

EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11

MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFR.  
7-02

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.

WIK: 1J4GK58K13 [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 071506 776AB PNT:PX8 VEHICLE MADE IN U.S.A. TRM:DL02 4648502





AIR  
BAG

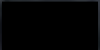
This image shows a close-up of a car's instrument cluster. A prominent feature is a glowing red circular light with the words "AIR BAG" written in yellow. To its right and below are several other circular indicator lights, all of which are currently unlit. The instrument cluster is dark grey or black. In the foreground, the top portion of a white speedometer with blue markings and a red needle is visible. To the right, the edge of another gauge with blue markings is partially seen.







Jeep  
LIBERTY





























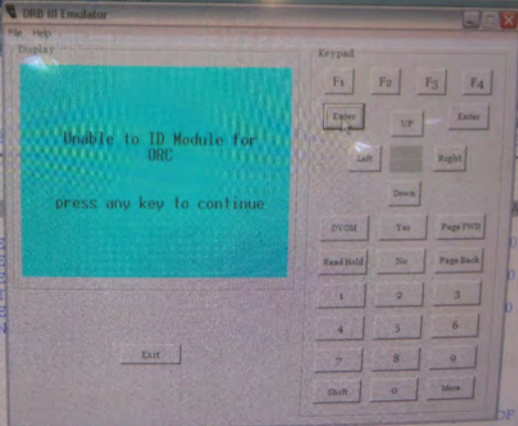
















DRB III Emulator

Display

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

HELP SYS MAIN

Keypad

F1	F2	F3	F4
Esc	UP	Enter	
Left		Right	
	Down		
NUM	Yes	Page FWD	
Pause Hold	No	Page Back	
1	2	3	
4	5	6	
7	8	9	
Shift	0	More	

ESC

T5442 LL  
 09 RAM15  
 CUST. PAREDES RO

REMARKS

LOG DESCRIPTION

A CUSTOMER STATE  
 FROM THE CENTE  
 B CUSTOMER STATE  
 JUMP START BAT  
 C POTAMKIN PLANE  
 WORLD CLASS IN

COMMAND:

PD  
 PT  
 IS  
 ACT  
 0 9  
 0 0  
 0 0  
 0P DISP









**Customer Assistance Inquiry Record (CAIR)# 22117363**

<b>Vin</b>	1J4GK58K1 3W [REDACTED]	<b>Open Date</b>	04/12/2012	<b>Built Date</b>	07/15/2002
<b>Model Year</b>	2003	<b>Body</b>	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	09/13/2002	<b>Mileage</b>	59,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	67962	POTAMKIN'S PLANET DODGE			
<b>Dealer Address</b>	9975 N W 12TH STREET				
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33172
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NORTH MIAMI BEAC FL [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	Customer reports unjustified airbag deployment
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer reports unjustified airbag deployment
Product - Unknown - Unknown - Accident - Default	Customer reports unjustified airbag deployment
Corporate - Property Damage - Default - Default - Default	

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

Preferred [REDACTED]  
 Alternate [REDACTED]

2. What happened? Customer states he was driving his vehicle down the street when the airbag opened without cause. The customer states he sustained injuries bruises and cuts on his arms, but nothing that required a hospital visit. Customer states the insurance company followed him to the dealer and cut him a cheque to cover the repairs less the \$500 deductible. Customer states the insurance company wants this investigated as they will go after Chrysler for these expenses if it is in fact our fault. Customer states Luis Ribero is the SA at the dealer he has been working with.

3. What is the current location of the vehicle? Planet Dodge 9975 n w 12th street, miami, FL 33172.

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

4/13/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22117363 REQUEST EAA INSPECTION 04-13-2012 13:09

CAIR NUMBER 22117363 E-MAIL SENT TO EAA 04-13-2012 13:09

CCRG Open Date: 04/13/2012 11:30:58

Letter Sent: Acknowledgement 04/16/2012 10:50:11

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/23/12 AT 08:12:59 22117363

Customer states he is seeking information on this case. Agent advised customer to wait for contact from Chrysler regarding this case.

Customer called seeking case update. Agent advised customer of the letter that was send out. The cuastomer claims as of the April 26th 2012 they have not rceived the letter. The customer claims that his insurance company is removing his rental assistance.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

4/27/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Caller states that the part is on Back order and the rental vehicle term is going to expire.

Caller is seeking to have the rental extended.

Agent informed the caller to contact his DLR for further assistance, DLR can contact the Business Center for further assistance.

Caller requesting to speak with Case Manager. Writer referred him to JSS15 and gave the number. EMAIL : fondacarop@hotmail.com

\*\*\*\*\*

Owner leaves message requesting call back.

