

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)#**17365032**

Vin	1J4GK58K4	3W [REDACTED]	Open Date	03/28/2008	Built Date	08/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/18/2002	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				

Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	OCALA FL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front Drivers Side	Customer states air bag deployed, injuring her.
Recall - F23: - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 My wife was driving down the road and the driver and passenger airbags deployed, injuring her and causing extensive damage to the inside of the vehicle.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? Used
 If Used, date purchased? 12/01/06 Mileage?102000
 From whom did customer purchase used vehicle?N/A
 ***** BEGIN CUSTOMER EMAIL *****
 There was no impact on the vehicle when the airbags deployed while she was driving.
 ***** BEGIN EMAIL RESPONSE *****
 No answer needed as the customer has talked to an agent and his case is referred to tier 3.
 ***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#

17365171

Vin	1J4GK58K4	3W	Open Date	03/28/2008	Built Date	08/23/2002
Model Year	2003	Body	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR		
In Service Dt	11/18/2002	Mileage	102,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE				
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				
Dealer Address	3440 S PINE STREET					
Dealer City	OCALA	Dealer State	FL	Dealer Zip	34471	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	OCALA FL	[REDACTED]		Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default	Referral to Tier Three for further research.
Product - Unknown - Unknown - Accident - Default	injury, not an accident
Corporate - Property Damage - Default - Default - Default	

Purchased New or Used? Used
 If Used, date purchased? 12/01/06 Mileage? n/a
 From whom did customer purchase used vehicle?
 n/a
 COIN Updated & CAIR reassigned to 82S
 Contact: [REDACTED]
 Telephone: [REDACTED]
 Telephone: [REDACTED]
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Restaurant parking lot.
 Zaxby s(Customer did not know the address). Customer advises that he left
 the vehicle as he did not want to move it.
 LOCATION OF VEHICLE PHONE NUMBER n/a
 What happened?: Customer states that while wife was driving the vehicle
 going approximately 25 - 30mph when the air bags deployed. Customer
 advises that they did not hit anything, but the air bags deployed causing
 injury to his wife.

 Called and left VM on 2nd number that owner will have to get the vehicle to
 a dealer and let us know which dealer it is at. left my phone number
 jss15

VEHICLE WILL BE TAKEN TO:
PHILLIPS CHRYSLER JEEP INC CJ
3440 S PINE STREET OCALA FL 34471 352-732-7577

Per OGC Matrix, reassigned to 82T. JSS15.
3-28-08 F23- Recall open, Lower Ball Joints.
3-28-08 Assigned to TK27/SSS8
CAIR NUMBER 17365171 REQUEST EAA INSPECTION 03-28-2008 11:20
CAIR NUMBER 17365171 E-MAIL SENT TO EAA 03-28-2008 11:20
CCRG Open Date: 03/28/2008 10:49:21
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/08 AT 20:37:21 17365171
Letter Sent: Acknowledgement 03/31/2008 13:46:07
Letter Sent: Offer 04/07/2008

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Mar 28 06:50:23 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My wife was driving down the road and the driver and passenger airbags deployed, injuring her and causing extensive damage to the inside of the vehicle.

Comments:

There was no impact on the vehicle when the airbags deployed while she was driving.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

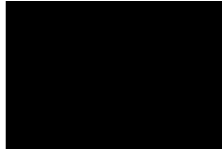
17419688

Vin	1J4GK38K7	3W [REDACTED]	Open Date	04/15/2008	Built Date	09/03/2002
Model Year	2003	Body	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR		
In Service Dt	06/28/2003	Mileage	60,581	Dealer Zone	E9	PUERTO RICO
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	13715	ALBERIC DODGE CHRYSLER CORP				
Dealer Address	AVE. KENNEDY KM 2.5					
Dealer City	SAN JUAN			Dealer State	EX	Dealer Zip 00936
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]			BOX 7014	Home Phone	[REDACTED]
	CAGUAS PR [REDACTED]				Country	PUERTO RICO

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	inadvertent air bag deployment
Product - Unknown - Unknown - Accident - Default	no accident, air bags deployed inadvertently

A complaint was received from customer that he was driving and the Air Bag deploy with any impact, customer take the vehicle to Alberic Chrysler Dodge Jeep in San JUAN dealer code 13715, PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/17/08 AT 18:12:49 17419688

Reviewed report and photos. No signs of impact. DRB unable to communicate with air bag module. In the interest of customer satisfaction it is suggested the vehicle be repaired at Chrysler expense as long as customer signs appropriate release. jss15.



