

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

After 10.4.11

























A close-up photograph of a person's hand holding a small, rectangular piece of white lined paper. The paper is held against a silver, multi-spoke alloy car wheel. The hand is positioned on the left side of the frame, with the thumb and index finger gripping the paper. The paper has two lines of handwritten text in black ink. The first line reads 'LEFT' followed by three dots. The second line reads 'FRONT' followed by three dots. The background shows the metallic surface of the wheel and the dark interior of the tire.

LEFT...
FRONT...




A close-up photograph of a person's hand holding a small white card in front of a silver alloy car wheel. The wheel has five spokes and visible lug nuts. The card has handwritten text in black ink. The background is the metallic surface of the wheel.

LEFT: 11

REAR: 073




A close-up photograph of a silver alloy car wheel. A person's hand is visible on the left side, holding a small white rectangular card. The card has the words "RIGHT" and "REAR" written on it in black, hand-drawn capital letters. The wheel's spokes are clearly visible, and the background is dark.

RIGHT

REAR



A close-up photograph of a person's hand holding a small, white, lined notepad in front of a silver alloy car wheel. The notepad has the words "RIGHT" and "FRONT" written in black marker on two separate lines. The wheel's spokes are visible, and the background is dark. The lighting is bright, highlighting the metallic surface of the wheel and the texture of the hand.

RIGHT
FRONT



MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
7-02

GVWR
2427 KG (05350 LB)

GVWR FRONT WITH TIRES
1248 KG (2750 LB) P235/70R16

RIMS AT
16X7

COLD
227 KPA (33 PSI)

GVWR REAR WITH TIRES
1429 KG (3150 LB) P235/70R16

RIMS AT
16X7

COLD
227 KPA (33 PSI)

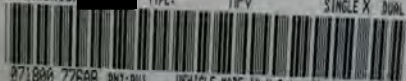
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GK58K13

TYPE:

MPV

SINGLE X DUAL



NUM: 071800 776AB PNT:PW1

VEHICLE MADE IN U.S.A. TRM:UJDU 4048543

MPH km/h

200

120

TYPE 35

173208



Jeep





Jeep

Jeep
LIBERTY

2.4L









PRESS







Toto







DAIMLER CHRYSLER



P5HG371DVAH



TR4176279948

TRW

H02-49

262022N

MEETS FMVSS 209
ASSEMBLED IN MEXICO

TRW

H02-49

262022N

MEETS FMVSS 209
ASSEMBLED IN MEXICO

DANGER CLOTHES



P5HG8715VAH



FR4176270048

DAIMLER CHRYSLER



P5HG371DVAH



TR4176279948









A close-up photograph of a metal tool, possibly a saw blade or a similar cutting instrument. The tool has a black plastic handle and a grey fabric strap. The metal part of the tool is silver and has a rectangular hole at the top. The number "TC314" is stamped on the metal. A person's hand is visible, holding the tool. The background is dark and out of focus.

TC314





FD 102









TRW H02-50

282022N

MEETS FMVSS 209
ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



P5HG361DVAH



TR5191286359

















H01-06

254023R

MEETS FMVSS 200
ASSEMBLED IN MEXICO

DAIMLER
CHRYSLER



P5HG341DVAF



TR2171256072



H01-07

3R

SETS FMVSS 209

THE HERTZ CO

STULEMB
UN SAC 3

DANI

PSHG331D

TR11G

























7151









TRANS
TEMP



10000



WARNING

DEATH OR SERIOUS INJURY CAN OCCUR



- CHILDREN 12 AND UNDER CANNOT BE HELD BY THE AIR BAG
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN
- NEVER PUT A FORWARD-FACING CHILD SEAT IN THE FRONT
- GET 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.



⚠ 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













































DAIMLER CHRYSLER

P5HK44XDVAB

TR616523128





78824

A close-up photograph of a metal tool, possibly a seam ripper or a similar fabric tool, being used on a dark, textured fabric. The tool has a silver-colored metal head with a rectangular slot at the top. The number 'TC314' is stamped in a sans-serif font on the side of the metal head. A person's finger is visible on the left, holding the tool. The background is dark and out of focus.

TC314

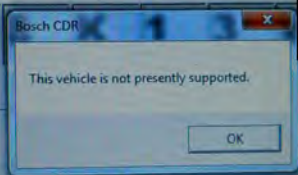






Vehicle Identification Number

K



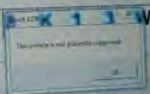
Cancel

Read VIN from Vehicle



Vehicle Identification Number

1 J 4 G K 5



Done

Cancel

Clear

1) Make sure ORB
is properly connected to the
Data Connector.

- 1) Ignition is turned on
- 2) ORB III is properly
connected to the Data
Connector.

HELP

BY8

MAIN

04.1

Unable to ID Module for
ORC

press any key to continue

7

PCM DTCs

NO DTCs DETECTED

Starts Since Clear : 137

Page back to exit

Powertrain Control Module Info

2003 KJ 3.7L V6 SFI

Module: Cal 16.0, APR 03

Natural Asp, Unleaded Fuel

Low Emission Vehicle (NBV)

Automatic Trans, RW Drive

3600 Truck Engine, JTEC+

Single Fan, Variable Speed

PCM Part#: 56044623AE

Demologation ID: FBKABB

CARB OBD II Vehicle

Customer Assistance Inquiry Record (CAIR)#

22406721

| | | | | | |
|----------------------|-------------------------|--------------------------------------|---------------|---|----------------|
| Vin | 1J4GK58K1 3W [REDACTED] | Open Date | 07/10/2012 | Built Date | 07/18/2002 |
| Model Year | 2003 | Body | KJTP74 | JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR | |
| In Service Dt | 10/15/2002 | Mileage | 175,000 | Dealer Zone | 71 LOS ANGELES |
| 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 | | | |

| | | | |
|----------------|----------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | TELEPHONE |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | LOMITA CA [REDACTED] | Country | UNITED STATES |

| | |
|--|-------------------------------|
| Product - Drivability - Unknown - Other - Default | air bag deployment |
| Corporate - Complaint Contact - Default - Default - Default | both air bags deployed |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Both | both airbags deployed |
| Product - Unknown - Unknown - Accident - Default | injury from airbag deployment |
| Corporate - Property Damage - Default - Default - Default | |

Customer called in with a complaint because both airbags bags deployed while driving down the hiway.
 Passenger side went off first and then drivers side 2 minutes later.
 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 [REDACTED]
 Preferred Afternoon/Evening call back number [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? Southbay CDJ 310-371-3521 S.M. Art Ferriera
 Reassigned to 88F
 ****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 both airbags deployed while driving
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 ***** CASE MANAGER TEAM - District O *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], buisness phone. Customer would like to be contacted on the cell phone number that is listed [REDACTED]
 Customer name is TIM BURNS
 contact # cell [REDACTED]
 Location of the vehicle: Scott Robinson 60557.
 Body shop department. 20900 HAWTHORNE BLVD LOS ANGELES
 contact at dealership is Art Herra 310-371-3521
 Customer stated that while driving down highway 60, at about 65 mph the passanger airbag deployed, No one was sitting in the passanger seat and the customer pushed it back and kept driving. Five minutes later his air bag deployed on him. Customer stated that the horn started to go off and many other lights and noises kept going off. Customer pulled off the highway and pushed it back and then drove it to the dealership. The vehicle has not been looked at yet.
 Called owner to do survey, NA at lunch.
 Survey completed and emailed. _

Owner indicates injuries to arm from deployment
VEHICLE IS LOCATED AT:
SCOTT ROBINSON CHRYSLER DODGE CJDTR
20900 HAWTHORNE BLVD TORRANCE CA 90503 310-542-0900

Per OGC Matrix, reassigned to 82T
7/12/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22406721 REQUEST EAA INSPECTION 07-12-2012 14:49
CAIR NUMBER 22406721 E-MAIL SENT TO EAA 07-12-2012 14:49
CCRG Open Date: 07/12/2012 14:40:25
Letter Sent: Acknowledgement 07/13/2012 09:48:28
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/14/12 AT 14:06:53 22406721
Customer called to find out information about his case. The agent advised
the customer that the case was still being worked even though it is
showing closed as it seems to be with the Business Center. The agent gave
the customer the phone number to the last CM on his case, JSS15 to try
and get some information about the case.
Owner leaves message requesting call back @ [REDACTED]
Per OGC Matrix, reassigned to 82T.
7.18.12 Updated Law Manager and Case Manager. MJK _
Frank Warranty administrator requesting to speak with Case Manager JSS15.
Writer transferred caller to SI 248-944-7149.

Frank from delaer 60557 requests call back @ [REDACTED] regarding
payment for repairs.
Per OGC Matrix, reassigned to 82T.
8/14/12 UPDATED CCRG FILE & CASE MANAGER. PAG

EA12-001
CHRYSLER
ENCLOSURE 4
LEGAL
KJ
After 10.4.11

DRB III Emulator

File Help

Display

- ## Main Menu
- 1. DRB III Standalone**
 2. Connect to TechTOOLS
 3. Generic Scan Tool
 4. PEP Module Tools
 5. Run Memory Card Program
 6. DRB Utilities
 7. Vehicle Flash
 8. Legacy MDS1 Support

Page 1 of 1

HELP

Keypad

F1

F2

Enter

Left

DVOM

Read Hold

1

4

2

5

Vehicle Module Scan

Please Wait... Scanning

Scanning: APM

* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 4 of 36

Key

F

Er

DVO

Read H

SELECT RESTRAINT SYSTEM

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



NO RESPONSE from SRM

Please make certain of the following items:

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

HELP

SYS

MAIN

SELECT RESTRAINT SYSTEM

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



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.

