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)#								18588381
Vin	1J4GK58K4	3W	Open Date	05/15/2009	009 Built Date 07/24/2002			
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR				
In Service Dt	03/08/2003	Mileage	102,000	Dealer Zone	66	ORLANDO		
Plant	W	TOLEDO NO	RTH ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT						
Engine	EKG	ENGINE - 3.7L POWER TECH V6						
Transmission	DG4	DG4 TRANSMISSION-MULTI-SPEED AUTO, 45RFE						
Dealer	26630 NALLEY ROSWELL CHRYSLER JEEP							
Dealer Address	11505 ALPH	HARETTA HW	Υ					
Dealer City	ROSWELL		Dealer State	GA	Dealer Zip	30076		
Owner						Contact Typ	TELEPHONE	
Address						Home Phon	e	
	ALPHARETTA GA					Country	UNITED STATES	
Product - Unkno	own - Unknow	n - Accident - [Default				Air Bag Deployment, no accide	ent
Referral - Tier Three - Default - Default - Default Goodwill assistance								
Recall - F23: - Advise Owner/Incomplete Recall Recall Recall								

Customer states the air bag deployed and hit her face when she parked the vehicle. Customer states she contacted her insurance company and they are not covering the repairs as the vehicle was not involved in a accident and the air bag was faulty. Customer states the vehicle is at the dealer 26630 and they informed her that she will have to pay \$1900 for the repairs. Customer is seeking assistance from Chrysler for the repairs. Transfer approved by RP762. Agent transferred the call to tier 3 ?72412?. Agent also informed about the pending recall ?F23? and advised the customer to check with the dealer if they have done the recall or not. ****Begin structured narrative T2 - TIER THREE REFERRAL

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers

Transferred customer to T2.5 or Reassigned CAIR to

Transferred

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

****End structured narrative T2 - TIER THREE REFERRAL

Corporate - Property Damage - Default - Default - Default

****Begin structured narrative T2 - T2 1/2 referral Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.

****End structured narrative T2 - T2 1/2 referral

****Begin structured narrative SI POLICY FIRE OR ACCIDENT Owner Alleges:

The air bag deployed while setting stopped in her employees parking lot. Description of the incident (what, when, where, injuries, etc)

On 05/12/09 at 8:30 am in the customer's employers parking lot at 1145 Sanctuary Parkway Alpharette, GA 30009 the air bag depoyed and snapped the customer's neck back and there were minor burns to the customers face, chest and arms.

Has the owners insurance company been contacted ? YES

If yes provide name/policy number and phone number

Geico Insurance

policy number

phone: 800-841-3000

claim number:028655532010103

Where is the vehicle exactly located (No P.O.Boxes, include phone #)

(26630) NALLEY ROSWELL CHRYSLER JEEP

11505 ALPHARETTA HWY

ROSWELL, GA 30076

Phone 770-998-6150

Is there property damage or other vehicles involved in the accident? Damage to the steering wheel on the customers steering wheel and components.

Has a Police or Fire report been filed (what municipality & report #) NO

****End structured narrative SI POLICY FIRE OR ACCIDENT Customer is seeking help with the repair bill. Her insurance company has said they will not help. The doctor has stated that she has severe whip lash and they took exrays. She has not heard any result back on the exrays.

Customer has been told there is a recall that has not been completed. Writer called the dealership for the customer to make sure there is not going to be an issue to leave the vehicle waiting for the investigators. Writer called and spoke to the SA John Cockrell, he stated that as long as this is settled before 06/01/2009 when the dealership is closing it should be ok. Writer left message for the SM Mike Stewart to call if there is any problem with what the SA John had stated.

VEHICLE IS LOCATED AT:

NALLEY ROSWELL CHRYSLER JEEP CJ

11505 ALPHARETTA HWY ROSWELL GA 30076 770-998-6150

Per OGC Matrix, reassigned to 82T. JSS15.

5.18.09 One Open Recall:

F23 LOWER BALL JOINTS SAFETY 09/06/2006 INCOMPLETE

5.18.09 Assigned to KSS28. MJK

CAIR NUMBER 18588381 REQUEST EAA INSPECTION 05-18-2009 15:26

CAIR NUMBER 18588381 E-MAIL SENT TO EAA 05-18-2009 15:27

Customer called in regarding the same. Customer says that the she wants to know if any representaive is been assigned to have a look at the

vehicle. Customer wants to talk with DT354. Agent transferred the call to

Ext #66098. Approve by AM1106.

Agent informed the customer about the recall.

CCRG Open Date: 05/18/2009 09:20:32

Letter Sent: Acknowledgement 05/19/2009 11:17:17

Customer calls requesting to speak with DM354

Customer name match to CAIR confirmed.

The CAIR is 30 days old or less.

Customer informed to leave message if agent isn t available.

Caller transferred to extension # 66098

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/21/09 AT 03:18:55 18588381

Customer called in seeking a rental vehicle. Customer states that she is without a vehicle until the adjuster comes to inspect vehicle for false air bag deployment.

Customer seeking rental assistance because Air bag deployed while she was parked and can't drive vehicle until adjuster comes to inspect vehicle.

Contacted Service Advisor, John at 26630 to

discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Advisor concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-04-26.

REASSIGNED TO BC/DLR 66 26630 05/21/09 14:34 R 18588381

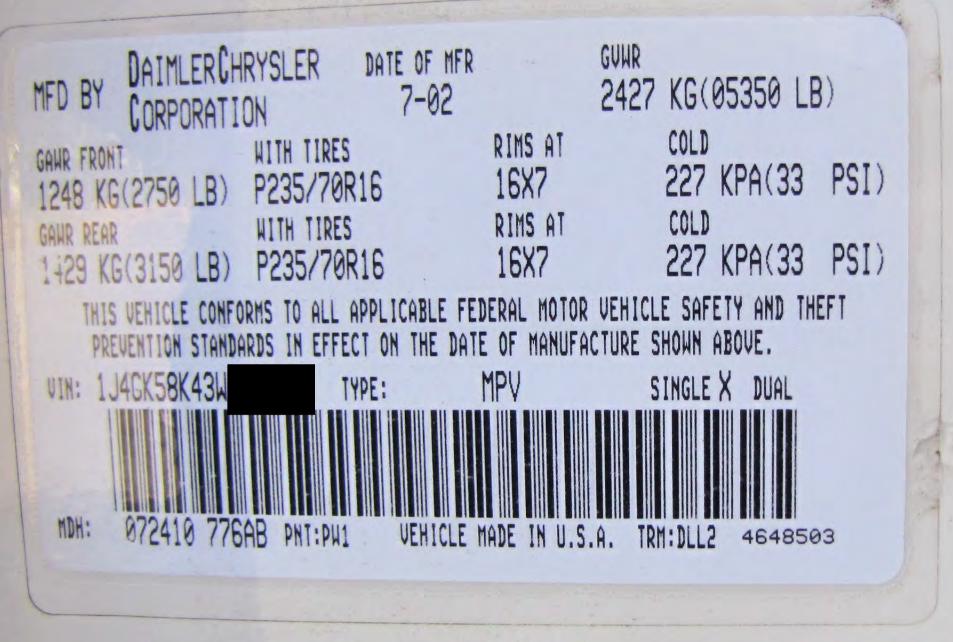
Writer called the customer and gave her the phone number to her the CCRG 'OGC/Legal' CAIR type

phone number and told her that the rental that was given was done in error but that is past. Writer gave her the number and stated that she should work with them to get this to a resolution.

closing based on repair date

Customer is seeking a reprint of letter denying claim. Writer made no promises letter would be resent. Writer informed customer that this would be a request only.









