Preliminary Vehicle Investigation Report(PVIR)

Customer Assistance Inquiry Record (CAIR)#: 17419688

Year	Body	Vehicle Identification Number	Build Date	Odometer	In Serv. Dt.
03	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR	1J4GK38K73W519817	2002-09-03	60,581	2003-06-28
Name of Owner		Address/Location	City	State	
[REDACTED]		[REDACTED]	CAGUAS	PR	
ZIP	Color	Model	Business Phone	Home Phone	
[REDACTED]	BLACK CLEAR COAT	KJTM74	[REDACTED]	[REDACTED]	
Selling Dealer Name		Zone	Dir. Code	City	State
[REDACTED]		E9	13715	[REDACTED]	[REDACTED]
Inspector - Name Last,First, Middle		Inspector's Company	Inspector's Phone No.		
DUNHAM TERRY B		EAA	407-880-1258		
Damage Estimate			Repair Estimate		
<input checked="" type="radio"/> Minor <input type="radio"/> Moderate <input type="radio"/> Total Loss			\$ 0.00		

Interview

Interview With:



Driver Owner Other Driver/Owner

Name: Last, First, Middle



Interview Date:
04/17/2008

Date Of Incident:
04/12/2008

Time Of Incident:
12:01 PM

Inspection Date:
04/17/2008

1. Driver's Description Of Event:

THE CUSTOMER ALLEGES HE HAD STOPPED HIS VEHICLE AT A STOP LIGHT WHEN THE RIGHT FRONTAL AIR BAG SUDDENLY DEPLOYED WITHOUT REASON. THE CUSTOMER FURTHER ALLEGES THAT A FEW SECONDS LATER THE LEFT FRONTAL AIR BAG DEPLOYED, ALSO WITHOUT REASON.



Insurance Company Name: UNKNOWN

Personal Injury: Were there Personal Injuries? Yes No

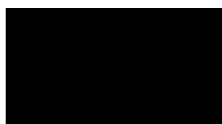
Any Indicator/ Warning Lights on Prior? Yes No

If Yes, What light.

Part A - GENERAL

REQUIRED PHOTOGRAPHS:
 ALL FOUR SIDE VIEWS

INFORMATION:



- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY
 YES NO



IF CRASH DAMAGED:

- PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE SERVICE

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

POLICE/AGENCY REPORT #:

ALL REPORTS/PHOTOS BY OTHERS

ADDRESS OF INSPECTION

Address 1 **ALBERIC DODGE CHRY**

Address 2 **KENNEDY BOULEVARD**

City **SAN JUAN**

State **PR**

Zip **00723**

Phone

IF YES, DESCRIBE AND PHOTOGRAPH

Part B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- WINDSHIELD
- ALL AREAS OF DAMAGE MARKINGS ON INTERIOR AND EXTERIOR
- CLOSE UPS OF STAINS, SKIN, HAIR, CLOTH
- EXTERIOR AND INTERIOR DAMAGE INCLUDING UNDERCARRIAGE

THE VEHICLE SHOWS NO EXTERNAL IMPACT DAMAGE. THE VEHICLE'S UNDER BODY PRESENTS MINOR SCUFFS AND SCRAPES. NOTHING FOUND ON THE UNDER BODY WAS SEVERE ENOUGH TO CAUSE AIR BAG DEPLOYMENT. THE CUSTOMER ALLEGES THAT THE PASSENGER SEATED IN THE RF SEAT SUSTAINED AN INJURED FINGER AND BURNS ON HIS ARMS DURING THE AIR BAG DEPLOYMENT.

INFORMATION:

- DESCRIBE ANY INJURIES TO DRIVER AND/OR OTHER OCCUPANTS
- SEE SEAT BELT/SEATS SECTION IF APPLICABLE

Part C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- STEERING WHEEL
- AIRBAG(S)
- KNEE BLOCKERS
- ALL POSSIBLE LOCATIONS OF CONTACT

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

YES NO
IF NOT, EXPLAIN

AECM INFORMATION

- SOFTWARE VERSION: **4.02**
- SERIAL NUMBER :

<i>RECORD ACTIVE DTC'S EXACTLY AS APPEAR :</i>	<i>MIN</i>	<i>COUNT</i>
THE DRB 3 WOULD NOT COMMUNICATE WITH THE AIR BAG MODULE		
<i>RECORD STORED DTC'S (MINUTES/COUNTS)</i>	<i>MIN</i>	<i>COUNT</i>
THE DRB 3 WOULD NOT COMMUNICATE WITH THE AIR BAG MODULE		

- PART NUMBER :

- WAS AIRBAG DEPLOYED?

DRIVER YES NO

IF NO, EXPLAIN

PASSENGER YES NO

IF NO, EXPLAIN

SIDE AIRBAG YES NO N/A

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG

DEFAULT SWITCH? YES NO

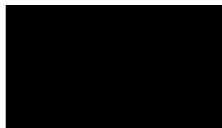
IF YES,

NOTE POSITION OF PASSENGER AIRBAG DEFAULT SWITCH


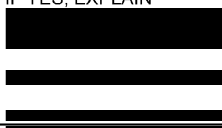
- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)



YES NO N/A
RECORD LABEL PART NUMBER
NONE NOTED
 COMPLETE PART D


IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
 LEFT RIGHT N/A BOTH
- TYPE OF SIDE AIRBAG
 SEAT CURTAIN N/A
- TYPE OF STEERING WHEEL
 TILT STANDARD
- ANY DAMAGE TO STEERING WHEEL
 YES NO
IF YES, EXPLAIN


ON OFF N/A
EVIDENCE OF TAMPERING OR DISASSEMBLY?
 YES NO N/A
IF YES, EXPLAIN
CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
 YES NO
IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

YES NO

Part D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- OVERALL SEAT BELTS I/B & O/B
- CLOSE UP OF ANY IRREGULARITIES
- LATCHPLATE WEAR
- CLOSE UP D-RING TO SHOW LOADING
- OVERALL OF SEAT
- CLOSE UP OF DAMAGE
- RECORD DTC'S:

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
- SEE OTHER COMMENTS SECTION**
- RECORD ALL INFORMATION STAMPED ON LATCHPLATE
D-TD123 P-TD114
- PRETENSIONER DEPLOYED?
 YES NO UNKNOWN
- EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLAR AS REFERENCE AND INCLINOMETER READING
D-12 DEG P-10 DEG
- EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

IF ALLOWED, FUNCTION BELTS TO INSURE THEY FUNCTION PROPERLY
NOTE RESULTS

- DOES THE BUCKLE LATCH? YES NO
IF NO, EXPLAIN
- DO THEY RELEASE? YES NO
IF NO, EXPLAIN
- DO THEY RETRACT? YES NO
IF NO, EXPLAIN
- ANY LOOSENESS OR BROKEN PARTS
 YES NO
IF YES, EXPLAIN
- CHECK FOR SEAT RETAINING BOLTS
 NORMAL
 BROKEN
 LOOSE
 MISSING
- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP
D-FORWARD P-MID WAY

Part J - ADDITIONAL COMMENTS

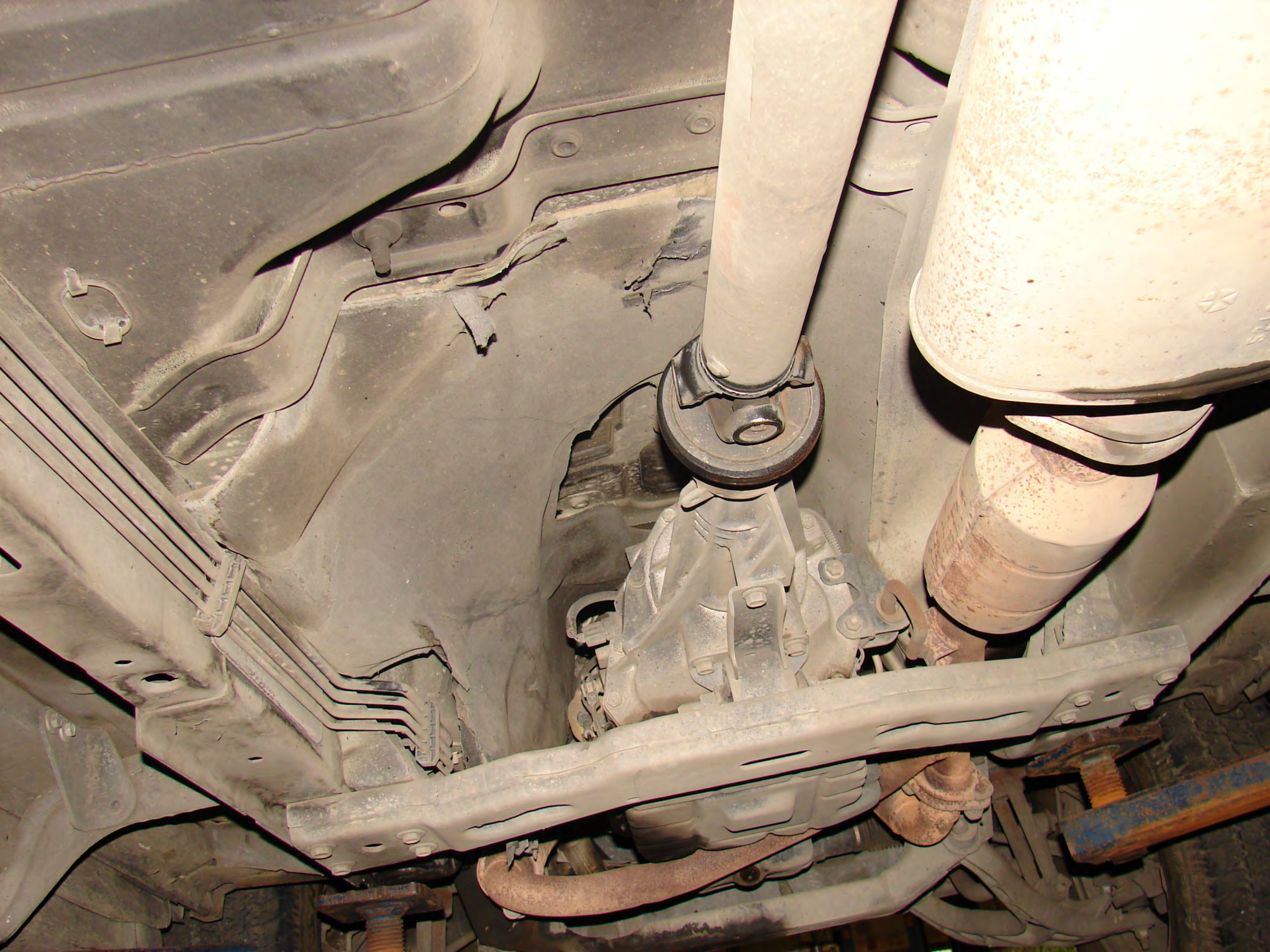
THE LEFT SUN VISOR DOES NOT HAVE AN AIR BAG WARNING LABEL IN PLACE. SEE PHOTOS. SEAT BELT LABEL DATA IS AS FOLLOWS: DRIVER-TRW, HO107, 344021R, P5HG331L8AH, TR1234211475. RF PASSENGER-TRW, HO106, 332023R, P5HG341L8AF, TR2226286601.