Per OGC Matrix, reassigned to 82T.

6/5/12 UPDATED CCRG FILE & CASE MANAGER. PAG

\*\*\*\*\*

Owner leaves message requesting call back. 786-351-0634

Per OGC Matrix, reassigned to 82T.

6/14/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Caller Angel, Service Manager, DLR #67962 requesting to speak to CM.

Writer provided Service Manager with contact information for JSS15 248-944-7149.

SM Angel Perez requests call @ 305-213-0403

Per OGC Matrix, reassigned to 82T.

6/15/12 UPDATED CCRG FILE & CASE MANAGER. PAG \_

Luis from dealer calling, requests call back. 305-470-8000

Per OGC Matrix, reassigned to 82T.

6/27/12 UPDATED CCRG FILE & CASE MANAGER. PAG

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EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 8-02

GWR 2541 KG(05600 LB)

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

RIMS AT COLD  
16X7 227 KPA(33 PSI)

GAWR REAR WITH TIRES  
1309 KG(3150 LB) P235/70R16

RIMS AT COLD  
16X7 227 KPA(33 PSI)

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

VIN: 1J4GL58K13W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 082012 776AB PNT:PGR VEHICLE MADE IN U.S.A. TRM:DLD2 4648503





LIMITED EDITION LIBERTY

Jeep

DISCOVER







LIBERTY LIMITED

DISCOVERER

Jeep



LIBERTY

LIMITED  
EDITION



MOPAR  
Parts

3.7L

LIBERTY







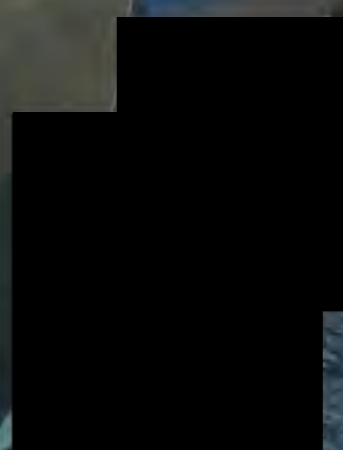
Jeep  
4x4

3.7L



مركز  
السيارات  
1992-2007

Jeep  
4x4





LIBERTY  
LIBERTY



Jeep

SRS  
AIRBAG

ON-OFF

CRUISE

SET

Your Arkansas  
are going to you  
Lubrication at Arkansas  
U.S. Bank, Fayetteville















MADE IN USA  
**JOHNSON**  
**MAGNETIC**  
ANGLE  
*Locator*

NO. 700

1/8th



DEGREES

MADE IN USA

**JOHNSON**  
**MAGNETIC**  
**ANGLE**  
*Locator*

NO. 700

DEGREES





TD 119



ID 112







542858

105





Use equipment, furniture and materials, frequently...  
out of area and out of shape to...







529495

P-1  
GO  
In







Your Arkansas...  
are going to you...  
Los pagos del seguro...  
Laborales de Arkansas...  
U.S. Bank ReliaCaro...

ReliaCaro



NO RESPONSE FROM DCM

Please make certain of the following items:

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



5070785A 42349Z  
RELEASE LATCH FOR ACCESS TO FUSES AND RELAYS

POWERTECH  
2262

DANGER-POISON  
NAPA  
THE LEGEND  
Premium  
NAPA

5070785A 42349Z



POWER TECH  
3.7L V6

CAUTION FAN



BELT ROUTING

DO NOT USE APPRO



Jeep

POWER TECH  
3.7L V6



GY 486U  
42332  
A/C  
13/32 IN  
GY 486U

ATTENTION  
HIGH  
12.5KV  
ATTENTION  
HIGH  
12.5KV

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.

40 40 50 15  
30 30 50 50  
40 50 30  
30 40 40 50

30 02 02 05 05

4671168E 72472M  
4671168E M72472L  
72472M 4671168E  
4671168E E891179  
M72472L

56006708 212233  
50732 212233  
56006708

72472M 4671168E  
4671168E E891179  
M72472L  
72472M 4671168E

HOUSING - FE-1051100

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

27	28	15A	STARTER RELAY
25	20A	15A	ABS VALVES
26			INJECTORS
23	24	20A	FUEL PUMP
21	22	20A	A/C CLUTCH
19	20	30A	HBL
16	15A		ASD FEED
17			
18			

32	WIPER HI/LO
31	WIPER ON/OFF
30	STARTER
29	FUEL PUMP

34	ASD
33	BLOWER MOTOR

38	
37	EATX/CLUTCH INTERLOCK
36	REAR O2 SENSOR
35	A/C CLUTCH






Jeep

SRS AIRBAG







...assigned to 85T. MG12  
NARRATIVE ADDED BY P. A. GRESBACH  
...ASSIGNED TO L288. PAG  
NUMBER 521812 REQUEST EAA INSPECT



