

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

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)# **19350435**

VIN	1J4GK48K3	3W [REDACTED]	Open Date	02/26/2010	Built Date	08/24/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	10/18/2002	Mileage	75,000	Dealer Zone	63	DALLAS
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	63509	BERGERON CHRYSLER-JEEP				
Dealer Address	3525 VETERANS MEMORIAL BLVD					
Dealer City	METAIRIE	Dealer State	LA	Dealer Zip	70010	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	METAIRIE LA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Air bag deployed no accident
Product - Unknown - Unknown - Accident - Default	Injury no accident
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? Owners husband, Michael.

Preferred: [REDACTED]

2. What happened? Customer was pulled over to make a phone call and as she was talking the airbag deployed. Force of the airbag deployment caused pain in the shoulders.

3. What is the current location of the vehicle? At customers home address.

03.01.10

Left Message for customer

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

VEHICLE LOCATED AT: RESIDENCE

MS [REDACTED]

METAIRIE LA [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

3.1.10 Assigned to KSS28. MJK

CAIR NUMBER 19350435 REQUEST EAA INSPECTION 03-01-2010 12:09

CAIR NUMBER 19350435 E-MAIL SENT TO EAA 03-01-2010 12:10

CCRG Open Date: 03/01/2010 12:02:46

Letter Sent: Acknowledgement 03/02/2010 08:57:18

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/10 AT 13:42:00 19350435

CCRG Close Date: 05/13/2010

March 30, 2010

VIA E-MAIL (rlg92@chrysler.com)

Raj

Chrysler Legal Department

RE: [REDACTED]

DOL: 2/22/2010

Ref #: 1210318

Our file no: 3763-001

Dear Raj:

This is to confirm that we serve as counsel to Mrs. [REDACTED] and her family and we are representing them regarding the incident involving the deployment of the air bag. We are in the process of collecting information and we are hopeful that we can forward a plan for a resolution of this matter promptly.

If you do not here from me within the next week please give me another call.

Sincerely,



Patricia S. LeBlanc

PSL/gle

cc: [REDACTED]

1J4GK48K33W

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 8-02

GVWR 2427 KG(05350 LB)

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

RIMS AT 16X7

COLD 227 KPA(33 PSI)

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

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: 1J4GK48K33W

TYPE:

MPV

SINGLE X DUAL



MDH: 082406 776AB PNT:PX8

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



5
6
7

40 30 20 10 0
80 100 120 140 160 180 200
70 80 90 100 110 120

MPH km/h

TYPE 35

071593

C




BRAKE

TRANS
TEMP



TYPE 35

071593

AIR
BAG





5

6

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40

50

60

70

80

30

20

10

MPH km/h

90

100

110

120

TYPE 35

071593



TRANS
TEMP



AIR BAG







115
118 116

Jeep



115

04 10

Jeep

LIBERTY

BRIDGESTONE





ADS

Jeep





VOLVO

Jeep

3.7L





VOLVO

3.7L

P



DODGE
FIVE YEAR
WARRANTY

SYS CO

LIBERTY sport



115
115-115

Jeep

LIBERTY sport



Banquet CRA

3170N PANN

3655236212000
F8135338
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12V 80AH 200A CCA
SELECT 80
NAPA
MAINTENANCE FREE
RESERVE 5 YEAR / 50,000 MILE WARRANTY
3655236212000
F8135338
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1010024



POLY-TECH
5.7L V6

Jeep

CAUTION

504 430-1350 Call

DaimlerChrysler Corporation
IMPORTANT VEHICLE INFORMATION

THIS VEHICLE CONFORMS TO BIN 9 OF THE U.S. EPA INTERIM NON-TIER 2 REGULATIONS APPLICABLE TO 2003 MODEL YEAR NEW LIGHT-DUTY TRUCKS AND QUALIFIES AS LEV UNDER NLEV REGULATIONS AND ULEV 1 UNDER CALIFORNIA CLEANEST VEHICLE REGULATIONS. VEHICLE CONFORMS TO U.S. EPA REGULATIONS APPLICABLE TO 2003 MODEL YEAR NEW LEV LIGHT-DUTY TRUCKS, CLEAN FUEL FLEET VEHICLE REGULATIONS. CERTIFICATION GASOLINE FUEL PER 86.113-94(a). SFTP COMPLIANT.

- * 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.

2HO2S(2), OBDII
CERTIFIED, SFI, TWC, 2WUOC

SPARK PLUGS ZFR6F-11G
0.040 in. GAP

3.7 LITER

NO ADJUSTMENTS
NEEDED

3CRXT03.72Z0
3CRXRO155GCH

CATALYST

52128776AB

PK22G37E









SEE OIL
SEE OWNERS

BANDEN

SERIAL 693AG
AMPERES 60-65

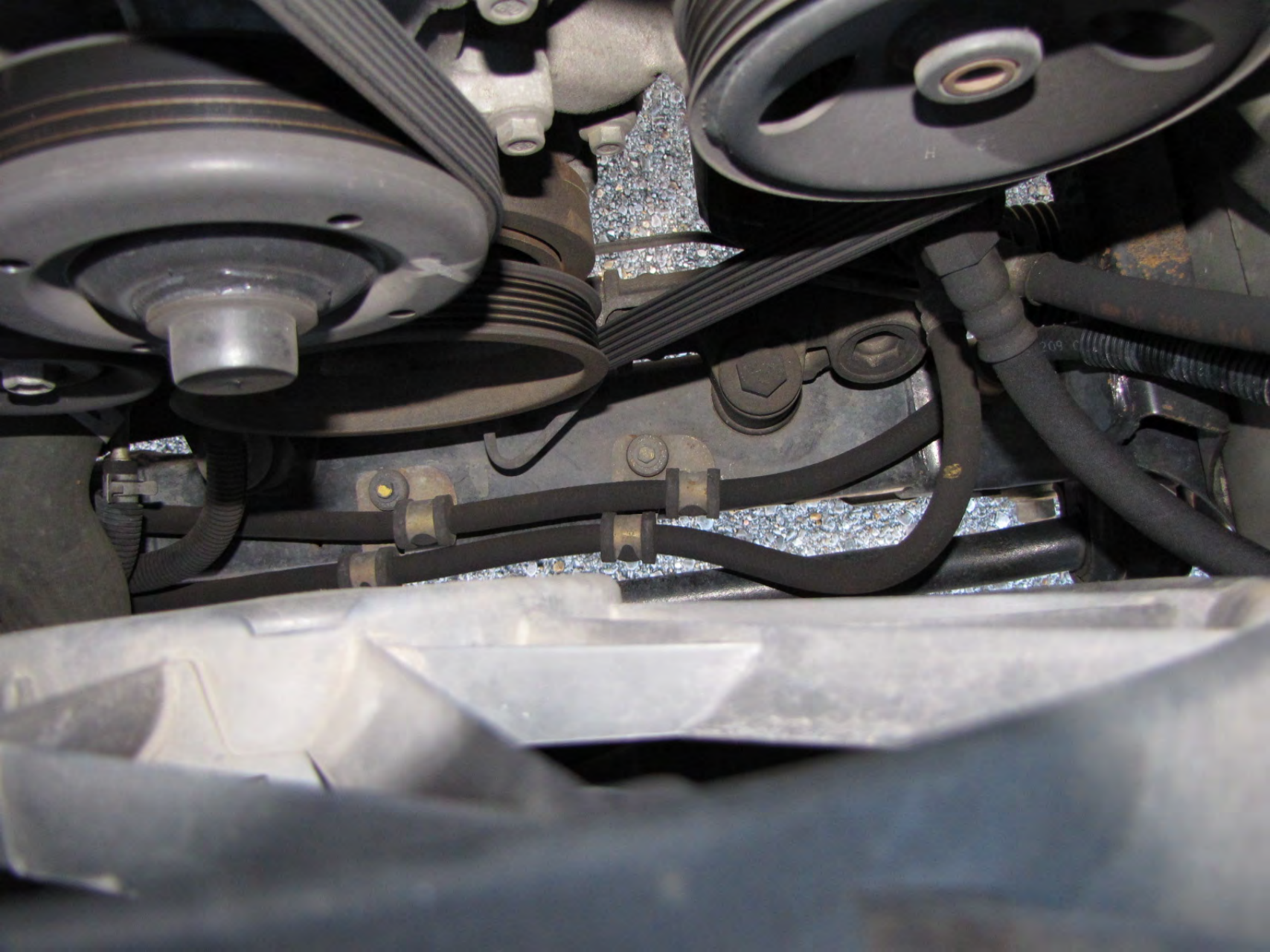
CAUTION FAN

DaimlerChrysler Corporation

DRIVABLE VEHICLE INFORMATION



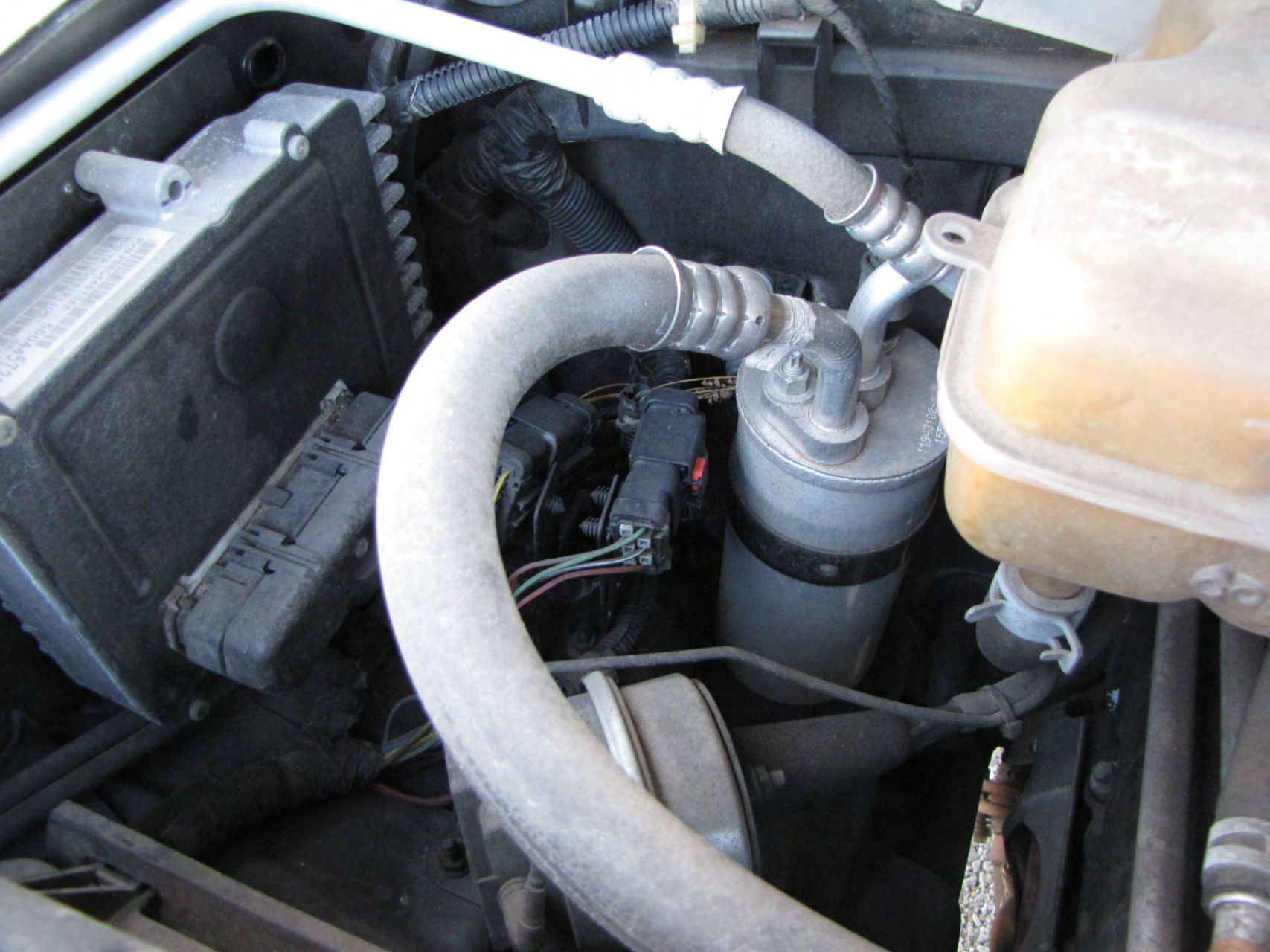
SEE OWNERS





01

MOTOROLA
...
MODULE S/N TEMP...