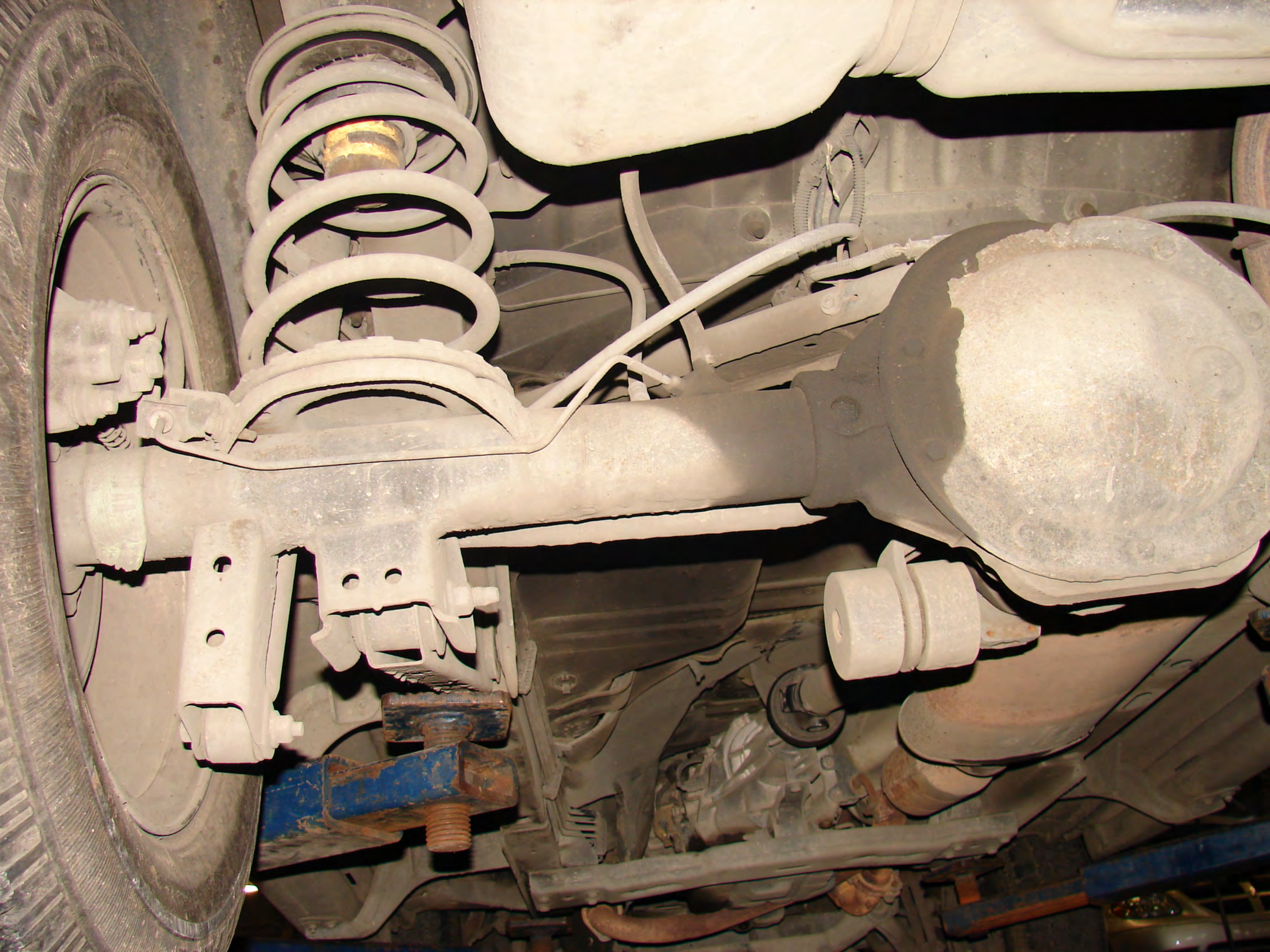
















MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 9-02 GVWR 2427 KG(05350 LB)

GVWR FRONT	WITH TIRES	RIMS AT	COLD
1248 KG(2750 LB)	P235/70R16	16X7	227 KPA(33 PSI)
GVWR REAR	WITH TIRES	RIMS AT	COLD
1429 KG(3150 LB)	P235/70R16	16X7	227 KPA(33 PSI)

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

VIN: 1J4GK38K73W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 090317 776AB PNT:PX8 VEHICLE MADE IN U.S.A. TRM:L5L5 4648503



060581

30

20

10

90

100

110

120

MPH



EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#**15140810**

Vin	1J4GL58K1	2W		Open Date	07/10/2006	Built Date	06/27/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR			
In Service Dt	09/17/2002	Mileage	30,000	Dealer Zone			
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EKG	ENGINE - 3.7L POWER TECH V6					
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MC DOWELL KY				Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default

Tier three support referral.

Caller is an attorney. Caller is stating that the customer above was driving and the air bags came out causing the customer the get injured. CDC43 gave agent permission to transfer up for further concerns. Agent advised that owner must be the one to call and advised lawyer must send a letter of representating owner.