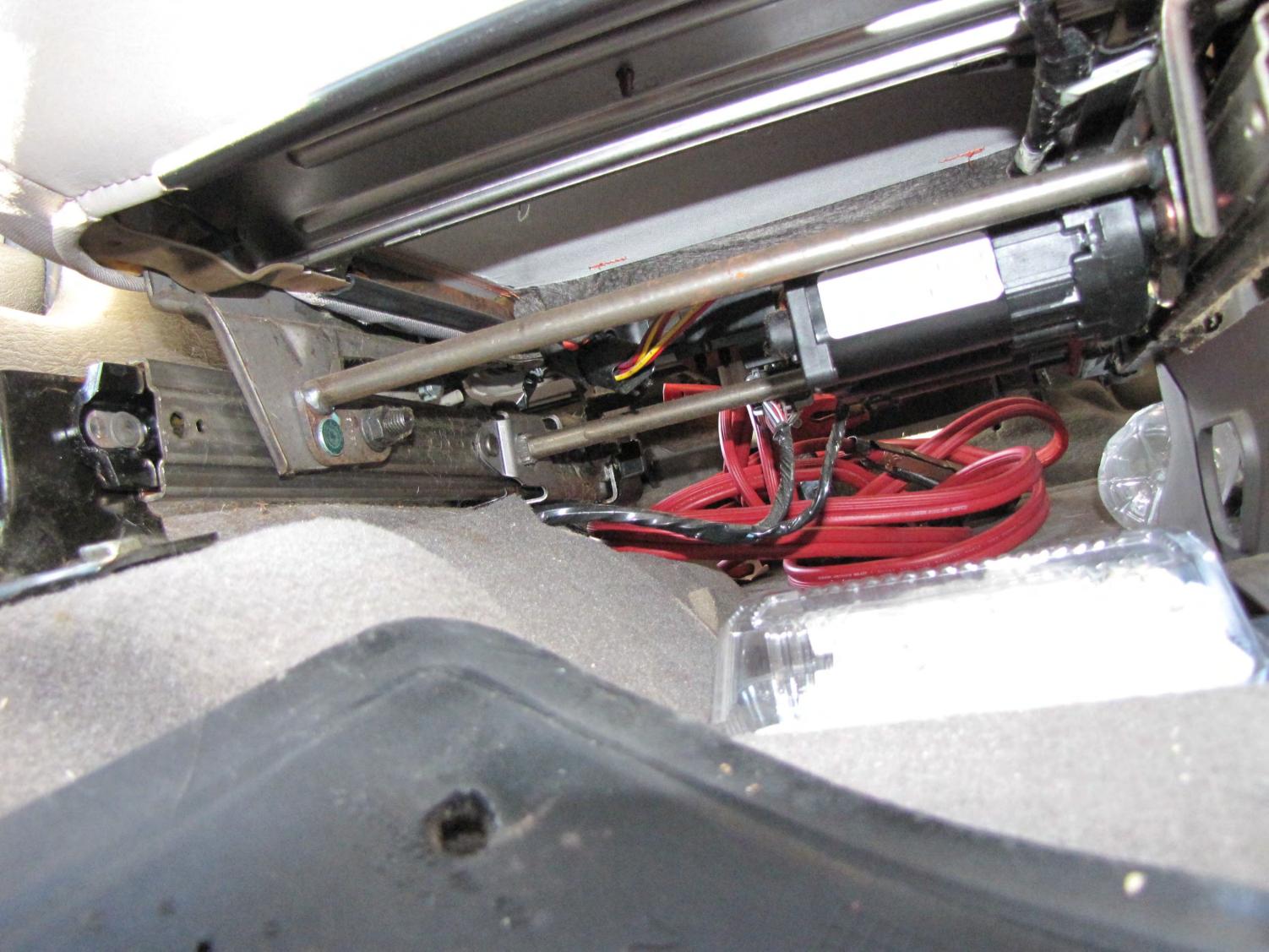


























































































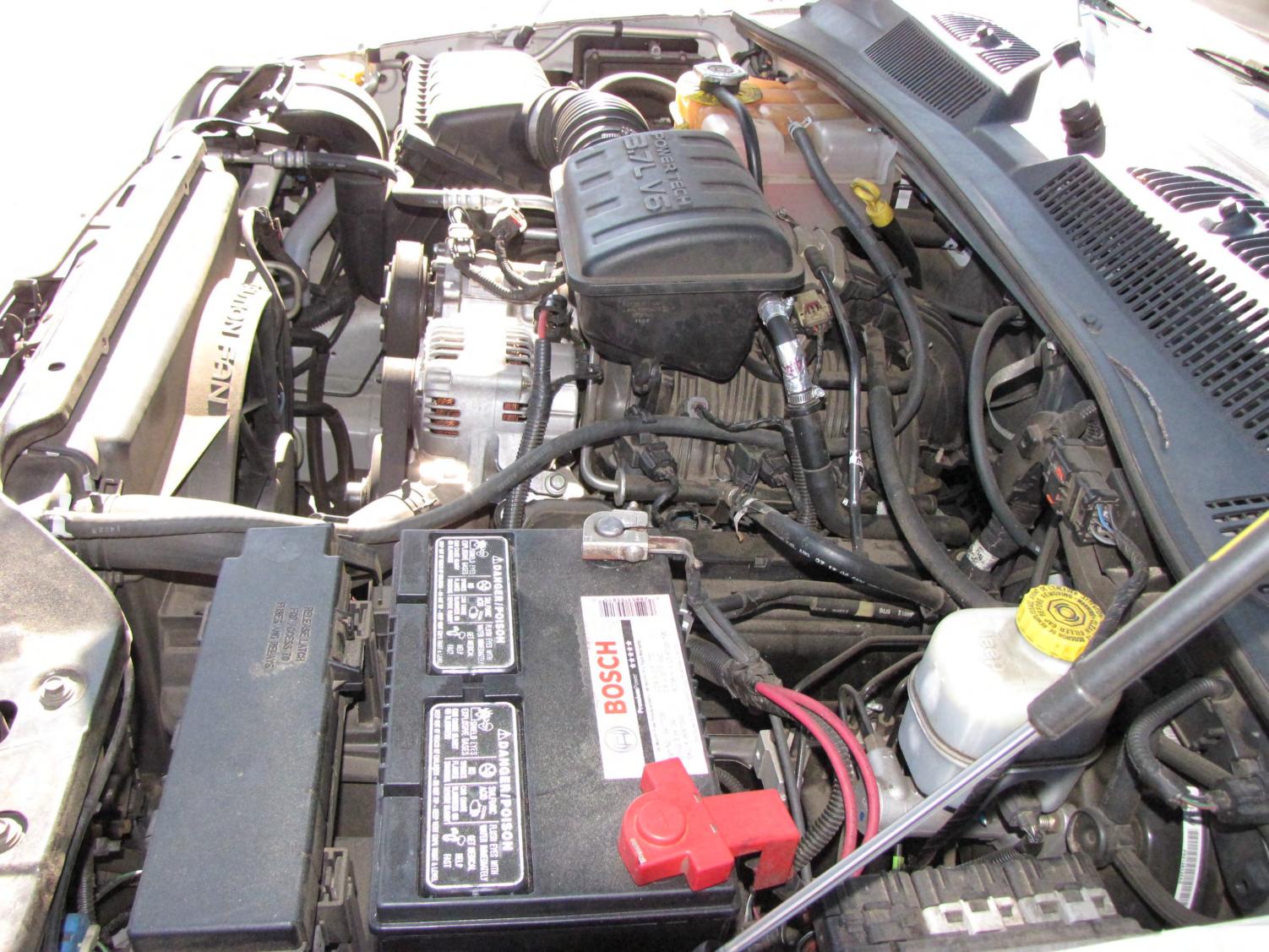






