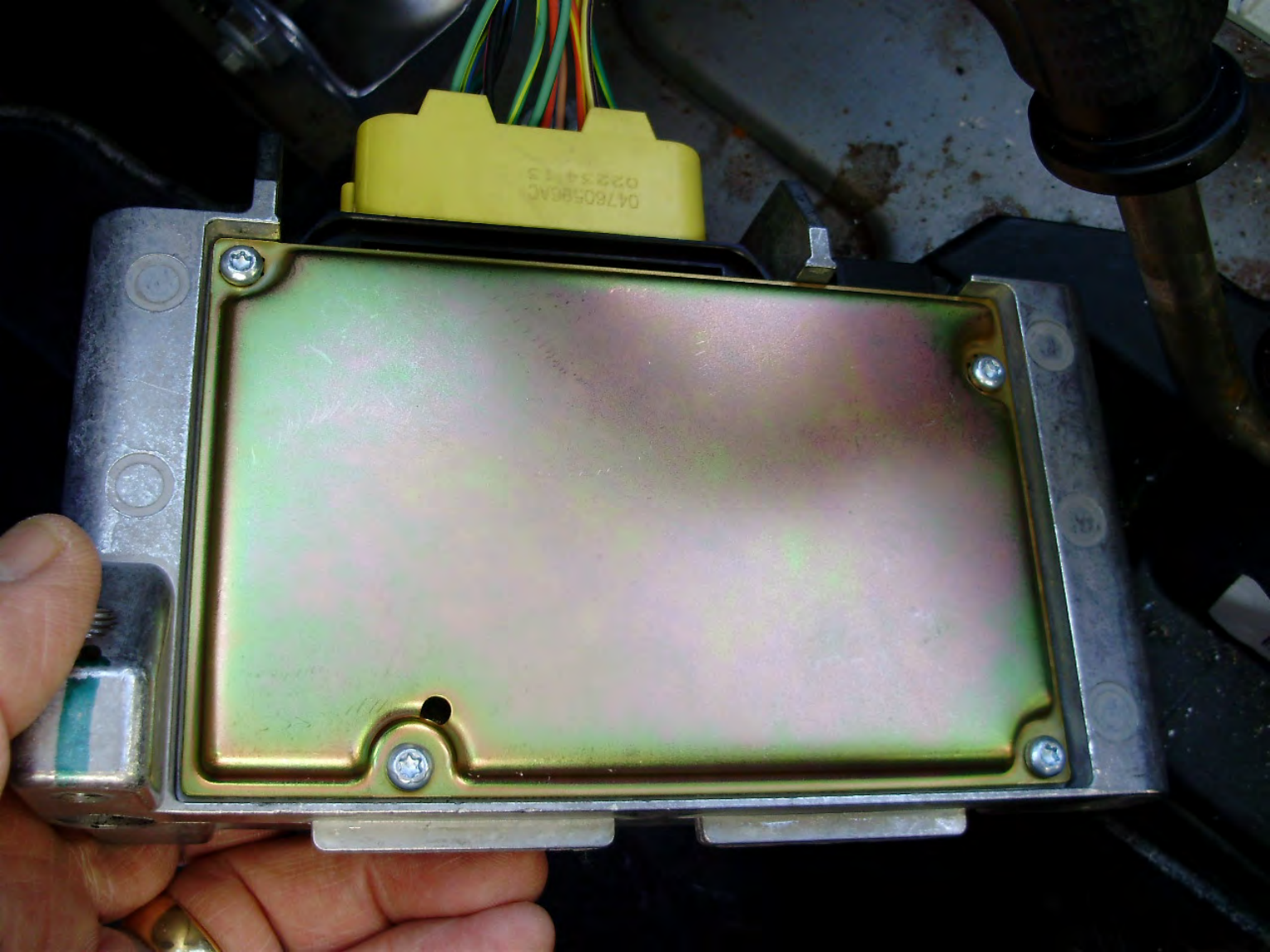
**WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY.**

CHRYSLER S/N TSFME2682E0759

SUPPLIER CODE



39754C







PUROLATOR / P35414



ON • OFF

CRUISE

SET

RES

C



TD131





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

PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 98

Page back to exit

Powertrain Control Module Info

2003 KJ 3.7L V6 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#: 56044623AE

Homologation ID: FBKABB

CARB OBD II Vehicle

SELECT RESTRAINT SYSTEM

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

NO RESPONSE from RSA

Please make certain of the following items:

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

Unable to ID Module for
RSA

press any key to continue





Unable to ID Module for
ORC

press any key to continue

12X





















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

SYS

MAIN

-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 102

Page back to exit

4671168E
72472M
Mitsumi



-- BCM DTCs --

NO DTCs DETECTED

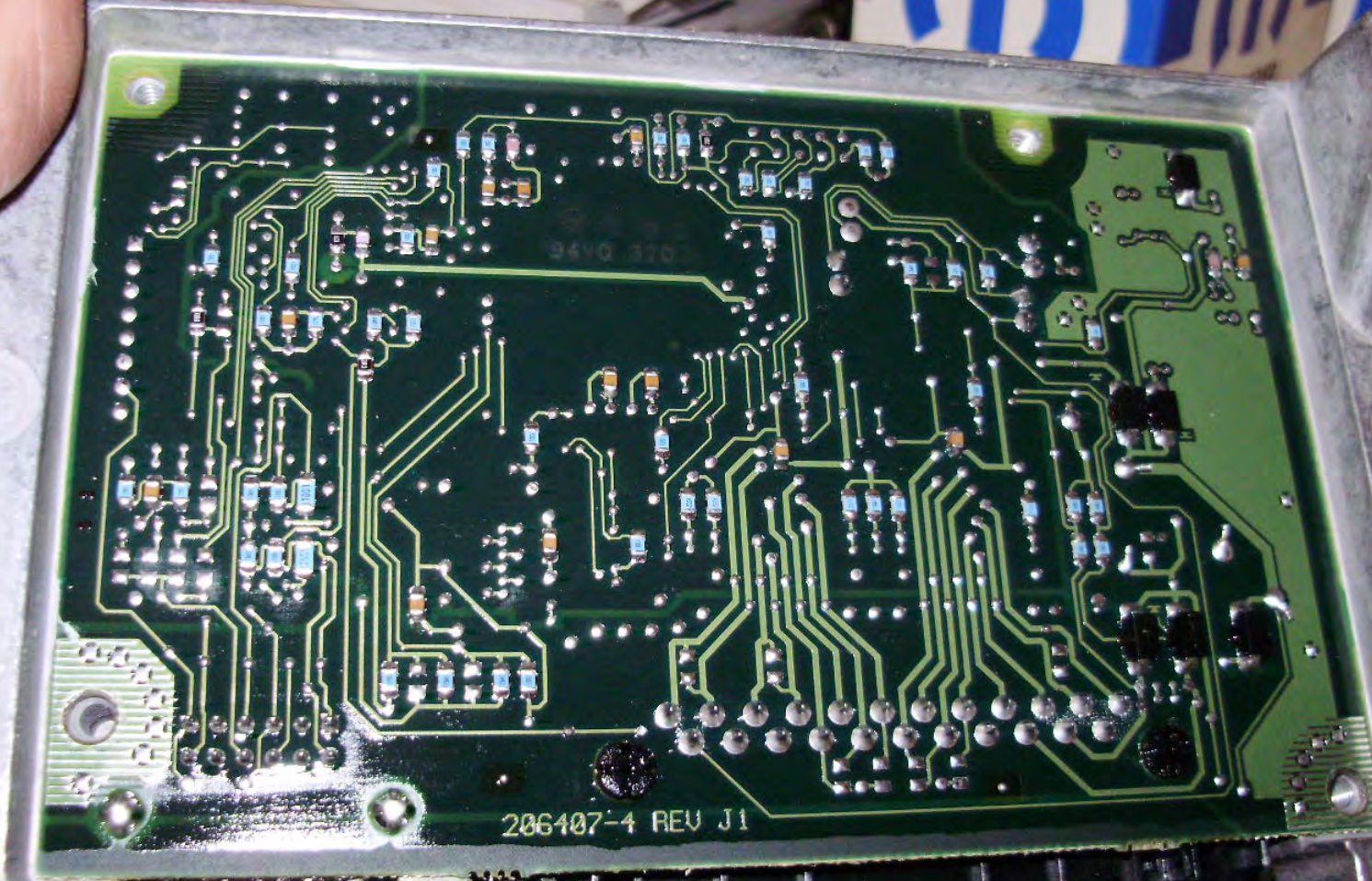
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206407-4 REV J1