### VIP Summary Report

Dealer: 43585 - RAMSEY MOTOR COMPANY  
 VIN: 1J4GL58K13W [REDACTED]

Dealer Entered Name:

Date: April 15, 2007  
 Dealer Entered Odometer: 125165

**STRICTLY CONFIDENTIAL:** This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

#### Warning Messages

OWNER'S LAST NAME WAS NOT ENTERED.  
 VEHICLE HAS RESTRICTIONS. PLEASE REFER TO THE VEHICLE RESTRICTION SECTION FOR MORE SPECIFIC INFORMATION.  
 VEHICLES PLACED IN POLICE, TAXI, LIMOUSINE, POSTAL OR AMBULANCE SERVICE ARE EXCLUDED FROM THE 7 YEAR/70,000 MILE POWERTRAIN LIMITED WARRANTY.

#### Vehicle Restrictions

Vehicle Restrictions	LOP(s) Restricted	Parts(s) Restricted	Part / LOP Description
1: COMPLETE VEHICLE			

#### Vehicle Service Information

Year/Model:	2003 JEEP LIBERTY LTD EDITION 4X4 SPORT UT	Last Odometer:	107,033 miles on January 2, 2007
Body Style:	KJJP74	In-Service Date:	August 31, 2002
Engine:	EKG-3.7L V6 Engine	In-Service Odometer:	10 miles
Transmission:	DG4-Multi-Speed Auto 45RFE Transmission	Odometer Type:	miles
Color 1:	PGR-Shale Green Metallic Clear Coat	Car Line:	K
Color 2:	QGR-Shale Green Metallic Clear Coat	Build Date:	August 20, 2002
Current Market Register:	U	Hour:	12
Book:	R		

#### Vehicle Owner Information

Name:	[REDACTED]	Preferred Name:	[REDACTED]
Address:	[REDACTED]	City:	HARRISON
State/Province:	AR	Postal Code:	[REDACTED]
Country:	USA	Language Preference:	
Telephone-Home:		Telephone-Business:	
Fax:		Original Owner:	BRIAN J REED

#### Recall Information

Incomplete Recall - No Incomplete Recall Information Available

#### Complete Recall

Recall Number	Description	Launch Date	Repair Date
F23	LOWER BALL JOINTS	September 6, 2006	January 2, 2007