HELP

SYS

MAIN

SELECT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

ANTI-THEFT SYSTEMS

1. VTSS

2. SKIM - SKREEM - TPM

HELP

F2

F0

Display

Unable to ID Module for
VTS

press any key to continue

ANTI-THEFT SYSTEMS

1. VTSS

2. SKIM - SKREEM - TPM

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

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

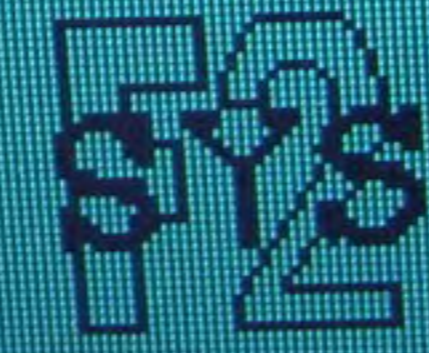
HELP

SYS

MAIN

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**



Vehicle Module Scan

Please Wait... Scanning

Scanning: BODY
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 5 of 36

Key

F

E

DVO

Read

SELECT MONITOR

1. ****NOT AVAILABLE****

2. CCD Bus Voltage

3. J1850 Module Scan

Page

1 of 1

AUD

HELP

SYS

MAIN

suppl

DRB III Emulator

File Help

Display

SELECT MONITOR

- 1. CCD Bus Test
- 2. ***NOT AVAILABLE***
- 3. J1850 Module Scan

Page 1 of 1

AUD

HELP

ESC

MAIN

SELECT MONITOR

- 1. CCD Bus Test
- 2. CCD Bus Voltage
- 3. J1850 Module Scan**

Junction Port Tool

Module Scan Mode

This mode is used to query the BUS and to identify any modules that are actively communicating on the BUS.

Press <Enter> to continue

HELP

FXS

FO

File Help

Display

Performing Scan
Please Wait.....

HELP

F2

F3

Modules Present on the BUS

PCM
EATX
BCM/FCH
MIC
Radio



File Help

Display

Modules Present on the BUS

PCM
EATX
BCM/FCM
MIC
Radio

Page 1 of 1

HELP

SYS

MAIN

Keypa

F1

Ent

DVOM

Read Ho

STAND-ALONE MAIN MENU

1. 1998 - 2007 Diagnostics
2. 1983 - 1997 Diagnostics
- 3. Vehicle Module Scan**
4. Customer Preference
5. Junction Port Tool
6. TechTOOLS DataRecorder



Vehicle Module Scan

Please Wait... Scanning

Scanning: FCM / IPM
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: LEFT SIDE AIRBAG
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: AIRBAG
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 10 of 36

Vehicle Module Scan

Please Wait... Scanning

Scanning: MIC
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 11 of 36

Vehicle Module Scan

Please Wait... Scanning

Scanning: COMPASS MINI-TRIP
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 12 of 36

Vehicle Module Scan

Please Wait... Scanning

Scanning: AUDIO

* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 13 of 36

Vehicle Module Scan

Please Wait... Scanning

Scanning: DIGITAL AUDIO AMP
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 14 of 36

Vehicle Module Scan

Please Wait... Scanning

Scanning: AIR TEMP CONTROL
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 15 of 36

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)



Vehicle Module Scan

Please Wait... Scanning

Scanning: MEMORY SEAT
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: PASSEGER SLIDING DOOR
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: DRIVER DOOR MODULE
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: OSM

* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: ARKEM
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: TRANSFER CASE MODULE
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: SAR

* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: OCN
* = DTGs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: Cabin Heater Module
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Vehicle Module Scan

Please Wait... Scanning

Scanning: FINAL DRIVE MODULE
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

STAND-ALONE MAIN MENU

- 1. 1998 - 2007 Diagnostics
- 2. 1983 - 1997 Diagnostics
- 3. Vehicle Module Scan
- 4. Customer Preference
- 5. Junction Port Tool
- 6. TechTOOLS DataRecorder



DRB III Emulator

File Help

Display

Vehicle Scan Tool

1. 3.7 & 4.7 JTEC+ 99

2. TCM_45RFE_J1850

3. * BCM_KJ

4. * MIC_KJ

5. RBK Audio

Vehicle Scan Tool

- 1. 3.7 8 4.7 JTEC+ 99
- 2. TCM_45RFE_J1850
- 3. * BCM_KJ
- 4. * MIC KJ
- 5. RBK Audio

Display

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

HELP

F2S

F3
MAIN

SELECT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

File Help

Display

----- ENGINE DIAGNOSTICS -----

Determining Controller
Type

Please Wait....

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

Powertrain Control Module Info

2002 KJ 3.7L V6 SFI

Module: Cal 17.0, MAY 21

Natural Asp, Unleaded Fuel

Low Emission Vehicle (NBV)

Automatic Trans, RW Drive

Jeep Truck Engine, JTEC+

Single Fan, Variable Speed

PCM Part#: 56041606AH

Homologation ID: FBKABB

CARB OBD II Vehicle

HELP

SYS

MAIN

SELECT FUNCTION

- 1. System Tests
- 2. DTCs & Related Functions**
- 3. Module Display
- 4. Sensor Display
- 5. Input/Output Display
- 6. Monitor Display
- 7. Custom Display
- 8. Actuator Tests
- 9. OBD II Monitors



-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 138

Page back to exit

FREEZE FRAME

No Freeze Frame#1 Data Stored.

No Freeze Frame#2 Data Stored.

Press Page Back to Exit

HELP

F2
SYS

F0
MAIN

DTCs & Related Functions

- 1. Read DTCs
- 2. Secondary Indicators
- 3. Freeze Frame Data #1
- 4. Freeze Frame Data #2
- 5. 1 Trip Failures**
- 6. Clear DTC's & OBDII Info
- 7. Clear PCM (Batt Disconnect)
- 8. Distance Since MI Set



DRB III Emulator

File Help

Display

- STAND-ALONE MAIN MENU
1. 1998 - 2007 Diagnostics
 2. 1983 - 1997 Diagnostics
 - 3. Vehicle Module Scan**
 4. Customer Preference
 5. Junction Port Tool
 6. TechTOOLS DataRecorder

Page 1 of 1

HELP

MAIN

DRB III Emulator

File Help

Display

ONE TRIP FAILURES

None Detected

Page Back to Exit

HELP

SYS

MAIN

SELECT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

Display

--- Transmission DIAGNOSTICS ---

Determining Controller
Type

Please Wait...

HELP

STP

MAIN

EXIT

Display

Transmission Module Information

Version: 18

EATX IV - 45RFE

Perm Non-Autostick

Vehicle Model Year: 2002

Controller Model Year: 2002

TCM PART# 56041564AJ

VIN: 1J4GL38K52W [REDACTED]

F1
HELP

F2
SYS

F3
MAIN

SELECT FUNCTION

1. System Tests
- 2. DTCs & Related Functions**
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. Miscellaneous

-- TCM DTCs --

NO DTCs DETECTED

Page back to exit

DRB III Emulator

File Help

Display

Transmission Menu

1. Transmission Module
- 2. Transfer Case Module**
3. Shift Lever Assembly Module
4. Final Drive Control Module

Page 1 of 1

TCM

HELP

F2

F3

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

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

HELP

SYS

MAIN

File Help

Display

Unable to ID Module for
XCH

press any key to continue

Transmission Menu

1. Transmission Module
2. Transfer Case Module
- 3. Shift Lever Assembly Module**
4. Final Drive Control Module



suppl

DRB III Emulator

File Help

Display

- Vehicle Module Scan
- 1. 1998 - 2007 Module Scan**
- 2. 1994 - 1997 Module Scan

Page 1 of 1

HELP

MAIN

Key

F

En

DVO

Read H

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

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

HELP

SYS

MAIN

Transmission Menu

1. Transmission Module
2. Transfer Case Module
3. Shift Lever Assembly Module
- 4. Final Drive Control Module**

DRB III Emulator

File Help

Display

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

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

HELP

SYS

MAIN

SELECT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

SELECT BODY SYSTEM

1. Body Computer
2. Electro/Mech Cluster (MIC)
3. Info, Comm & Entertainment
4. Doors, Gate & Comfort
5. Heating & A-C
6. FCM/IPM

Page 1 of 1

TCH

HELP

SYS

MAIN

Keypa

F1

Ente

DVOM

Read Ho

1

DRB III Emulator

File Help

Display

BCM Module Information

PART NUM: 56010055AL
2002 KJ Premium BCM

Country: United States
VIN 2W [REDACTED]

HELP

SY2S

FOO

SELECT FUNCTION

1. System Tests
- 2. Read DTCs**
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. Miscellaneous

Page 1 of 1

BCM

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

-- BCM DTCs 1 of 3 --

HeadLamp Switch
Input Circuit High

--- DTC 2 of 3 ---

Dimming Level Switch
Circuit High

DRB III Emulator

File Help

Display

--- BCM DTCs 3 of 3 ---

Wiper Mode Switch
Circuit High

--- DTC 1 of 3 ---

HeadLamp Switch
Input Circuit High

SELECT BODY SYSTEM

1. Body Computer
- 2. Electro/Mech Cluster (MIC)**
3. Info, Comm & Entertainment
4. Doors, Gate & Comfort
5. Heating & A-C
6. FCM/IPM

DRB III Emulator

File Help

Display

Vehicle Module Scan

Scan For DTC's?
(YES/NO)

Key

F

E

DV

Read

1

DRB III Emulator

File Help

Display

Electro/Mech Cluster

Software Version 6.4
KJ Body

Part #: 56010151AI
Airbag Present
W/Tach
Gas

HELP

SYS

MAIN

SELECT FUNCTION

- 1. System Tests
- 2. Read DTCs**
- 3. Module Display
- 4. Sensor Display
- 5. Input/Output Display
- 6. Monitor Display
- 7. Custom Display
- 8. Actuator Tests
- 9. Miscellaneous

Page 1 of 1

MIC

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

--- MIC DTCs 1 of 1 ---

NO ORC BUS
MESSAGES RECEIVED

SELECT BODY SYSTEM

1. Body Computer
2. Electro/Mech Cluster (MIC)
- 3. Info, Comm & Entertainment**
4. Doors, Gate & Comfort
5. Heating & A-C
6. FCM/IPM

Page

1 of 1

MIC

HELP

SYS

MAIN

Display

Unable to ID Module for
CMT

press any key to continue

File Help

Display

- INFO, COMM & ENTERTAINMENT
- 1. Overhead Console
- 2. Audio (Radio, CD, DVD, Nav)
- 3. Digital Audio Amplifier
- 4. Satellite Audio Receiver
- 5. Navigation System
- 6. Hands Free Module