9410 370



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 TSFME2682E0759



SUPPLIER CODE

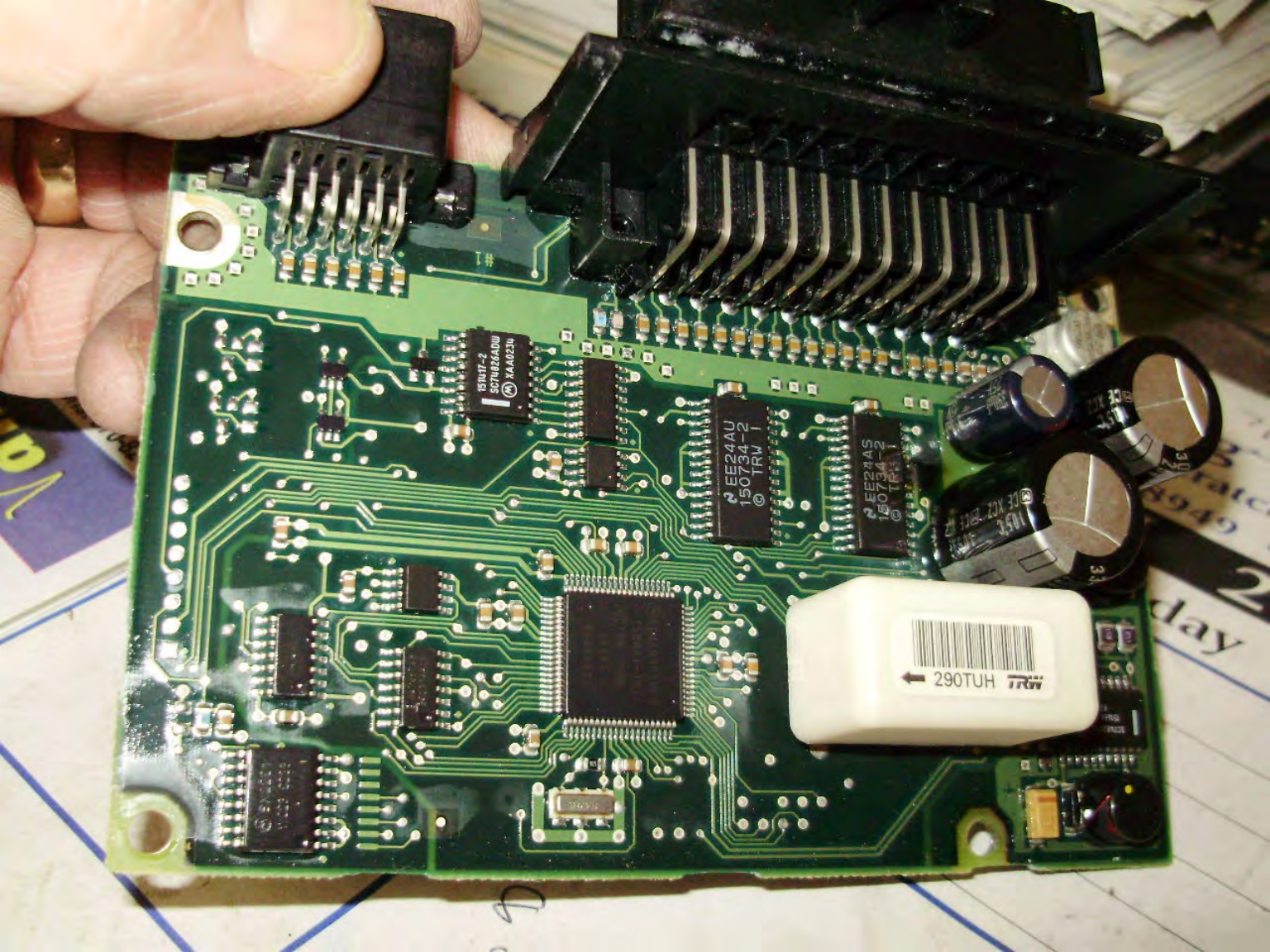
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Thursday
2008
Dent Wizard
www.dentwizard.co
Thursday

HOME P
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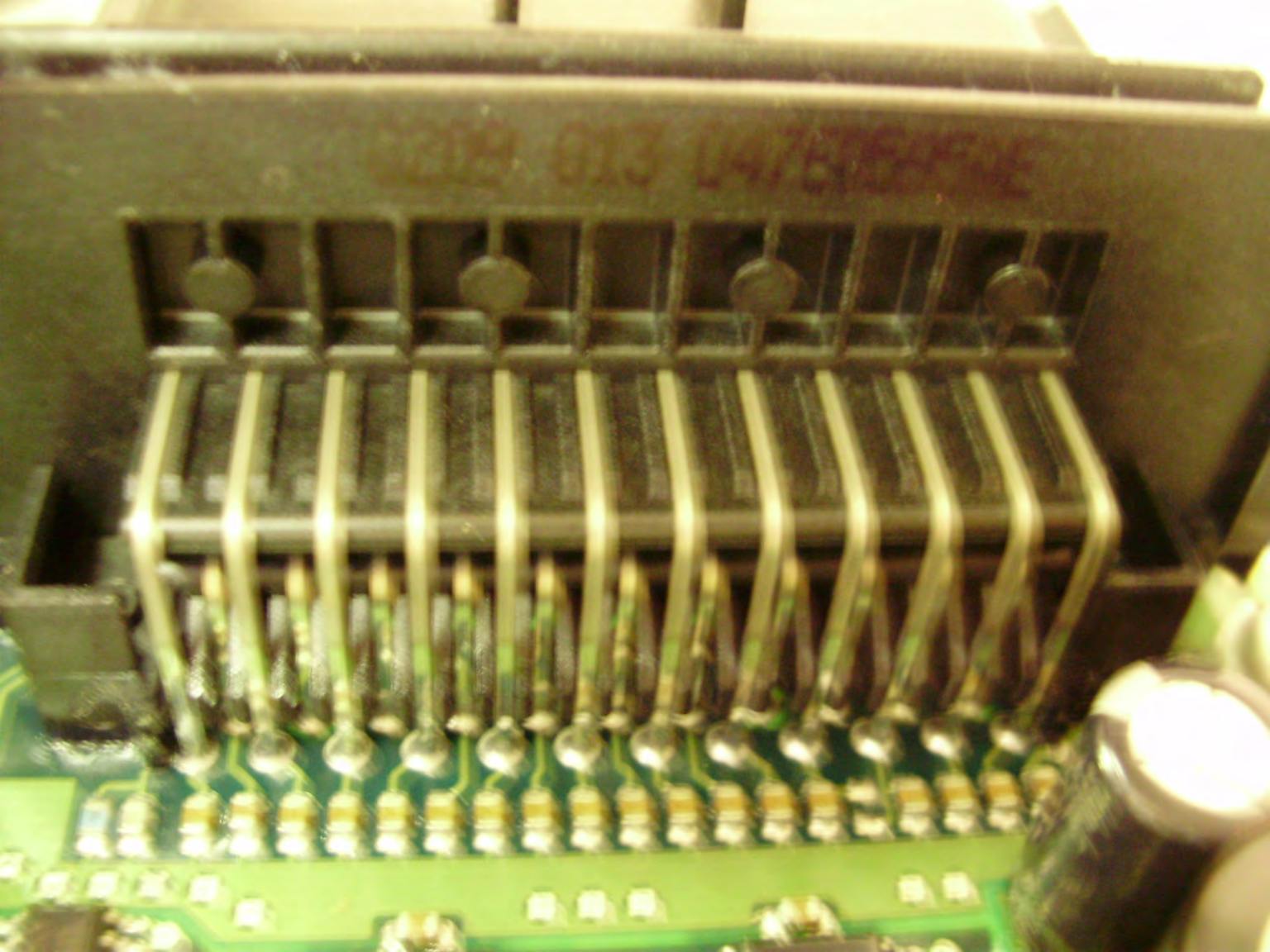
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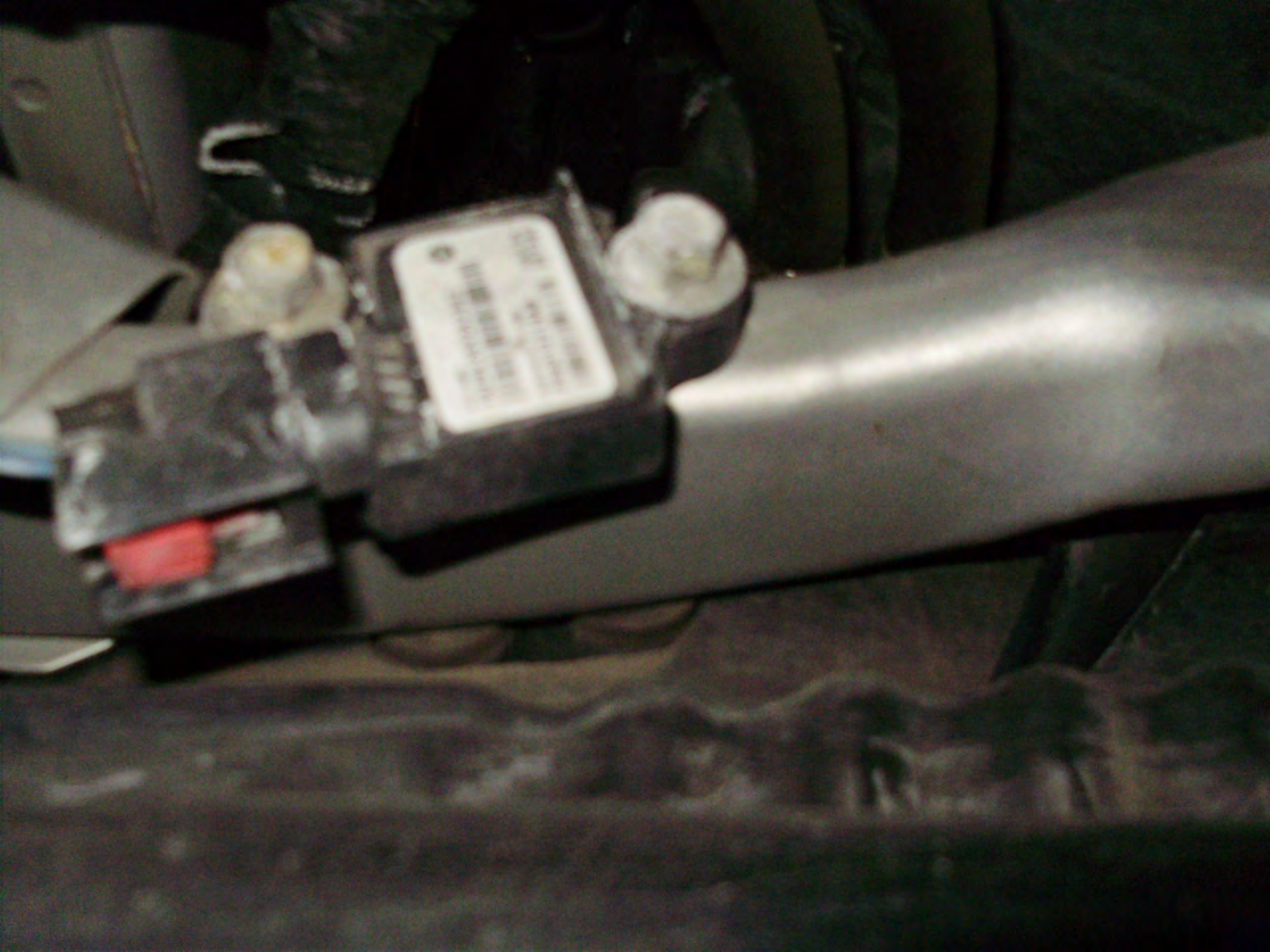
EE24AU
150734-2
© TRW 1