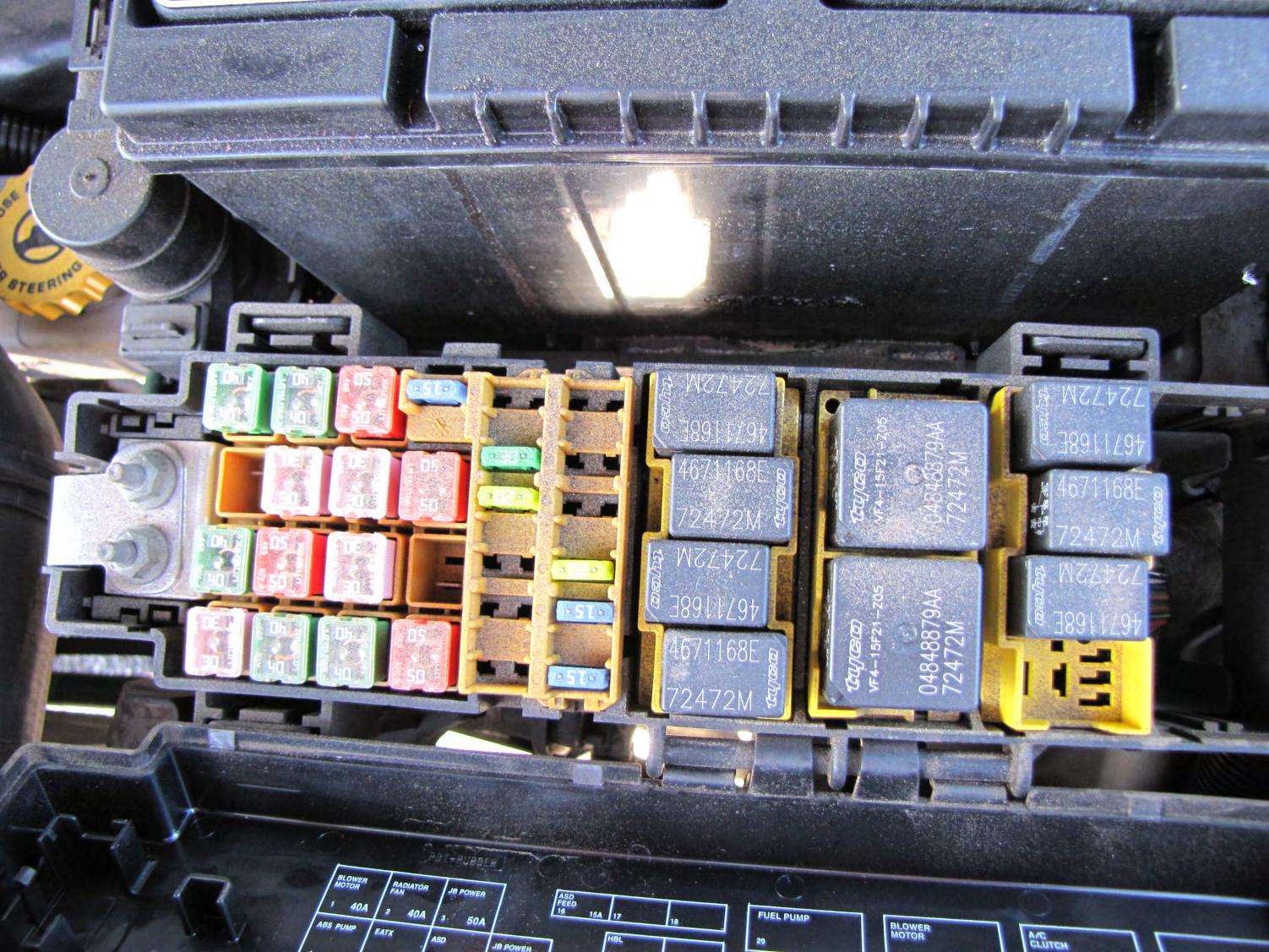


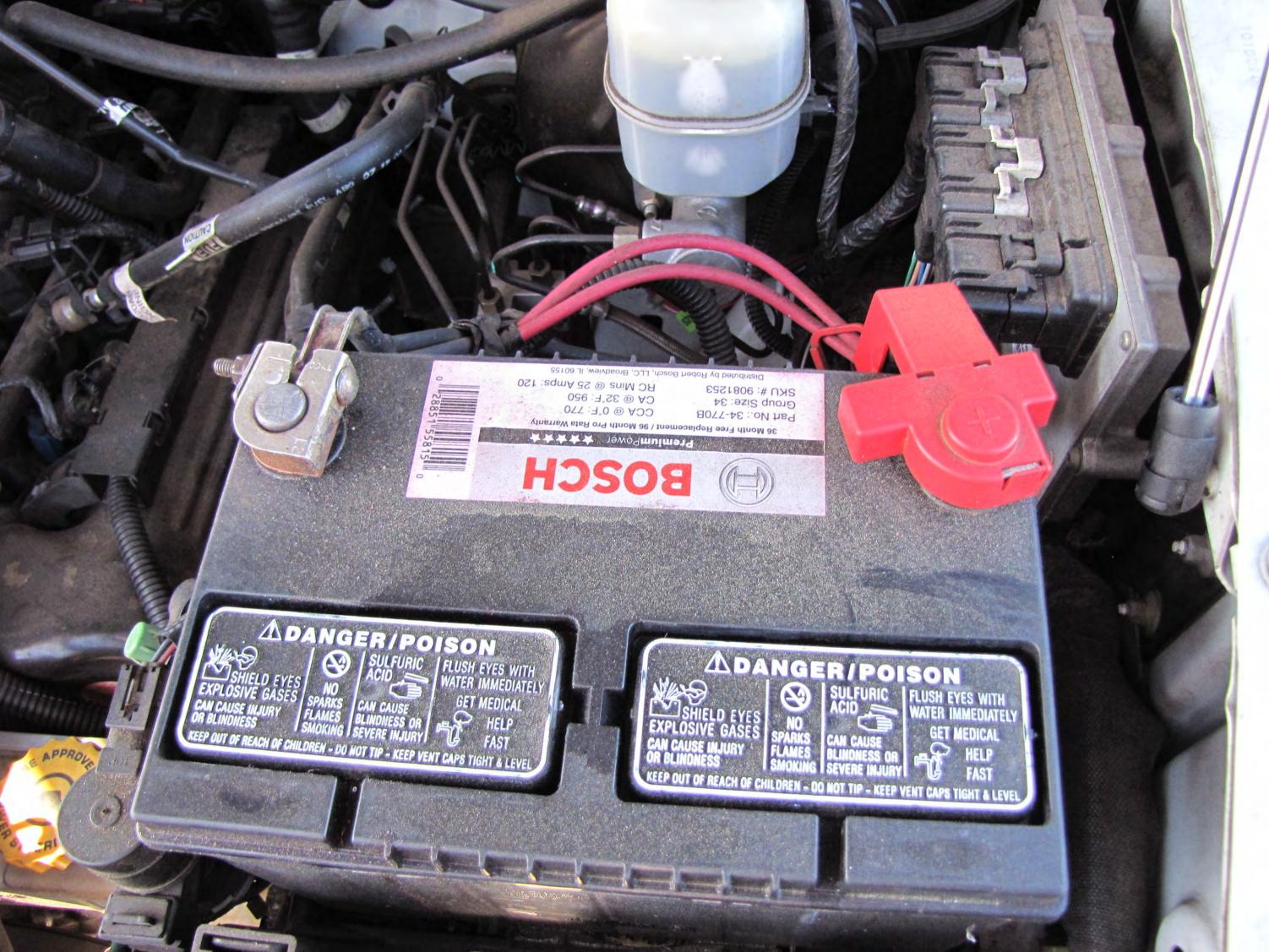














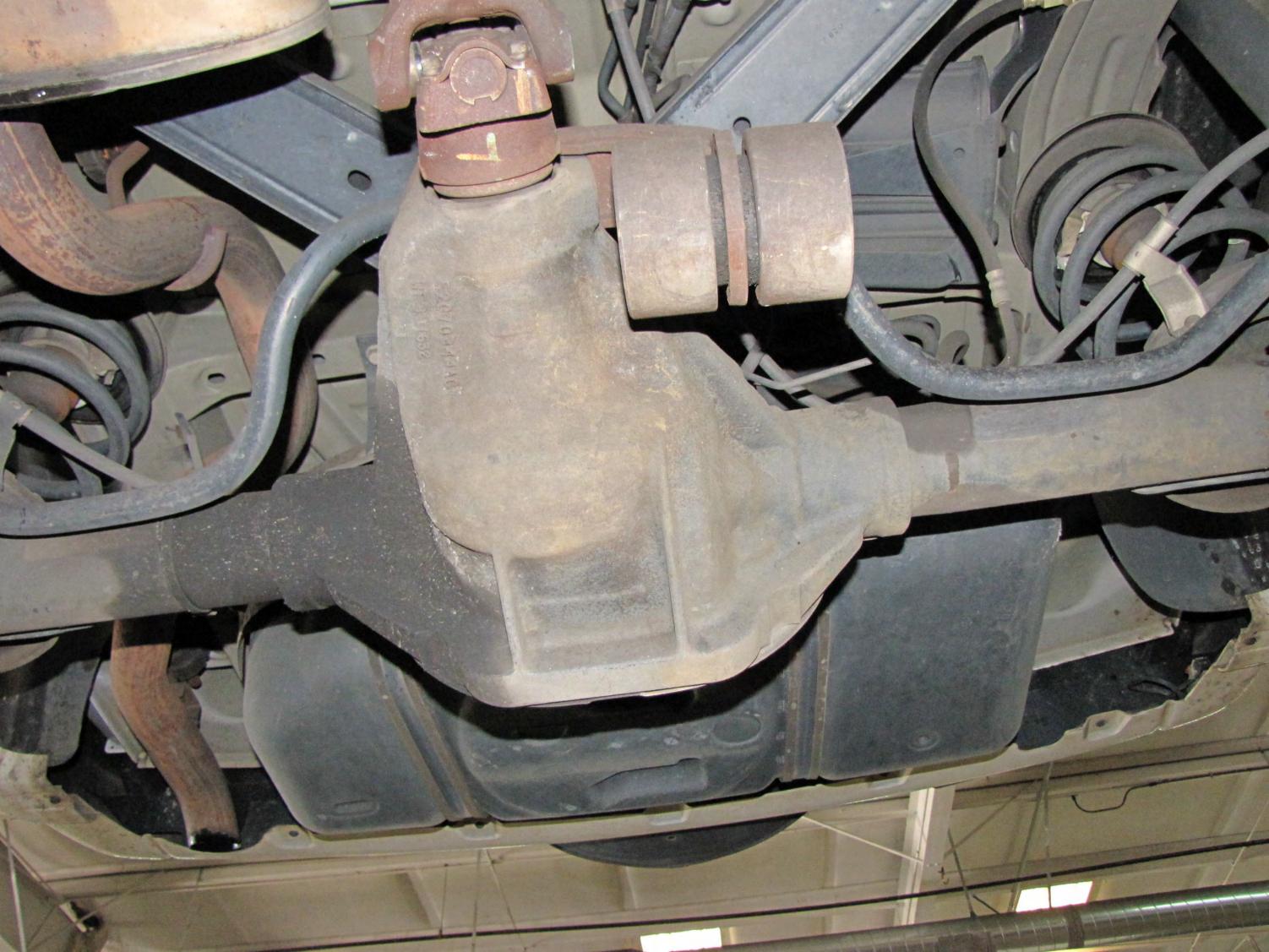




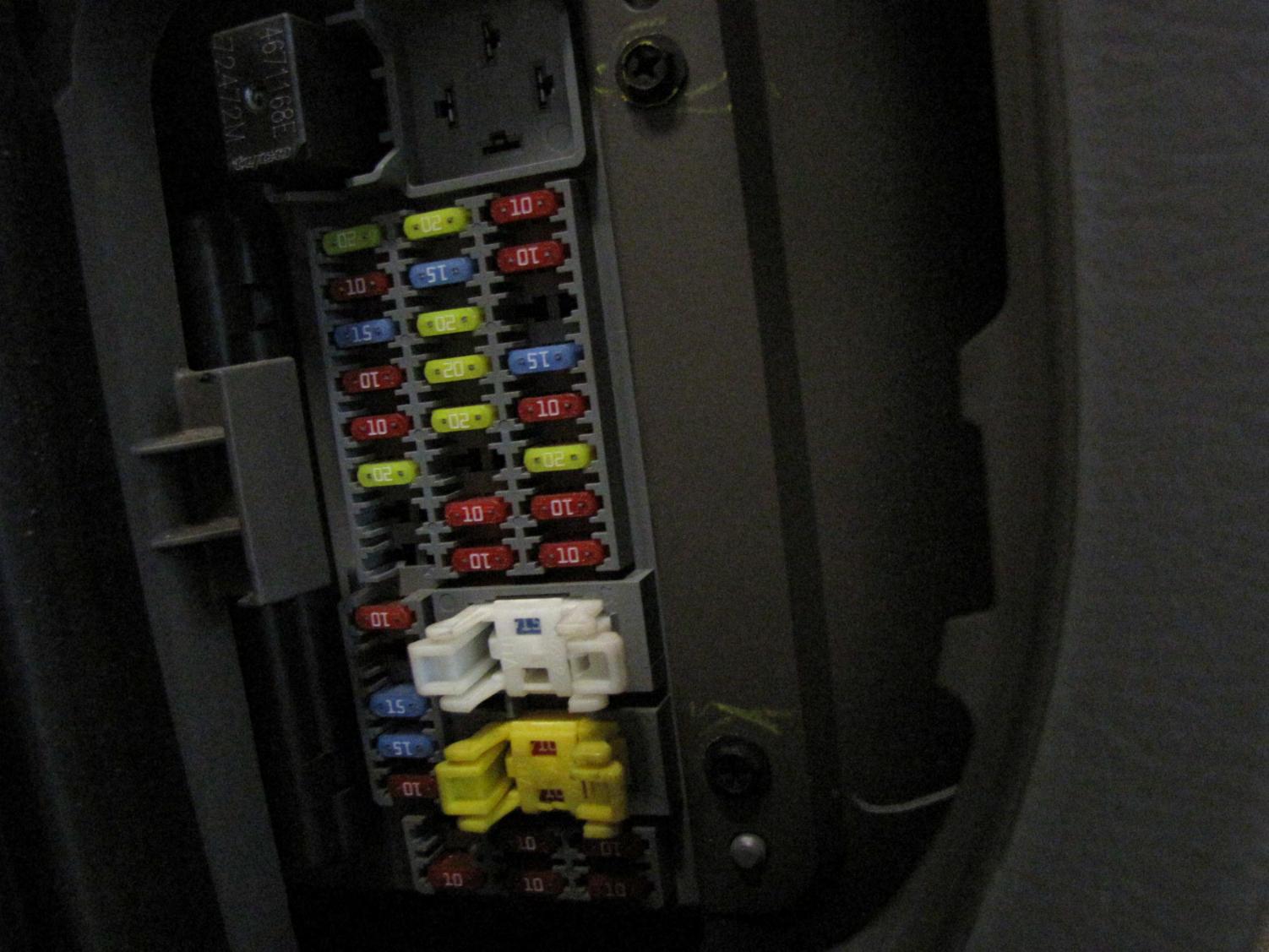














DRBIII

Chrysler Corp.
Copyright © 1993-2006
All Rights Reserved
RELEASE 64.1 01
Released: 15:51:24 10/11/2007
Bios Version: 4.02
Database: 8:18:38 7/19/2007
Cable in use: J1962 (CH7000A)