Customer Assistance Inquiry Record (CAIR)#**15171552**

Vin	1J4GL58K1 2W [REDACTED]	Open Date	07/19/2006	Built Date	06/27/2002
Model Year	2002	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
In Service Dt	09/17/2002	Mileage	30,000	Dealer Zone	42 DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
Dealer	57889	DESKINS MOTOR CO INC			
Dealer Address	100 DESKINS DRIVE				
Dealer City	PIKEVILLE	Dealer State	KY	Dealer Zip	41501
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MC DOWELL KY [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	AIR BAGS DEPLOYED
Product - Unknown - Unknown - Accident - Default	ALLEGEDLY....NO ACCIDENT.
Corporate - Property Damage - Default - Default - Default	

PLEASE NOTE: THIS VEHICLE HAD OVER 28,000 MILES OVER 2.5 YEARS AGO.
ATTORNEY LETTER SAYS AIR BAGS WENT OFF ALL BY THEMSELVES CAUSING INJURY.
ATTORNEY WANTS IMMEDIATE CONTACT REGARDING THESE ALLEGATIONS.
TO 82T.
DEALER DOES NOT WANT TO GET INVOLVED DUE TO LEGAL POTENTIAL.
_7/19/06 forward to Product Litigation mkc3/jlg117
7/31/06.....SI FORWARDED A NEW ATTORNEY LETTER TO 82T.
7/31/06 forward to Product Litigation mkc3/jlg117

JERRY A. PATTON P.S.C.
119 EAST COURT STREET
PRESTONSBURG, KY 41653
606-886-1779
FAX 606-886-3005

JERRY A. PATTON
JOHNNY RAY HARRIS

July 10, 2006

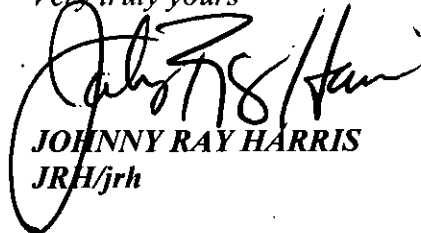
Daimler Chrysler
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: My client: [REDACTED]
Your product: 2002 Jeep Liberty

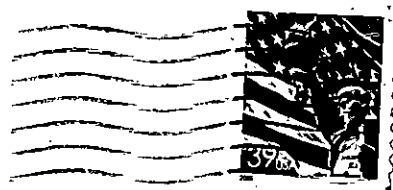
To Whom It May Concern:

My client purchased a 2002 Jeep Liberty from a Jeep dealer. On June 26, 2006 my client was driving along the highway when the air bag deployed for no apparent reason. Obviously, this is a defective product and my client's vehicle was damaged and he suffered injuries. He attempted to take the vehicle to a Jeep dealer, but was informed he would have to contact Daimler Chrysler. Please contact me immediately regarding this matter.

Very truly yours


JOHNNY RAY HARRIS
JRH/jrh

JERRY PATTON PSC
JOHNNY RAY HARRIS
119 East Court Street
Prestonsburg, KY 41653



REC'D JUL 17 2006

Daimler Chrysler
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 8198



JERRY A. PATTON P.S.C.
119 EAST COURT STREET
PRESTONSBURG, KY 41653
606-886-1779
FAX 606-886-3005

1517152

JERRY A. PATTON
JOHNNY RAY HARRIS

July 26, 2006

RECEIVED

JUL 28 REC'D

SPECIAL INVESTIGATIONS

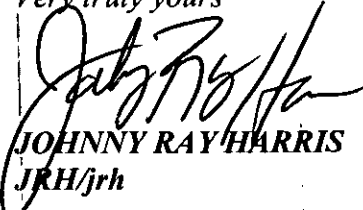
Daimler Chrysler
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: My Client: [REDACTED] via certified mail
Your product: 2002 Jeep liberty

To whom it may concern:

I have received no response to my letter dated July 10, 2006, concerning the defect in the air bag of the 2002 Jeep Liberty, owned by my client, [REDACTED]. Please be advised again that the air bag deployed for no reason and injured my client. My client uses the vehicle in his business and is in need of repair. My client presented the vehicle for inspection at Deskins Motors in Pikeville, Kentucky and he was told to contact your company. Please be advised that my client will hold the vehicle for ten (10) days in order that you may inspect the vehicle and after that date he will proceed to have the vehicle repaired. Please contact me immediately concerning this matter.

Very truly yours


JOHNNY RAY HARRIS
JRH/jrh

[REDACTED]
McDowell, KY [REDACTED]

**COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
CERTIFICATE OF TITLE**

TITLE NO.	YEAR	MAKE	MODEL NAME	VIN/VIN	TITLE TYPE	MODEL NO.
	02	JEP	LIBERTY	1J4GL58K12W	ORIGINAL	4X LTD
BODY TYPE	COLOR	NO. CYL	ODOMETER	MOTOR NO.	WEIGHT	PREV. TITLE NO./STATE
4D	RED	06	86		6	
KY NO.	BOAT TYPE	LENGTH	BEAM	CAPACITY	HULL MATERIAL	PROPULSION
OWNER(S)	DATE 10/10/02				FUEL	USAGE TAX PAID
						1303.29
P O BOX 809 MCDOWELL KY						

REMARKS
BRAND(S)

FIRST LIENHOLDER
COMMUNITY TRUST BANK
P O BOX 2947
PIKEVILLE
KY 41502

Notation No.	FIRST LIEN	County	Notation No.	SECOND LIEN	County
		FLOY			
Filing Date	09-20-02		Filing Date		
Released By:			Released By:		
County Clerk's Use Only	Date		County Clerk's Use Only	Date	

SECOND LIENHOLDER

I certify that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle and to the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein.