EE24AS
150734-2
© TRW 1

290TUH TRW

day 2





EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

21315678

Vin	1J4GL48K6	3W	[REDACTED]	Open Date	09/06/2011	Built Date	03/06/2003
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR			
In Service Dt	03/13/2003	Mileage	125,000	Dealer Zone	35	WASHINGTON	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EKG	ENGINE - 3.7L POWER TECH V6					
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE					

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	COOLVILLE OH	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer states driver's air bag deployed when wife was driving.
Product - Unknown - Unknown - Accident - Default	Injury - no accident.
Dealer - By-Pass - Default - Default - Default	

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

2. What happened? Mr. [REDACTED] called to advise Jeep that the driver s air bag deployed while his wife was driving. Customer states his wife did not hit a bump or anything and they are both afraid to drive it now. Customer states his wife s chest and arm were cut by the air bag.

3. What is the current location of the vehicle? at customer s home. COIN is correct.

[REDACTED]
 COOLVILLE , OH

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Reassigned to 88S.

09.07.11

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

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]
 COOLVILLE OH

Per OGC Matrix, reassigned to 82T. MG17

9/7/11 ASSIGNED TO LSE6.PAG45

CAIR NUMBER 21315678 REQUEST EAA INSPECTION 09-07-2011 15:11

CAIR NUMBER 21315678 E-MAIL SENT TO EAA 09-07-2011 15:11

CCRG Open Date: 09/07/2011 07:51:20

Letter Sent: Acknowledgement 09/08/2011 08:58:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/19/11 AT 14:07:01 21315678

Briefly summarize what the customer is expecting: Dealer is contacting Chrysler to see if the customer has been working with Chrysler for his air bags not deploying.

Writer advised dealer that our special investigations department is looking into the matter further.

1J4GL48K63W

MPH km/h

120

TYPED

1289 14

1289 14

AIR
BAG





WMA/MP3/AAC

Pioneer

SAT
RADIO
READY

FM 92.3MHz

CLOCK

SW/←BASS

AUX

DEM-P3000IB

12V

10A





DONLEY

DONLEY CONCRETE CUTTING & DRILLING CO.

ON TO LUNCH

B

Jeep

10 10



Jeep

LIBERTY

10-10

614)



LIBERTY sport

DAKOTA H/T

DEFINITY

DEFINITY

DAKOTA H/T



LIBERTY 4x4

Jeep
4x4

Jeep
LIBERTY

DEFINITY

PACIFICA
H/T



Jeep
4x4

S
Spirax Motion Co.
Bellevue, WA

Jeep[®]
LIBERTY

3.7L





Jeep
LIBERTY

3.7L



Breath By Bre

424-2942

LIBERTY sport

DAKOTA H/T

DEFINITY

DAKOTA H/T

FIRE EXTINGUISHER



834-030



Jeep

MOTOR CO.

Camden-Clark
Memorial Hospital

424-2942

Breath by Breath



WEST VIRGINIA STATE POLICE
10  **10**
EXPIRES IN MONTH AND YEAR INDICATED
0569034

1J40L4BK6D649764



Jeep

LOAD
AFTER
HEALTH



Jeep

ON-OFF
CRUISE
SET

PULL
WIPER
DOWN
WASHER
FLUID

P
R
N
D
R





R

Jeep

SRS
AIRBAG

BIG AIRBAG

Jeep



! 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.

-- BCM DTCs 1 of 1 --

Door Lock Switch
Open or Short to Voltage

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



WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR
IF YOU OR A PASSENGER
IS NOT SEATED AND
THE SEAT BELT IS NOT
PROPERLY FASTENED.
IF YOU ARE NOT SEATED
AND THE SEAT BELT IS
NOT PROPERLY FASTENED,
YOUR RISK OF DEATH OR
SERIOUS INJURY IN A
CRASH IS GREATLY INCREASED.

WARNING - NEVER RELEASE
THE SEAT BELT LATCH
UNTIL YOU HAVE
STOPPED THE VEHICLE
AND COMPLETED
YOUR TRIP.
IF YOU RELEASE THE
LATCH WHILE THE
VEHICLE IS MOVING,
THE SEAT BELT MAY
SLACKEN, WHICH
COULD INCREASE
YOUR RISK OF DEATH
OR SERIOUS INJURY
IN A CRASH.



WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR
IF YOU OR A PASSENGER
IS NOT SEATED AND
THE SEAT BELT IS NOT
PROPERLY FASTENED.
IF YOU ARE NOT SEATED
AND THE SEAT BELT IS
NOT PROPERLY FASTENED,
YOUR RISK OF DEATH OR
SERIOUS INJURY IN A
CRASH IS GREATLY INCREASED.





WARNING
DEATH OR SERIOUS
INJURY CAN OCCUR
* PASSENGER AIRCRAFT OPERATOR MUST BE IN THE COCKPIT
* ALWAYS WEAR YOUR SEATBELT AND DO NOT DRINK
* IT IS ILLEGAL TO DRIVE WHILE UNDER THE INFLUENCE
* ALWAYS USE YOUR SEATBELT AND CHILD RESTRAINTS.





Load ID: 67978 Rack ID: 71 Pos: 6

SPD SEQ: 5177430 3.7L 4X4 LHD

PART NO. (P.)