Page 1 of 1

MIC

HELP

SYS

MAIN

Read

File Help

Display

Audio Module Information

Sales Code: RBK
S/W Version: 02.02
Part #: 56038589AN
UNITED STATES
ffff ffff

HELP

FO
SYS

FO
MAIN

File Help

Display

SELECT FUNCTION

- 1. System Tests
- 2. Read DTCs**
- 3. Module Display
- 4. Sensor Display
- 5. Input/Output Display
- 6. Monitor Display
- 7. Custom Display
- 8. Actuator Tests
- 9. Miscellaneous

Page 1 of 1

AUD

HELP

SYS

MAIN

-- AUD DTCs --

NO DTCs DETECTED

Page back to exit

INFO, COMM & ENTERTAINMENT

1. Overhead Console
2. Audio (Radio, CD, DVD, Nav)
- 3. Digital Audio Amplifier**
4. Satellite Audio Receiver
5. Navigation System
6. Hands Free Module

Page 1 of 1

AUD

HELP

SYS

MAIN

Attention!
The radio must be turned ON to
establish communications with
the Digital Audio Amplifier.

press any key to continue

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

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

HELP

ST2S

MAIN

INFO, COMM & ENTERTAINMENT

1. Overhead Console
2. Audio (Radio, CD, DVD, Nav)
3. Digital Audio Amplifier
- 4. Satellite Audio Receiver**
5. Navigation System
6. Hands Free Module



DRB III Emulator

File Help

Display

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

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

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

--- DOOR MODULES DIAGNOSTICS ---

Determining Controller
Type

Please Wait....

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

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

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

HELP

SYS

MAIN

SELECT BODY SYSTEM

1. Body Computer
2. Electro/Mech Cluster (MIC)
3. Info, Comm & Entertainment
4. Doors, Gate & Comfort
- 5. Heating & A-C**
6. FCM/IPM

DRB III Emulator

File Help

Display

HEATING & A-C MENU

1. HVAC

2. Automatic Temp Control

3. Cabin Heater Module

Page 1 of 1

AUD

F1
HELP

F2
SYS

F3
MAIN

DRB III Emulator

File Help

Display

Unable to ID Module for
HVA

press any key to continue

Display

HEATING & A-C MENU

- 1. HVAC
- 2. Automatic Temp Control**
- 3. Cabin Heater Module

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

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

HELP

SYS

MAIN

Vehicle Module Scan

Please Wait... Scanning

Scanning: ENGINE
* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

DRB III Emulator

File Help

Display

HEATING & A-C MENU

- 1. HVAC
- 2. Automatic Temp Control
- 3. Cabin Heater Module**

Page 1 of 1

AUD

F1
HELP

F2
SYS

F3
MAIN

NO RESPONSE from CHM

Please make certain of the following items:

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

HELP

SYS

MAIN

SELECT BODY SYSTEM

1. Body Computer
2. Electro/Mech Cluster (MIC)
3. Info, Comm & Entertainment
4. Doors, Gate & Comfort
5. Heating & A-C
6. FCH/IPM

Page

1 of 1

AUD

HELP

SYS

MAIN

----- A48 DIAGNOSTICS -----

Determining Controller
Type

Please Wait...

HELP

ESC

MAIN

NO RESPONSE from A48
Please make certain of the
following items:

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

HELP

SYS

MAIN

SELECT SYSTEM

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

Page 1 of 1

HELP

F2

F3

DRB III Emulator

File Help

Display

Chassis Menu

- 1. Park Assist Module
- 2. Rain Sensor Module
- 3. Tire Pressure Monitor

Page 1 of 1

AUD

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

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

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

HELP

SYS

MAIN

SELECT SYSTEM

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

Page 1 of 1



----- ABS DIAGNOSTICS -----

Determining Controller
Type

Please Wait...

HELP

ABS

MAIN

Vehicle Module Scan

Please Wait... Scanning

Scanning: TRANSMISSION

* = DTCs Present

Press a key to Abort the Scan
PageBack to Exit

Scanning 2 of 36

F1

Enter

DVOM

Read Hold

NO RESPONSE from ABS

Please make certain of the following items:

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

HELP

ABS

MAIN

SELECT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

SELECT RESTRAINT SYSTEM

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

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

Determining Controller
Type

Please Wait...

HELP

SYS

MAIN

DRB III Emulator

File Help

Display

NO RESPONSE from ORC

Please make certain of the following items:

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

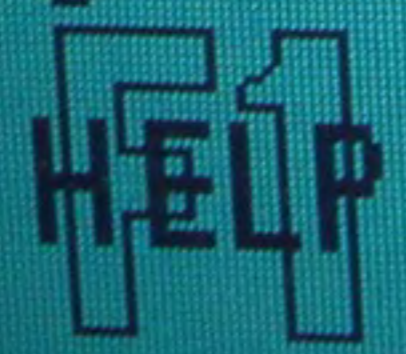
HELP

SYS

MAIN

SELECT RESTRAINT SYSTEM

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



Select Side Airbag

- 1. Right Side
- 2. Left Side

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

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

HELP

F2

F0

Select Side Airbag

1. Right Side

2. Left Side

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

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

HELP

ESC

MAIN

VEHICLE CHECKUP

Customer Name
 VIN Number

R.O. Number 10528
68909
 Mileage

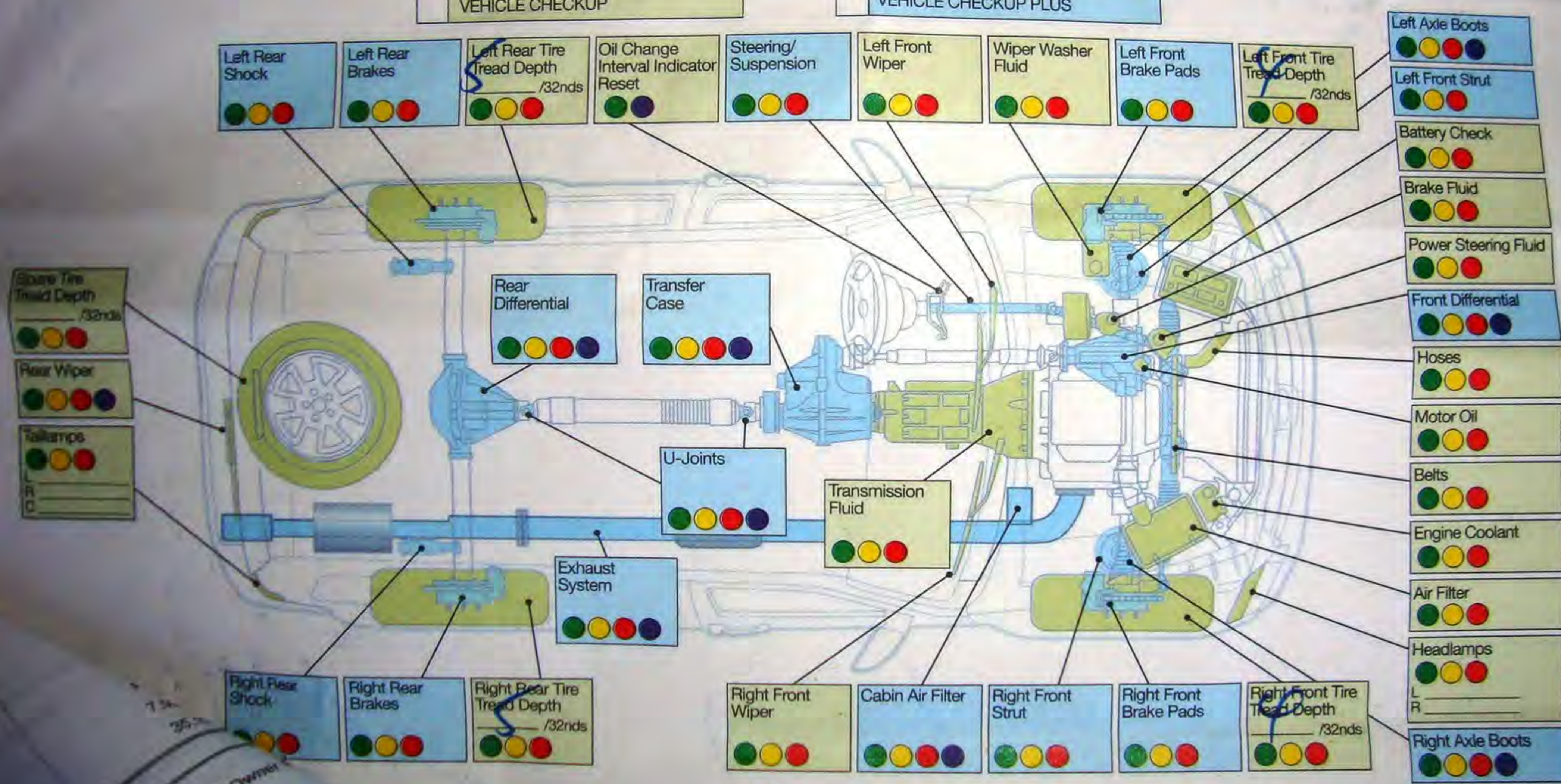
Phone
 Date 6/28

Vehicle Year/Model 02 Liberty

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS



Spare Tire Tread Depth
 /32nds
 Rear Wiper
 Tailamps
 L
 R

Headlamps
 L
 R
 Right Axle Boots

Owner
 Guaranteed to Problem
 needed

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR
6-02

GVWR
2541 KG(05600 LB)

| | | | |
|------------------|------------|---------|-----------------|
| GVWR FRONT | WITH TIRES | RIMS AT | COLD |
| 1248 KG(2750 LB) | 235/70R16 | 16X7 | 227 KPA(33 PSI) |
| GVWR REAR | WITH TIRES | RIMS AT | COLD |
| 1429 KG(3150 LB) | 235/70R16 | 16X7 | 227 KPA(33 PSI) |

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

VIN: 1J4GL38K52[REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 062407 779AA PNT:PJC VEHICLE MADE IN U.S.A. TRM:L5DU 4648503

CHANGE YOUR MOTOR OIL
AND FILTER EVERY THREE
MONTHS OR 3,000 MILES.