Built by Race Fans for Race Fans

select[®] 84



- MAINTENANCE-FREE
- 84-month nationwide warranty
- High-tech construction designed to withstand temperature extremes
- Premium starting and reserve capacity

For the nearest you call 1-800-LET-NAPA
Baltimore, MD 21226 U.S.A.
Centers



stand temperature extremes

UTO PARTS Store nearest you call 1-800-LET-NAPA
Batteries, Baltimore, MD 21226 U.S.A.
NAPA Distribution Centers

















SHOULD WE? (HUMANITY)
IT'S THE LAW





⚠️ 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.



Mobil

SCOTTY'S TRUCK
4000 2011 ROAD 2011
Burlington, ON L7R 4K1
(504) 450-1111



115



! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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







Jeep

For more information
visit us online at
www.jeep.com





Poro

CIGARS







62248 F PVA



WATER COOLER BOTTLE

Miller Lite
12 12 OZ. BOTTLES
GREAT TASTE.
LESS FILLING.
MILLER LITE BEER

Smart Water
MAKES YOUR GENERAL FORMS TODAY!



115

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PROPERTY OF LEASOR
OF THE CAR





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FOR YOU
2008 Kia
2008











TRW 33014254-D 17

TD 121









PLEASE DO NOT REMOVE THIS TAG. IT IS A WARNING LABEL.
NO REMUEVA ESTA ETIQUETA. ES UNA ETIQUETA DE ADVERTENCIA.

Audi



ALL ONLY
AN AIRBAG.
INSTALLER
ELEMENT AVEC
SAC CONFIABLE.

TRV



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MEETS FMVSS 209
ASSEMBLED IN MEXICO

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

Determining Controller
Type

Please Wait...

F1
HELP

F2
SYS

F0
MAIN

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

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
SYS

F3
MAIN

Unable to ID Module for
ORC

press any key to continue

SELECT RESTRAINT SYSTEM

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

Page

1 of 1

HELP

SYS

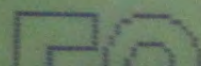
MAIN

Unable to ID Module for
ORC

press any key to continue

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









UNIT NO. 19277 MAKE: ST. PAUL
VIN NO. 3544770 3.7L 4X2
PART NO. 3300000
339519

Load ID: 19277 Rack ID: 37 Pos: 6

SPD SEQ: 3944770 3.7L 4X2 LHD

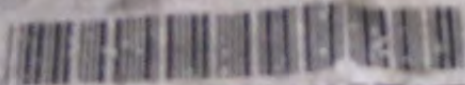
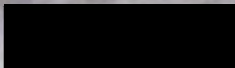
PART NO. (P)



52089030AE

CC

VIN (3W)



08-24-2002

06:26:25

83

RVY 83318 0144 91V





DESTROY



















2011 11A
30001065





TRAFFIC SAFETY TREAD

DUNLOP
195/70R16 105 H-R-S
TRAFFIC SAFETY TREAD

NO FLAMMABLE LIQUIDS



TRACTION & TEMPERATURE
TREADWEAR 350

DESTINATION
LE



DESTINATION FLEX

DOT WASH D10 7008

SALE

SAFETY WARNING



USED
OIL
COOLANT





LIBE

SAFETY











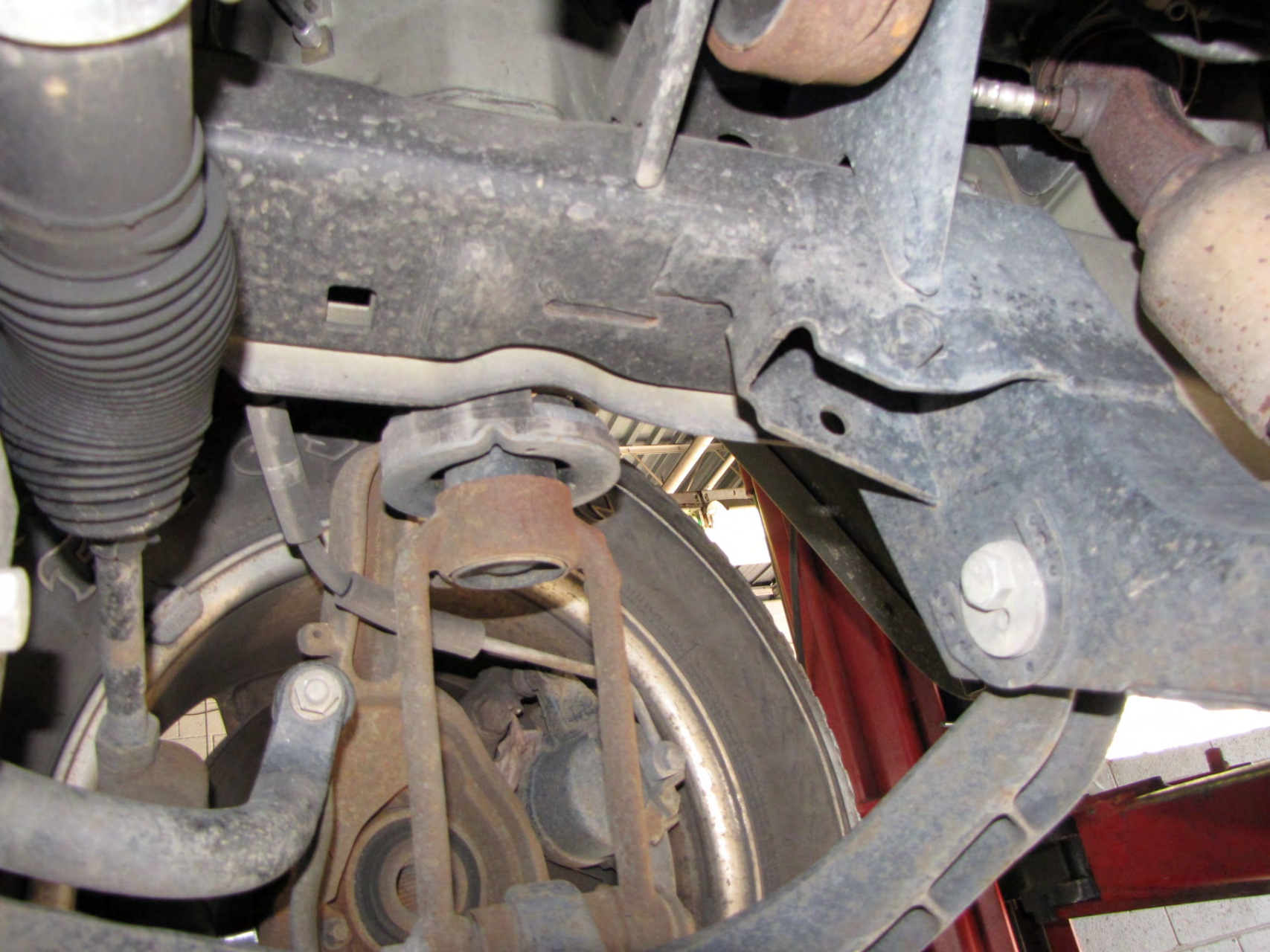
Recycle-Kleen
Kleen-Kleen





ASSURANCE
LE
GOODYEAR
ESTINATI
ON







11 AN10233000148
P5C128517AB





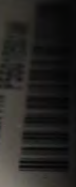
CHRYSLER P/N 552010301A
WARNING: REFER TO SERVICE MANUAL
IMPROPER SERVICE CAN RESULT IN AIR BAG FAILURE AND POSSIBLE DEATH AND/OR SERIOUS INJURY
CHRYSLER SN TS20224257000



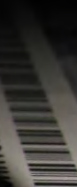


PO

CHRYSLER PN



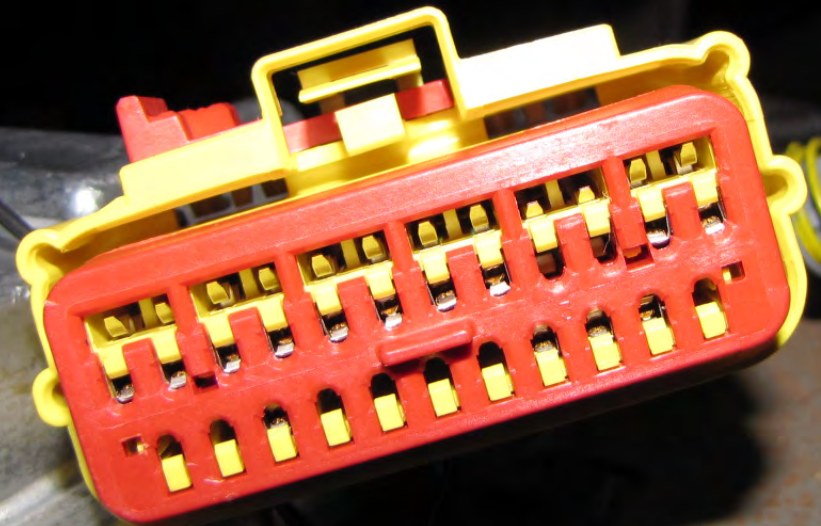
CHRYSLER SN





Seagate Barracuda ES.15
Model: ST320008LH
Serial: 3.5
Capacity: 2000 GB
SATA
5400 RPM
8 MB Cache
15.25" (396.25 mm) 2.5" Form Factor
5 Year Warranty
100000 Hours MTBF

WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE PERSONAL INJURY OR PROPERTY DAMAGE.
CHRISTENSEN 5800000000000















226000922



31724307254



PKJ33333

Wiring Diagram
1. Power Window
2. Power Lock
3. Power Mirror
4. Power Seat
5. Power Sunroof
6. Power Steering
7. Power Windows
8. Power Windows
9. Power Windows
10. Power Windows

Wiring Diagram
1. Power Window
2. Power Lock
3. Power Mirror
4. Power Seat
5. Power Sunroof
6. Power Steering
7. Power Windows
8. Power Windows
9. Power Windows
10. Power Windows



LEFT FRONT AND REAR SEAT
PKJ3333







EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#**13420698**

Vin	1J4GL58K4 2W [REDACTED]	Open Date	04/12/2005	Built Date	05/29/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
In Service Dt	06/25/2002	Mileage	70,500	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	68960	WESTGATE CHRYSLER JEEP DODGE INC			
Dealer Address	2695 EAST MAIN STREET				
Dealer City	PLAINFIELD	Dealer State	IN	Dealer Zip	46168
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	AVON IN [REDACTED]	Country	UNITED STATES		

Product - Steering - Unknown - Other - Default	airbag deployed.
--	------------------


4-12-05 Request investigation of air bag deployment without reason for the deployment. Airbag deployed while driving, did not hit anything. The vehicle is not wrecked. The customer sustained some minor injuries because of the air bag deployment. Burns to the body and a cut. The vehicle is located at Westgate CDJ in Plainfield In. (Indianapolis area) Dealer code 68960. The contact is Doug Miller (service mgr.) phone #317-839-6554. Location is 2695 East Main St. Plainfield In. 46138. The customer's name is Ms [REDACTED] S. [REDACTED]

refer to 82t
 4/13/05 assigned to kwk3/jlg.
 CAIR NUMBER 13420698 REQUEST EAA INSPECTION 04-13-2005 10:11
 CAIR NUMBER 13420698 E-MAIL SENT TO EAA 04-13-2005 10:12
 Inspection Requested: 4/13/2005 (ACooks)
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/18/05 AT 06:00 13420698
 Inspection Conducted: 4/14/2005 (ACooks)
 Inspection Report Received: 4/18/2005 (ACooks)
 Inspection Requested: 4/13/2005 (JMedina)
 Inspection Conducted: 4/14/2005 (JMedina)
 Inspection Report Received: 4/18/2005 (JMedina)

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 5-82 GVWR 2541 KG(5580 LB)
 GVW FRONT 1248 KG(2750 LB) WITH TIRES 235/70R16 RIMS 4T COLD 227 KPA(33 PSI)
 GVW REAR 1429 KG(3150 LB) WITH TIRES 235/70R16 RIMS 4T 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: 1J4GL5BK4[REDACTED] TRF: MPV SINGLE X 304L



MPH: 852819 779A9 941198 VEHICLE MADE IN U.S.A. TR11230 46483483



AIR
BAG



⚠ 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



AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP

SEE OWNER'S MANUAL FOR FURTHER INFORMATION.