#### Warranty Information















114GL 58K 10W5T4502













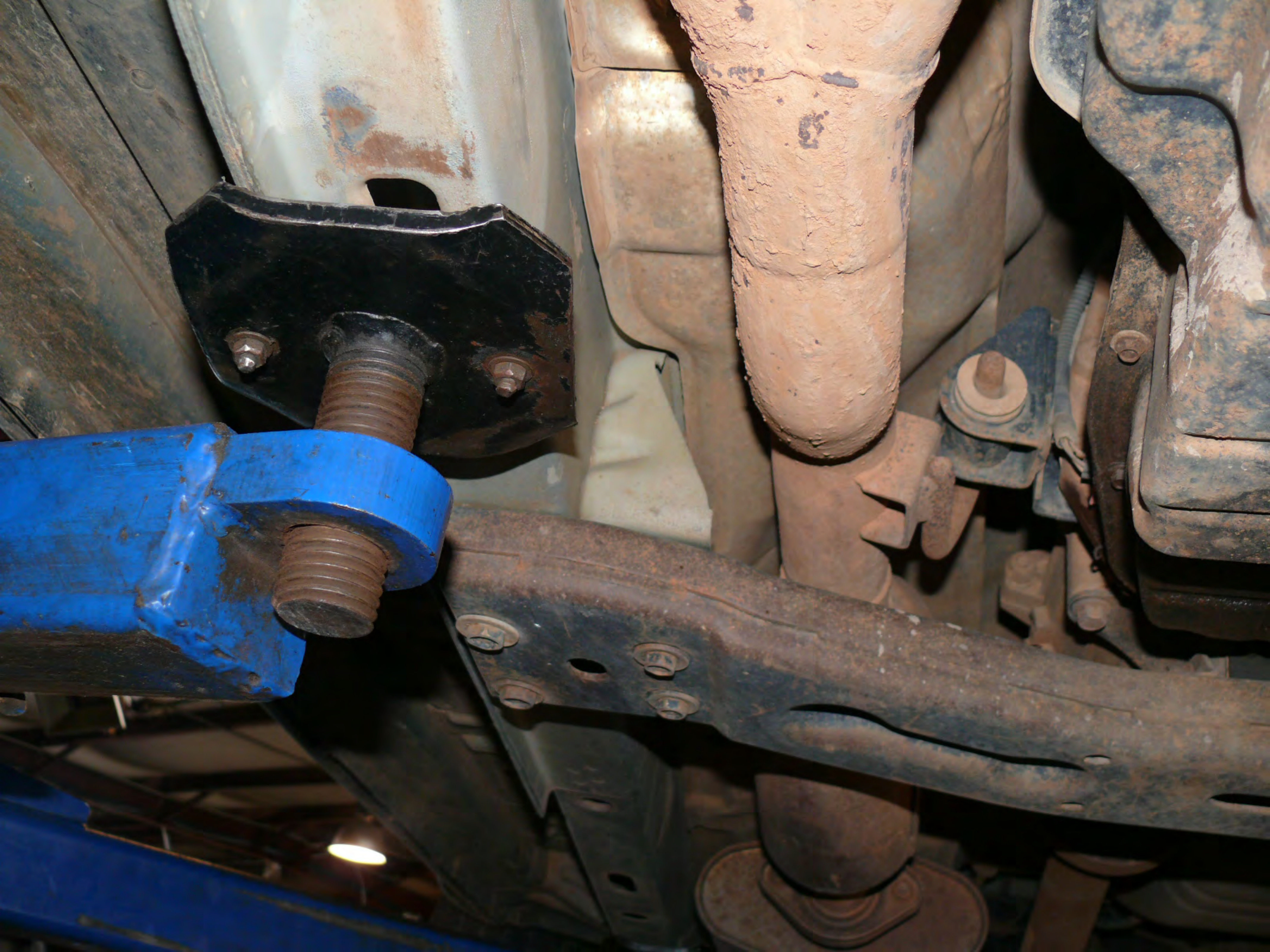


























155 10  
everychild. one voice

117C



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

**22114815**

<b>Vin</b>	1J4GL58K1 3W5 [REDACTED]	<b>Open Date</b>	04/12/2012	<b>Built Date</b>	08/20/2002
<b>Model Year</b>	2003	<b>Body</b>	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	08/31/2002	<b>Mileage</b>	175,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PGR	SHALE GREEN METALLIC CLEAR COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	43585	RAMSEY MOTOR COMPANY			
<b>Dealer Address</b>	502 HWY 62-65				
<b>Dealer City</b>	HARRISON	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72601
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	HARRISON AR [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer seeking answers/compensation and cost assistance.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Customer states his son was driving the vehicle and air bag deployed.
Product - Unknown - Unknown - Accident - Default	no accident injury
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that their son was driving down the road and the airbag deployed. Customer states there was no accident to cause the airbag to deploy. Customer states that his son has a few bumps/bruises and scraps but no accident was caused by the airbag deployment. Customer states that the dealership stated that the airbag was going to cost them money to fix the airbag. Customer states they should not have to pay for the repair when the airbag deployed without warning. Customer states taht his son has scars on his arm from this ordeal. Customer states he would like money for this ordeal, customer states his son has a daughter and this could have killed someone. Customer is very upset with this safety issue. Customer states he is looking for some compensation.

Briefly summarize what the customer is expecting: Customer is seeking why the airbag deployed without warning/Customer seeking cost assistance for the airbag repair.

\*\*\*\*\*

Customer was advised that due to the nature of their contact they will be contacted by phone or mail within 2 to 5 business days COB their time.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number [REDACTED]

Customer email address for case updates: XXXXX@XXXXX.com

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 43585

Who is calling and what is their Contact Information? [REDACTED]

What Happened? The customer s son was driving down the road and the air

bag deployed without warning. Customer s son has scars, bruises and scraps from the airbag deploying.

What is the Current location of the vehicle? With the customer, at customers address.

Reassing to 88S

Vehicle Location:

HARRISON, AR [REDACTED]

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

\*Injury No Accident

\*\*\*\*\*

04.13.12

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

VEHICLE LOCATED AT: RESIDENCE

HARRISON AR [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

4/13/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22114815 REQUEST EAA INSPECTION 04-13-2012 13:48

CAIR NUMBER 22114815 E-MAIL SENT TO EAA 04-13-2012 13:48

CCRG Open Date: 04/13/2012 13:31:35

Letter Sent: Acknowledgement 04/16/2012 10:17:04

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/21/12 AT 11:43:03 22114815

\*\*\*\*\*

05.25.12

Briefly summarize why the customer is contacting Chrysler: Customer calling seeking the number to the legal department, customer states that he is returning their call. Customer states that when he listen to the Phone# 870-391-1541

Per OGC Matrix, reassigned to 82T. MG17

5/25/12 UPDATED CCRG FILE & CASE MANAGER. PAG

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EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11