YOUR NEXT SERVICE IS DUE

Date

Miles

68282

MP
500



door





20

40

20

10

160

100

180

110

200

120

MPH km/h

TYPE 35

065909

C

52128779AA

DaimlerChrysler Corporation

IMPORTANT VEHICLE INFORMATION

THIS VEHICLE CONFORMS TO U.S. EPA NLEV REGULATIONS APPLICABLE TO 2002 MODEL YEAR NEW LEV LIGHT DUTY TRUCKS AND CALIFORNIA REGULATIONS APPLICABLE TO 2002 MODEL YEAR NEW LEV LIGHT-DUTY TRUCKS. 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.

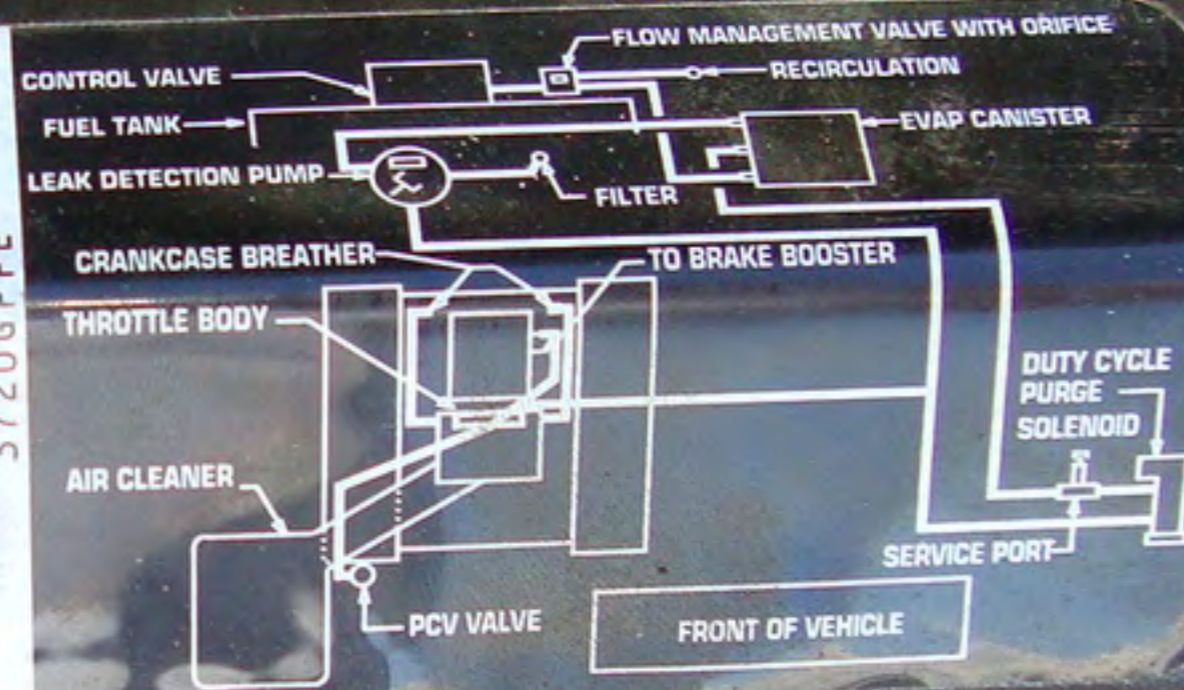
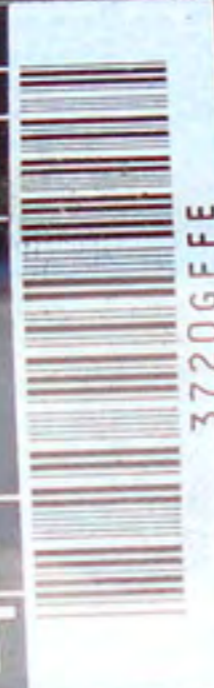
2HO2S(2), OBDII
CERTIFIED, SFI, TWC, 2WUOC

SPARK PLUGS ZFR6F-11G
0.040 in. GAP

3.7 LITER NO ADJUSTMENTS
NEEDED

2CRXT03.72DO
2CRXR0155GCH

CATALYST



BELT ROUTING



53030 960





479

Jeep



479

LIBERTY

GOODYEAR
TRACE RIVERS



Jeep
LIBERTY

3.7L

GOODRICH
TRACKER

LIBERTY



Jeep
4x4
STUART Jeep

17353

Jeep[®]
LIBERTY

3.7L



Jeep
LIBERTY

Jeep
4x4
Spartan Jeep

17353



POWERTECH
3.7L V6

3.7L V6

EverStart
ADDITIONAL INFORMATION
C.A.R. 1000
EverStart

ATTENTION
WARRANTY INFORMATION
FACTORY CHARGE
WARRANTY INFORMATION
WARRANTY INFORMATION
WARRANTY INFORMATION

SR18775A
Catalyst
Catalyst



BELT ROUTING
SERIAL 960



POWERTECH
3.7L V6

Jeep

CAUTION

52013 35511
34811



▲ DANGER / POISON
DO NOT GET IN EYES OR ON SKIN. Wash thoroughly with water. If you get it in your eyes, flush them with water for 15 minutes. If you get it on your skin, wash it off with soap and water. If you breathe the fumes, get fresh air immediately. If you inhale the fumes, call a doctor. If you swallow the liquid, call a doctor. If you are pregnant, avoid contact with the battery. For more information, call 1-800-870-8888.

FREE BATTERY TESTING AT ALL WAL-MART STORES
CAR NOT STARTING?
Check the battery level. If it is low, you may need to charge it or replace it. Check the alternator belt. If it is loose, you may need to tighten it. Check the fuses. If they are blown, you may need to replace them. Check the starter. If it is bad, you may need to replace it. Check the ignition system. If it is bad, you may need to replace it. For more information, call 1-800-870-8888.

EverStart
12-VOLT BATTERY
86-3 630 525
WAL-MART STORES
BATTERY GROUP, INC. MARIETTA, GA 30067

DO NOT GET IN EYES OR ON SKIN. Wash thoroughly with water. If you get it in your eyes, flush them with water for 15 minutes. If you get it on your skin, wash it off with soap and water. If you breathe the fumes, get fresh air immediately. If you inhale the fumes, call a doctor. If you swallow the liquid, call a doctor. If you are pregnant, avoid contact with the battery. For more information, call 1-800-870-8888.

WAL-MART STORES
BATTERY GROUP, INC.

WAL-MART STORES
BATTERY GROUP, INC.

WAL-MART STORES
BATTERY GROUP, INC.