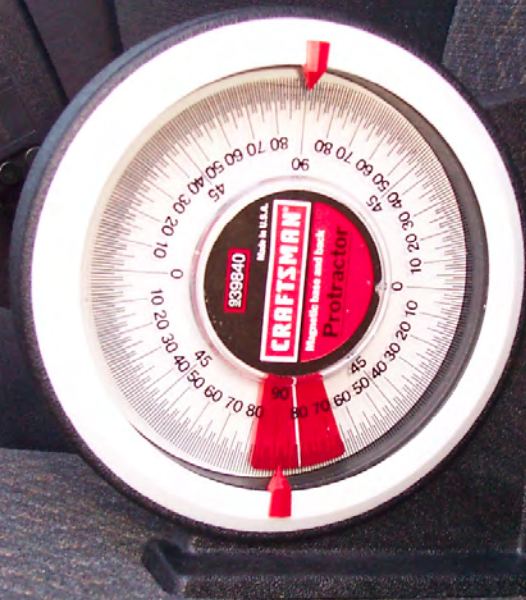






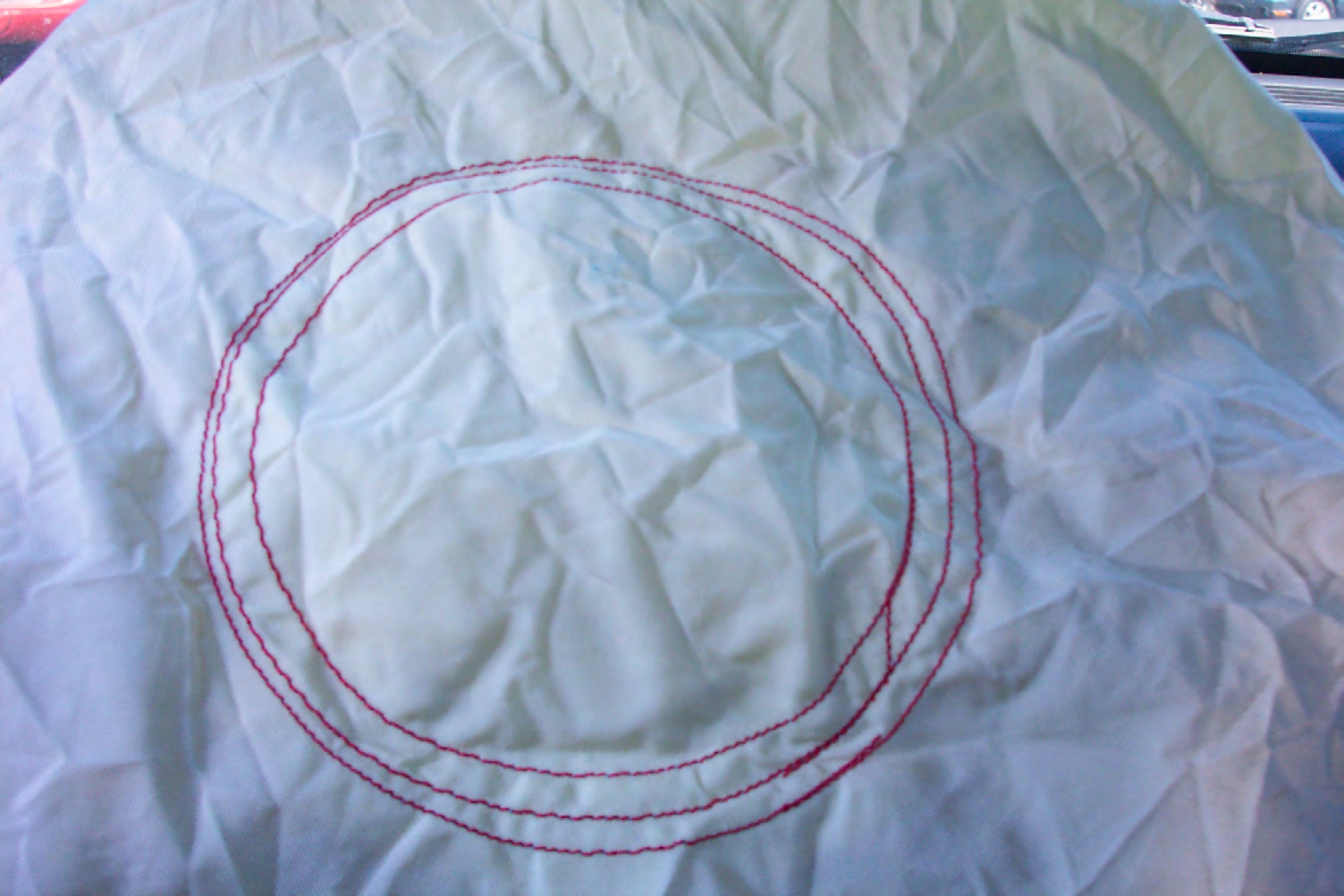














Jeep

SRS
AIRBAG

PULL
MIST
OFF
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MIST





TRU

H01.47

2020217

MEETS FTIV95 209

ASSEMBLED IN MEXICO













WELCOME IN





397

Jeep







Jeep
LIBERTY

3.7L

Bart's
CAR STORE
Jeep
4x4

Jeep®
LIBERTY

3.7L



Bovix's
GAS STORE
Jeep
4x4

Jeep
LIBERTY























AGENCIJA ZA VEŠTAČENJE

- 1. Izjava
- 2. Izjava o izradi projekta
- 3. Izjava o izradi projekta
- 4. Izjava o izradi projekta
- 5. Izjava o izradi projekta
- 6. Izjava o izradi projekta

THE UNIVERSITY OF CHICAGO
DEPARTMENT OF CHEMISTRY

PHYSICAL CHEMISTRY
PHYSICAL CHEMISTRY II
PHYSICAL CHEMISTRY III

2000-2001
The following information is provided for the year ended 31/12/01

- 1. Revenue
- 2. Expenditure
- 3. Net Expenditure

Page 1 of 1
2000 2001 2002

This Diagnostic Control
Module is not supported by
this software. Please use the
DMS 311 with the supported
software to diagnose this
vehicle.

HELP

ESC

PCPN

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#**10174069**

Vin	1J4GL48K6 2W	Open Date	07/01/2002	Built Date	01/23/2002
Model Year	2002	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	04/30/2002	Mileage	3,900	Dealer Zone	55 MILWAUKEE
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PRV	DK. GARNET RED PEARL COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	43956	DAVE MARSTON MOTORS INC			
Dealer Address	9594 HWY 70 WEST				
Dealer City	MINOCQUA	Dealer State	WI	Dealer Zip	54548
Owner		Contact Type	TELEPHONE		
Address		Home Phone			
	ARBOR VITAE WI	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	deployed
--	----------

7-1-02 e mail from S.T.A.R. center.

owner alleges air bag light came on for 15 seconds and then drivers side air bag deployed then after 5 seconds passenger side deployed. no accident.

location:

43956 DAVE MARSTON MOTORS INC CJDT
9594 HWY 70 WEST MINOCQUA WI 54548 715-356-3242

contact: paul hanson

7-1-02 please contact dealer and owner if possible and arrange for inspection on deployment of air bags. need drb codes and times.

check for hidden/prior damage. thanks. art gilbert

CAIR NUMBER 10174069 REQUEST EAA INSPECTION 07-01-2002 15:45

CAIR NUMBER 10174069 E-MAIL SENT TO EAA 07-01-2002 15:46

7-3-02 called eaa inspector at dealer from voice mail.

he advised unable to obtain drb codes--is in contact with star ctr.

no physical damage found. advised him to have dealer repair vehicle and hold parts. alg2

7-9-02 eaa report received. no physical damage found. please follow

up with needed repairs. thanks. art gilbert

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/30/02 AT 00:00 10174069

08/06/09 per the service manager Paul Hansen the above vehicle has been repaired. Closing cair! TGG DM

12-12-02 attorney letter dated 11-6-02. requested inter-co memo.

forwarding file to product lit. alg
12-16-02 memo mailed. alg

Customer Assistance Inquiry Record (CAIR)#**10539073**

Vin	1J4GL48K6 2W [REDACTED]	Open Date	10/25/2002	Built Date	01/23/2002
Model Year	2002	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	04/30/2002	Mileage	3,900	Dealer Zone	55 MILWAUKEE
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PRV	DK. GARNET RED PEARL COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	43956	DAVE MARSTON MOTORS INC			
Dealer Address	9594 HWY 70 WEST				
Dealer City	MINOCQUA	Dealer State	WI	Dealer Zip	54548
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	WOODRUFF WI [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	deployed
--	----------

REFERED TO ALG2. SFG2
12-27-02 attorney letter dated 12-17-02. 2nd request. see linked cair.
mailed to prod. lit. alg

[REDACTED]

[REDACTED]

September 24, 2002

Customer Relations Manager
Chrysler Corporation
13005 Highway 55
Minneapolis, MN 55441

Dear Sir or Madam:

I am writing to you on behalf of myself and my company, to express our extreme dissatisfaction with your company in regards to the handling of what we consider a very serious safety problem with a Chrysler motor vehicle which I currently drive. Pertinent information is as follows:

Vehicle: 2002 Jeep Liberty VIN # 1J4 - GL48K62W - [REDACTED]

Purchased by:

My employer, [REDACTED]

[REDACTED] Woodruff, Wisconsin [REDACTED]
[REDACTED]

Vehicle purchased from:

Dave Martson Motors

9594 Hwy. 70 West, Minocqua, Wisconsin 54548

715-356-3242

Purchase date: 4/30/2002

The incident I am referring to was the malfunctioning airbag system and non-required deployment of both airbags which occurred on June 27, 2002 while I was driving the vehicle to Chicago O'Hare International Airport to pick up a personal visitor who was arriving from Ireland that afternoon. At approximately 11:30 a.m. while traveling in the middle lane of three Southbound lanes during heavy traffic, the warning light and audible warning went off signaling a problem with the vehicle's airbag system. I was boxed in by traffic, including a semi-trailer on my immediate right, which blocked me from getting to the side of the road. I immediately reached for the vehicle information booklet while holding on to the steering wheel with my left hand alone. Within the next 10 to 15 seconds, the interior of the vehicle filled with the smell of burning circuitry and the driver's side steering wheel airbag deployed with an extremely loud explosion, forcing my right hand backwards

a few seconds, the passenger side front airbag also exploded and deployed, with two of the vent direction covers blowing out and flying through the interior of the vehicle and a portion of the lower dashboard being torn from the dash.

I will assure you that the explosions and deployment of the airbags while driving 65 miles per hour in the middle of traffic were quite unnerving, causing me to jerk my head violently in reaction. In what I can only describe as pure luck, I was able to push the inflated driver's airbag out of my line of vision as it deflated and head to the side of the road to pull over without losing control of the vehicle. During this time, the entire car was filled with the smoke and chemicals from the airbags, and I was able to roll down the windows to let the fumes and smoke out. Upon stopping the vehicle on the side of the freeway, I then cut the still burning airbag away from the steering wheel with a pocket knife to avoid getting burned. The fact that I did not lose control of the vehicle and crash still amazes me. If my hands would have been oriented any other way, they both would have been knocked from the wheel and I would have lost control, causing who knows how much damage to myself and others.

I let the vehicle sit for a few minutes while I collected my composure, and after looking over the damage started the vehicle and drove 10 miles to the city of Madison. I drove to Don Miller Chrysler Jeep, inc. at 5339 Wayne Terrace, which was the nearest Jeep dealership. I explained the situation to two of the service technicians and showed them the vehicle damage, and asked how I should handle the situation. They assured me the vehicle was still safe to drive, although I had neither front airbag nor the driver's side seatbelt in working order. I was told to take the vehicle to the dealership where it was purchased from and they would handle it. This was not very comforting, considering that I still had to drive from Madison to Chicago, and then on to Minneapolis with a passenger and have no safety mechanisms functioning. The remainder of the weekend was spent driving in constant fear of a possible accident, as well as the worry that the vehicle would succumb to some further malfunction. Add to this the momentary panic I underwent whenever the low gas warning would sound, and I can tell you it was not an easy trip.