William M. Bushart (STATE SEAL)

CONTROL NO. [REDACTED]

Commissioner, Department of Vehicle Regulation

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

FIRST DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

******* CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK *******

1. The mileage stated is in excess of its mechanical limits.
 2. The odometer reading is not the actual mileage. **WARNING-ODOMETER DISCREPANCY**

Odometer Reading (no tenths)

Transferor(s) Signature(s)	(Seller) To be notarized	Transferee(s) Signature(s)	(Owner)
Transferor(s) Printed Name(s)	(Seller)	Transferee(s) Printed Name(s)	(Owner)
Date of Transfer	Seller Dealer No.	Purchasing Dealer No.	
Attesting Official	Title		

Subscribed and sworn before me this _____ day of _____, 20____. My commission expires _____.

NOTARY PUBLIC

SECOND DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

******* CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK *******

1. The mileage stated is in excess of its mechanical limits.
 2. The odometer reading is not the actual mileage. **WARNING-ODOMETER DISCREPANCY**

Odometer Reading (no tenths)

Transferor(s) Signature(s)	(Seller) To be notarized	Transferee(s) Signature(s)	(Owner)
Transferor(s) Printed Name(s)	(Seller)	Transferee(s) Printed Name(s)	(Owner)
Date of Transfer	Seller Dealer No.	Purchasing Dealer No.	
Attesting Official	Title		

Subscribed and sworn before me this _____ day of _____, 20____. My commission expires _____.

NOTARY PUBLIC

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS, OR MUTILATIONS. MUST BE COMPLETED IN BLUE OR BLACK INK. FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

COPY

JERRY A. PATTON P.S.C.
119 EAST COURT STREET
PRESTONSBURG, KY 41653
606-886-1779
FAX 606-886-3005

JERRY A. PATTON
JOHNNY RAY HARRIS

July 10, 2006

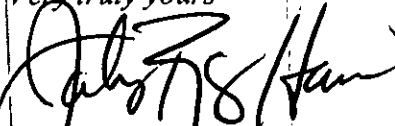
Daimler Chrysler
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: My client: [REDACTED]
Your product: 2002 Jeep Liberty

To Whom It May Concern:

My client purchased a 2002 Jeep Liberty from a Jeep dealer. On June 26, 2006 my client was driving along the highway when the air bag deployed for no apparent reason. Obviously, this is a defective product and my client's vehicle was damaged and he suffered injuries. He attempted to take the vehicle to a Jeep dealer, but was informed he would have to contact Daimler Chrysler. Please contact me immediately regarding this matter.

Very truly yours



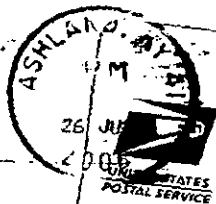
JOHNNY RAY HARRIS
JRH/jrh

JERRY PATTON PSC
JOHNNY RAY HARRIS
119 East Court Street
Prestonsburg, KY 41653

CERTIFIED MAIL™



7005 2570 0000 5822 5884



UNITED STATES
POSTAL SERVICE
0000



483217

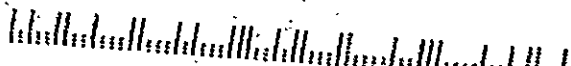
U.S. POSTAGE
PAID
PRESTONSBURG, KY
41653
JUL 26, 06
AMOUNT

\$4.64

00052110-06

Daimler Chrysler
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 B138



EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

18878105

Vin	1J4GL48K0 3W [REDACTED]	Open Date	08/25/2009	Built Date	03/03/2003
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	03/20/2003	Mileage	120,000	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE			

Dealer	69907	FEENY CP/CITICAPITAL LEASING			
Dealer Address	2312 TRINITY MILLS ROAD				
Dealer City	CARROLLTON	Dealer State	TX	Dealer Zip	75006

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	VAN TX	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Customer called because air bags deployed unexpectedly
Product - Unknown - Unknown - Accident - Default	no accident / air bags deployed
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	

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

2. What happened? Customer stated his wife Amber was sitting in line in front of the school waiting for the children to come out when all of a sudden the air bags deployed unexpectedly. Customer stated wife had one arm on steering wheel which took the blow of the air bag. Customer stated that wife s arm and wrist are swollen.

3. What is the current location of the vehicle? [REDACTED] Van, TX

Wife of customer [REDACTED] call to get an update on current case. Writer advise the case is been handled by the correct Department and customer will be contacted within 2 business days.

Customer called in seeking to know status of her case reported on air blowing. Writer informed customer there is no yet update from Chrysler s Dept concerned. Wrtier assured customer her call is updated for speedy action.