CA

52088810AF

VIN (3W)



03-06-2003

2:24:05 AM





Part No. 67978
Qty. 1
Part No. 1774303
Qty. 1
Part No. 64978
Qty. 1
10-71





78C0483K02
P52111













ON THE ROAD
TO BETTER
LUNG HEALTH

Breath By Bre



834-0300

T19



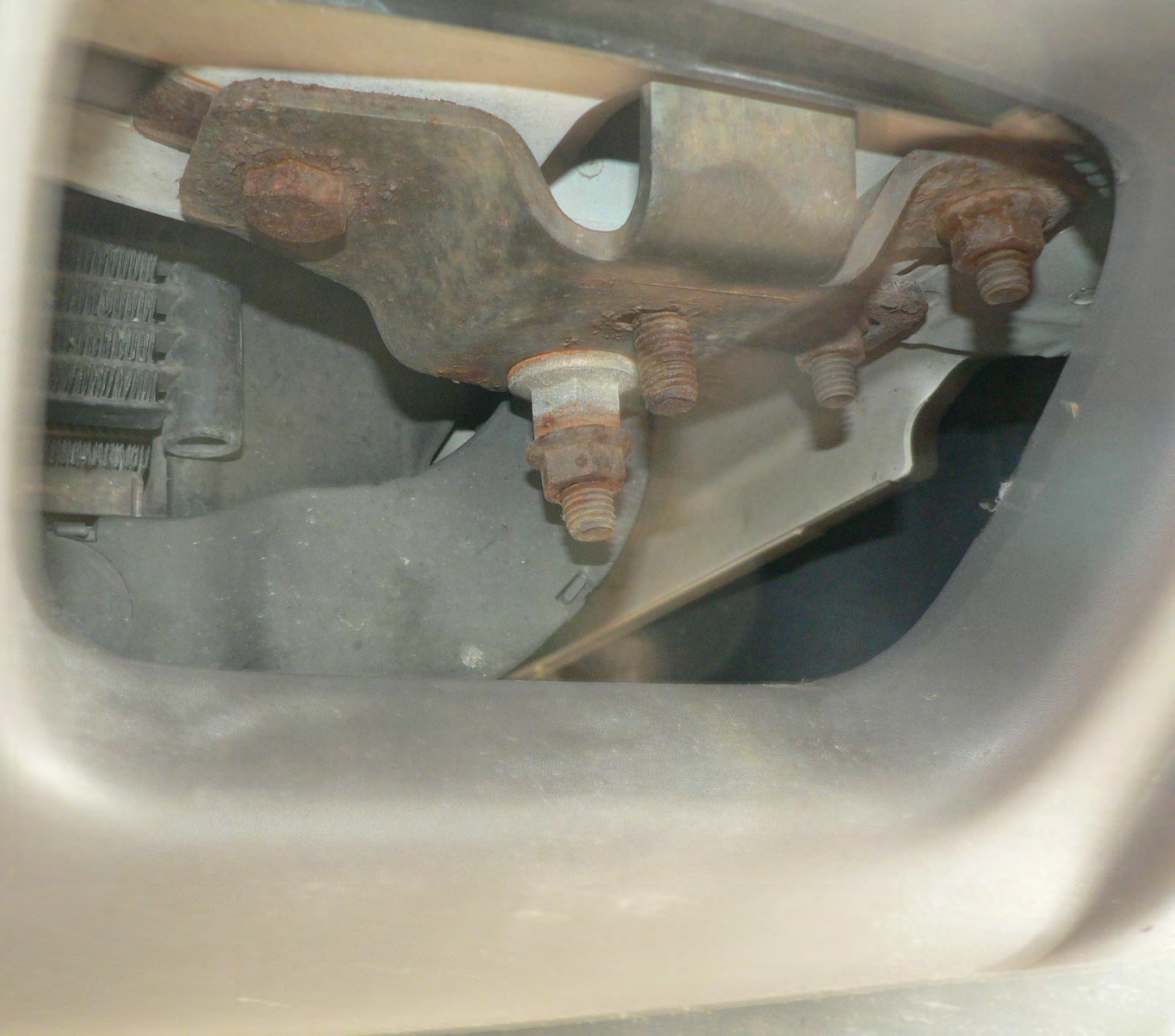












MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR
3-03

GVWR
2541 KG (05600 LB)

GAWR FRONT WITH TIRES
1248 KG (2750 LB) P215/75R16

RIMS AT COLD
16X7 227 KPA (33 PSI)

GAWR REAR WITH TIRES
1429 KG (3150 LB) R215/75R16

RIMS AT COLD
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: 1J4GL48K63W [REDACTED]