The vehicle was taken to Dave Marston Motors on Monday, July 1st and the problem was explained to the service manager. I was informed that a special response team would be sent directly from Chrysler to inspect the vehicle and do testing to discover what had caused the problem. On July 3rd I was interviewed by Calvin H. Compe, I.C., from E. A. Associates and gave my statement. I was told that Chrysler was taking this incident very seriously, and would be kept abreast of the investigation. I requested that I receive a copy of the report for my records, but was never given one.

I asked for, and was given a loaner vehicle by Marston Motors to use during the repair of the jeep. The vehicle loaned to me was a passenger car, not a trailer-ready SUV, and this created a problem because I had planned two camping vacations with my foreign visitor and others. In order to carry out my camping plans, I was forced to borrow a truck for the day, tow my camper trailer to the camp ground where I would be staying over the July 4th holiday, set up my

camper, return the truck, drive back to the campground with the loaner car for the week, borrow the truck to tow the camper home, go back to the campground to get the car and then drive my guest home. I was also forced to purchase a second Wisconsin State Parks sticker at a cost of \$20.00 to display in the window of the loaner vehicle in order to be allowed in the State campground, since the sticker I had previously purchased was in the window of the Jeep being repaired. All of this resulted in an extreme inconvenience to me, and my guest, and forced me to cancel the remaining camping trip which I had planned for the next weekend.

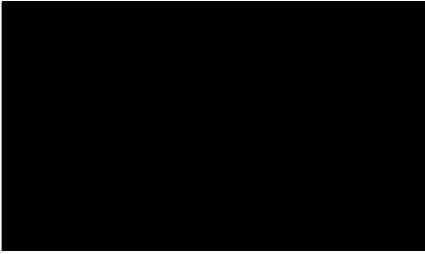
The jeep's repairs were finally completed on July 24th, after a total of 23 days at the dealership, and not once during that time was I contacted by anyone at Chrysler Corporation with any form of apology or interest in my personal welfare or inconveniences. I told the service manager at Marston Motors on three separate occasions that I wanted to have someone from Chrysler contact me and explain to me what would be done to assure me that the vehicle would be fixed and would be safe for me to drive without further incidence. The jeep was returned to me with only the explanation that the airbag module was defective. I am not convinced that this will not happen again, and adds to my displeasure with your company and the vehicle I am now forced to drive without any assurances to my safety. I currently drive this vehicle on a daily basis, which includes a 60 mile round trip commute to work and any other business and personal mileage that is required. Our company specifically purchased this Jeep Liberty after researching which brand of vehicle would best fill my needs for work and home use. I must say that we are not happy with the current situation and are considering selling the vehicle. Through my research on the websites for Consumer Reports, The Auto Safety Hotline and The Airbag Institute, it has come to my attention that I am indeed very lucky that I survived the airbags having been deployed. We are also aware that the resale value of the vehicle has now dropped several thousand dollars below what it should be worth. After spending over \$24,000 on this new vehicle, we are understandably upset.

I would also like to point out that I have been in to see my personal Physician about the increasing irritation in my neck which I received from being startled by the airbags deployment. I am luckily not showing any signs of hearing loss which is commonly associated with being exposed to airbag deployment. I underwent x-rays and an MRI to see if there were any physical injuries to my neck, and given prescription medication to reduce the inflammation. Test results showed no fractures or abnormalities, although there is a mild bulging of the disc between my C5 and C6 vertebrae. I have been told this will eventually dissipate. I am finding some relief with the prescription medication, and continue to take it daily. The costs incurred from my doctor's visits and prescriptions totals \$2,053.50 at this time, of which \$620.21 is not being covered by my health insurance, and for which I am being held responsible for payment.

I would like to have the issues that I have discussed herein addressed, and I demand satisfaction for my company's and my own inconveniences, monetary expenditures, physical injuries and mental distress. I would like to have someone from your company contact me within the next three weeks to discuss this issue. If I

do not receive any response from you within the next three weeks, you will be hearing from my retained attorney.

You may contact me at the address and phone numbers listed below. I hope that you choose to respond quickly.



Mercury
Marston
MOTORS
 9594 HIGHWAY 70 WEST
 MINOCQUA, WISCONSIN 54548
 (715) 356-3242

CHRYSLER
 Plymouth
 Dodge
 Jeep

ESTIMATED PRICE _____ ESTIMATE CHARGE _____

TERMS CASH CREDIT CARD CHARGE

LABOR RATE \$ _____ PER FLAT RATE HOUR.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

WARRANTY INFORMATION
 All new parts on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any manufacturer's warranty.

TERMS: STRICTLY CASH: UNLESS ARRANGEMENTS MADE PRIOR
 I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien acknowledgment on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

Payment is due within 30 days of billing date. A 1% per month (12% annum) late payment and penalty will be assessed on any unpaid balance remaining after 30 days.

CHASSIS LUBE	LUBE LATCHES & HINGES	CHANGE OIL & FILTER	WHEEL BEARING REPACK	BRAKE INSPECTION	TIRE ROTATION	AUTO. TRANS. SERVICE	4 CYL TUNE UP	6 CYL TUNE UP	8 CYL TUNE UP	2 WHEEL ALIGNMENT	4 WHEEL ALIGNMENT	SERVICE AIR FILTER	BALANCE 4 WHEELS	CHECK CHARGE SYSTEM	COOLANT FLUSH	A/C INSPECTION	ELECTRONIC ENG. ANAL.	REPLACE FUEL FILTER	HEADLIGHT ALIGNMENT	WASH	NEW VEHICLE INSPECTION	USED VEHICLE INSPECTION
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

Signature authorizing repairs/service

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W
 CHECK AIR BAGS WENT OFF AIR BAG LIGHT ON FOR 15SEC. BEFORE THEY BLEW

ALL PARTS NEW OR FACTORY REBUILT UNLESS MARKED U-USED R-REBUILT
 DO YOU WANT TO INSPECT OR RECOVER THE REPLACED PARTS/ACCESSORIES YOU ARE ENTITLED TO? YES NO
 You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____
 DATE _____ TIME _____ A.M. NO. CALLED _____ NEW TOTAL ESTIMATE _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs. _____
- Please proceed with repairs but call me before continuing if the price will exceed \$ _____
- I do not want an estimate. _____

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.
 This vehicle received without face to face customer contact.
 SHOP REPRESENTATIVE SIGNATURE _____

RD 77257 *TAG *LIC: WI 8V0579 SVC ADV: 214 JEFFRY COULMAN
 02 *VIN: 1J4BL48K6 2W
 JEEP LIBERTY CDL CD: PRV
 SPORT 4WD 4DR SUV TRIM: MSDV
 LICENSE: WI RED TRUCK
 MFG CODE: 806176 SLN: 504
 STOCK NUMBER: OJLB1890
 IN-SVC: 043002 SOLD: 043002
 ODOMETER: CURRENT: 3900
 AVG PER DAY: 3 PER MONTH: 90
 MAIL: Y
 DIST CODE: GMC
 MODEL# L48
 EXTENDED SVC PLAN: TYPE: PREMIUM I NUMBER: 2W261890 DEDUCTIBLE: 500
 IN FORCE: Y MONTHS: 60 MILEAGE: 60000 EXPIRES: 043007
 07/01/02 08:26:11
 255 NOTE: FIRST VISIT
 PROMISED DATE: 07/01/02 TIME: 1700

Dave Marston MOTORS

JUL 26 2002



9594 HIGHWAY 70 WEST • MINOCQUA, WISCONSIN 54548 • (715) 356-3242

P & A CODES: Ford 08176 Chrysler 43956

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

MILEAGE OUT: _____

DATE OFFERED BACK: _____

Authorized Signature and Date: _____

SERVICE HOURS

Monday - Friday: 8:00 - 5:00
Saturday: 8:00 - 12:00

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS PERTAINING TO THIS WORK ORDER PLEASE CONTACT YOUR SERVICE ADVISOR. THANK YOU, THE SERVICE MANAGER.

ALL PARTS NEW OR FACTORY REBUILT UNLESS MARKED
U - USED R - REBUILT A - AFTERMARKET
SEE WARRANTY INFORMATION ON REVERSE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____

INVOICE TO: _____ DRIVER/OWNER INFORMATION: _____ INVOICE: H77257

APPROXIMATE HOME: _____ APPROXIMATE HOME: _____

FOR OFFICE USE: _____ VEHICLE INFORMATION: _____

ADV: 214 COULMAN INVOICE: PRELTH WAR W PH VIN: 1J4GL4RK62A LICENSE NUMBER: WI _____

MFG: 80617A TAX RULES: YY1NW INVOICED: 07/24/2002 18:23:07 02 JEEP LIBERTY SPORT 4WD 4DR SUV RED

ODOMETER IN: 3900 DIST: CMC STOCK#: 01LB1890

DATES BEGIN: 07/01/02 DONE: 07/24/02 DATES IN SERVICE: 043002 SOLD: 043002

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	HOURS	AMOUNT
51	CHECK AIR BAGS WENT OFF AIR BAG LIGHT ON FOR 15 SEC. BEFORE THEY BLEW	REPLACE CLOCK SPRING	19852502	150	.4	20.84
51-1	REPLACE DRIVER SIDE AIR BAG MODULE		19851201	150	.2	10.42
51-2	REPLACE PASSENGER SIDE AIR BAG MODULE		23115001	150	.5	26.05
51-3	REPLACE PASSENGER FRONT OUTER SEATBELT		23130202	150	.4	20.84
51-4	REPLACE DRIVER SIDE OUTER SEAT BELT		23130203	150	.4 B	20.84
51-5	REPLACE RIGHT AIR BAG COVER		23115101	150	.3	15.63
51-6	REPLACE AIR BAG CONTROL MODULE		08450901	150	.4	20.84
51-7	DIAGNOSTIC TIME TO INSPECT WIRE HARNESS AND RUN VARIOUS TESTS AS P		95410800	150	1.3	67.73
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
	CMC 56630DX9AE			AIRBAG DRIVER	1	324.80 324.80
	CMC 55315020AG			AIRBAG PASSENGER	1	327.60 327.60
	CMC 56010501AF			MODULE OCCUPANT REST	1	214.20 214.20
	CMC 5HG341DVAE			SEAT BELT FRONT OUTE	1	93.66 93.66
	CMC E-FREIGHT	HANDLG	*****		1B	149.09 149.09
	CMC 5HG331DVAF			SEAT BELT FRONT OUTE	1R	218.40 218.40
	CMC 56010146AE			*CLKSPRING NONE -SPD	1B	
	CMC 0WC891DVAA			*DOOR PASSENGER -SPD	1B	
	SPO 56010146AE			*CLKSPRING NONE	1	91.42 91.42
	FMC NPNETREIGHT	HANDLG	*****		1B	5.40 5.40
	SPO 5H7981DVAA			*DOOR PASSENGER AIR	1B	212.80 212.80
	PARTS COUNT					
FACTORY	TECH: 150 - RING	JAMES A				
	FAIL CODE: 58					
	FP-55315020AG					
	FP-55315020AG					

*Payment is due within 30 days of billing date.

A 1% per month (12% per annum) will be assessed on any unpaid balance remaining after 30 days.



Dave Marston MOTORS

CHRYSLER
Plymouth
Dodge
Jeep.



9594 HIGHWAY 70 WEST • MINOCQUA, WISCONSIN 54548 • (715) 356-3242

(CHECK (✓) APPROPRIATE BOX) P & A CODES: Ford 06176 Chrysler 43956

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	MILEAGE OUT	SERVICE HOURS	
				Monday - Friday 8:00 - 5:00	Saturday 8:00 - 12:00
\$	\$	\$	DATE OFFERED BACK	THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS PERTAINING TO THIS WORK ORDER PLEASE CONTACT YOUR SERVICE ADVISOR. THANK YOU, THE SERVICE MANAGER.	
Authorized Signature and Date				ALL PARTS NEW OR FACTORY REBUILT UNLESS MARKED U - USED R - REBUILT A - AFTERMARKET SEE WARRANTY INFORMATION ON REVERSE.	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)					

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION: [REDACTED] INVOICE: W77257

VEHICLE INFORMATION: [REDACTED] LICENSE NUMBER: WI [REDACTED]

ADV: 214-COULMAN, INVOICED: 07/24/2002 10:23:07 PM 02 LIBERTY RED

FR-55315020AG			
FR-55315020AG			
FR-55315020AG			
FR-55315020AG			
FR-55315020AG			
FR-55315020AG			
		SUBTOTAL	
	PARTS		1482.88
	LABOR-SERVICE		203.19
	MISCELLANEOUS		154.49
	TOTAL CHARGE FOR CONCERN		1840.56
TYPE: W		GRAND TOTALS	

SUMMARY OF CHARGES FOR INVOICE W77257		PAYMENT DISTRIBUTION FOR INVOICE W77257	
PARTS	1482.88	TOTAL CHARGE	1840.56
LABOR-SERVICE	203.19	FAC WARRANTY	1840.56
MISCELLANEOUS	154.49		
TOTAL CHARGE	1840.56		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JEFFREY COULMAN

PAGE 2
LAST PAGE

*Payment is due within 30 days of billing date.