Per CAC Matrix, called and spoke to customer @ Preferred: [REDACTED]
VEHICLE LOCATED AT: RESIDENCE

Van, TX [REDACTED]

>>> Advised case is being forwarded to Chrysler Legal (CCRG)

Per OGC Matrix, reassigned to 82T (CCRG 888.922.7329). MG17.

8/28/09 ASSIGN TO LSE6.

CAIR NUMBER 18878105 REQUEST EAA INSPECTION 08-28-2009 13:04

CAIR NUMBER 18878105 E-MAIL SENT TO EAA 08-28-2009 13:05

CCRG Open Date: 08/28/2009 12:04:07

Letter Sent: Acknowledgement 08/31/2009 10:21:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/02/09 AT 13:38:34 18878105

CAIR #

18878105



Jeep



LIBERTY sport



LIBERTY sport





Jeep
4x4

3.7L

SERVICE AND PARTS
CUSTOMERS

← SERVICE AND PARTS



EMPLOYEES
ONLY







LIBERTY *sport*



custo

87345L 48K00W653/34

MFD BY

DAIMLERCHRYSLER
CORPORATIONDATE OF MFR
3-03

GWR

2541 KG(05600 LB)

GAWR FRONT

WITH TIRES

RIMS AT

COLD

1248 KG(2750 LB)

P215/75R16

16X7

227 KPA(33 PSI)

GAWR REAR

WITH TIRES

RIMS AT

COLD

1429 KG(3150 LB)

R215/75R16

16X7

227 KPA(33 PSI)

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

VIN: 1J4GL48K034

TYPE:

MPV

SINGLE X DUAL



NDH:

030308 978AA

PMT:PIX

VEHICLE MADE IN U.S.A.

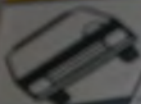
TRM:MSDV

4648503





▲ WARNING: NEVER RELEASE AIR



NEVER RELEASE AIR
DURING TAKEOFF, LANDING,
AND EXCESSIVE SPEED

ALWAYS Buckle UP

AND CHINA UP
FOR SAFETY. ALWAYS
USE PROPER SEATBELT



MADE IN U.S.A. 50

WARNING

READ THE INSTRUCTIONS
BEFORE USING THE PRODUCT







CUSTOMER
PARKING
ONLY

CUSTOMER
PARKING
ONLY




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.
- 9" OR FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.



Brand Names.
Competitive Prices.









WAGON NO. 66888 MADE IN '54
5T89T40 1-76 384 130
8511183181818



















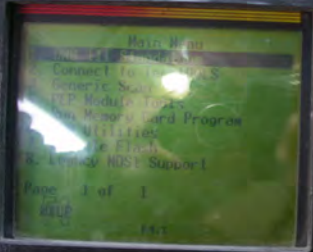






4056

4056



Main Menu

- Connect to the HDS
- Generic Scan
- EEP Module Tools
- RAM Memory Card Program
- Utilities
- Write Flash
- Legacy HDS Support

Page 1 of 1

GROUP

197

SELECT SYSTEM

1. Engine
2. Transmission & T-Cases
3. Body Interior
4. Chassis & Body Exterior
5. Power Lock Brake
6. Power Windows
7. Power Mirrors
8. System Monitors

Page 1 of 1

HELP

SYS

MAIN

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

HELP

ESC

LOG



ADDITIONAL INFORMATION

Please Wait

MAP

GPS

INFO



NO SIGNAL
RECEIVED

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

10

1
SYS

MAIN

44.1

SELECT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

F1

F2

F3

F4

- 1998 - 2007 DIAGNOSTICS
1. ALL (Except Below)
 2. 01 - 05 Stratus/Sebring Coupe
 3. 98 - 00 Avenger/Sebring Coupe
 4. 1998 Talon
 5. 2004 - 2007 (RoW) Crossfire
 6. 2002 - 2006 Sprinter

Page 1 of 1

64.1
SYS MAIN

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

CERTAIN & ZILBERG, PLLC
535 FIFTH AVENUE, 23RD FLOOR
NEW YORK, NEW YORK 10017
TEL. 212.687.7800
FAX 212.687.0690

Writer's Extension: x225

Writer's Email: gcertain@certainlaw.com

August 12, 2009

VIA FACSMILE @248-512-8748,
REGULAR MAIL, &
ELECTRONIC MAIL@ mp88@chrysler.com

Chrysler Group LLC
Attention Legal Department
P.O. Box 21-8004
Auburn Hills, MI 48321-8007

URGENT TIME SENSITIVE REQUEST

RE: PRODUCTS LIABILITY CLAIM
AIRBAG DEPLOYMENT WITHOUT DEPLOYMENT EVENT

Dear Counselors:

My firm represents Ms. [REDACTED] who sustained wrist injuries, burns, swelling and bruising while driving on a roadway when the airbags of her year 2002 Jeep Liberty deployed without a collision or any significant acceleration or deceleration event on August 4, 2009. I write in order to attempt to reach an amicable resolution of this matter as well as to make said vehicle available for immediate inspection. Please be aware that said vehicle will be available until August 20, 2009, after which the vehicle will be repaired. Please call my office at the above telephone number in order to schedule and inspection.