TYPE: MPV

SINGLE X DUAL



MDH: 030602 978AA PNT:PW1

VEHICLE MADE IN U.S.A. TRM:M5DU 4648503



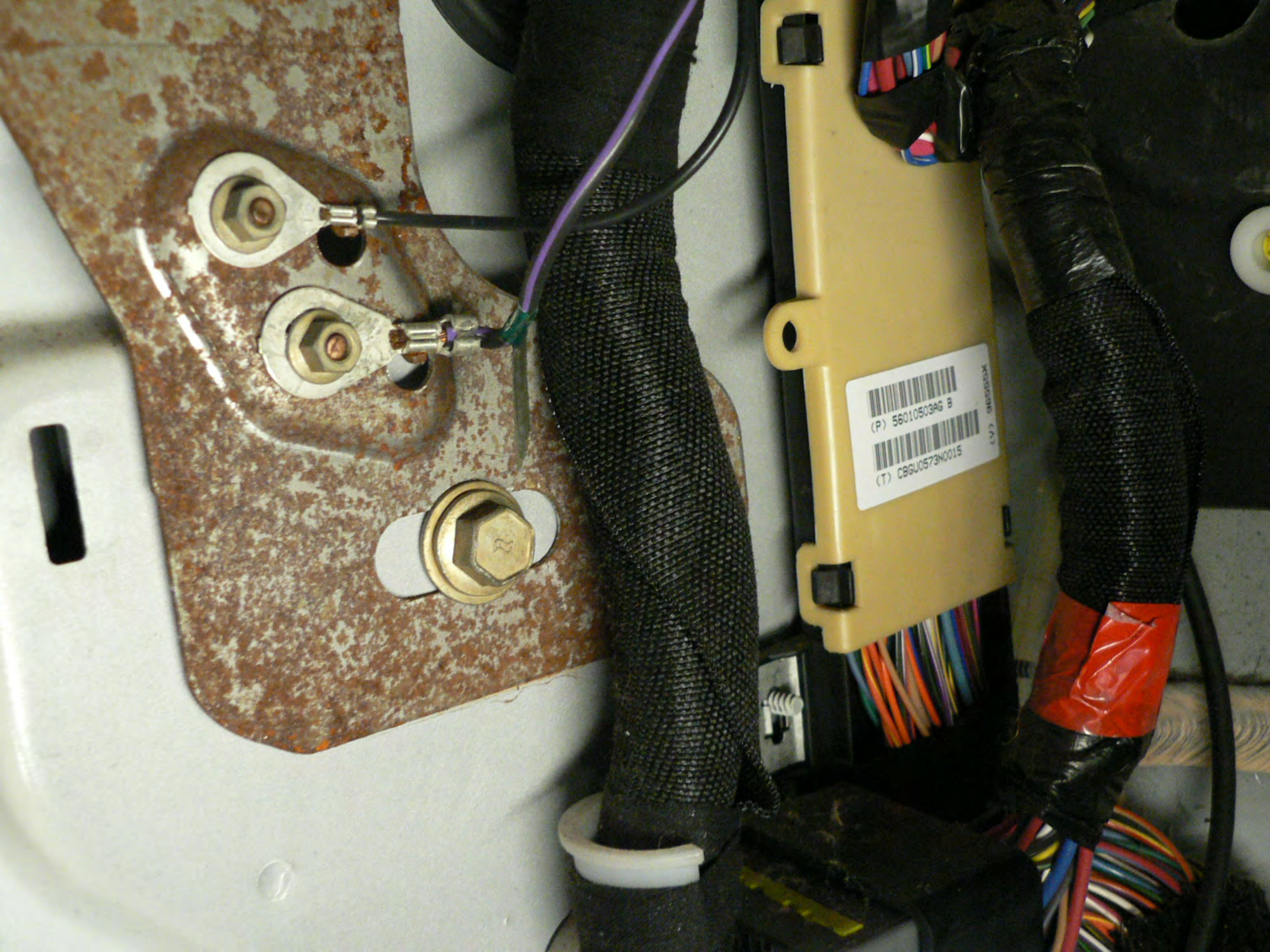


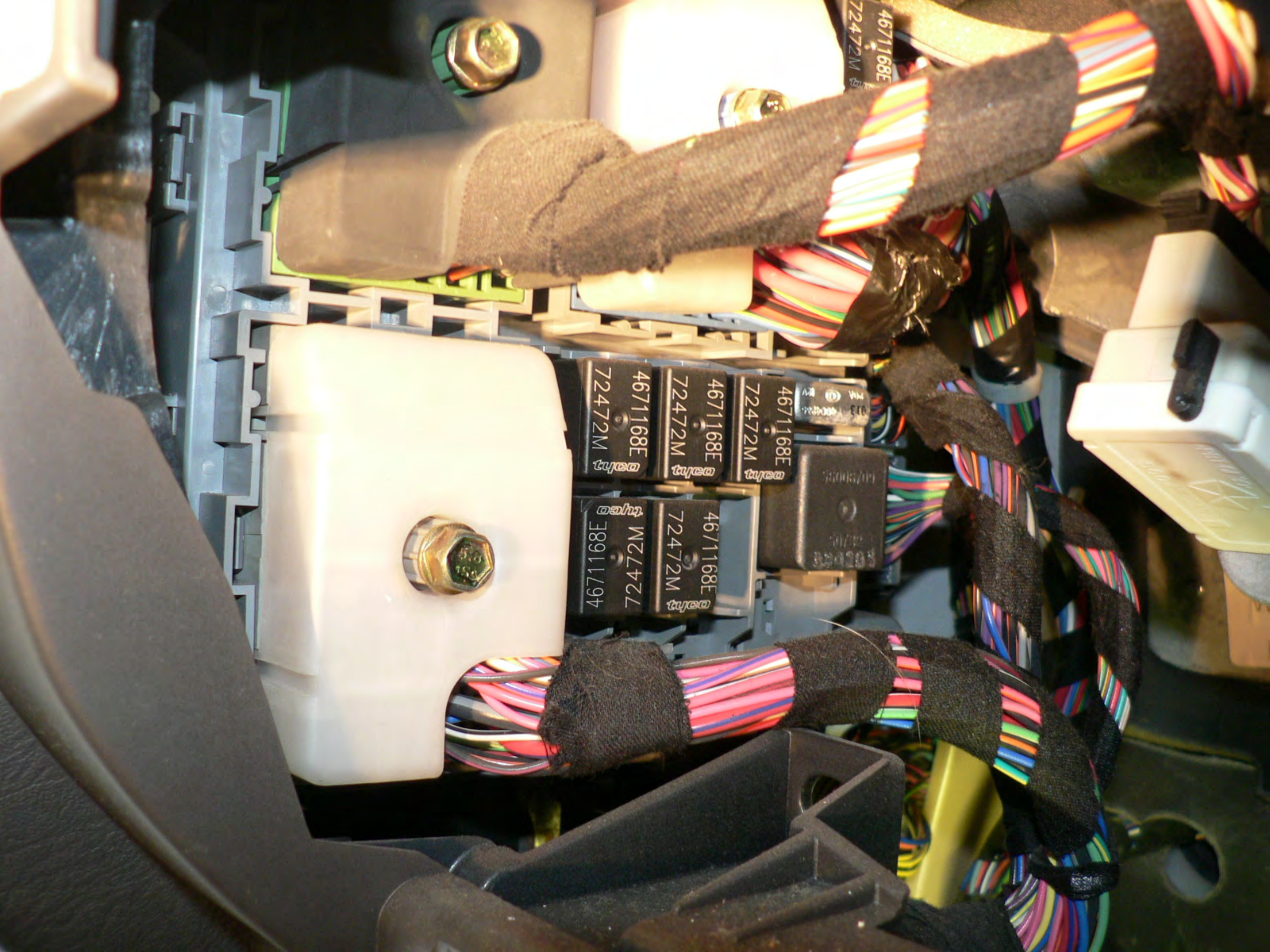


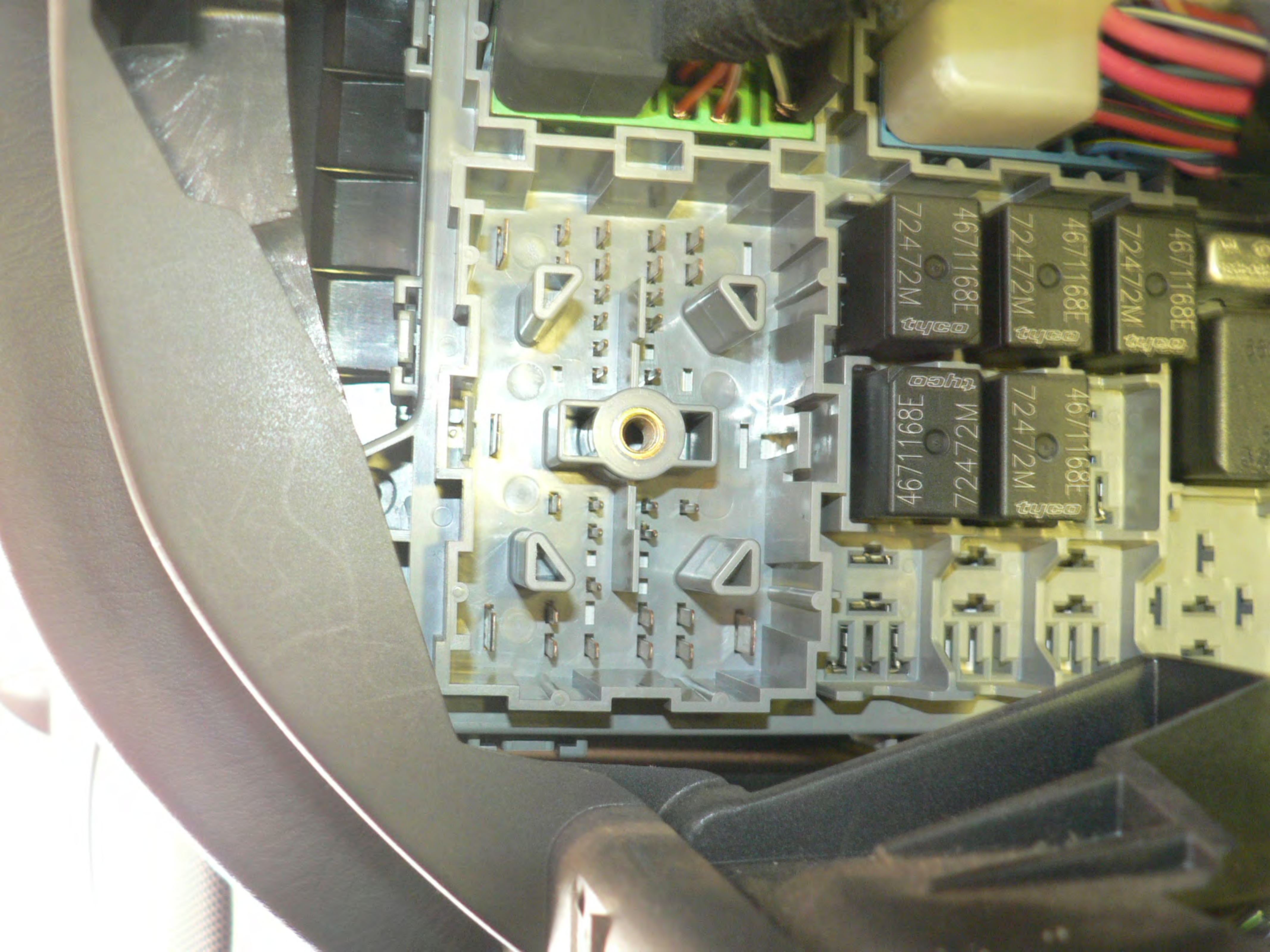