A 1% per month (12% per annum) will be assessed on any unpaid balance remaining after 30 days.

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

O'MELIA, SCHIEK & McELDOWNEY, S.C.
ATTORNEYS AT LAW
4 SOUTH STEVENS STREET
P.O. BOX 1047

JOHN H. SCHIEK
JOHN F. O'MELIA
TODD R. McELDOWNEY
MICHAEL F. ROE
JEFFREY T. JACKOMINO
LAWRENCE J. WIESNESKE
MICHAEL W. SCHIEK

RHINELANDER, WISCONSIN 54501
(715) 369-2456
FAX (715) 369-1126
SENDER'S E-MAIL ADDRESS todd@schieklaw.com

A. J. O'Melia 1889-1964
Walter F. Kaye 1897-1969
William A. Melby 1938-1982
Donald C. O'Melia 1917-1991
John F. O'Melia, Sr. 1915-1996

November 6, 2002

Chrysler Corporation
ATTENTION: Customer Relations Manager
13005 Highway 55
Minneapolis, MN 55441

RE: [REDACTED]

Our File No. [REDACTED]

TO WHOM IT MAY CONCERN:

This letter shall serve to advise that the undersigned has been retained by and represents Mr. [REDACTED] with respect to a certain 2002 Jeep Liberty, Vehicle I. D. No. 1J4-GL48K62W [REDACTED] which he was operating on June 27, 2002. At that time, the vehicle's air bag system malfunctioned and deployed in heavy traffic.

Mr. [REDACTED] wrote you on September 24, 2002, and provided in pain-staking detail the source of his dissatisfaction with the way this matter has been handled to date. Thus far, he has yet to receive the courtesy of a response.

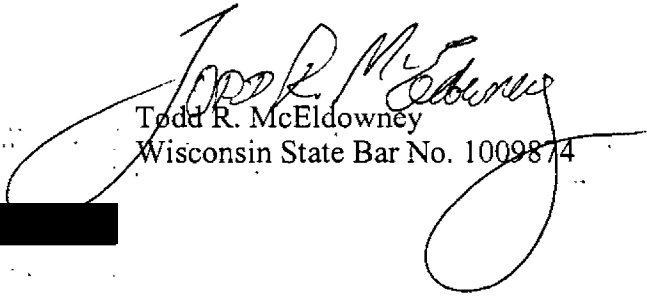
I would ask that you please refer this matter to your legal department immediately and have them contact the undersigned within ten (10) days. Your failure to do so will result in the commencement of a products liability action in Oneida County Circuit Court, Wisconsin.

I trust that I will hear from you within the aforescribed time period so that this matter can be resolved amicably as opposed to reliance upon the commencement of formal litigation.

Thank you in advance for your prompt response.

Very truly yours,

O'MELIA, SCHIEK & McELDOWNEY, S.C.


Todd R. McEldowney
Wisconsin State Bar No. 1009874

TRM/bjm

cc: [REDACTED]

Dictated 11/05/02

Document Separator

VIN



3B7HF13Y11G

Last Name



User ID



T3650SH

Tuesday, November 26, 2002

D.M. Bennis
Daimler Chrysler Motors Corp.
PO Box 21-8004
Auburn Hills, MI 48321-8004

RECEIVED
DEC 06 2002
SPECIAL INVESTIGATIONS

Dear Sir,

I am forwarding a copy of our denial of coverage to you in the hopes of getting some clarification as to why our claim was denied. Our vehicle was in an accident due to faulty brakes. Fortunately no one was injured, but there was damage to our truck.

Before the "incident", we had taken our Dodge in to get it checked, they couldn't figure out what was wrong and told us they would have to contact Chrysler Corp. to find out what to do next and they would call us. After checking back with Valley Auto twice we called the manager and he in turned contacted Chrysler that day and got the OK to fix the brakes.

As the work order from Valley Auto Company, Inc. states, "customer states the rear brakes lock-up during light braking". Valley Auto was advised by Chrysler to perform testing and call them to review the test results. They did this and were then advised to replace the combination valve. This was done and the rear brakes did not lock up anymore and ABS Lamp was off.

In our denial letter it states that a thorough examination was done on our vehicle and photographs were taken of all the critical areas. I am interested as to what the "critical areas" would have been. The brakes had already been fixed because Chrysler had agreed there was a problem with the brakes and also agreed to fix them under warranty. By doing so, is in fact admitting there was a manufacturing problem, ie brakes, and therefore should be willing to accept "participation with any costs associated with this "incident".

- 1) I would appreciate some clarification in DaimlerChryslers' ruling; "respectfully declining participation with any costs associated with this incident".
- 2) I would also like the pictures that were taken of the "critical areas" and a copy of the independent inspectors examination of our vehicle.

I have attempted to reach you via phone and have left numerous messages to call me, that haven't been returned. I would appreciate your prompt attention to this request. I understand that you are busy, but we were busy too through all of this with Apple harvest, yet took the time to do what was necessary.

Again, thank you for your time and look forward to hearing from you.

[REDACTED]
Wenatchee, WA [REDACTED]

Ph# [REDACTED]

cc: [REDACTED]

DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

October 31, 2002

[REDACTED]
Wenatchee, WA [REDACTED]

Reference No.: 10552483

V.I.N.: 3B7HF13Y11G [REDACTED]

Dear Mr. [REDACTED]

This will acknowledge your concern about the accident that occurred to your 2002 Dodge Ram 1500 pickup.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, DaimlerChrysler Motors Corporation provided for an independent inspector to examine your vehicle. DaimlerChrysler Motors Corporation feels that the expense of this inspection is in the best interest of you, our customer, and the Corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. It is the conclusion of this investigation that there was no manufacturing responsibility associated with this incident. Therefore, we must respectfully decline participation with any costs associated with this incident.

When an insurance company has paid a claim, the rights of recovery rest with them. Should they feel that there is a manufacturing responsibility with regard to their loss, they may subrogate which would include your deductible.

Thank you for this opportunity to address your inquiry.

Sincerely,



D. M. Bennis
Special Investigations
(248) 944-7036

DMB/kat

VALLEY AUTO COMPANY INC.

722 NORTH MISSION
 WENATCHEE, WASHINGTON 98801
 TELEPHONE: (509) 662-1577
 FAX: (509) 662-1055

29328VAN

WENATCHEE WA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO	
		3B7HF13Y11G		30838	10/02/02	29328	
				-PART=CLOSE-			
YEAR	MAKE	MODEL	COLOR	TAG NO			
01	DODGE	1500 QC	ALMOND	00000			
CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
					06/19/01	811 1890GP	CASH
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	07/23/01		30836	10/01/02	07/23/01	T3/36 5.2L 5SPD HD	

CUSTOMER SATISFACTION IS OUR GOAL!!!

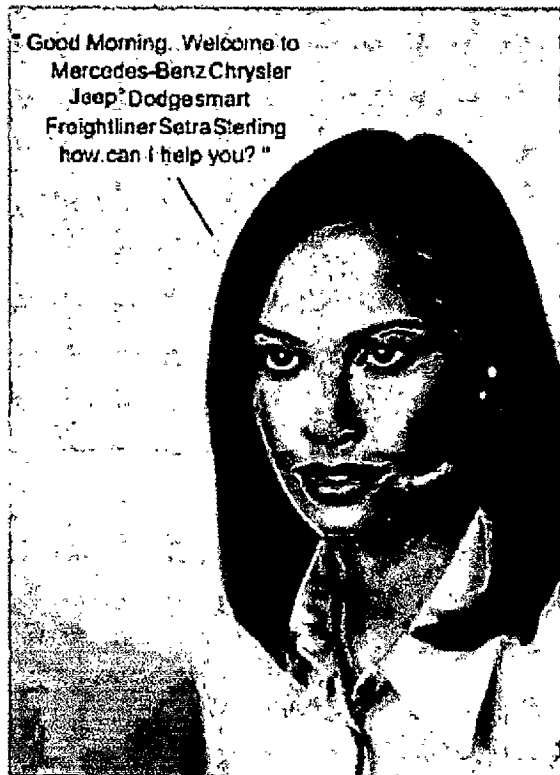
SERVICE HOURS: M-F 8:00AM - 5:00PM
 PARTS HOURS: M-F 8:00AM - 5:00PM

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES THE REAR BRAKES LOCK UP DURING LIGHT BRAKING (PREV RO 28582--VERIFIED AND FAXED CHRYSLER) EVALUATE AND ADVISE, PERFORM TESTING DIRECTED BY CHRYSLER..... *CALLED CHRYSLER AND REVIEWED TEST RESULTS. ADVISED TO REPLACE THE COMBINATION VALVE. ORDERED PART. *10/02/02 INSTALLED..... A32 5929R 5015419AA VALVE PROPO 1 WCOMBINATION VALVE. TEST DRIVE VERIFIED PROPER OPERATION. REAR BRAKES NOT LOCKING UP AND ABS LAMP IS OFF.					
B	CUSTOMER STATES THAT THE P-BRAKE HANDLE BROKE WHEN HE PULLED IT. *VERIFIED CONCERN, ORDERED REPLACEMENT. 10/02/02 INSTALLED P-BRAKE RELEASE HANDLE. VERIFIED PROPER OPERATION. A32 5929R RU38LAZAA HANDLE PARKI 1 W					
TOTAL-CASH					NoCharge	

CUSTOMER COPY - PAGE 01

<p style="text-align: center; font-size: small;">STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p style="text-align: center; margin-top: 20px;">_____ CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.</p> <p style="text-align: center; margin-top: 20px;">_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
--	--

IMAGE CAMPAIGN



Just call us
DaimlerChrysler.

We don't really need to introduce our brands anymore. They have all made history through their own achievements, and their names are known the world over. Of course, the fact that they all work under one roof means we always have a wealth of experience and innovative ideas to draw on. Something that will help us stay streets ahead of the competition in the future.

DAIMLERCHRYSLER
Answers for questions to come.

▶ More to this Advertisement

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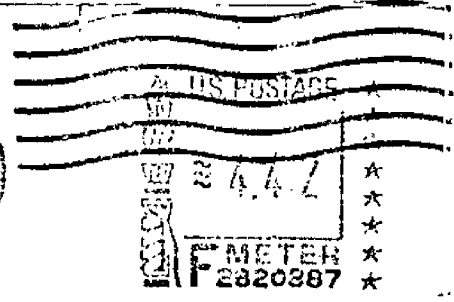
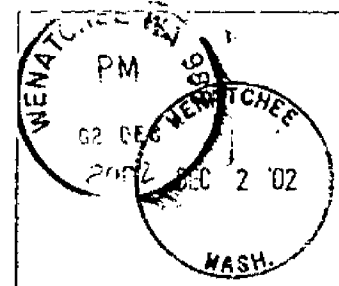
CORPORATE MISSION STATEMENT:

WE AIM TO ENTHUSE OUR CUSTOMERS WITH OUR PRODUCTS AND SERVICES, AND TO APPLY INNOVATIVE TECHNOLOGY TO MAKE THE TRAFFIC OF TOMORROW EVEN SAFER, AS WELL AS MORE ECONOMICAL AND ENVIRONMENT FRIENDLY.