Very truly yours,



Gary Certain
Certain & Zilberg, PLLC

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
Prior to 10.4.11

Customer Assistance Inquiry Record (CAIR)#

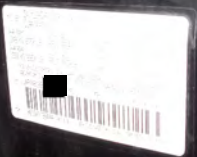
16949212

Vin	1J4FK4818	2W	Open Date	11/16/2007	Built Date	06/19/2002
Model Year	2002	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	07/15/2002	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ED1	ENGINE - 2.4L POWER TECH DOHC I-4				
Transmission	DDK	TRANSMISSION - 5-SPEED HD MANUAL				
Dealer	68861	COURTESY CHRYSLER JEEP				
Dealer Address	1728 W BRANDON BLVD					
Dealer City	BRANDON	Dealer State	FL	Dealer Zip	33511	
Owner				Contact Type	TELEPHONE	
Address	TAMPA FL			Home Phone		
				Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default	Referral tier three
Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Drivers	inadvertent air bag depolyment
Product - Unknown - Unknown - Accident - Default	injury, not accident
Corporate - Property Damage - Default - Default - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per MF640.
 Customer states that he was on hold for 30 minutes then accidentally disconnected. Agent transferred customer.
 Customer transferred to the internal Tier 2 escalation line for further review of concern.
 COIN Updated & CAIR reassigned to 82S
 Contact: James Taman
 Telephone [REDACTED]
 Telephone [REDACTED]
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: FI State College 1809 Bellevue Way Tallahassee, FI 32304
 LOCATION OF VEHICLE PHONE NUMBER 8133182510 Daughter Janetter Taman s cell phone
 What happened?: Customer states his daughter drives the vehicle and she is at FI State College. Customers daughter was sitting at an intersection and the air bag deployed and sprained her arm.
 11-20-07 Assigned to TK27/SSS8
 CAIR NUMBER 16949212 REQUEST EAA INSPECTION 11-20-2007 09:32

CAIR NUMBER 16949212 E-MAIL SENT TO EAA 11-20-2007 09:32
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/30/07 AT 15:44:40 16949212



426670



Florida State
University



STUDENT
PARKING

9JAEK48182N















AAA

TRUCKS ONLY ONE



OUR ONLY CONGRAT



AAA

THERE'S ONLY ONE



HONORABLE
PROUD

COURTESY CHRYSLER JEEP

Jeep





























































214021R H01 08
M&E

Page 1 of 1
HELP

1. Contact to Techline
2. Generic Scan Test
3. I/F Module Tools
4. Star Memory Card Program
5. IBB Utilities
6. Vehicle Flash
7. Legacy MDI Support

Page 1 of 1
HELP

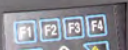
F1 F2 F3 F4

⏪ ⏩

STANDARD menu list
1. 1990 - 2000 Diagnostics
2. 1980 - 1990 Diagnostics
3. Vehicle Module Scan
4. Customer Preference
5. Junction Port Tool
6. TechTOOLS DataRecorder

Page 1 of 1

HELP



1998 - 2001 (1998-2001) ...
MAIL & NEWS SYSTEMS (MNS) ...
1. 01 - 01 ...
2. 98 - 98 ...
3. 1998 - 1998 ...
4. 2000 - 2000 (1998) ...
5. 2002 - 2000 ...

Page 1 of 1
MAIL NEWS SYSTEMS

F1 F2 F3 F4

⏪ ⏩ ⏴ ⏵

Model 1000
XXXXXXXXXXXX

Power: 5000000000
1. Temperature & Humidity
2. Data Transfer
3. Charge & Data Transfer
4. Self-Test
5. System Maintenance
6. Self-Test
7. System Monitor

Page: 1 of 1
HELP 078 000

F1 F2 F3 F4

▲ ▼

SELECT REPORT TYPE
1. Summary
2. Side Harbors
3. Airbag On/Off Switch Status
4. Document Classification Sys

Page 1 of 1

HELP INFO LOG

F1 F2 F3 F4

Upgrade to ED Mobile for
\$44

press any key to continue

F1

F2

F3

F4





OPTION

OPTION





177-10000
177-10000

177-10000
177-10000



POWER



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

WARRANTY INFORMATION
See your dealer for details.
© 2004 GM Corp. All rights reserved.
1-800-4-A-GM



**POWER
TRAC**





















































































CONTROL LED
FOR IDENTIFICATION
TO BE USED ONLY AFTER READING
INSTRUCTIONS TO BE PROVIDED WITH THIS UNIT
AND TO BE USED ONLY AFTER READING
INSTRUCTIONS TO BE PROVIDED WITH THIS UNIT
1
CONTROL LED
FOR IDENTIFICATION
TO BE USED ONLY AFTER READING
INSTRUCTIONS TO BE PROVIDED WITH THIS UNIT
AND TO BE USED ONLY AFTER READING
INSTRUCTIONS TO BE PROVIDED WITH THIS UNIT









CHRYSLER PWA PAGE 1000146
ALTERNATOR SYSTEM
WARNING: NEVER TO SERVICE VEHICLE BEFORE DISCONNECTING
SUPPORTED EQUIPMENT CAN RESULT IN AIR BAG SYSTEM
THE AIR BAG SYSTEM SHOULD BE OFF IN PARK/PARKING MODE
CHRYSLER PWA TERNET/ALCO/DELCO DELPHI
PWA WITH NO WARRANTY OTHER THAN

