2 POINTS

CAMEL









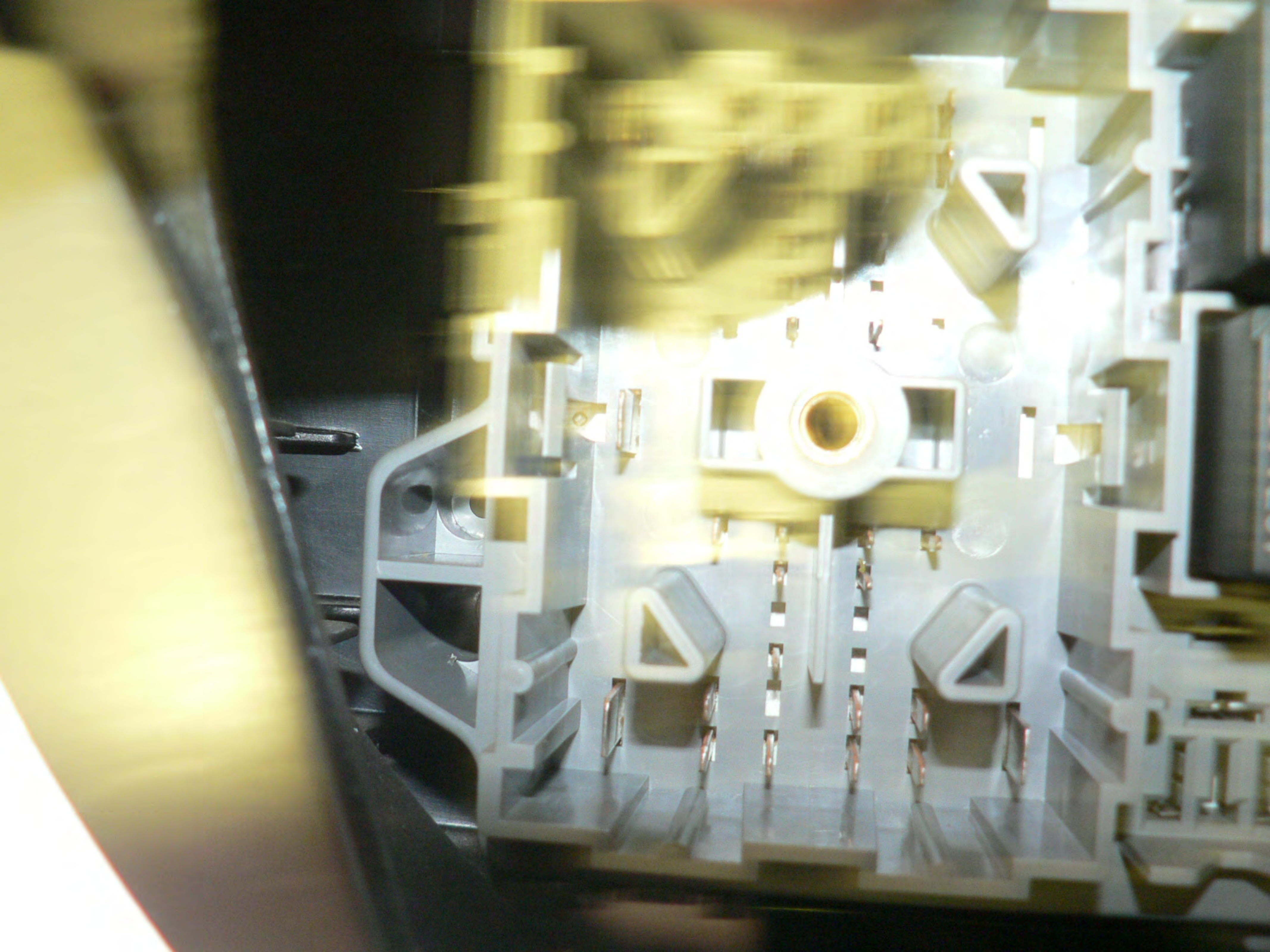
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tyco

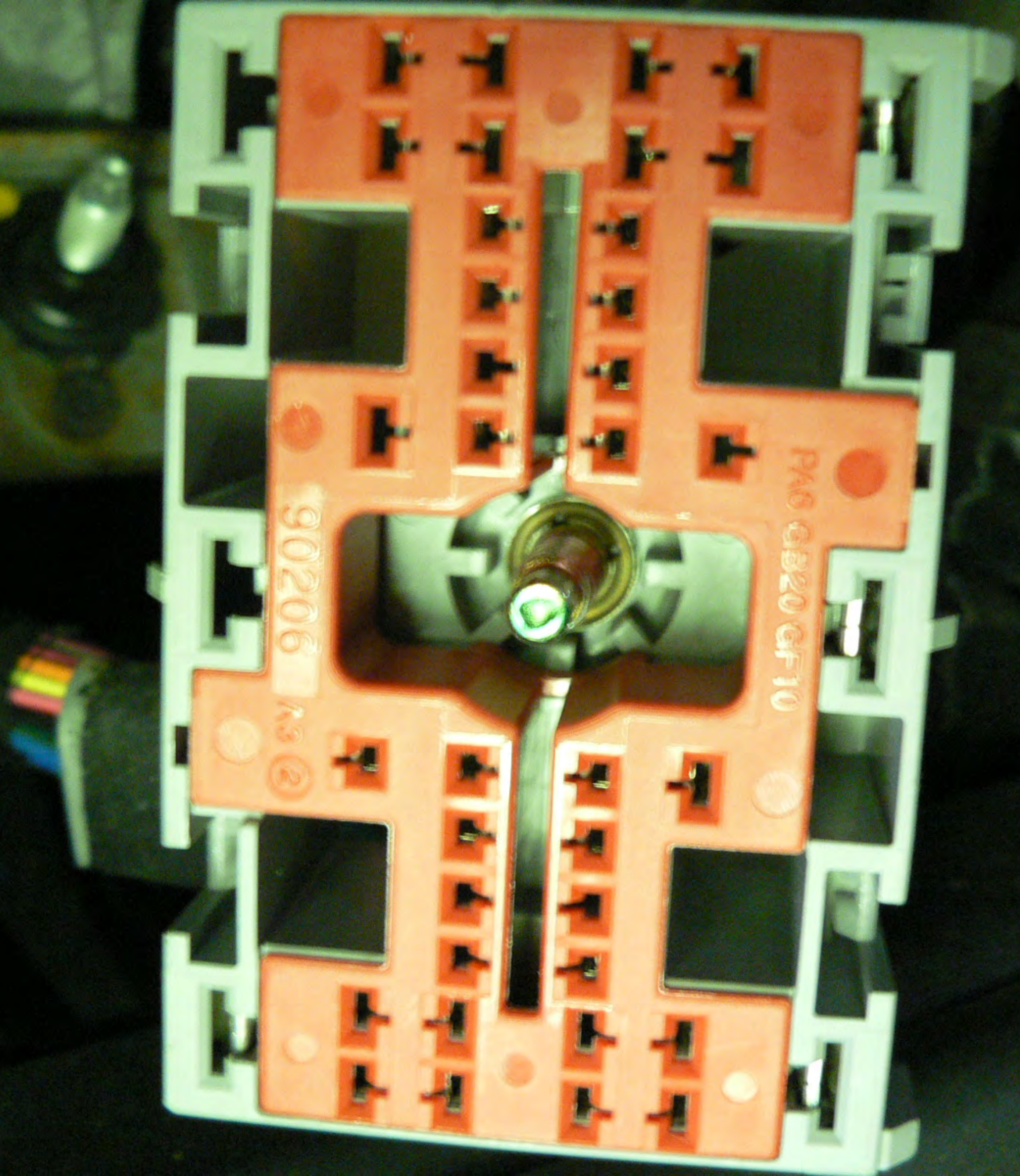
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72472M
tyco