CERTIFIED MAIL



7001 2510 0004 9815 0113



Wenatchee, WA

*D.M. Benvis
Trimmer Chrysler Motor Corp.,
P.O. Box 21-8004
Auburn Hills, MI 48321-8004*

RETURN RECEIPT

O'MELIA, SCHIEK & McELDOWNEY, S.C.
ATTORNEYS AT LAW
4 SOUTH STEVENS STREET
P.O. BOX 1047

10539073

JOHN H. SCHIEK
JOHN F. O'MELIA
TODD R. McELDOWNEY
MICHAEL F. ROE
JEFFREY T. JACKOMINO
LAWRENCE J. WIESNESKE
MICHAEL W. SCHIEK

RHINELANDER, WISCONSIN 54501
(715) 369-2456
FAX (715) 369-1126
SENDER'S E-MAIL ADDRESS todd@schieklaw.com

A. J. O'Melia 1889-1964
Walter F. Kaye 1897-1969
William A. Melby 1938-1982
Donald C. O'Melia 1917-1991
John F. O'Melia, Sr. 1915-1996

December 17, 2002

Chrysler Corporation
ATTENTION: Customer Relations Manager
13005 Highway 55
Minneapolis, MN 55441

RE: [REDACTED]
2002 Jeep Liberty
Our File No. 13376-6

RECEIVED

DEC 23 2002

SPECIAL INVESTIGATIONS

Dear Sir or Madam:

My client, [REDACTED] contacted you on September 24, 2002, asking for a response to a situation involving an air bag which inexplicably deployed on June 27, 2002.

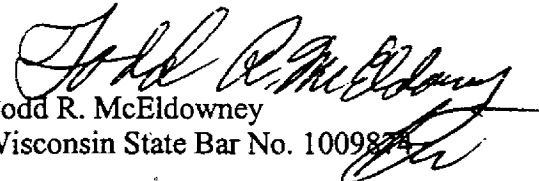
I followed up on said correspondence on November 6, 2002.

To date, we have yet to receive the courtesy of a reply.

Please provide me with the benefit of your response by January 2, 2003. If I do not hear from you by that time, we will proceed to commence formal legal action.

Very truly yours,

O'MELIA, SCHIEK & McELDOWNEY, S.C.


Todd R. McEldowney
Wisconsin State Bar No. 1009874

TRM/bjm
cc: [REDACTED]

Corporate Customer Center
Chrysler Corporation
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Dictated 12/16/02

"DICTATED BUT NOT READ"

O'MELIA, SCHIEK & McELDOWNEY, S.C.
ATTORNEYS AT LAW
4 SOUTH STEVENS STREET
P.O. BOX 1047

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A. J. O'Melia 1889-1964
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William A. Melby 1938-1982
Donald C. O'Melia 1917-1991
John F. O'Melia, Sr. 1915-1996

November 6, 2002

Chrysler Corporation
ATTENTION: Customer Relations Manager
13005 Highway 55
Minneapolis, MN 55441

RE: [REDACTED]

2002 Jeep Liberty
Our File No. 13376-6

TO WHOM IT MAY CONCERN:

This letter shall serve to advise that the undersigned has been retained by and represents Mr. [REDACTED] with respect to a certain 2002 Jeep Liberty, Vehicle I. D. No. 1J4-GL48K62W-[REDACTED] which he was operating on June 27, 2002. At that time, the vehicle's air bag system malfunctioned and deployed in heavy traffic.

Mr. [REDACTED] wrote you on September 24, 2002, and provided in pain-staking detail the source of his dissatisfaction with the way this matter has been handled to date. Thus far, he has yet to receive the courtesy of a response.

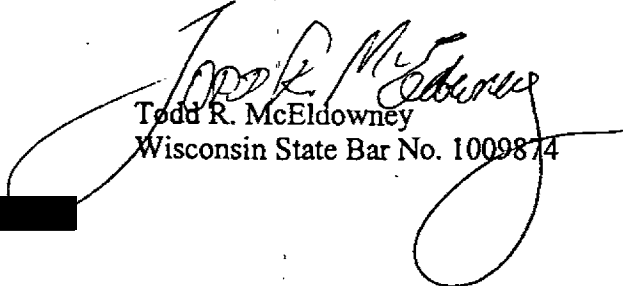
I would ask that you please refer this matter to your legal department immediately and have them contact the undersigned within ten (10) days. Your failure to do so will result in the commencement of a products liability action in Oneida County Circuit Court, Wisconsin.

I trust that I will hear from you within the aforescribed time period so that this matter can be resolved amicably as opposed to reliance upon the commencement of formal litigation.

Thank you in advance for your prompt response.

Very truly yours,

O'MELIA, SCHIEK & McELDOWNEY, S.C.

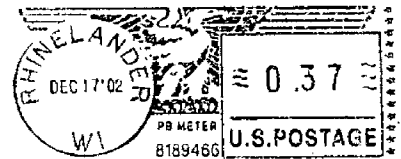

Todd R. McEldowney
Wisconsin State Bar No. 1009874

TRM/bjm

cc: [REDACTED]

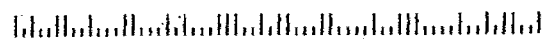
Dictated 11/05/02

O'MELIA, SCHIEK & McELDOWNEY, S.C.
ATTORNEYS AT LAW
O'MELIA BUILDING
4 SOUTH STEVENS STREET, P.O. BOX 1047
RHINELANDER, WISCONSIN 54501



Corporate Customer Center
Chrysler Corporation
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004 52



[REDACTED]
CAIR*

10174069



221:13



Jeep



NO
PARKING

9394

NO PARKING

8 2 6 14



NO
PARKING

22:14



DAVE

NO
PARKING

8194

3.7L

4x4

LIBERTY

22:14

DAVE
MARSTON



221:15



Quick Lane

2 2 1: 16



LIBERTY 4x4

22:15







22:16



Jeep

22:19



Call for more information
Call for more information
Call for more information
Call for more information
Call for more information

22 1:20

Jeep



GOODYEAR
WRANGLER

22128





EXIT

23428







22 1:30

December 13, 2002

ICC

Ms. Marcia Bailey Product Litigation 485-13-62

A. Gilbert Special Investigations 431-00-00

Reference: 1J4GL48K62W [REDACTED] CAIR #10174069 [REDACTED]

Dear Ms. Bailey:

Please find enclosed attorney letter dated November 6, 2002 and our files on this matter. I am forwarding this to your office for review and handling due to the possible magnitude of this incident.

Sincerely,

A. L. Gilbert
Special Investigations
(248) 944-7037

Enclosure(s)

ALG/kat

*Please
impr 10/74069*

Robert E Cousineau

07/01/02 12:45 PM

To: Arthur L Gilbert/FRC/DCC/DCX@wk-America

cc: Robin T Hartzell/CLTB/DCC/DCX@wk-America, David E
Friedel/CLTB/DCC/DCX@wk-America

Subject: 2002 Liberty Airbag Deployed

Mr. Gilbert,

The STAR Center received the following call about a 2002 Liberty in which the airbags deployed, but not in an accident situation. Please contact Paul Hanson at the dealer. Thanks for your assistance.

Bob Cousineau

Daimler Chrysler
S.T.A.R. Center
Body / Chassis / Electrical Group
Phone: T/L 722-7075
Outside: 248-512-7075
Fax: 248-512-7904
EMAIL: rec4@dcx.com
CIMS 429-08-05

*7-1-02
Request
Inspection*



28635 Mound Road
Warren, Michigan 48092-3499
(586) 753-3326
FAX (586) 753-3335

Facsimile Cover Sheet
DaimlerChrysler Vehicle Investigation

Owner: [REDACTED]

Project No. DAIM-0001

CAIR No.: 10174069

TO: Cal Compe

FROM: Tina Martin

Date Sent: 7-2-02

DUE DATE: 7-8-02

***PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL**

***Receipt of CAIR and Accepting case for investigation?** Yes No

Date: 07/02/02

Coversheet for DaimlerChrysler (Service Associate Use Only)
(Also fax or email to EAA for closure)

*Closure Date: 7-3-02

DaimlerChrysler Fax No.: 248- 512-8748

Bennis (248) 944-7036

Martell (248) 944-7038

Bott (248) 944-7056

Susalla (248) 944-7149

Gilbert (248) 944-7037

Porterfield (248) 944-7134

Comments: _____

10174069.txt

107/01/02 CAIR Data File

CAIR: 10174069 82 1/ 1 Page: 1
Tmp Address:

Com [REDACTED]
CUS [REDACTED]
AD1 [REDACTED]
AD2 [REDACTED]
Cty/St/ZIP: ARBOR VITAE
Co-own:

UNKNOWN
Ph: [REDACTED] H
Ph: [REDACTED]
WI [REDACTED] Cntry: USA Lang: E

Company:

Rep:

AD1:

AD2:

Cty/St/ZIP:

Ph:

Ph:

Cntry: Lang:

Status and Notes -----

Opened by: ALG2 Open Dt: 070102 Typ: L
Stat: 0 Closed by: Closed Dt:
Alrt: A Currep: 82E 82
Lst Upd: 070102 1540P ALG2 82
Cntc Typ: T Orig: C Mail Ctgry:
Dt on Ltr: Exec:
Resp Ltr: Resp Ltr Dt:

Check Information -----

Ck Amt: \$.00 S:
Payee:
Addr1:
Addr2:
City:
St/ZIP:

Vehicle Information -----

VIN: 1J4GL48K62W [REDACTED] YR/Model: 02 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR
Sls Zn/Sls/Svc/Dlr: 55 F F 43956 DAVE MARSTON MOTORS IN In Srv Date: 04/30/02
Svc Zn/Sls/Svc/Dlr: 55 F F 43956 DAVE MARSTON MOTORS IN Curr Mi/Km: M 3900
WCC: 336 - /36 3/36 0 7
CSC: HHW7100J - 7/100,000 EXTEND LTD PTWN WARR

General Narrative -----

REASONS FOR CONTACT:

- 1) Air Bag Inquiry - Both Air Bags deployed

*--> NARRATIVE ADDED BY A. L. GILBERT

ON 07/01/02 AT 03:43PM

7-1-02 e mail from S.T.A.R. center.

owner alleges air bag light came on for 15 seconds and then drivers side air bag deployed then after 5 seconds passenger side deployed. no accident.

location:

43956 DAVE MARSTON MOTORS INC
9594 HWY 70 WEST

MINOCQUA

CJDT

WI 54548 715-356-3242

contact: paul hanson

7-1-02 please contact dealer and owner if possible and arrange for inspection on deployment of air bags. need drb codes and times.

check for hidden/prior damage. thanks. art gilbert

CAIR NUMBER 10174069 REQUEST EAA INSPECTION 07-01-2002 15:45

DAIMLERCHRYSLER

Confidential Preliminary Vehicle Investigation Report


REF # 101746

YEAR 02	MODEL LIBERTY JEEP SET 4x4	VEHICLE IDENTIFICATION NUMBER 1J4BL48K62W	ODOMETER 4838	M.D.H. 04/23/9	DELIVERY DATE 04/30/02
SELLING DEALER NAME ARBOR VITAE		ZONE WI	CITY ()	STATE ()	
DAVE MARSTON Motors, Inc		5543956	MINOCQUA		WI
CAL COMPE		55	920-897-3201	REPAIR ESTIMATE \$ No estimate	
INTERVIEW my est. Approx - 5000.00					
INTERVIEW DATE	DATE OF INCIDENT	TIME OF INCIDENT	INSPECTION DATE		
	062702	11:35 AM	070302		
DESCRIPTION OF EVENT (INCLUDE WEATHER CONDITIONS AND ROAD SURFACE) DRIVER STATED HE SOUTHBOUND ON Int 94 ABOUT 10 MILES NORTH OF MADISON, WI TRAVELING 65MPH. HE WAS DRIVING IN STOP & GO TRAFFIC FOR ABOUT 15-20 MINUTES AND JUST WHEN HE GOT OUT OF IT & GOT UP TO SPEED AN ALARM WENT OFF. HE LOOKED AT THE DASH & SAW THE "AIRBAG" LAMP ON.					
Personal Injury: Were there Personal Injuries? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, complete section "L." (CONT)					

IMPORTANT: SHOW TO NO ONE & DRAW NO CONCLUSIONS

- DIRECTIONS:
- FILL OUT UPPER PART OF FORM.
 - FOR "FIRE" USE FORM 84-130-6950.
 - FOLLOW INSTRUCTIONS FOR SECTION "A" ON ALL VEHICLES.
 - FOLLOW INSTRUCTIONS FOR SPECIFIC ALLEGATIONS FOR THIS VEHICLE.
 - ATTACH ANY ADDENDUMS TO REPORT AND STATE SECTION IT PERTAINS TO.