72472M

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

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

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

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

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

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

| | | |
|----|---------------------|-----|
| 27 | STARTER RELAY 28 | 15A |
|----|---------------------|-----|

| |
|-----------------|
| FUEL PUMP 29 |
|-----------------|

| |
|---------------|
| STARTER 30 |
|---------------|

| |
|--------------------|
| WIPER ON/OFF 31 |
|--------------------|

| |
|-------------------|
| WIPER HI/LO 32 |
|-------------------|

| |
|--------------------|
| BLOWER MOTOR 33 |
|--------------------|

| |
|-----------|
| ASD 34 |
|-----------|

| |
|------------------|
| A/C CLUTCH 35 |
|------------------|

| |
|----------------------|
| REAR O2 SENSOR 36 |
|----------------------|

| |
|-----------------------------|
| EATX/CLUTCH INTERLOCK 37 |
|-----------------------------|

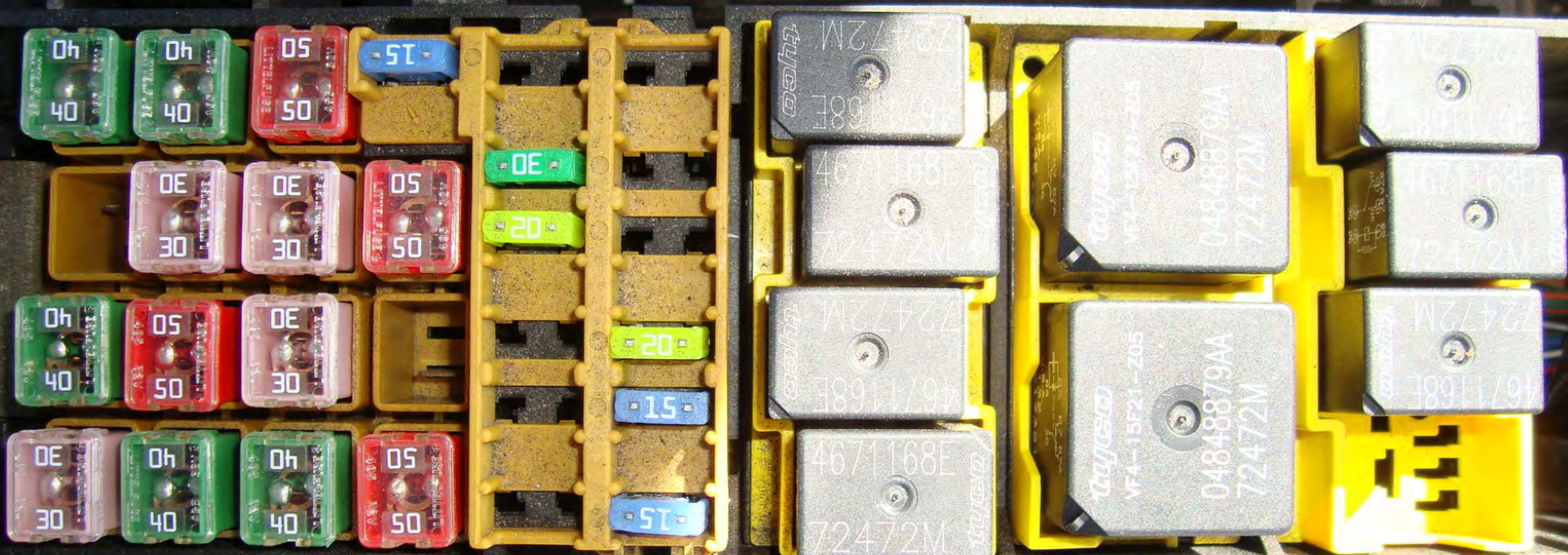
| |
|----|
| 38 |
|----|

M. DTA 80147

EverStart

2 year free replacement

86-3



BLOWER MOTOR 1 40A
RADIATOR FAN 2 40A
JB POWER 3 50A

ASD FEED 16 15A 17 18

FUEL PUMP

BLOWER MOTOR

AC CLUTCH



Jeep

EverStart
12-VOLT BATTERY

1-888-EVSTART

Part Number
86-3

Serial No: CA285522982

© Wal-Mart
DISTR BY
BATTERY GROUP

CAUTION
FUEL

816 34611

08-28

8218835

7760

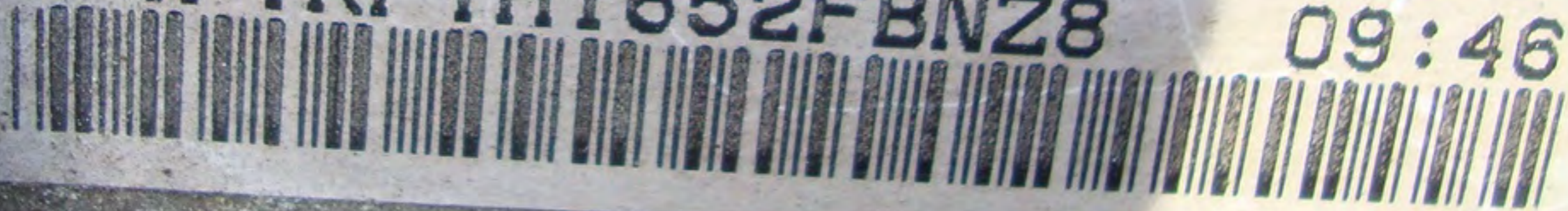


560
HFBKAB



P/N P56041564AJ 56041564AJ

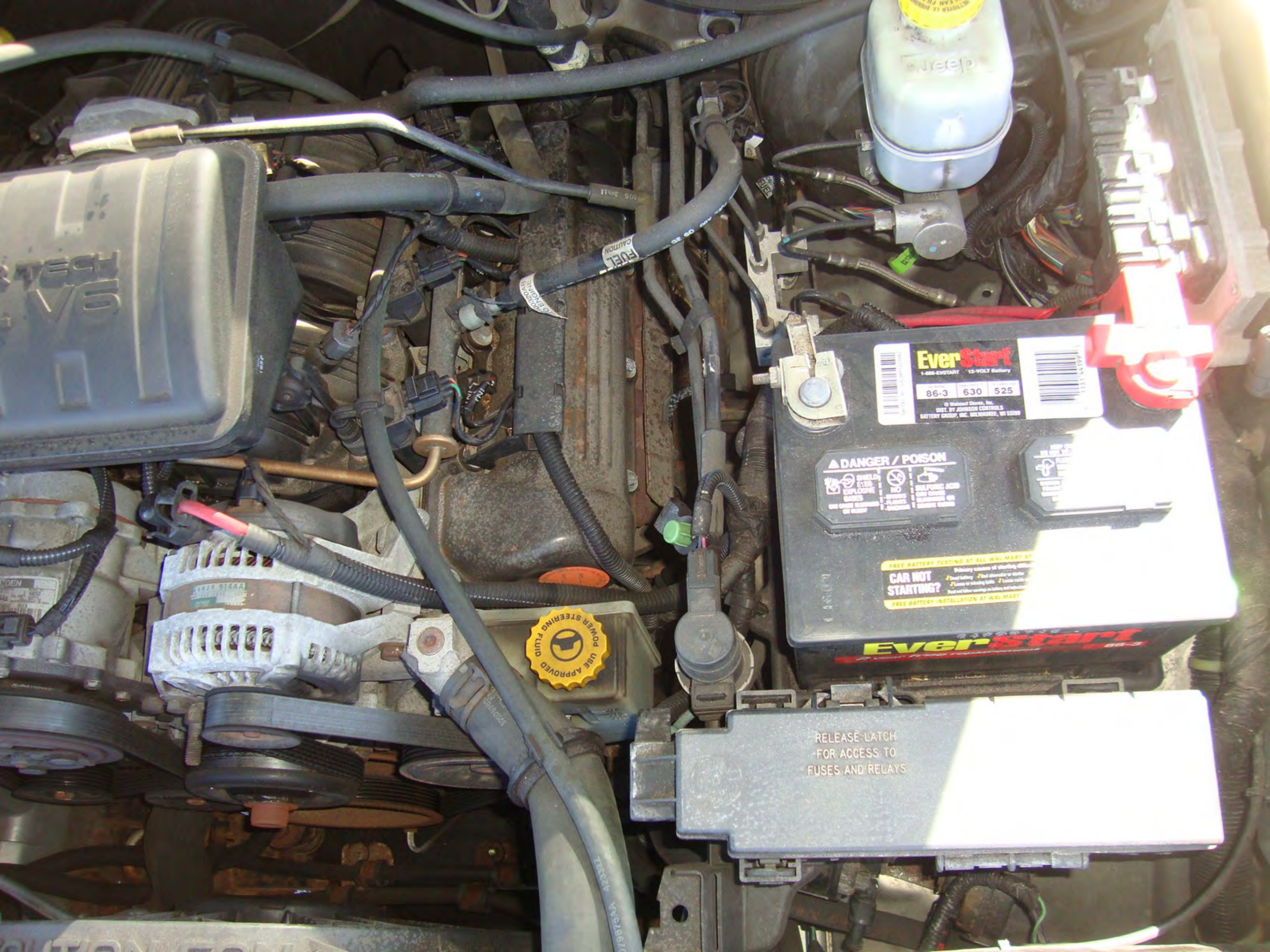
S/N TRFTH1652FBNZ8 09:46:05



09:56:00
17041564AJ
56041564AJ
P/N P56041564AJ
S/N TRFTH1652FBNZ8
56041564AJ







EverStart

EverStart
1-888-EVSTART 12-VOLT Battery
86-3 630 525
© Wal-Mart Stores, Inc.
DIST. BY JOHNSON CONTROLS
BATTERY GROUP, INC. MILWAUKEE, WI 53209

▲ DANGER / POISON
SHIELD EYES
EXPLOSIVE GASES
DO NOT SMOKER
OR OPEN FLAME
OR SPARK
NEAR BATTERY
SULFURIC ACID
IS HIGHLY CORROSIVE
AND CAN CAUSE
SEVERE BURNS
ON CONTACT

FREE BATTERY TESTING AT ALL WAL-MART STORES
Having trouble starting your car?
CAR NOT STARTING?
Check battery • Check alternator or starter
• Leave to resting state • Loose cables
• Bad fuel filter • Wrong oil • Bad timing belt
FREE BATTERY INSTALLATION AT WAL-MART

EverStart

RELEASE LATCH
FOR ACCESS TO
FUSES AND RELAYS

USE APPROVED
POWER STEERING
FLUID

CAUTION
FUEL
RESERVOIR

9144A

SMPT200

9186410



Jeep

ENGINE OIL
FOR GASOLINE ENGINES
SEE OWNERS MANUAL

A/C
5/8 IN
GY 4862

POWER

CR



EARN 20% SAVINGS!
BIG



DUVAL ST

ST

EA



SAVINGS

FLORIDA'S
ONE-QUIP
TURTLES
Brendan Young for U.S. Patent Office submits Branch





BODY SHOP

Expanding
Let's make your business grow.

79



Ion

FOB











AWD



4111 330897

244022



TD 100

TRV 33014254-D (20)

TRW

H01 - 06

234023R

MEETS FMVSS 209

ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



P5HG341DVAE



R2158208015





H02-50

241021N

MEETS FMVSS 209
ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



P5HG361DVAG



TR5161255200

WEEK OF...
Brevard vying for U.S. Patent Office satellite branch

BY BENE KLITZ
Special to Florida Weekly

Brevard County is in the running for one of two planned branch locations of the U.S. Patent and Trademark Office.
"Modern economies are built on innovation, and there's just a reason why that has experienced growth over the past decade," said...



WEATHERMAN



Florida's weatherman, President and chief executive of the Economic Development Commission (EDC) of Florida's Space Coast, which is Brevard's premier...
In an attempt...

DIG OUR
TURTLES

Nesting mothers help bring visitors, locals to Space Coast beaches in summer



Arts & Entertainment
Feeling in the Mood? by Miller? 01 ▶

MEET...
0220...
01 ▶

DAIMLER



P5HG371DVAG



TR4157252429

IRI

234022N

H02-49

MEETS FMVSS 209
ASSEMBLED IN MEXICO



4-11211 3300997A
244022

TRW

H01-01

225021R

MEETS FMVSS 219
ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



P5HG331DVAF



TR1151404746





EARN 20% SAVINGS

1/20/18
1/21/18
1/22/18















Part number
TRZME1682A3470
Supplier Code
P56010319A8
39754C



Supplier Code
39754C



DaimlerChrysler Part Number
P56010319AB



Serial Number
TRZME1682A3897



! 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.



CHANGE YOUR MOTOR OIL
AND FILTER EVERY THREE
MONTHS OR 3,000 MILES
WHICHEVER COMES FIRST

68225

182



Jeep

SRS
AIRBAG

RES · ACCEL
CANCEL

SAVINGS





Jeep

SRS
AIRBAG



Jeep

SRS
AIRBAG





ASSEMBLED
IN MEXICO







*TGOP



*P553

*HERS



62271528*



20AJ*

LUNGSJAHR:



02*



Airbag -
 Druckgasspeicher
 MP-P6-HGI
 Hersteller: TRW VSSI,
 Washington, MI, USA
 Herstellungsstätte: TRWP-5
 Einführer: z.B. Chrysler
 Deutschland GmbH,
 Kerpen
 Telefonnr.: 02273/957211
 BAM-PT1-0639

Umgang nur durch geschultes
 Personal erlaubt. Verwendung
 nur in Insassen-Rück-
 haltesystemen mit Luftsack-
 für Kraftfahrzeuge erlaubt.
 Bei Auslösung kann die nicht
 montierte Airbag-Einheit
 zum gefährlichen Wurfstück
 werden.