DRBIII

YSTEM

- Side Airbags
- Airbag On/Off Switch System Occupant Classification Sys









DRB III

BCM Module Informa

PART NUM: 5601042 min 2003 KJ Premium BCH

Country: United States

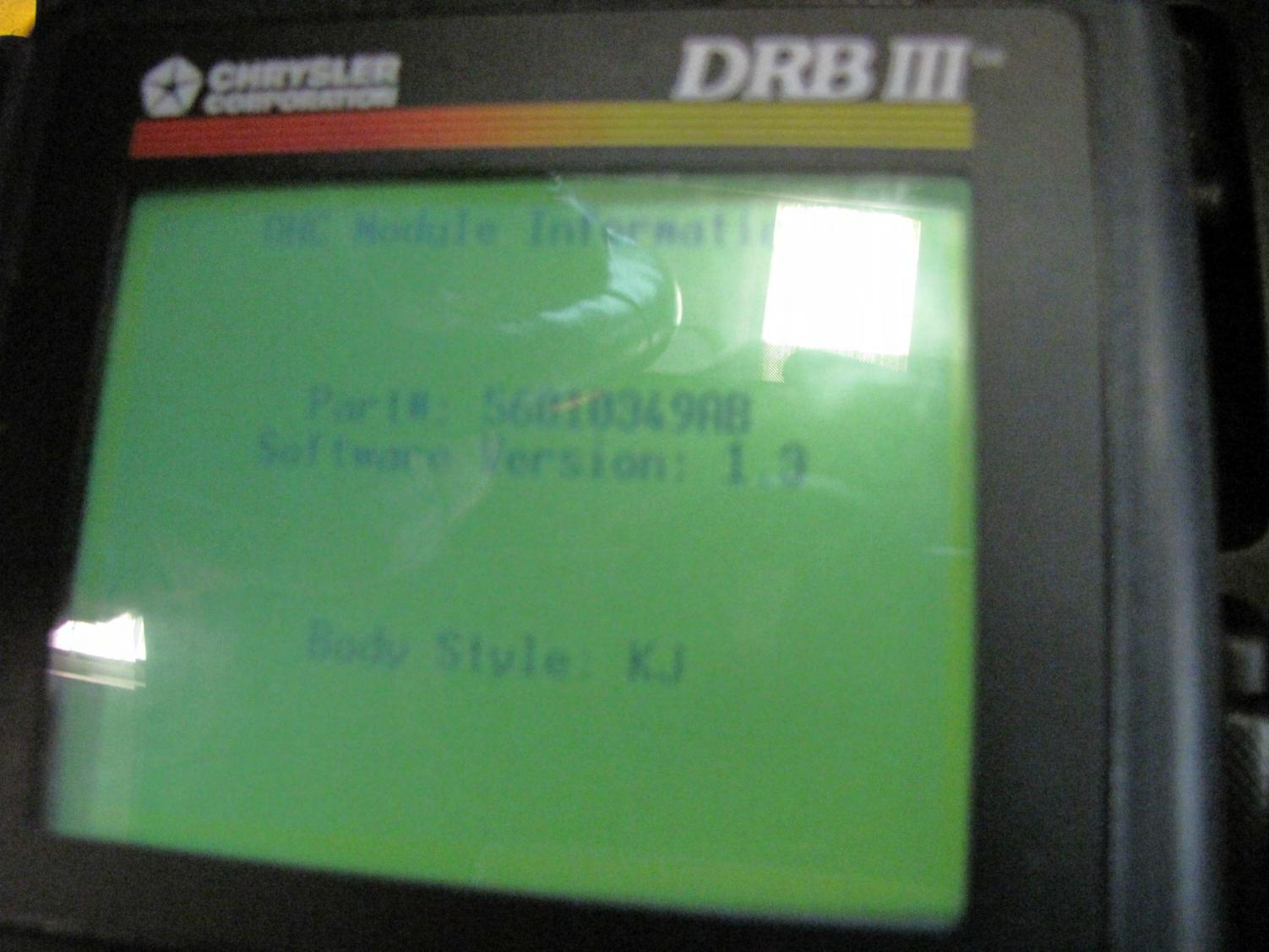


DRBIII

Electro/Mech Cluster

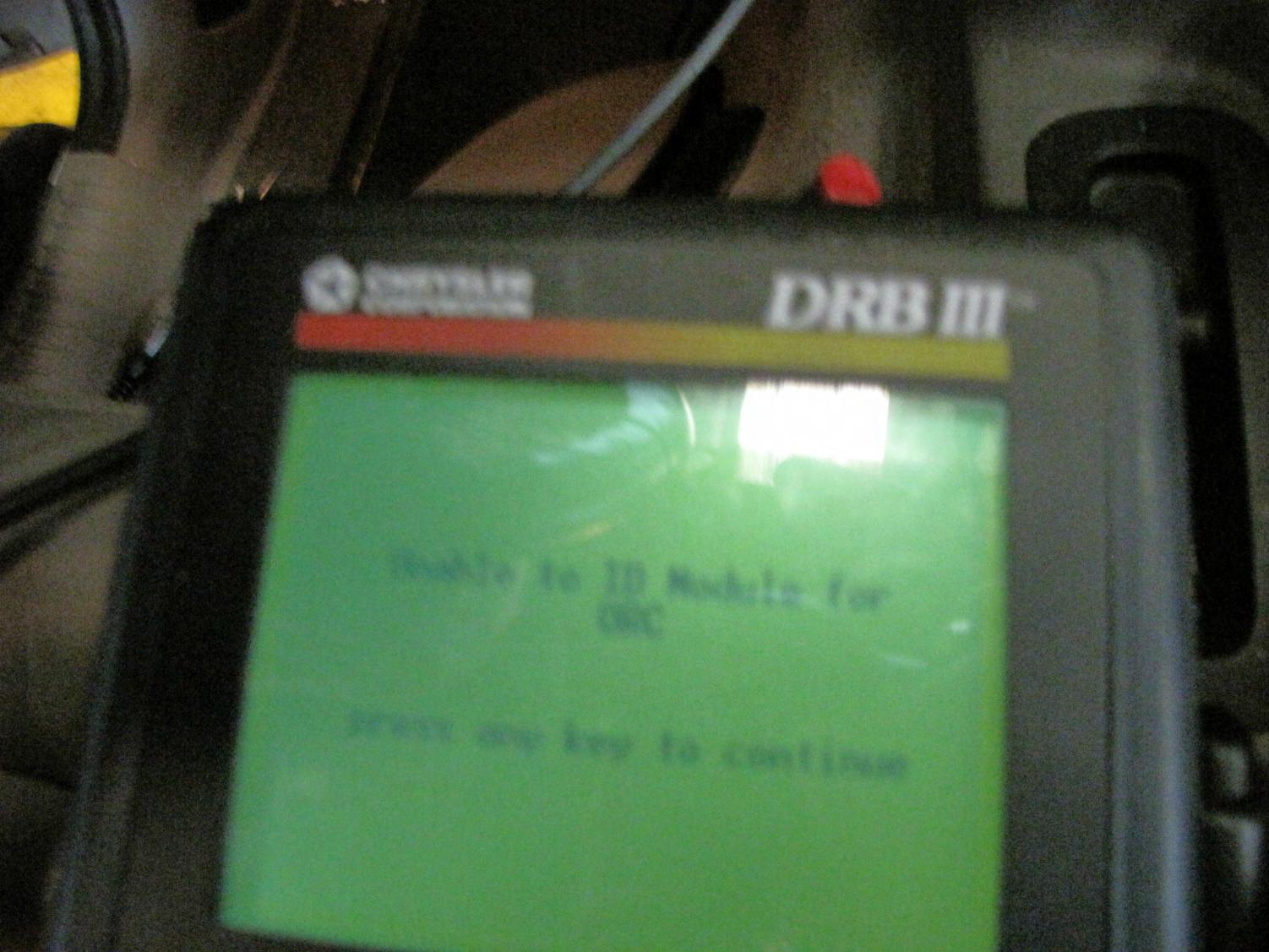
Software Version 1. KJ Body

Part #: 56010511AB
Airbag Present
SKIM Present
W/Tach
Gas











DRB III

Unable to ID Hodule for ORC

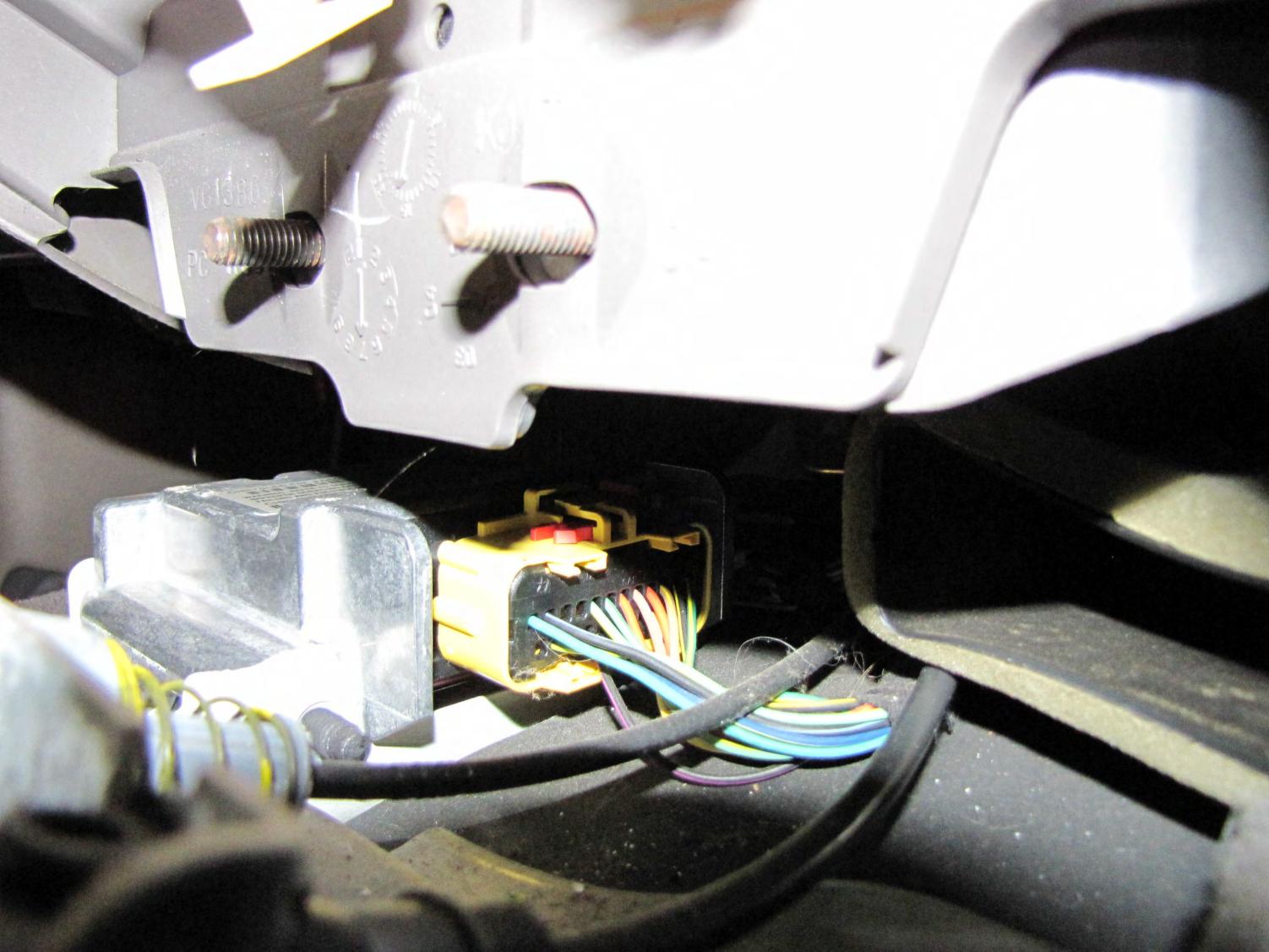
press any key to continue





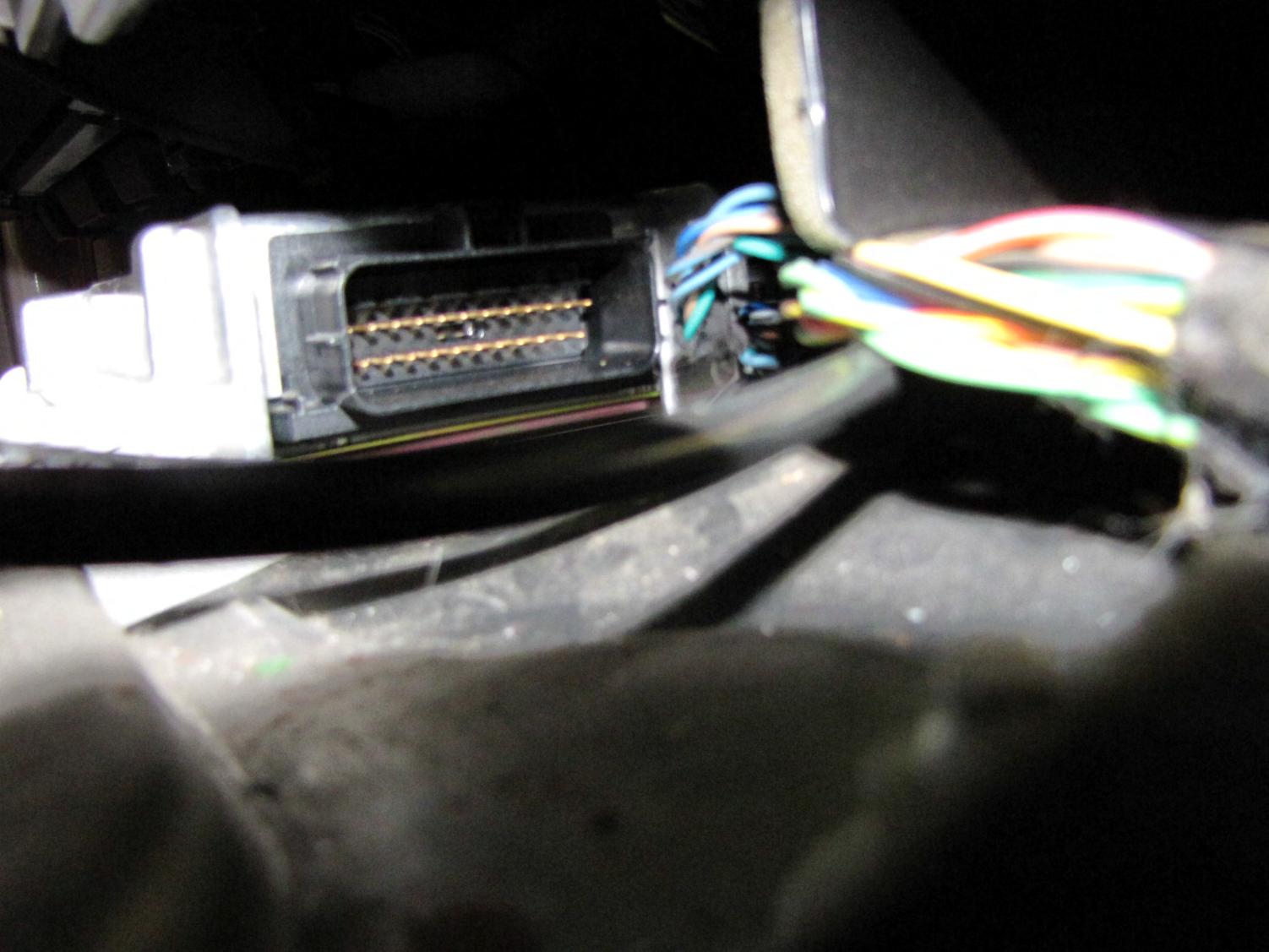


















EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer /	Assistance	e Inquiry R	ecord (CAIR)#					19596396	
Vin	1J8GL48K0	3V	Open Date	06/02/2010	Built Dat	e 07/24/2002			
Model Year	2003	Body	KJJH74	JEEP LIBER	TY SPORT	4X4 SPORT UT	TILITY 4-DR		
In Service Dt	08/09/2002	Mileage	120,000	Dealer Zone	32	NEW YORK			
Plant	W	TOLEDO NOF	RTH ASSEMBLY PLANT	LANT Market U US					
Color	PB7	PATRIOT BLL	PATRIOT BLUE PEARL COAT						
Engine	EKG	ENGINE - 3.7							
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE							
Dealer	41985	DUROCHER AUTO SALES INC							
Dealer Address	4651 ROUT	E 9							
Dealer City	PLATTSBU	ATTSBURGH			NY	Dealer Zip	12901		
Owner						Contact Type	TELEPHONE		
Address						Home Phone			
	ELLENBUR	G CTR NY				Country	UNITED STATES		

Customer called in stating that his wife was driving down the road yesterday at 6:15 ET, customer alleges that she was going 40MPH when the airbag on the driver s side deployed without any reason, customer wants to know why this happened, customer wanted me to file this complaint. Customer said that they talked to the insurance company and the dealer is going to take a look at it.

Customer was informed of the recall

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers

Recall - J17: - Advise Owner/Incomplete Recall