- COMMENTS:
- NOTE ANY MISSING COMPONENTS AND WHO REMOVED THEM.
 - NOTE ANY AFTERMARKET EQUIPMENT INSTALLED AND BY WHOM.

ALLEG.	PHOTOGRAPH REQUIRED	INFORMATION	EVALUATION
A General	<input checked="" type="checkbox"/> From center of vehicle front every 45 degrees (8 total) <input type="checkbox"/> If crash damaged — perspective from every corner of vehicle down both original lateral sight lines. (8 total)  <input type="checkbox"/> Send neg. & 2 sets of prints	<input checked="" type="checkbox"/> Police report NONE <input checked="" type="checkbox"/> Vehicle service file NONE <input type="checkbox"/> Any reports/photos by others NO <input type="checkbox"/> Location of inspection	<input type="checkbox"/> Driver's and/or occupant's description of incident <input type="checkbox"/> Complete exterior damage diagram and measurements on last page. <input type="checkbox"/> What? When? Where? How? <input type="checkbox"/> Exact order of events <input type="checkbox"/> Did this happen before?
B Airbag(s)	<input type="checkbox"/> Steering Wheel <input checked="" type="checkbox"/> Airbag(s) <input type="checkbox"/> Knee Blockers <input checked="" type="checkbox"/> All possible body contact areas <input type="checkbox"/> All code readings using DRB II	<input type="checkbox"/> Record: <input checked="" type="checkbox"/> Was Airbag deployed? Driver <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Passenger <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Type of Steering Wheel <input checked="" type="checkbox"/> Tilt <input type="checkbox"/> Std. <input type="checkbox"/> Condition of Steering Wheel <u>STRAIGHT</u> <input type="checkbox"/> Condition of Steering Wheel Mounting (measure column collapse) <u>NO DAMAGE</u>	<input type="checkbox"/> Evidence of tampering or disassembly? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Use DRB II <input type="checkbox"/> Record Existing Readings 1 _____ 2 _____ <input type="checkbox"/> Record Stored Readings 1 _____ 2 _____ 3 _____ <input checked="" type="checkbox"/> Important: DO NOT ERASE DRB II READINGS. AIRBAG LAMP COMES ON WITH IGNITION & STAYS ON

Confidential

REF. # 10174067

ALLEG.	PHOTOGRAPH REQUIRED	INFORMATION	EVALUATION																								
H Seat/Shoulder Belts	<input type="checkbox"/> Overall of seat belts I/B and O/B. <input type="checkbox"/> Close ups of any irregularities on belts. <input type="checkbox"/> Shoulder Belt Pendulum <input type="checkbox"/> Latchplate wear <input type="checkbox"/> Close up of D-ring to show belt loading.	<input type="checkbox"/> Locate seat belt labels and record ALL information (Some labels are sewn to webbing, other labels are on retractor frame. Inboard seat belt labels are near floor.) <u>BELT-LEFT-03102R</u> <u>TENSIONER IS DISABLED</u> <input type="checkbox"/> Record ALL information stamped on latchplate.	If allowed, function belts to insure they FUNCTION PROPERLY, note results: Do they latch? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Do they release? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Do they retract? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Does Inertia Pendulum System run freely? <input type="checkbox"/> Yes <input type="checkbox"/> No																								
I Seat	<input type="checkbox"/> Overall of seat <input type="checkbox"/> Close ups of damage <u>NA</u>	<input type="checkbox"/> Existing location of recliner - number of teeth from rear of sector gear to rear edge of Pawl (crayon mark location). <input type="checkbox"/> Existing location of seat adjuster (window or tooth location from rear of adjuster). <input type="checkbox"/> Existing location of head restraint (measure gap under head restraint).	<input type="checkbox"/> If allowed, adjust all functions of seat and return to original location <input type="checkbox"/> Describe functions <input type="checkbox"/> Note any irregular orientations																								
J Tires	<input type="checkbox"/> Each Tire with visible location label, insuring all Tire identification and Tread wear is documented. <input type="checkbox"/> All damaged Wheel and Rim area including impacted foreign material. <u>NA</u>	Record: <input type="checkbox"/> Tire Size <input type="checkbox"/> Brand <input type="checkbox"/> Ratings <input type="checkbox"/> DOT No. (I/B Side) <input type="checkbox"/> Rim Size <input type="checkbox"/> Tread Depth	<table border="1"> <thead> <tr> <th>Front Left</th> <th>Front Right</th> <th>Rear Left</th> <th>Rear Right</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Front Left	Front Right	Rear Left	Rear Right																				
Front Left	Front Right	Rear Left	Rear Right																								
K Axle Lockup	<input type="checkbox"/> Entire Axle and close up of Leaks <u>NA</u>	<input type="checkbox"/> While on hoist: <input type="checkbox"/> Rear Wheel Drive Record amount of Lateral Axle Movement on each side and will Wheels turn <input type="checkbox"/> Trans. Axle - rotate Wheels <input type="checkbox"/> Note function																									
L Occupant Contact	<input type="checkbox"/> Windshield <input type="checkbox"/> All areas of occupant contact on interior and exterior. <input type="checkbox"/> Close ups of stains, skin, hair, cloth <input type="checkbox"/> Exterior and interior damage	<input type="checkbox"/> See Seat Belt/Seats if applicable <input type="checkbox"/> Occupant contact description <u>NO EVIDENCE of occupant contact</u>																									

ADDITIONAL COMMENTS

7-2-02 Vehicle inspect - NO EVIDENCE OF ANY IMPACT ON VEHICLE ANYWHERE, INCLUDING UNDERCARRIAGE - WE WERE UNABLE TO OBTAIN A DRB READING - CALLED TECH CENTER - SPOKE TO PAT. HE SAID TO TRY THE DRB ON ANOTHER JEEP LIBERTY TO SEE IF IT WORKS AND IF IT DOES THEN THE REASON WE CAN'T GET A READING IS BECAUSE THE MODULE IS BAD OR BURNED UP. HE SAID TO TELL THE DEALER TO GO AHEAD & REPAIR VEHICLE. I TOLD SER MGR & ALSO TOLD HIM TO KEEP DEFECTIVE PARTS THIS INCIDENT ALSO CAUSED SEATBELT TENSIONER TO FAIL.

Description of Event (cont)

He said he quickly got the owners manual out and opened it across the steering wheel - He smelled an odor like electrical wires burning and then the driver airbag deployed. In just seconds the passenger bag deployed. He was able to control the vehicle without hitting anyone or anything. He drove to the Jeep dealer in Madison WI and asked if they could check to determine what caused the bags to deploy and if it was OK to drive. They told him they didn't think there was anything they could do & it was OK to drive and he should go back to where he bought it. So, he said he cut the bags off and returned the car to the selling dealer. He stated prior to the incident there wasn't anything wrong with the driveability or anything else unusual.

Confidential

REF. #10174068

ALLEG.	PHOTOGRAPH REQUIRED	INFORMATION	EVALUATION
C	Sudden Acceleration or Throttle Hold <input type="checkbox"/> Accelerator Pedal <input type="checkbox"/> Throttle Cable <input type="checkbox"/> Return Springs <input type="checkbox"/> Floor Mats	<input type="checkbox"/> Describe any Accelerator Pedal interference with Carpet/Mat _____ _____ _____ _____	<input type="checkbox"/> DRB II Tests <input type="checkbox"/> Disconnect Cable at Throttle Body/Carburetor lever; operate: <input type="checkbox"/> Lever <input type="checkbox"/> Cable <input type="checkbox"/> Any restricted motion? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> If safe and permitted to drive - attempt to duplicate and check Service Brakes at reported speed.

D	Brakes <input type="checkbox"/> Items in Information Block.	<input type="checkbox"/> Check and record Brake Fluid Level. _____ <input type="checkbox"/> Check and record if Vacuum Hose is connected. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Check and record for Brake Line Leaks. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Pull Wheels, check Linings and record condition. <input type="checkbox"/> Check Brake Pedal, does it set firm? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Check operation of Parking Brake. <input type="checkbox"/> Check operation of ABS System.	With Engine off: <input type="checkbox"/> Apply Brake fully 3 or 4 times. <input type="checkbox"/> With light force held to Pedal, start the Engine. <input type="checkbox"/> Note reaction of Pedal and record: _____ _____ <input type="checkbox"/> ABS System DRB II test readouts _____ _____
---	--	---	---

E	Steering <input type="checkbox"/> Complete Steering System Including as required: • Rack & Pinion • Linkage • CV & Universal Joints • Column • Belts & Pulleys	<input type="checkbox"/> Record if: <input type="checkbox"/> Manual Steering <input type="checkbox"/> Power Steering <input type="checkbox"/> Check Fluid Level _____ <input type="checkbox"/> Record if Drive Belt is tight <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Check for Hose/System leaks <input type="checkbox"/> Yes <input type="checkbox"/> No Leaks <input type="checkbox"/> Check condition of Steering Linkage from Wheels to Steering Column, record deformation or loose connections. _____ _____	<input type="checkbox"/> Unlock key and turn Wheels fully right and left. <input type="checkbox"/> If safe, start Engine and turn Wheels fully right and left. <input type="checkbox"/> Record Steering function.
---	--	--	---

F	Transmission <input type="checkbox"/> Entire Transmission with pictures and closeup of leaks, if any.	<input type="checkbox"/> Record: Type of Transmission? <input type="checkbox"/> Auto <input type="checkbox"/> Std. How many Speeds? <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> Record Gear Shift location at time of inspection _____ _____ <input type="checkbox"/> Run Shift Lever thru all shift positions and record "Feel of Gating" _____ _____ <input type="checkbox"/> Is Shift Indicator properly aligned? <input type="checkbox"/> Yes <input type="checkbox"/> No	If safe and permitted to drive vehicle: <input type="checkbox"/> Drive Vehicle and record feel of Gear during each Gear Shift. _____ _____ _____ <input type="checkbox"/> Does Parking Pawl engage? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> If lockup is alleged - check rotation of Transmission in all Gears. <input type="checkbox"/> Check starting ability in park and neutral. Check to see that start does not occur in other selector positions.
---	--	---	--