Supplemental Restraint
 System (SRS) Module

Use only a specified
 Supplemental
 Restraint System.
 See DaimlerChrysler
 Corp. dealer to verify
 part number for this
 vehicle.

WARNING You could be injured

due to unwanted inflation. To help
 avoid personal injury:

Do not take apart, crush
 or puncture.

Carefully follow instructions
 in the DaimlerChrysler Corp.
 Service Manual when performing
 any type of service or when
 disposing of this module.

24V
 PART # 3034382
 3034382











SRS AIRBAG

Jeep





PUT OILY RAGS IN THEIR PLACE



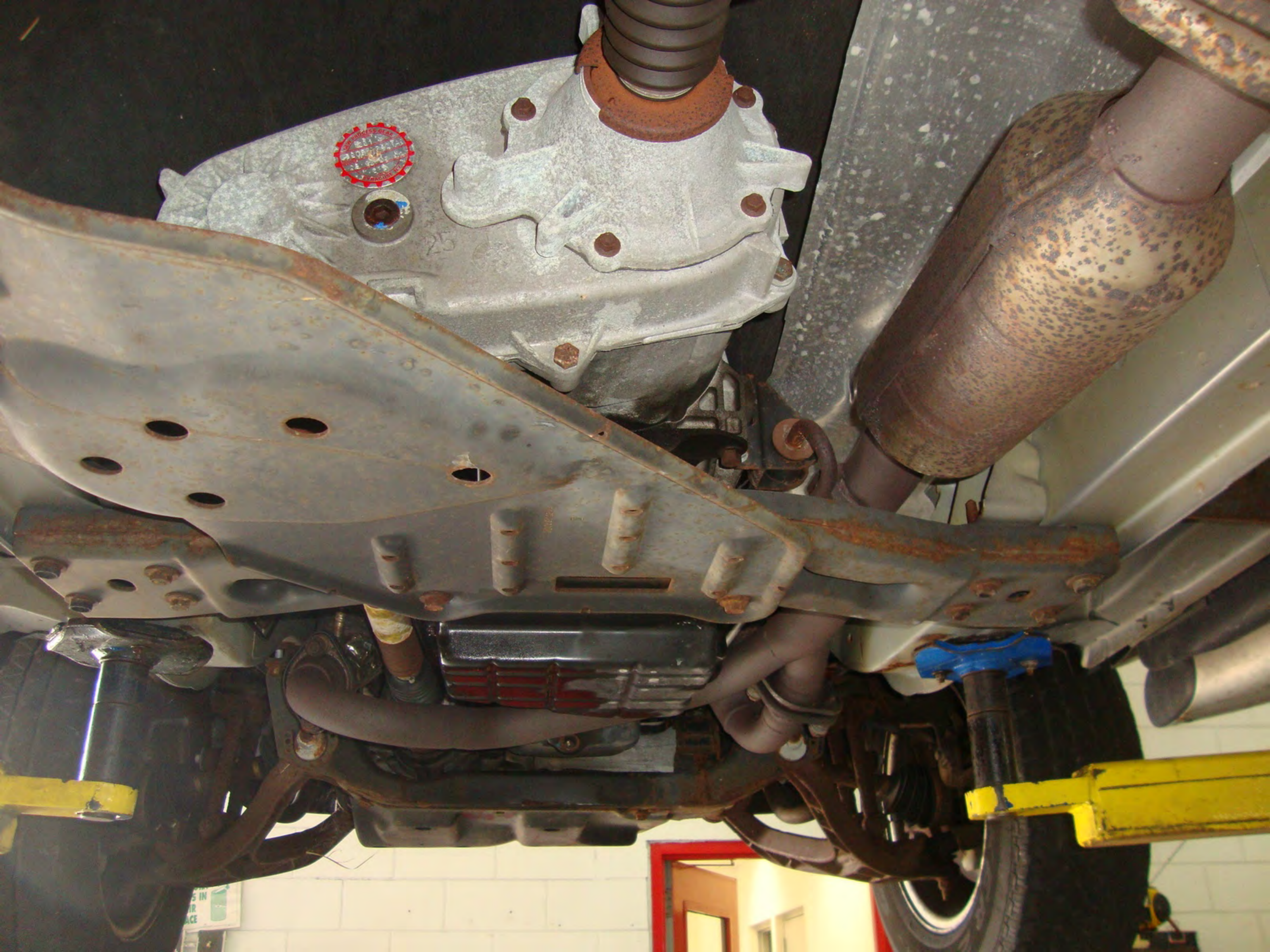












SAE J1000
SAE J1001

25

5 IN
IR
ACE



TO CLOSE - Tira los muelles de la tapa
PARA CERRAR - Mide la longitud dentro de la copa

CRUMPLED PAPER

Free
Free

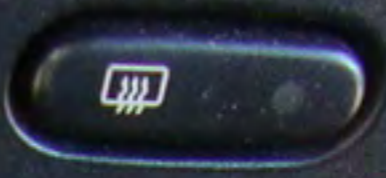








1 2 3 4



POWER
OUTLET

2HI
4HI
N
4LO

P

Handwritten text on a white paper, including a signature and the number 30.



VOL SEEK AM FM SET FF TUNE RW

PUSH ON BASS TREB EJT MODE

L BAL R DISC 1 2 3 RND 4 DISC 5 TIME

F FADE R

1 2 3 4

1 2 3 4

1 2 3 4

POWER OUTLET

From: DCFSasist@daimlerchrysler.com
To: [REDACTED]
Date: Tue Jun 19 13:29:34 EDT 2007
Subject: Re: Contact Us@ChryslerFinancial
Dear [REDACTED]

Thank you for contacting the Jeep Group Customer Assistance Center regarding the concerns you have with your brake system and your power window.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, 321-777-9367. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 96845.

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Current vehicle mileage
- ? An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

I look forward to speaking with you.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16419803

EMAIL CASE NUMBER: 1751940

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4919086I25261L0K
M&

Sincerely,

Dawn
Customer Service Specialist
Chrysler Financial

Original Message Follows:

Brief Description:

Contact Us: Current Chrysler Financial Customer: Retail: Other

Comments:

I have been having an ongoing problem with my jeep liberty since i re-financed my account from paying off my four -year lease with chrysler financial and am now buying the same vehicle from you. my problem is that i have been having mechanical problems with the car starting when it was three years old. The jeep was re-called for a problem in the left front wheel (i think with the suspension) however i took it in to be repaired to the jeep dealership in melbourne, fl. They told me that the boot in the front left tire (brake system) was cracked and that i would need to pay then \$500.00 to fix it. I assumed that the break was caused by the defective problem that i was originally there for. Of course they said that it was no in the right area of the problem. (same wheel same boot...) but of course they would not fix it. now I have been driving around with the problem and they told me that the wheel could fall off if i didnt get it fixed. I think that this is a direct result of the defect and have been to other mechanics who agree. My request is that chrysler stands behind their products and investigates this problem with quality assurance and helps me... The other problem is that the back passenger side window has snapped off a cable or a plastic claspe which holds up the window... The motor works and the window has to be held up with tape or cardboard and again , the Jeep dealership in Melbourne, Fl. has refused to assume any responsibility in even looking at the vehicle. They offered to sell me a \$3,000.00 warranty but of course it would not cover any of the problems with the jeep... One person says it is mechanical and should be covered on the original warranty and the other says that it is wear and tear.. Thats rediculus because i have owned several cars and never had these problems before... The mileage on this jeep is only 34,000 miles . I purchased it in 2002... I have told everyone how much i love my jeep and how they should buy them and now i cant go to the jeep -camp event because of these problems... my last two vehicles were chryslers and i really love the engineering ... I would appreciate your assistance in this matter , please have quality assurance investigate these problems and tell me how i should handle this matter.....Thank You for your time

Account Number:

[REDACTED]

VIN:

2W [REDACTED]

Title:

First Name:

[REDACTED]

Middle Name:

[REDACTED]

Last Name:

[REDACTED]

null:

[REDACTED]

null: [REDACTED]

City: satellite beach

State: FL

Zip Code: [REDACTED]

Prefere [REDACTED]

Home Ph [REDACTED]

Busines [REDACTED]

Email: [REDACTED]

From: [REDACTED]
To: DCFSasist@daimlerchrysler.com
Date: Mon Jun 18 13:42:59 EDT 2007
Subject: Contact Us@ChryslerFinancial
Email Request:

Brief Description: Contact Us: Current Chrysler Financial Customer:
Retail: Other

Comments: I have been having on ongoing problem with my jeep liberty since i re-financed my account from paying off my four -year lease with chrysler financial and am now buying the same vehicle from you. my problem is that i have been having mechanical problems with the car starting when it was three years old. The jeep was re-called for a problem in the left front wheel (i think with the suspension) however i took it in to be repaired to the jeep dealership in melbourne, fl. They told me that the boot in the front left tire (brake system) was cracked and that i would need to pay then \$500.00 to fix it. I assumed that the break was caused by the defective problem that i was originally there for. Of course they said that it was no in the right area of the problem. (same wheel same boot...) but of course they would not fix it. now I have been driving around with the problem and they told me that the wheel could fall off if i didnot get it fixed. I think that this is a direct result of the defect and have been to other mechanics who agree. My request is that chrysler stands behind their products and investigates this problem with quality assurance and helps me... The other problem is that the back passenger side window has snapped off a cable or a plastic claspe which holds up the window... The motor works and the window has to be held up with tape or cardboard and again , the Jeep dealership in Melbourne, Fl. has refused to assume any responsibility in even looking at the vehicle. They offered to sell me a \$3,000.00 warranty but of course it would not cover any of the problems with the jeep... One person says it is mechanical and should be covered on the original warranty and the other says that it is wear and tear.. Thats rediculus because i have owned several cars and never had these problems before... The mileage on this jeep is only 34,000 miles . I puchased it in 2002... I have told everyone how much i love my jeep and how they should buy them and now i cant go to the jeep -camp event because of these problems... my last two vehicles were chryslers and i really love the engineering ... I would appreciate your assistance in this matter , please have quality assurance investigate these problems and tell me how i should handle this matter.....Thank You for your time

Relationship: Current Chrysler Financial Customer
Category: Retail
Sub Category: Other

Sender Information:

Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Account Number: [REDACTED]

VIN: 2W [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed May 19 11:32:41 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6964743I25261L0KM)
Nicole,=20

Thank you for sending me back your response so quickly, however the
problem=
with the truck hood slamming down on me still is an issue. How do I
go abo=
ut getting this fixed?