Customer Assistance Inquiry Record (CAIR)# 19598253 1J8GL48K0 3W Built Date 07/24/2002 Vin Open Date 06/02/2010 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR Model Year 2003 Body KJJH74 08/09/2002 Mileage In Service Dt 115,000 Dealer Zone 32 **NEW YORK** Plant W TOLEDO NORTH ASSEMBLY PLANT Market U US Color PB7 PATRIOT BLUE PEARL COAT Engine **EKG** ENGINE - 3.7L POWER TECH V6 Transmission DG4 TRANSMISSION-MULTI-SPEED AUTO, 45RFE 41985 Dealer DUROCHER AUTO SALES INC Dealer Address 4651 ROUTE 9 Dealer State NY Dealer Zip 12901 Dealer City **PLATTSBURGH** Owner Contact Type TELEPHONE Address Home Phone ELLENBURG CTR NY UNITED STATES Country

Product - Unknown - Unknown - Accident - Default

Corporate - Property Damage - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers

Recall - J17: - Advise Owner/Incomplete Recall

*****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer says the air bag went off as she was driving

What are the customer's expectations?

Customer expects to have this looked into and repaired

****End structured narrative T2 - Beginning Narrative

Customer says the air bag light came on and the bag deployed while driving at 40 mph. Customer says there was not an accident. Customer has the vehicle. Customer says only the drivers air bag deployed. Customer says she is bruised and cut on her arms and neck. Writer informed the customer of the recall J17. Customer says she knows about the recall. Writer informed the customer the call would be referred to a special investigation team.

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

Preferred

Alternate: work before 3:30 pm

- 2. What happened? air bag deployed on its own
- 3. What is the current location of the vehicle? owner has it

06.03.10

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT: RESIDENCE

ELLENBURG CTR NY

Per OGC Matrix, reassigned to 82T_MG17 INCOMPLETE RECALL: J17 KJ UPPER BALL JOINTS 6/3/10 ASSIGN TO KSS28.