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tyco
W2L42L
38911L9t

4671168E
72472M
tyco





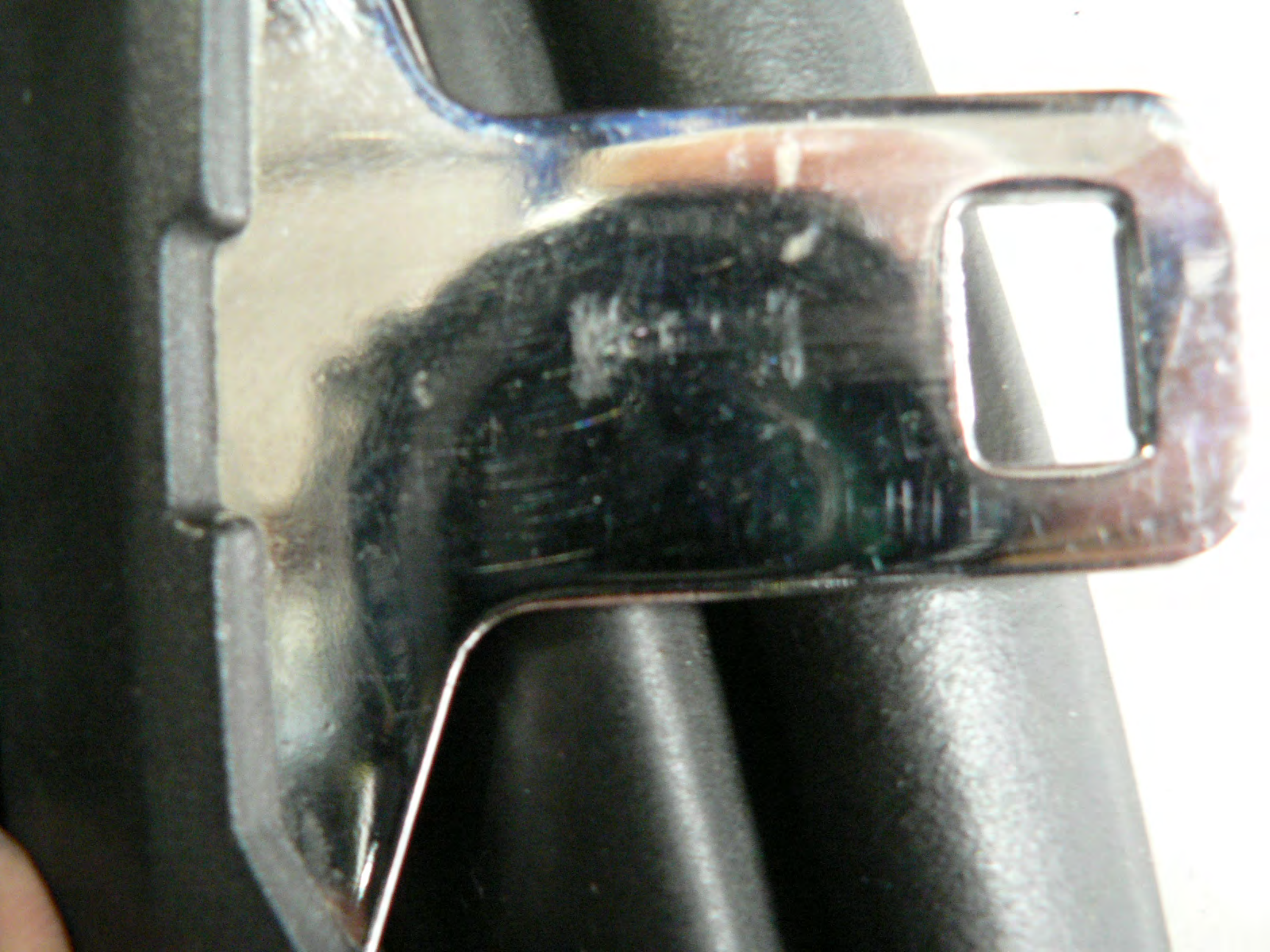
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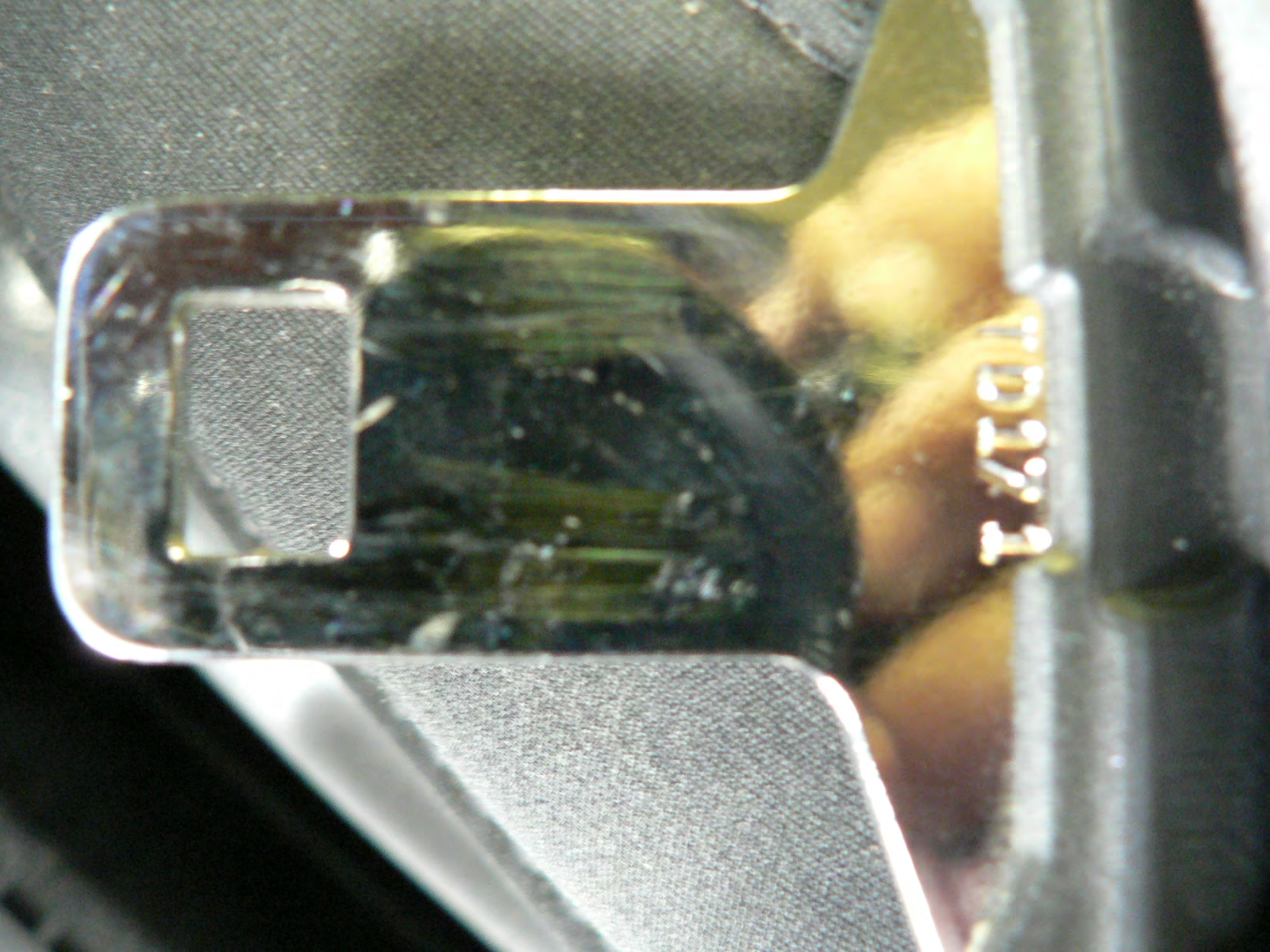
PA6 GB20 GF10

K3 2





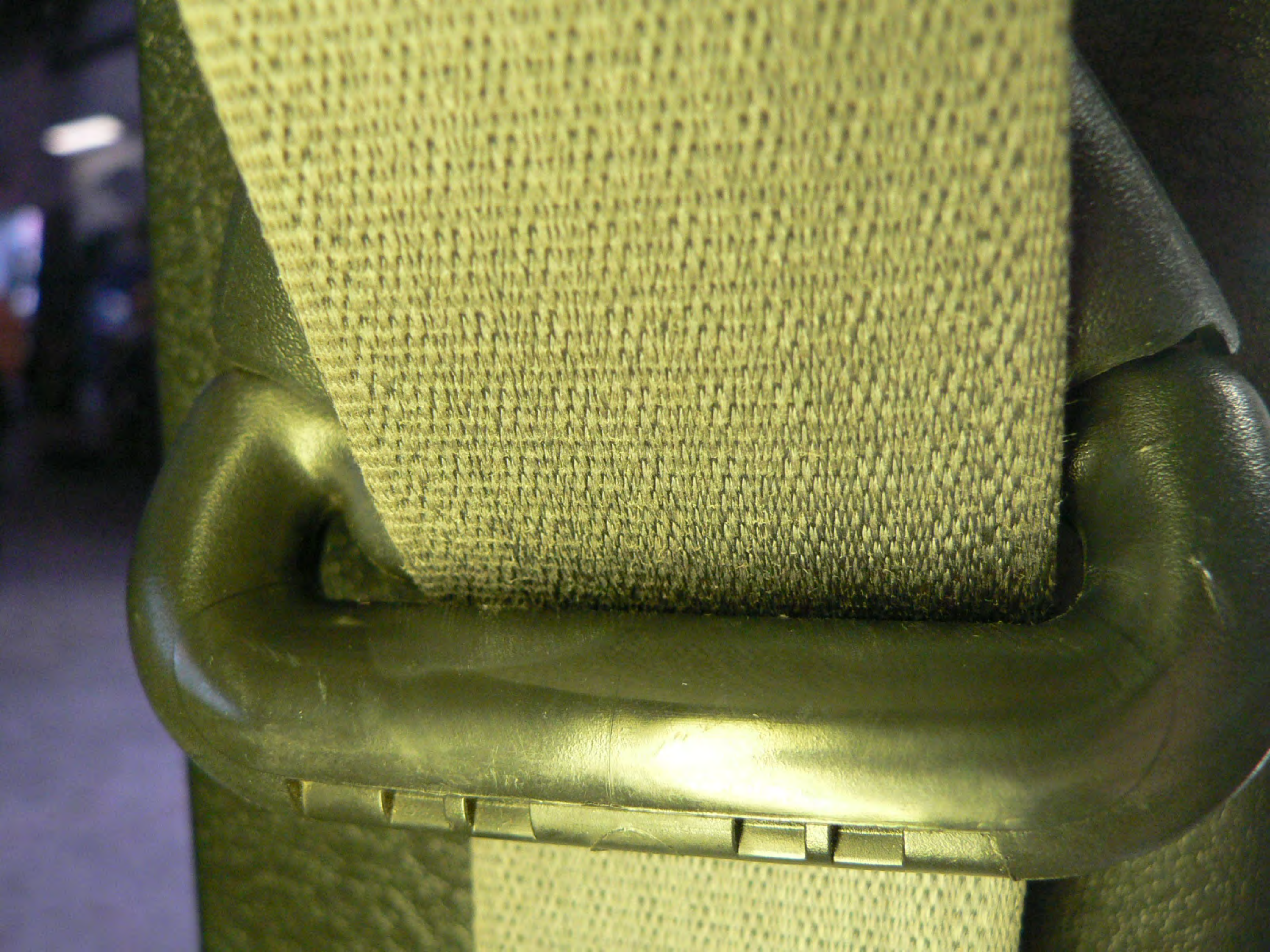




TRITON HAWKZILLA DOT















TD165



TRW 33014254-D (24)