--- On Tue, 5/18/10, customerassistre <customerassistre@chrysler.com>
wrote=
:

From: customerassistre <customerassistre@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6964743I25261L0KM)
To: [REDACTED]
Date: Tuesday, May 18, 2010, 11:27 AM

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center
regarding=20
warranty repair.

It was disappointing to learn of your dissatisfaction with the=20
appearance of the paint finish on your vehicle.=A0 It is unfortunate
it=20
has deteriorated as you have described, however the applicable
warranty=20
covering the paint expired by 5 years or 18,000 miles. Therefore, we=
20
must decline your request for assistance in this matter.

Although we cannot provide a more favorable reply, we appreciate
that=20
you shared your concerns with us.

Thanks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Nicole=A0=20

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER: 19558008
EMAIL CASE NUMBER:=A0 2455809=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6964743I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6964743I25261L0KM&)

Original Message Follows:

=A0=A0=A0

Recall Information - Chrysler Brand Site

Brief Description:=20

when i need to check my engine oil or coolant or anything in my engine.=20

I

put the hood up on the engine and it has slamed shut on me . It has=20

caught

down on my arm and also hit me in the head. there are no signs of the=20

arms

rotting away .

Comments:

There is no sign of any rust or rotting of the hood or its components.=20

The

2002 Jeep Liberty has rust around the tail light which is from the=20 inside

of the vehicle... I have had the truck inspected by an auto body shop=20

and

will remit an estimate on the amount to be paid for the body work. I=20

have

contacted chrysler previously and have not had any satisfaction from=20

your

warranty department. If chrysler is going out of business than you=20 should

let your customers know in advance so you can fix the problems with=20

your

vehicles. Please send information on where I can take the jeep to be repaired under your warranty.

VIN:

=A0 =A0 =A0=A0=A02W366916

Mileage:

=A0 =A0 =A0=A0=A054000

Servicing Dealer:

=A0 =A0 =A0=A0=A0

Title:

=A0 =A0 =A0=A0=A0Ms.

First Name:

=A0 =A0 =A0=A0=A0tina

Middle Initial:

=A0 =A0 =A0=A0=A0l

Last Name:

=A0 =A0 =A0=A0=A0capadano

Address 1:

=A0 =A0 =A0=A0=A01878 adams ave

Address 2:

=A0 =A0 =A0=A0=A0

City:

=A0 =A0 =A0=A0=A0melbourne

State:

=A0 =A0 =A0=A0=A0FL

Zip:

=A0 =A0 =A0=A0=A032935

Email:

=A0 =A0 =A0=A0=A0tiny91162@yahoo.com

Work Phone:

=A0 =A0 =A0=A0=A0321.254.2783

=0A=0A=0A

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed May 19 11:38:18 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6964743I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I apologize for not addressing the hood slamming down issue. We suggest you give your local authorized dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with all Chrysler Group vehicles.

Thanks again for your email.

Sincerely,

Nicole

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2455809

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6966137I25261L0KM&

Original Message Follows:

Nicole,

Thank you for sending me back your response so quickly, however the problem with the truck hood slamming down on me still is an issue. How do I go about getting this fixed?

--- On Tue, 5/18/10, customerassistre <customerassistre@chrysler.com> wrote:

From: customerassistre <customerassistre@chrysler.com>
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6964743I25261L0KM)
To: [REDACTED]
Date: Tuesday, May 18, 2010, 11:27 AM

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding warranty repair.

It was disappointing to learn of your dissatisfaction with the appearance of the paint finish on your vehicle. It is unfortunate it has deteriorated as you have described, however the applicable warranty covering the paint expired by 5 years or 18,000 miles. Therefore, we must decline your request for assistance in this matter.

Although we cannot provide a more favorable reply, we appreciate that you shared your concerns with us.

Thanks again for your email.

Sincerely,

Nicole

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 19558008

EMAIL CASE NUMBER: 2455809

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6964743I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

when i need to check my engine oil or coolant or anything in my engine.

I

put the hood up on the engine and it has slamed shut on me . It has caught down on my arm and also hit me in the head. there are no signs of the arms rotting away .

Comments:

There is no sign of any rust or rotting of the hood or its components.

The

2002 Jeep Liberty has rust around the tail light which is from the inside of the vehicle... I have had the truck inspected by an auto body shop and will remit an estimate on the amount to be paid for the body work. I have contacted chrysler previously and have not had any satisfaction from your warranty department. If chrysler is going out of business than you should let your customers know in advance so you can fix the problems with your vehicles. Please send information on where I can take the jeep to be repaired under your warranty.

VIN:

2W 

Mileage:

54000

Servicing Dealer:

Title:

Ms.

First Name:

Middle

Last Name

Address

Address

City:

melbourne

State:

FL

Zip:

Email:

Work Ph

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue May 18 11:26:45 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding warranty repair.

It was disappointing to learn of your dissatisfaction with the appearance of the paint finish on your vehicle. It is unfortunate it has deteriorated as you have described, however the applicable warranty covering the paint expired by 5 years or 18,000 miles. Therefore, we must decline your request for assistance in this matter.

Although we cannot provide a more favorable reply, we appreciate that you shared your concerns with us.

Thanks again for your email.

Sincerely,

Nicole

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 19558008

EMAIL CASE NUMBER: 2455809

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6964743I25261LOKM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

when i need to check my engine oil or coolant or anything in my engine. I

put the hood up on the engine and it has slamed shut on me . It has caught

down on my arm and also hit me in the head. there are no signs of the arms

rotting away .

Comments:

There is no sign of any rust or rotting of the hood or its components. The

2002 Jeep Liberty has rust around the tail light which is from the inside

of the vehicle... I have had the truck inspected by an auto body shop and

will remit an estimate on the amount to be paid for the body work. I have

contacted chrysler previously and have not had any satisfaction from your

warranty department. If chrysler is going out of business than you should

let your customers know in advance so you can fix the problems with your

vehicles. Please send information on where I can take the jeep to be repaired under your warranty.

VIN:

2W [REDACTED]

Mileage:

54000

Servicing Dealer:

Title:

Ms.

First Name:

Middle

Last Name

Address

Address

City:

melbourne

State:

FL

Zip:

Email:

Work Ph

From: [REDACTED]
To: c[REDACTED]@chrysler.com
Date: Tue May 18 09:35:06 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

when i need to check my engine oil or coolant or anything in my engine. I put the hood up on the engine and it has slammed shut on me . It has caught down on my arm and also hit me in the head. there are no signs of the arms rotting away .

Comments:

There is no sign of any rust or rotting of the hood or its components. The 2002 Jeep Liberty has rust around the tail light which is from the inside of the vehicle... I have had the truck inspected by an auto body shop and will remit an estimate on the amount to be paid for the body work. I have contacted chrysler previously and have not had any satisfaction from your warranty department. If chrysler is going out of business than you should let your customers know in advance so you can fix the problems with your vehicles. Please send information on where I can take the jeep to be repaired under your warranty.

Sender Information:

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

Customer Assistance Inquiry Record (CAIR)#**15509378**

| | | | | | | | |
|-----------------------|-------------------------------|-------------------------------------|------------------|--|-------------------|---------------------|---------------|
| VIN | 1J4GL38K5 | 2W [REDACTED] | Open Date | 10/04/2006 | Built Date | 06/24/2002 | |
| Model Year | 2002 | Body | KJJM74 | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR | | | |
| In Service Dt | 08/07/2002 | Mileage | 30,765 | Dealer Zone | 66 | ORLANDO | |
| Plant | W | TOLEDO NORTH ASSEMBLY PLANT | Market | U | US | | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | | |
| Engine | EKG | 3.7L V6 ENGINE | | | | | |
| Transmission | DG4 | MULTI-SPEED AUTO 45RFE TRANSMISSION | | | | | |
| Dealer | 26635 | STUART JEEP INC | | | | | |
| Dealer Address | 2755 S E FEDERAL HIGHWAY | | | | | | |
| Dealer City | STUART | | | Dealer State | FL | Dealer Zip | 34994 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | SATELLITE BEACH FL [REDACTED] | | | | | Country | UNITED STATES |

Recall - F23: LOWER BALL JOINTS - Advise Owner/Incomplete Recall

Informed customer of open recall.

Referral - Chrysler Credit - Default - Default - Default

Referred to chrysler financial.

Customer called in seeking information about what type of insurance would need to be had on the vehicle since she is financing the vehicle. Agent referred customer to chrysler financial.

Customer calls seeking recall information. Advised the customer of incomplete recall ?F23? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)#**16419803**

| | | | | | | |
|-----------------------|--------------------------|-------------------------------------|------------------|--|-------------------|------------|
| VIN | 1J4GL38K5 | 2W [REDACTED] | Open Date | 06/19/2007 | Built Date | 06/24/2002 |
| Model Year | 2002 | Body | KJJM74 | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR | | |
| In Service Dt | 08/07/2002 | Mileage | 35,103 | Dealer Zone | 66 | ORLANDO |
| Plant | W | TOLEDO NORTH ASSEMBLY PLANT | Market | U | US | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | |
| Engine | EKG | 3.7L V6 ENGINE | | | | |
| Transmission | DG4 | MULTI-SPEED AUTO 45RFE TRANSMISSION | | | | |
| Dealer | 23957 | JIMMIE VICKERS INC | | | | |
| Dealer Address | 535 E MERRITT ISLAND CSY | | | | | |

No assistance will be offered on other components as they are not related to the recall.