CAIR NUMBER 19598253 REQUEST EAA INSPECTION 06-03-2010 12:10 CAIR NUMBER 19598253 E-MAIL SENT TO EAA 06-03-2010 12:10 customer calling to get update on case, writer advised customer that case will be addressed by legal department and customer will be contacted when agent has information in regards to customer case.

CCRG Open Date: 06/03/2010 11:48:00

Letter Sent: Acknowledgement 06/07/2010 09:01:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/08/10 AT 15:44:11 19598253

Letter Sent: Offer 06/14/2010















MFD BY CORPORATION 7-02 2541 KG(05800 LB) GAUR FROHT 41TH TIRES RIMS AT COLD 1248 KG(2750 LB) P215/75R16 16X7 227 KPA(33 PS	
GAUR FRONT 41TH TIRES RIMS AT COLD 1248 KG(2750 LB) P215/75R16 16X7 227 KPA(33 PS	
PAUL SPAN	
	1)
GANR REAR WITH TIRES RIMS AT COLD	•
1429 KG(3150 LB) R215/75R16 16X7 227 KPA(33 PS.	1)
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT	
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.	
UIN: 1J8GL48K03L TYPE: MPV SINGLEX DUAL	

PHT:PB7

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































































AWARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- THE BACK SEAT IS THE SAFEST PLACE FOR CHUDS NEVER PUT A REAR-SCHOOL CHUD STRAT IN THE SOO
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR DAG. - ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

AWARNING:







































































SPLECT SYSTEM

- 1 Engine
- 2 Transmission & T-Case
- 3. Body Interior
- 4. Chassis & Body Exterior
 - 5. Anti-lock Brakes
 - 6. Passive Restraints
 - L. Theft Alarm
 - 8. System Monitors

Page 1 of 1 MSUP SYS MAN

SELECT RESTRAINT SYSTEM

Side Airbags

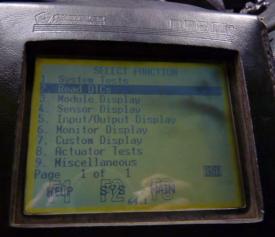
3. Airbag On/Off Switch System
4. Occupant Classification Sys

Unable to ID Module for ORC

press any key to continue



TOTAL PROPERTY. NS 64.1



Charles and

DIAME THE

DIE TYPE

Stored

Page 1 of

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TEST

back to exit

DIC TYPE

Stored

Page 1 of 1

RSH

Page back to exit



Side Airbag Enabled Curtain Squib Only 1 SECTION



JOHN BILL

LSR DICE

NO DICS DETECTED

Page back to exit

64.1

LSR DIGS

NO DICS DETECTED

Page back to exit



EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)# 17964									
VIN	1J4GK48K5	2W	Open Date	10/03/2008	Built Date	06/10/2002			
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR					
In Service Dt	06/26/2002	Mileage	143,000	Dealer Zone	63	DALLAS			
Plant	W	TOLEDO NORTH	ASSEMBLY PLANT	Market	U	US			
Color	PW1	STONE WHITE CLEAR COAT							
Engine	EKG	ENGINE - 3.7L POWER TECH V6							
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE							
Dealer	26406 HENDERSON CHRYSLER JEEP								
Dealer Address	11955 AIRLINE HIGHWAY								
Dealer City	BATON ROUGE			Dealer State	LA	Dealer Zip	70817		
Owner						Contact Type	TELEPHONE		
Address	Home Phone								
	SAINT AMANT LA					Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	
Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall	Advised about the incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Alleges that the air bag deployed automatically.
Referral - Tier Three - Default - Default	Seeking assistance.
Corporate - Property Damage - Default - Default - Default	

Customer alleges that the air bag came out automatically. Agent transferred the call to Tier 3. Approved by YS72. Advised the customer of incomplete recall ?recall #F23? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment

to complete recall repair.

COIN Updated & CAIR reassigned to 82S

Contact: ? Donna K Martin ?

Telephone #1 Home?
Telephone #2?
Cell?

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states while driving with her mother the airbag light came on the dash and 5 secounds later both air bags deployed without cause. Almost ran into ditch or median but avoided it. Was scratched and bruised and EMS gave her ice packs and she was followed home.

Vehicle is in driveway and says that she has large hole in the dash and has destroyed her airconditioning vents and dashboard. Wants repaired and airbag deployment problem fixed.

Escalated to 82S Special Investigations.

Customer called for the same concern she was supposed to get a call back

from us she never received, she is upset, agent transferred to TIER 3,approved by GC 314. Agent updated the customer about the recall also Call got disconnected by error, as customer calls again, transfer to tier 3.

Customer called in the same. Agent transferred the call to T-3.

Authorized by Am 1107

Insurance Co: Safeway policy #

Claims office phone # 1-800-252-3251

The accident happened about three weeks ago and she is requesting an update. Writer advised Chrysler will contact her for review.

10.08.2008

Forwarded to 82t mrp

10-8-08 Phoned and she stated the incident occured on 9-19-08 around was driving the vehicle, and her mother was a passenger.

was injured when she was driving down the road and the air bag activated causing brusing and burns to her hand, arms and stomach. The vehicle is loc

ated at , St. Amant, LA

10-8-08 Assigned to TK27/SSS8

CAIR NUMBER 17964429 REQUEST EAA INSPECTION 10-08-2008 13:07

CAIR NUMBER 17964429 E-MAIL SENT TO EAA 10-08-2008 13:07

CCRG Open Date: 10/08/2008 11:46:38

Letter Sent: Acknowledgement 10/09/2008 10:39:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/13/08 AT 03:21:15 17964429

Letter Sent: Offer 10/15/2008

Customer Assistance Inquiry Record (CAIR)# 18331148 VIN 1J4GK48K5 2W Open Date 11/24/2009 **Built Date** 06/10/2002 Model Year 2002 Body KJTH74 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR 06/26/2002 Dealer Zone In Service Dt Mileage 91,000 U Plant W TOLEDO NORTH ASSEMBLY PLANT Market US Color PW1 STONE WHITE CLEAR COAT Engine **EKG** ENGINE - 3.7L POWER TECH V6 DG4 **Transmission** TRANSMISSION-MULTI-SPEED AUTO, 45RFE Owner Contact Type | E-MAIL Home Phone **Address** COVINGTON GA Country UNITED STATES

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

Regulators for rear windows

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

Referral - Tier Two - Internal Escalation - Authorization - Default

Batch process to open/close the email CAIR

Batch process to open/close the email CAIR















	UUNI	DIVIDITOR				2.02	DALE
FAUD !	FRONT	U	ITH TIRE!	3	RIN	IS AT	COLD
PHHK	KG(2750	101 0	215/75	SRIE	16	X7	227
		LD/ I	CIOLLO	OITE .	RIN		COLD
GAHR	REAR		ITH TIRE	2	11.00		
1339	KG(295	(LB) P	215/75	SR16	16	X7	227
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	- 1						

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AWARNING



DEATH OR SERIOUS

- · DISCHEN S AND UNDER CAR SE VALUE BY THE RELIGIOUS
- NEVER PUT A SEAR FROM CHILD SEAT IN THE FROME
 - SIT NO FRA SACK NO POSSIBLE FROM THE AUT SAGE
 - . ALMER'S USE SHAT BELTS AND CHILD RESTRAINTS

WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- A THE BACK MAN IS THE BAPTER PLACE ON THE THE
- A MANUFACT & HEAD PACKAGE CHAIL SERVING HE FOR THE FROM
- IN THE PART SHAPE SHAPE AND PROCESSED IT FROM THE AND SHAP A REMOVE COMPANY OF STREET, ST









un Menu DRB III Stancalone Connect to TechTUOLS Generic Scan Tool 4. PEP Module Tools
5. Run Memory Card
6 DRB Utilities
7. Vehicle Flash
8. Legacy MDS1 Sum PEP Module Tools Run Memory Card Progra





STAND-ALONE MAIN MENU 1998 - 2007 Diagnostics

- 1983 1997 Diagnostics
 - Vehicle Module Scan
 - 5. Customer Preference
 - Junction Port Tool
 - TechTOOLS DataRecord



2004

DRB III

1998 - 2007 DIAGNOSTICS ALL (Except Below) 2. 01 - 05 Stratus/Sebring Coupe 3. 98 - 00 Avenger/Sebring Coupe 1998 Talon

2002 - 2006 Sprinter

- 2007 (RoW) Crossfire

Page 1 of 1

SELE IT SYSTIM 2. Transmission & I-Case 3. Body Interior 4. Chassis & Body Exterior 5. Anti-Lock Brakes 6. Passive Restraints 7. Theft Alarm 8. System Monitors



DRB I

-- VEHICLE LEARNED CONFIG -A/C Status : Non Equipped
S/C Status : Non Equipped
Power Steering Sw: Equipped
WMM 02 Heater : Equipped

Press ENTER to Continue





SELECT FUNCTION

Related Functions

Module Display Sensor Display

Input/Output Display

Monitor Display

Custom Display 8. Actuator Tests OBD II Monitors





CORPORATION

-- PCM DTCs -

NO DICS DETECTED

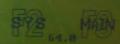
Starts Since Clear : 0
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NO RESPONSE from OFF Please make certain of the following items:

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





NO RESPONSE from ORC Please make certain of the following items:

Ignition is turned on.
 DRB III is properly connected to the Data connector.