1J8GK58K03W







Quick Lube

LIBERTY

Jeep





LEFT FRONT









Jeep

Jeep

CRUISE  
CONTROL  
SET

SAFETY BELT  
LATCH







**WARNING**  
CENTRAL STATION MONITORING  
AND VIDEO TAPING  
24 HOURS A DAY  
PLEASE DO NOT VIOLATE

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 9-02

GVWR 2427 KG (05350 LB)

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

RIMS AT 16X7 COLD  
227 KPA (33 PSI)

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

RIMS AT 16X7 COLD  
227 KPA (33 PSI)

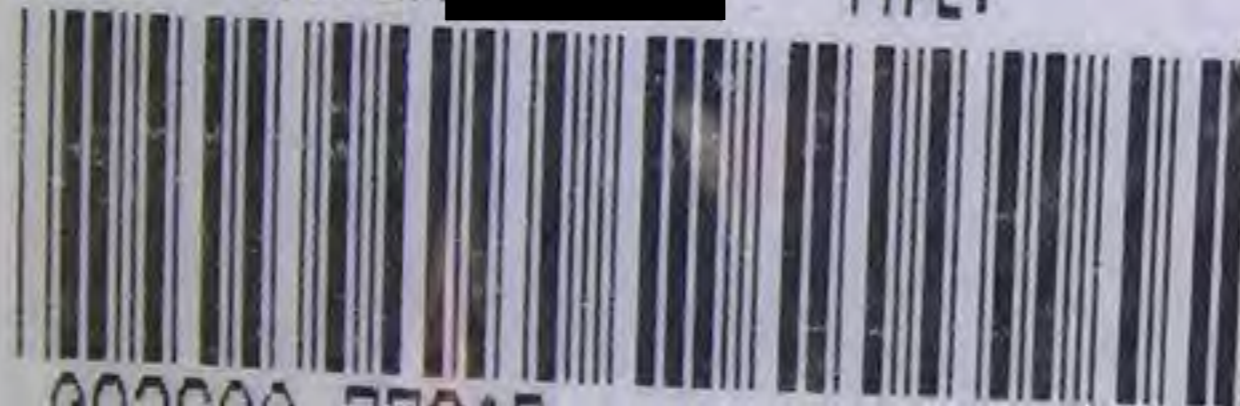
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J8GK58K03W [REDACTED]

TYPE:

MPV

SINGLE X DUAL



MDH: 092600 776AB PNT:PX8

VEHICLE MADE IN U.S.A. TRM:DLL2 4648503







**WARNING**  
CENTRAL STATION MONITORING  
AND SERVICE CENTER  
24 HOURS A DAY







**WARNING**  
DEATH OR SERIOUS  
INJURY CAN OCCUR  
IF THE SEATBELT IS NOT PROPERLY  
FASTENED. ALWAYS WEAR YOUR SEATBELT.  
FOR MORE INFORMATION, SEE THE  
OWNER'S MANUAL.

**WARNING**  
DO NOT  
SMOKE  
OR  
DRINK  
ALCOHOL  
WHILE  
DRIVING.  
FOR MORE INFORMATION, SEE THE  
OWNER'S MANUAL.







ST-80

Jeep

ON-OFF  
CRUISE  
SET

RES-ACCEL  
CANCEL  
COAST

SEEK  
PUSH DRIVE  
BASE TUNE  
TIME  
MODE  
SCAN  
TUNE  
PRESET

1 2 3 4  
OFF  
AUTO  
ON

P  
R  
N  
D  
L  
R

Clipboard with papers

**Jeep**

SRS  
AIRBAG

ON • OFF

CRUISE

SET

RES • ACCEL

CANCEL

COAST

PULL  
MIST







AIR BAG



DRIVER'S



DRIVER'S







10-123

**TRW**

H01-07

354021R

MEETS FMVSS 209

DRIVER'S

TR1241230982



P5HG331L8AH



D... ..

DRIVER'S



DRIVER'S



Jeep

The Warehouse With Everything For Your House.

BUILDERS SQUARE

The Warehouse With Everything For Your House.