PARTS=\$105.00

LABOR=\$31.65

TOTAL=\$136.65

Agent advised Mike DCX would cover \$86.65 of the repair, and the customer will have a \$50.00 co-pay. Customer will also be responsible for other components not related to the recall. Mike accepted and will advise the customer. PA entered.

Agent had consulted with JLN34 and decision on other components were pending based on dealers information of it being related to the recall or not.

Customer Assistance Inquiry Record (CAIR)# 18728393

| | | | | | | |
|-----------------------|--------------------------|-------------------------------------|------------------|--|-------------------|------------|
| VIN | 1J4GL38K5 | 2W | Open Date | 07/06/2009 | Built Date | 06/24/2002 |
| Model Year | 2002 | Body | KJJM74 | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR | | |
| In Service Dt | 08/07/2002 | Mileage | 47,000 | Dealer Zone | 66 | ORLANDO |
| Plant | W | TOLEDO NORTH ASSEMBLY PLANT | Market | U | US | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | |
| Engine | EKG | 3.7L V6 ENGINE | | | | |
| Transmission | DG4 | MULTI-SPEED AUTO 45RFE TRANSMISSION | | | | |
| Dealer | 26635 | STUART JEEP INC | | | | |
| Dealer Address | 2755 S E FEDERAL HIGHWAY | | | | | |
| Dealer City | STUART | Dealer State | FL | Dealer Zip | 34994 | |
| Owner | | Contact Type | TELEPHONE | | | |
| Address | | Home Phone | | | | |
| | PORT SAINT LUCIE FL | Country | UNITED STATES | | | |

| | |
|---|--|
| Corporate - CNA Change - Default - Default - Default | Agent updated the ownership information |
| Referral - Tier 2.5 - Internal Escalation - Default - Default | Customer is seeking goodwill assistance |
| Product - Body/ Trim / Paint Finish - Body Hardware - Rusted - R. Door-Driver | The vehicle is rusted near the rear window |

Customer states the vehicle is rusted near the rear window near the tail gate near the hinges.

Customer has diagnosed the vehicle at the dealer

The dealer 26635 told the customer there was a water leak in the vehicle

Customer is seeking goodwill assistance

No commitment given to the customer. Agent provide the customer with the reference

Agent consulted floor support IK57. Transfer the call to Tier 2.5

What is the customer requesting from Chrysler?

Goodwill

How far out of warranty is the vehicle for assistance and how will we

How far out of warranty is the vehicle/repair by time and/or mileage?

Expired

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

Original owner

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

26635

Service manager name?

N/A

NIC of team leader/floor walker who authorized escalation of caller?

IK57

Customer seeking goodwill for rust perforation out of warranty by 2 years.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Per AJC34

Customer Assistance Inquiry Record (CAIR)# 19558008

| | | | | | | |
|-----------------------|--------------------------|-------------------------------------|------------------|--|-------------------|------------|
| VIN | 1J4GL38K5 | 2W | Open Date | 05/18/2010 | Built Date | 06/24/2002 |
| Model Year | 2002 | Body | KJMM74 | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR | | |
| In Service Dt | 08/07/2002 | Mileage | 54,000 | Dealer Zone | 66 | ORLANDO |
| Plant | W | TOLEDO NORTH ASSEMBLY PLANT | Market | U | US | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | |
| Engine | EKG | 3.7L V6 ENGINE | | | | |
| Transmission | DG4 | MULTI-SPEED AUTO 45RFE TRANSMISSION | | | | |
| Dealer | 26635 | STUART JEEP INC | | | | |
| Dealer Address | 2755 S E FEDERAL HIGHWAY | | | | | |
| Dealer City | STUART | Dealer State | FL | Dealer Zip | 34994 | |
| Owner | [REDACTED] | | | Contact Type | E-MAIL | |
| Address | [REDACTED] | | | Home Phone | [REDACTED] | |
| | MELBOURNE FL | [REDACTED] | Country | UNITED STATES | | |

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

when i need to check my engine oil or coolant or anything in my engine. I put the hood up on the engine and it has slammed shut on me . It has caught down on my arm and also hit me in the head. there are no signs of the arms rotting away .

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

There is no sign of any rust or rotting of the hood or its components.

The

2002 Jeep Liberty has rust around the tail light which is from the inside

of the vehicle... I have had the truck inspected by an auto body shop and

will remit an estimate on the amount to be paid for the body work. I have

contacted chrysler previously and have not had any satisfaction from your

warranty department. If chrysler is going out of business than you should

let your customers know in advance so you can fix the problems with your vehicles. Please send information on where I can take the jeep to be repaired under your warranty.

***** END OF CUSTOMER EMAIL *****

Thank you for contacting the Jeep Customer Assistance Center regarding warranty repair.

It was disappointing to learn of your dissatisfaction with the appearance of the paint finish on your vehicle. It is unfortunate it has deteriorated as you have described, however the applicable warranty covering the paint expired by 5 years or 18,000 miles. Therefore, we must decline your request for assistance in this matter.

Although we cannot provide a more favorable reply, we appreciate that you shared your concerns with us.

Thanks again for your email.

***** END OF CAC RESPONSE *****

Thank you for sending me back your response so quickly, however the problem with the truck hood slamming down on me still is an issue. How do I go about getting this fixed?

***** END OF CUSTOMER EMAIL *****

Thank you for contacting the Jeep Customer Assistance Center.

I apologize for not addressing the hood slamming down issue. We suggest you give your local authorized dealer the opportunity to assist you.

Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with all Chrysler Group vehicles.

Thanks again for your email.

***** END OF CUSTOMER EMAIL *****

Customer states her truck is rotting away from the inside out. Customer states the rust broke through on the back center break light. Customer states it is also rusting the latch on the glass of the back window.

Customer states she had a body shop look at the vehicle and was told that the rust is present through out the entire vehicle. Customer states the hood slams down on her too. Writer informed customer that Jeep will not be able to participate in any repair cost with the vehicle because of the age and the mileage. Writer recommended customer call her local dealership to see if they would take a look at the vehicle and give her

dealerships to see if they would take a look at the vehicle and give her an estimate without needing a diagnostic payment and that they do have expertise with the vehicle. Customer states she will see what the dealers have to say. Writer informed customer there is no need to speak with anyone further since she was trying to return the calls she received. Customer understood and states she will see what the dealers recommend.

Customer Assistance Inquiry Record (CAIR)# 22373089

| | | | | | | |
|----------------------|------------|-------------------------------------|------------------|--|-------------------|------------|
| VIN | 1J4GL38K5 | 2W | Open Date | 06/28/2012 | Built Date | 06/24/2002 |
| Model Year | 2002 | Body | KJJM74 | JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR | | |
| In Service Dt | 08/07/2002 | Mileage | 65,000 | Dealer Zone | 66 | ORLANDO |
| Plant | W | TOLEDO NORTH ASSEMBLY PLANT | Market | U | US | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | |
| Engine | EKG | 3.7L V6 ENGINE | | | | |
| Transmission | DG4 | MULTI-SPEED AUTO 45RFE TRANSMISSION | | | | |

| | | | | | | |
|-----------------------|-----------------|---------------------|----|-------------------|-------|--|
| Dealer | 64977 | GATOR CHRYSLER INC | | | | |
| Dealer Address | 200 E NASA BLVD | | | | | |
| Dealer City | MELBOURNE | Dealer State | FL | Dealer Zip | 32901 | |

| | | | | | | |
|----------------|--------------|---------------------|---------------|--|--|--|
| Owner | | Contact Type | TELEPHONE | | | |
| Address | | Home Phone | | | | |
| | MELBOURNE FL | Country | UNITED STATES | | | |

| | |
|--|--|
| Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both | both front air bags deployed for no reason |
| Corporate - Property Damage - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Unknown - Unknown - Accident - Default | |

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

[REDACTED]

2. What happened?

Customer was stopped at a stop light, waiting for light to turn green.

The light turned green, and the all front air bags deployed.

Customer was hit in the face and arm.

3. What is the current location of the vehicle?

Gator Chrysler Dodge Jeep

840 s harbor city blvd melbourne , FL 32901-1907

321-724-6611

Contact at dealership Roger MacCardle 321-409-4554

As per AC Answer ID 18819 reassigned to 96S

inadvertant airbag deployment, refer to 82S

LEFT VM FOR OWNER.

Customer states that her insurance company has come viewed the vehicle and completed their reports. Customer states that she believes that a

Chrysler representative has inspected the vehicle but she is unsure. Customer states that she has been experiencing medical concerns since the air bags deployed (ear ache, jaw ache, etc). Customer states that she has visited 2 doctors and may require x-rays. Customer states that she is looking for contact with her case manager.

Customer seeks contact with case manager.

Agent provided customer with the contact number for JSS15 and advised customer that her message will be forwarded to the person handling her case for follow up (as per AC#18819).

Reassigned to 82S (as per AC#18819).

07.05.12

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

VEHICLE LOCATED AT:

GATOR CHRYSLER DODGE JEEP

840 S HARBOR CITY BLVD

MELBOURNE FL 32901

321-724-6611

Per OGC Matrix, reassigned to 82T. MG17

> Did survey - emailed

>> Notified Paul and EAA

7/5/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22373089 REQUEST EAA INSPECTION 07-05-2012 13:06

CAIR NUMBER 22373089 E-MAIL SENT TO EAA 07-05-2012 13:06

CCRG Open Date: 07/05/2012 12:44:37

Letter Sent: Acknowledgement 07/06/2012 10:11:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/12/12 AT 16:39:06 22373089

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/13/12 AT 04:18:34 22373089

Dealer from GATOR CHRYSLER DODGE JEEP called because this vehicle is still on his lot and he or the owner has not had a response to this case.

Agent provided phone number of MG17 248-944-7084 to the dealer for follow up.

08.21.12

Dir Call Back Seeking update on 82T -

Tom from GATOR CHRYSLER DODGE JEEP called because this vehicle is still on his lot and he or the owner has not had a response to this case.

Phone# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

8/22/12 UPDATED CCRG FILE & CASE MANAGER. PAG _