DRB III CDRB Application DaimlerChrysler Copyright © 1993-2006 All Rights Reserved RELEASE 64.0 01 Released: 14:28:21 3/20/200

Bios Version: 4.02 Database: 14:02:18 3/19/2007 Cable in use: J1962 (CH70000)



Unable to ID Module for ORC

press any key to continue

RESPONSE from OCM
Please rake certain of the
Following items:

1) Ignition is turned on

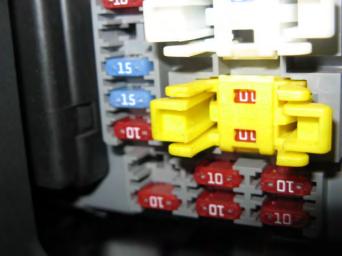
2) DRB III is properly connected to the Data connector.

NO RESPONSE from OCM
Please make certain of the
following items:

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

NO RESPONSE from OCM Please make certain of the following items:

Ignition is turned on.
 DRB III is properly connected to the Data connector.











EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)# 1J4GK48KX 3W Built Date 08/27/2002 Vin Open Date 10/03/2011 Model Year 2003 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR Body KJTH74 11/15/2002 Mileage In Service Dt 151,012 Dealer Zone 63 DALLAS Plant W TOLEDO NORTH ASSEMBLY PLANT Market U US Color **PGR** SHALE GREEN METALLIC CLEAR COAT Engine EKG ENGINE - 3.7L POWER TECH V6 Transmission DG4 TRANSMISSION-MULTI-SPEED AUTO, 45RFE 67703 Dealer HUFFINES CHRYSLER JEEP DODGE Dealer Address 4500 W PLANO PKWY Dealer City **PLANO** Dealer State TX Dealer Zip 75093 Contact Type TELEPHONE Owner Address Home Phone KATY TX Country UNITED STATES

Dealer - By-Pass - Default - Default	Customers air bags deployed.
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customers air bags deployed
Product - Unknown - Unknown - Accident - Default	Injury, no accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called stating that they were driving their vehicle through and intersection when the air bag light came on then all air bags in the vehicle deployed. This customer claims unspecified injuries.

The customer also stated that the steering wheel and air vents are damaged. The customer stated there has been no problem with the vehicle prior to this incidence.

Briefly summarize what the customer is expecting: Customer is expecting coverage for damages incurred to the vehicle from the air bags being deployed. Customer is also seeking a rental vehicle until their vehicle is repaired.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

number is ext 58
Preferred Afternoon/Evening call back number is

cell /office

number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

21416165

If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 88S

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

Preferred:cell

Alternate:office number is

- What happened? :Customer called stating that they were driving their vehicle through an intersection when the air bag light came on then all air bags in the vehicle deployed. This customer claims unspecified injuries.
- 3. What is the current location of the vehicle? The vehicle is at the customer's residence.

Customer stated that they have the vehicle.

KATY, TX-

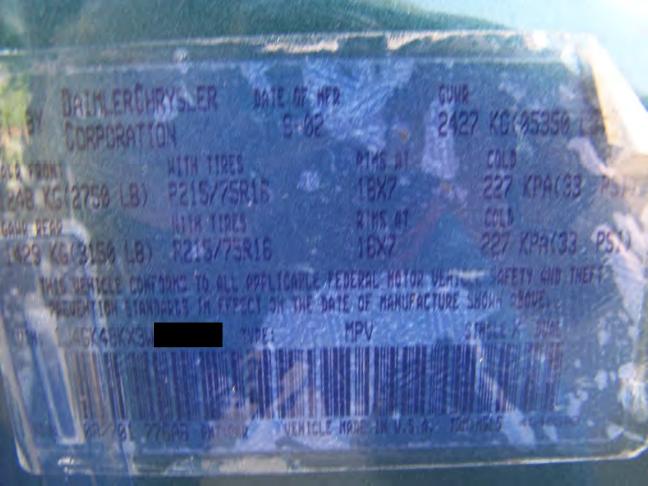
Per OGC Matrix, reassigned to 82T. 10/4/11 ASSIGNED TO LSE6.PAG45 CAIR NUMBER 21416165 REQUEST EAA INSPECTION 10-04-2011 11:53 CAIR NUMBER 21416165 E-MAIL SENT TO EAA 10-04-2011 11:53

CCRG Open Date: 10/04/2011 09:39:15

Letter Sent: Acknowledgement 10/05/2011 08:11:48

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/06/11 AT 14:05:46 21416165





THE THE WAY . 50 MPH km/h 15 10 12



































AWARNING



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.

AWARNING: HIGHER ROLLOVER RISK



AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL FOR FURTHER INFORMATION.











LIBERTY



























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EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer /	Assistance	Inquiry Rec	ord (CAIR)#					15848640
Vin	1J4GK58K9	3W	Open Date	01/09/2007	Built Date	10/03/2002		
Model Year	2003	Body	KJTP74	JEEP LIBER	TY LTD ED	ITION 4X2 SPO	RT UTILITY 4-DR	
In Service Dt	12/13/2002	Mileage	63,000	Dealer Zone	63	DALLAS		
Plant	W	TOLEDO NORTH	ASSEMBLY PLANT	Market	U	US		
Color	PB7	PATRIOT BLUE PEARL COAT						
Engine	EKG	ENGINE - 3.7L POWER TECH V6						
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE						
		DON DAVIS DODGE CHRYSLER JEEP						
Dealer	23889	DON DAVIS DOD	GE CHRYSLER JEE	P				
Dealer Dealer Addres:			GE CHRYSLER JEE	P				
Dealer Address		H COLLINS	GE CHRYSLER JEE	P Dealer State]TX	Dealer Zip	76011	
	s 1901 NORT	H COLLINS	GE CHRYSLER JEE] <u>TX</u>	Dealer Zip Contact Type		
Dealer Address Dealer City	s 1901 NORT	H COLLINS	GE CHRYSLER JEE]тх			

Referral - Tier Three - Default - Default - Default	Tier Three Referral
Corporate - Property Damage - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	
Product - Unknown - Unknown - Accident - Default	

Customer s father, calling stating that daughter was in vehicle with engine started when airbags deployed while vehicle was still in park. Mr. states vehicle is currently at home. Agent updated all contact information. Customer states that his daughter is in pain. Customer states that he is glad this did not happen when his daughter was driving. Agent provided reference number and informed customer that he will be contacted within 48 hours.

Referred customer to DCCAC for discussion of Special Investigations issue.

per CDC43

Caller is seeking recall information. Caller seeking information on air bags. Caller states his daughter s air bags deployed last night, right as she started the car. Caller states he was just seeking to know if this was anything DCX had heard of. Agent informed caller that this is not a known issue to DCX and that there are no recalls for this issue. Caller states he just wanted to check and have it documented.

1.11.2007

Forwarded to 82t mrp

1/12/07 assigned to tk27/jlg117

CAIR NUMBER 15848640 REQUEST EAA INSPECTION 01-12-2007 08:30

CAIR NUMBER 15848640 E-MAIL SENT TO EAA 01-12-2007 08:30

CCRG Open Date: 01/11/2007 16:14:22 Letter Sent: Acknowledgement 01/16/2007 11:00:44 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/18/07 AT 17:10:26 15848640 CCRG Close Date: 01/29/2007

CAIRT 15848640



HELP SYS HADA

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