SKU# 231844  
UPC# 7 32042 00001 1



**BUILDERS SQUARE**

*The Warehouse With Everything for Your Home.*

UPC 7 32042 00001 3  
SKU 558  
218

Jeep









\$18.95  
oil change

Quick Lube

Jeep

08-12  
6 3



RIGHT FRONT



RIGHT FRONT



RIGHT FRONT

RIGHT FRONT





**TRW**

H01-06

362021R

MEETS FMVSS 209  
MADE IN MEXICO

2246242103  
P5HG341L8AF

RIGHT FRONT





DRIVER'S



RIGHT FRONT





Jeep

LIBERTY

08-12

6-3



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

F1  
HELP

F2  
SYS

64.1

F3  
MAIN

Unable to ID Module for  
ORC

press any key to continue











LEFT FRONT



RIGHT FRONT









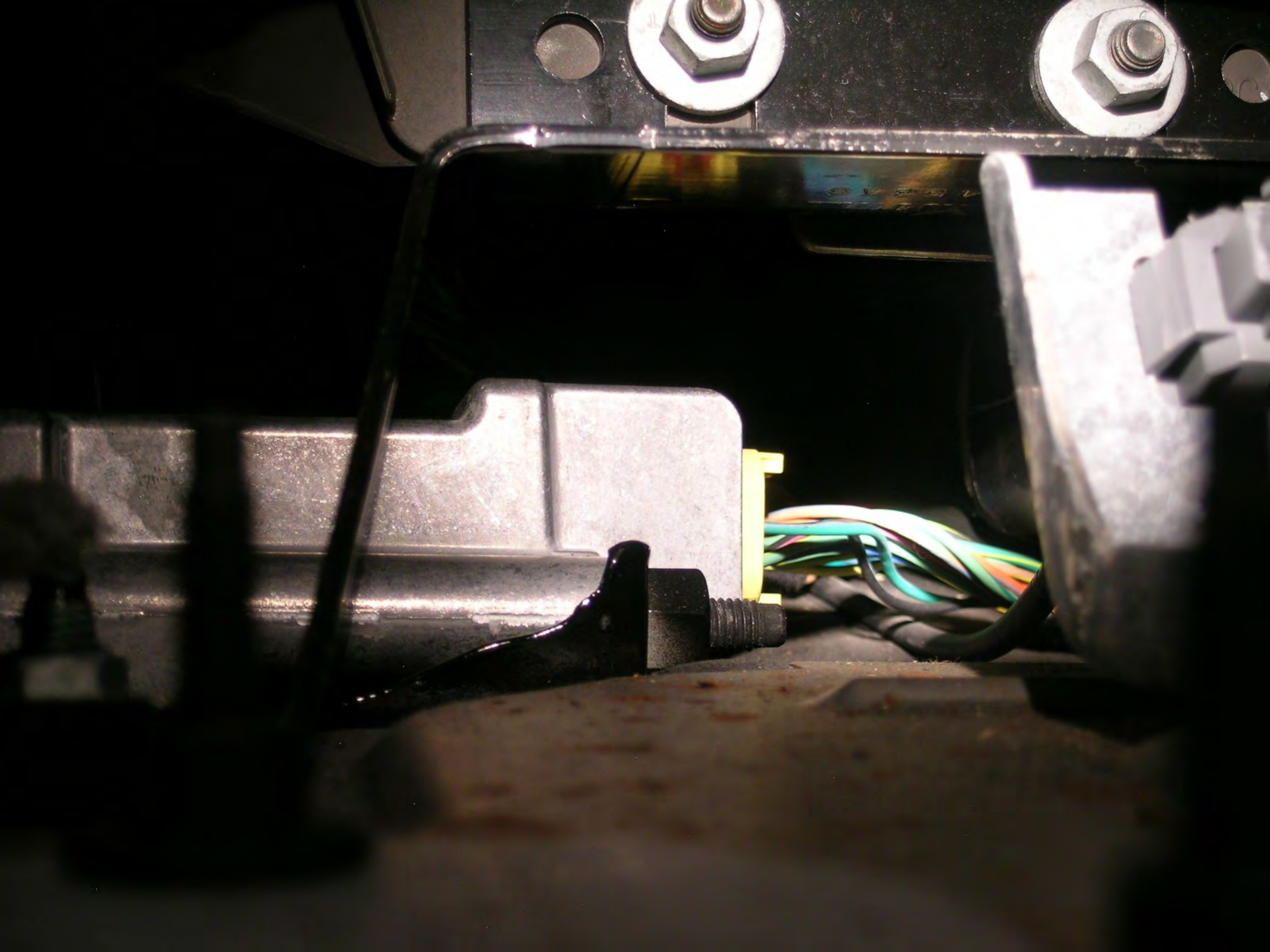
LIBERTY LIMITED





CHRYSLER P/N P56010501AH  
WARNING: REFER TO SERVICE MANUAL BEFORE SERVICING  
FAILURE AND POSSIBLE DRIVER AND/OR PASSENGER INJURY  
CHRYSLER S/N TSFME2592E1010  
IMPROPER SERVICING CAN RESULT IN AIR BAG SYSTEM  
SUPPLIER 0308 387944







T3946 LL:  
01 GCHER BLACK  
CUST: BLACK,ROBERT

REMARKS:

LC DESCRIPTION.....