TRW

H01-07

093031R

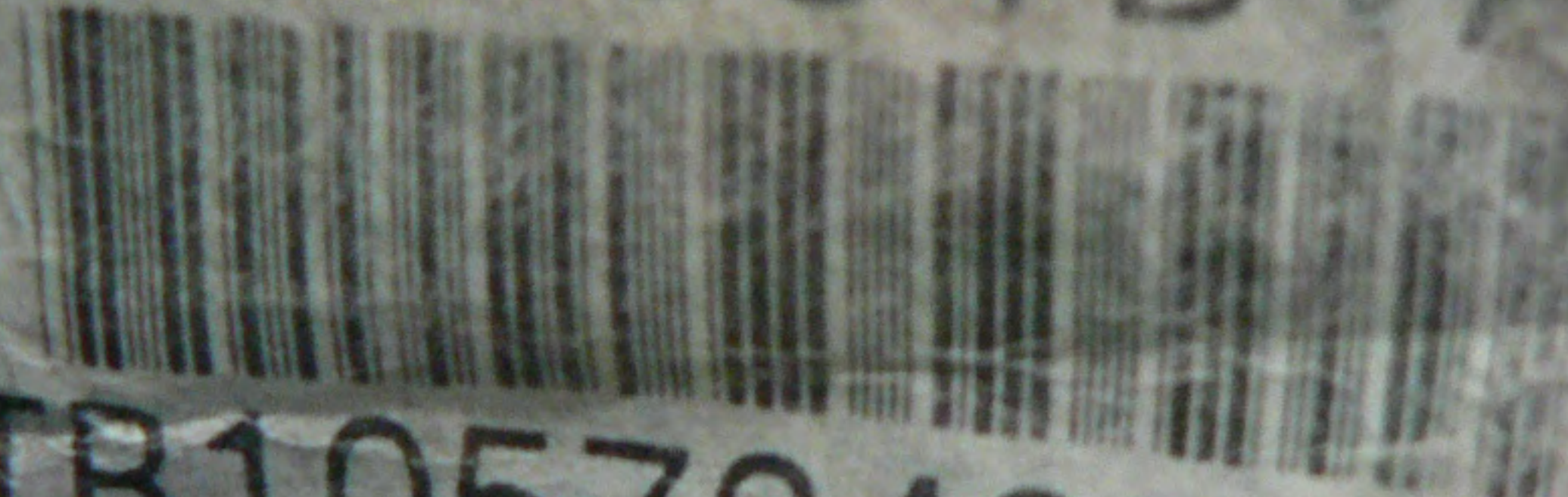
MEETS FMVSS 289

ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



P5HG331DVAAH



TR1057343710

IRW

H01-06

075033R

MEETS FMVSS 2009
ASSEMBLED IN MEXICO

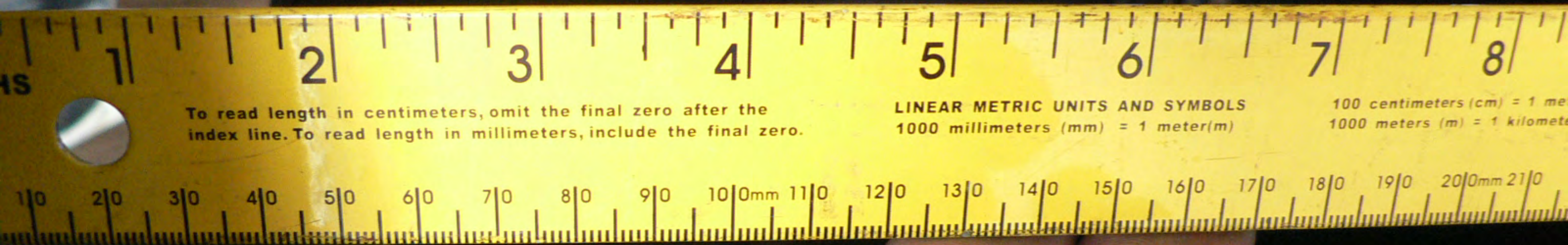
RAMBLER CHRYSLER



P5HG341DVAF



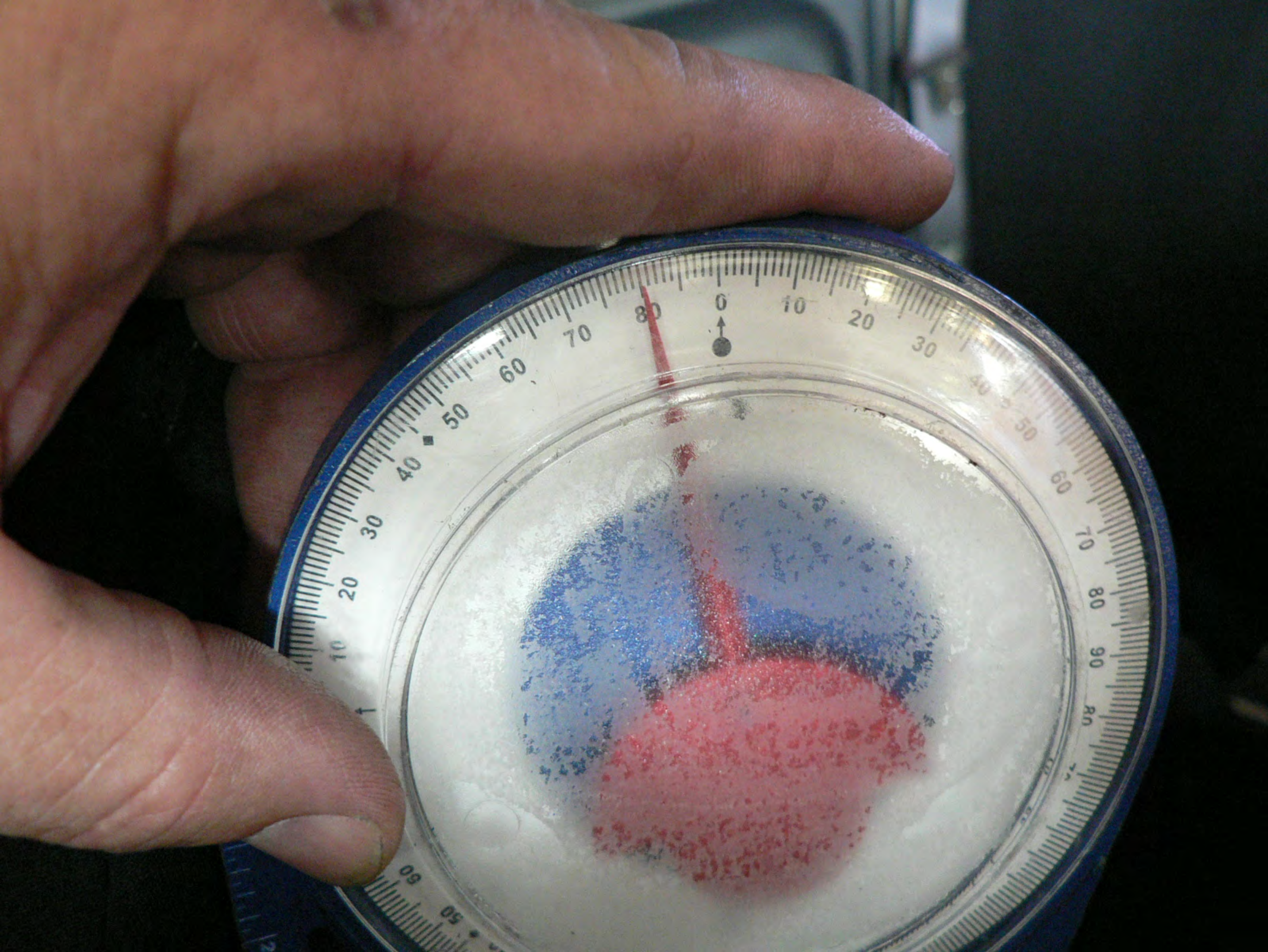
TR2045300909



To read length in centimeters, omit the final zero after the index line. To read length in millimeters, include the final zero.

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

100 centimeters (cm) = 1 meter(m)
1000 meters (m) = 1 kilometer(km)











3 FISKARS 4

5

6

15 16 17 18 19 20 21 22 23 24



Jeep