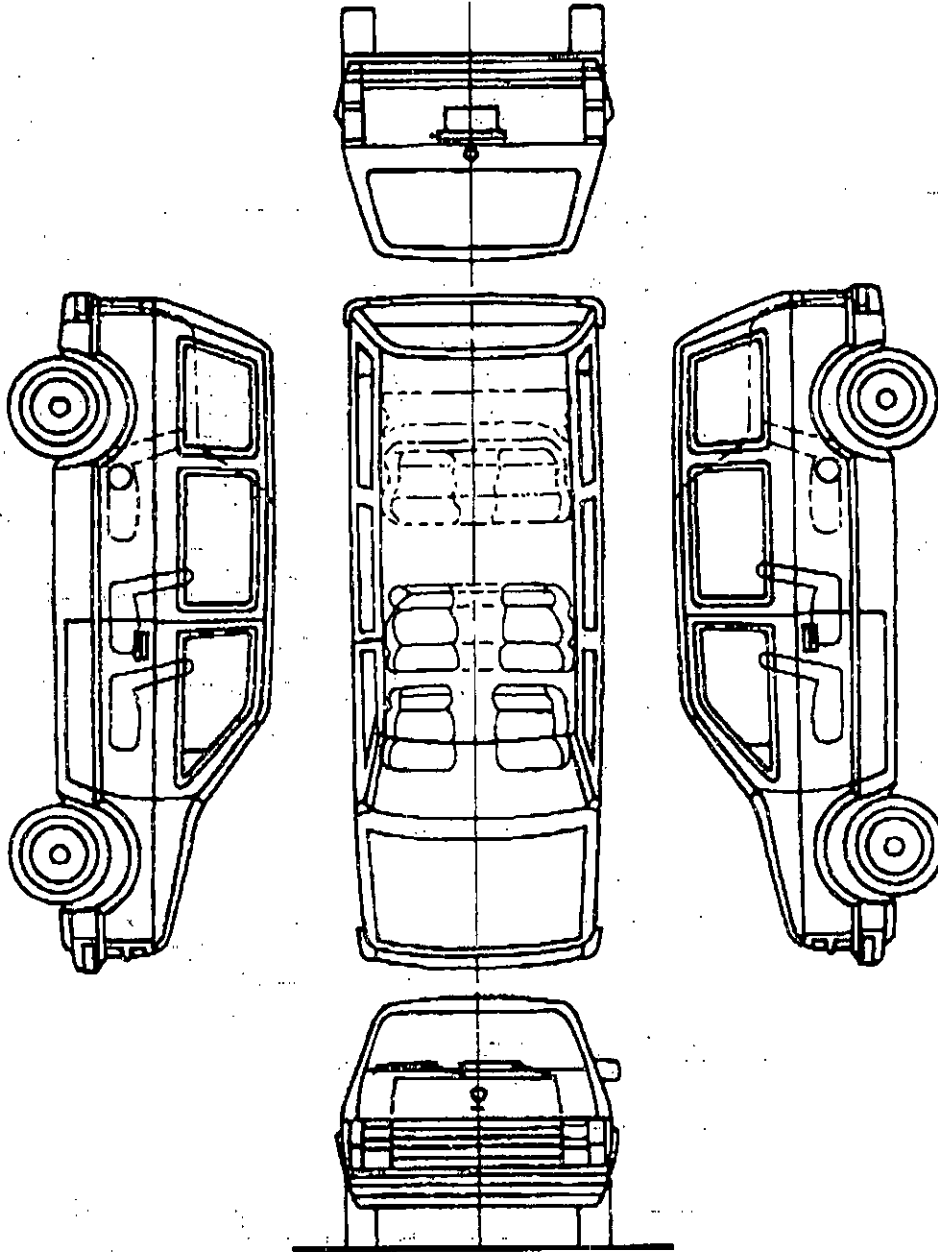
G	Engine Stall/ Drivability <input type="checkbox"/> Complete Engine Compartment Including as required: • Underhood Emissions Label • Engine Wiring/Connections • Vacuum Hoses • Fuel Lines • Exhaust System • Spark Plugs • Connections	<input type="checkbox"/> Record type of Spark Plugs (location of unique plugs). _____ _____ _____ _____ _____	If safe and permitted to: <input type="checkbox"/> Try to duplicate Allegation Off Hiway <input type="checkbox"/> DRB II or I/P Fault Code Test _____ _____ _____
---	--	--	--

Confidential

REF. # 1017406

Exterior Damage Diagram and Measurements

No DAMAGE



Sketch damage on all views. Include dimensions to describe and locate each damaged area and maximum depth of penetration for each impact. Annotate observations which might be useful in reconstructing the accident (e.g., direction of scrapes, markings on tires and wheels, etc.). Take photographs.

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#**12525880**

Vin	1J4GK48K8 2W [REDACTED]	Open Date	08/05/2004	Built Date	05/16/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	12/07/2002	Mileage	17,000	Dealer Zone	
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	DDD	TRANSMISSION - 5-SPEED HD MANUAL			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	VIRGINIA BEACH VA [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	air bags deployed on their own.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	

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

Owner Alleges:

Owner states air bags deployed for no reason.

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

Owner states she was driving on I-264 last night at about 7:30p.m. Owner states she was driving about 35 mph on the on-ramp. Owner states the air bag light suddenly came on and both air bags popped and deployed. Owner states she went to emergency room because of cuts and bruises on left arm from air bag.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Progressive Insurance

Policy : [REDACTED]

(800)776-4737

Where is the vehicle exactly located (provide name/address/phone #)

Art Walker's Auto Service

2636 Dean Drive

Virginia Beach, VA 23452

(757)340-0131

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

no

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

Virginia State Police

No report number

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

08/05/04 Informed owner that file will be forwarded to the special

investigations department for review. Provided file number. Informed owner of incomplete recall.

8.06.2004

Forwarded to 82t m rp

8/9/04-assigned to KWK3-rlg

CAIR NUMBER 12525880 REQUEST EAA INSPECTION 08-09-2004 10:30

CAIR NUMBER 12525880 E-MAIL SENT TO EAA 08-09-2004 10:30

Owner called requesting an update. Writer advised the owner will be contacted when we have the results of the inspection.

Inspection Requested: 8/9/2004 (TNewton)

Inspection Conducted: 8/16/2004 (TNewton)

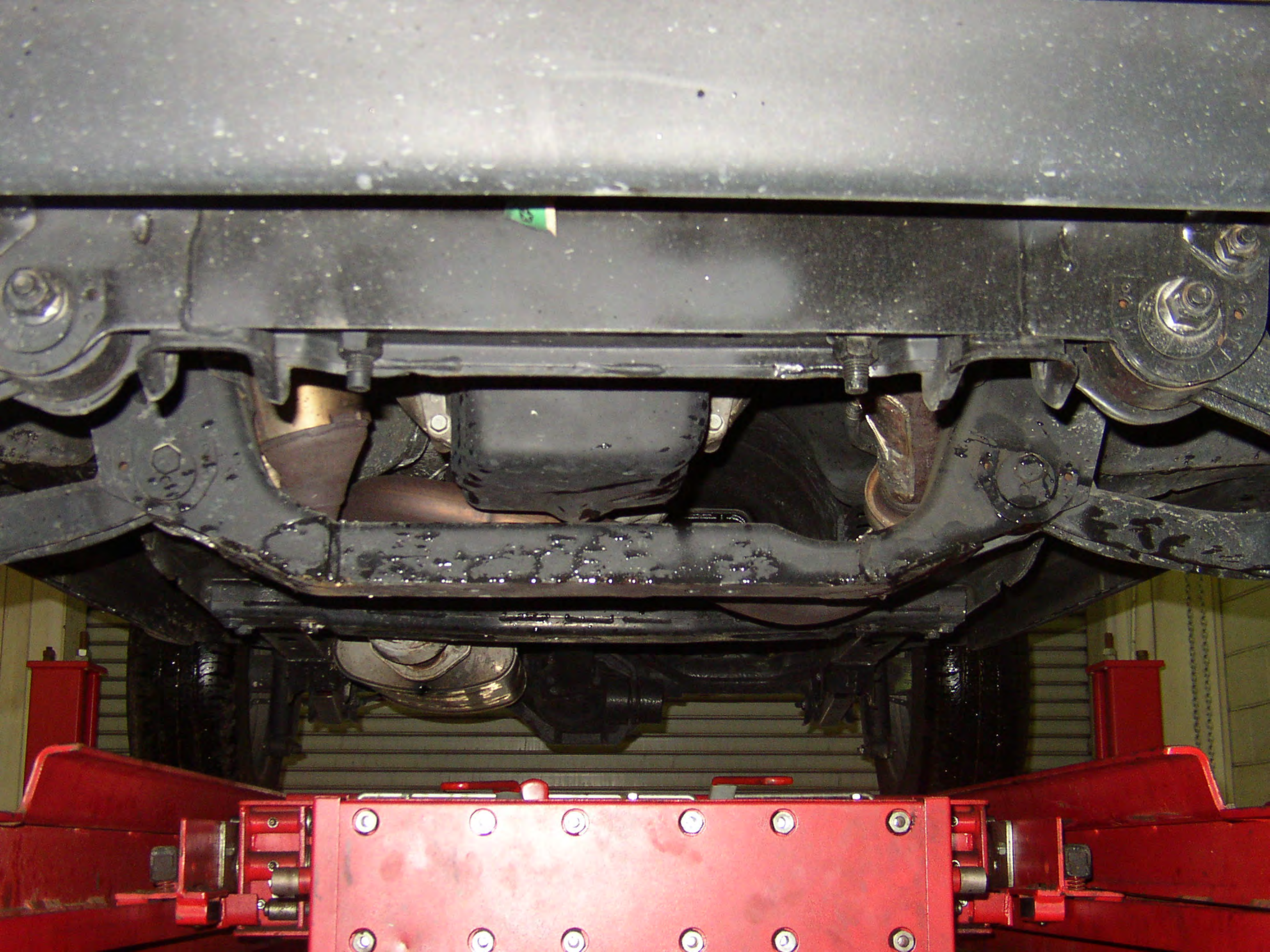
Inspection Report Received: 8/18/2004 (TNewton)

Owner called for an update regarding the above. Writer informed owner that an update to her file occurred 08/19/04 but there is no other information available. Owner says she is concerned because she is in a rental and wants to know who will be paying for it. Writer stated will document concern.

8.23.2004/10:24am message left for Roberta, requesting a followup call..m rp

Offer Letter Sent: 8/25/2004 (TNewton)

Offer Letter Sent: 8/27/2004 (TNewton)







Small white tag with illegible text, possibly a receipt or label, located in the upper left corner of the image.



MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
5-02

GWR
2427 KG(05350 LB)

GAWR FRONT WITH TIRES
1248 KG(2750 LB) P215/75SR16

RIMS AT
16X7

COLD
227 KPA(33 PSI)

GAWR REAR WITH TIRES
1339 KG(2950 LB) P215/75SR16

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: 1J4GK48K82W [REDACTED]

TYPE: MPV

SINGLE X DUAL



MDH: 051607 387AA PNT:PS2

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





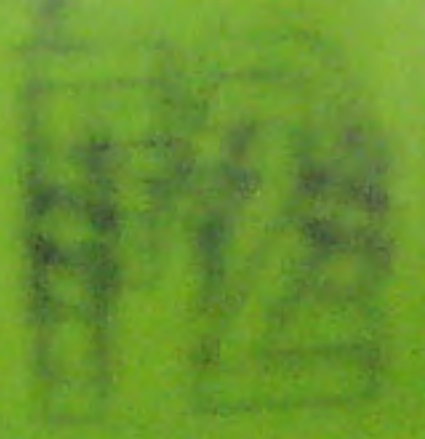
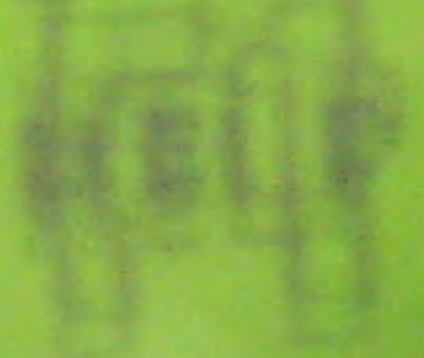
Unable to ID Module for
CRC

Press any key to continue

Modules Present on the BUS

CM

Page 1 of 1



ca. 8



EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)# **21239670**

VIN	1J4GK58K3	2W	Open Date	08/15/2011	Built Date	04/29/2002
Model Year	2002	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY		
In Service Dt	05/26/2002	Mileage	123,650	Dealer Zone	66	ORLANDO
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	26732	TROPICAL CHRYSLER JEEP				
Dealer Address	8910 N. E. 6TH AVE					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33138	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	LAKE WORTH FL	Country	UNITED STATES			

Product - Unknown - Unknown - Accident - Default	Airbag deployed
Corporate - Recall - Default - Default - Default	Recall Information
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer called to check on recalls involving the airbag system. Customer advised that as they were leaving a store the airbag suddenly deployed injuring his girlfriend. Customer stated the injuries were not serious just cuts and bruises.
 Briefly summarize what the customer is expecting: Customer is requesting assistance.

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

[REDACTED]
 Alternate: N/A

2. What happened? Airbag deployed, airbag sensor warning light started to blink really fast moments before the airbag went off.

3. What is the current location of the vehicle? Customer s home address.
 Reassigning to 88S
 Customer s address is:

[REDACTED]
 LAKE WORTH , FL- [REDACTED]

Per OGC Matrix, reassigned to 82T.
 8/16/11 ASSIGNED TO LSE6. PAG
 CAIR NUMBER 21239670 REQUEST EAA INSPECTION 08-16-2011 10:11
 CAIR NUMBER 21239670 E-MAIL SENT TO EAA 08-16-2011 10:11
 CCRG Open Date: 08/16/2011 08:41:38
 Letter Sent: Acknowledgement 08/17/2011 08:11:30
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/23/11 AT 12:30:38 21239670

MPH km/h

120

TYPE 35

140527









Jeep





































DRB III CDRB Application
Chrysler Corp.

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RELEASE 64.2 01

Released: 12:03:24 May 27 2011

Bios Version: N/A

Database: 10:52:06 4/23/2011

Cable in use: J1962 (CH7000A)



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
HELPF2
SYSF3
MAIN