A CLIENT STATES VEH  
AND STARTS AND D.  
B Texas State Insp  
C (27 point check)  
indicates condit:  
D WE HAVE CHECKED  
AND THEY ARE AT  
E FAST-FREE -DRIVE  
of our customers

COMMAND:

← → ↑ ↓ \

DRB III Emulator

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

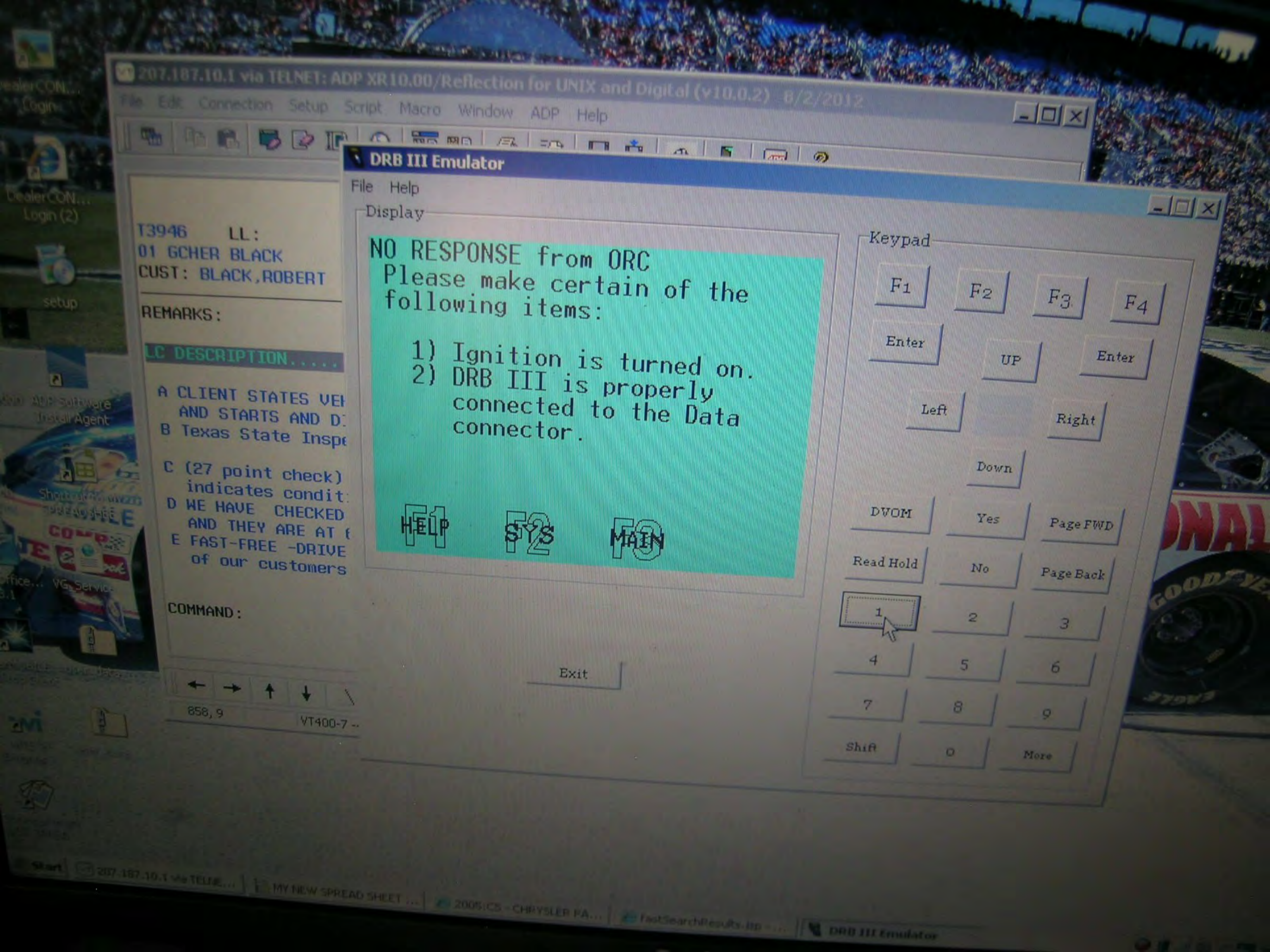
SYS

MAIN

Exit

Keypad

F1	F2	F3	F4
Enter	UP	Enter	
Left		Right	
	Down		
DVOM	Yes	Page FWD	
Read Hold	No	Page Back	
1	2	3	
4	5	6	
7	8	9	
Shift	0	More	





08 12

6 3

MASSEY



OPEN

Clearance 11ft. 2in.

OPEN  
OPEN

OPEN

Drive-up ATM

1  
2  
3

FOODS MART

Drive-up ATM ↓



XXX





Drive-up ATM

United Way

cash

1  
2  
3







**"Advertise, and they will come."**  
817-640-4558  
CLEAR CHANNEL

**Bank of America**





DON  
DAVIS  
AUTO GROUP  
Jeep

Jeep<sup>®</sup>  
LIBERTY

3.7L



**Customer Assistance Inquiry Record (CAIR)# 22447563**

<b>Vin</b>	1J8GK58K0 3W	<b>Open Date</b>	07/22/2012	<b>Built Date</b>	09/26/2002
<b>Model Year</b>	2003	<b>Body</b>	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	10/26/2002	<b>Mileage</b>	135,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	68611	MORITZ CHRY/JEEP			
<b>Dealer Address</b>	9101 SPUR 580 WEST				
<b>Dealer City</b>	FORT WORTH	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76116
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	DALLAS TX	[REDACTED]		<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	injury no accident
Product - Unknown - Unknown - Accident - Default	injury no accident

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

Preferred [REDACTED]  
 Alternate [REDACTED]

2. What happened? Customer called in stating that they were sitting in the vehicle in the park position and vehicle off. The caller states that he had seen that the air bag light began to flash. The customer stated that all of a sudden the drivers side air bag deployed in his face. The customer claims unspecified injuries.

What is the current location of the vehicle? Vehicle at customer s home address.

Reassigned to 96S.  
 Inadvertant airbag deployment, owner claiming injuries, please reassign to 82s

\*\*\*\*\*

VEHICLE IS LOCATED AT:

[REDACTED]  
 DALLAS TX 7 [REDACTED]

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 The customer called and provided his CAIR 22447563. The customer stated that he was at work and had missed the phone call that was returned to him from someone about his case. The agent advised the customer that his case manager is Jay. The agent called Jay Susalla JSS15 at 248-944-7149 and transferred the customer to Jay JSS15 so that the customer could leave a message for him regarding his CAIR.  
 Still trying to reach owenr to conduct survey.  
 7/27/12 ASSIGNED TO LSE6. PAG  
 CAIR NUMBER 22447563 REQUEST EAA INSPECTION 07-27-2012 13:31  
 CAIR NUMBER 22447563 E-MAIL SENT TO EAA 07-27-2012 13:32  
 Survey completed and emailed. \_



CCRG Open Date: 07/25/2012 09:33:12

Letter Sent: Acknowledgement 07/30/2012 10:39:39

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/03/12 AT 12:44:28 22447563

Service Advisor Dennis requesting to speak with Case Manager PAG45.

Writer advised case has been closed. CM is in the legal department and an extension is not available.

Service manager Dennis called to speak with Case manager on the CAIR.

Writer gave CM contact information from line 24 in narrative

Dennis Binson from Dallas Dodge calling for status update [REDACTED]

Per OGC Matrix, reassigned to 82T.

Terry Owners from Dallas Dodge calling for status update [REDACTED]

o [REDACTED]

Per OGC Matrix, reassigned to 82T.

---

EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11

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

**22041247**

<b>Vin</b>	1J4GL48K3 2W [REDACTED]	<b>Open Date</b>	03/26/2012	<b>Built Date</b>	04/23/2002
<b>Model Year</b>	2002	<b>Body</b>	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	08/27/2002	<b>Mileage</b>	120,445	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	08711	FAIRVIEW CHRYSLER JEEP INC			
<b>Dealer Address</b>	7589 WEST RIDGE RD				
<b>Dealer City</b>	FAIRVIEW	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	16415
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NORTH OLMSTED OH [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Injury no accident, Air bag deployed while driving.
Product - Unknown - Unknown - Accident - Default	Injury no accident, Air bag deployed while driving.

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

URGENT - Spontaneous Airbag Deployment  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

To Whom It May Concern: On Thursday March 22nd, my pregnant wife was driving 65 mph on the highway during rush hour. Out of nowhere, for no reason, the driver side airbag deployed! Thank God she was able to pull over without causing an accident; however she was extremely stressed and suffered burns and bruises. I met her at the car and rushed her to the ER and thank God our unborn child doesn't appear to have suffered physical trauma. Hopefully the extreme emotional stress will not cause any developmental issues. I did some research and found this is a known problem with the vehicle and under investigation by Chrysler and the NHTSA. So now I have an injured, pregnant wife who is scared to drive in this vehicle ever again, an unsafe vehicle that is illegal to drive (no airbag and no seat belt), and an ER bill due to a SERIOUS design engineering flaw. Not to mention the time we took off work to assess our situation. Please advise. I would prefer to work directly with you to fairly resolve this dangerous quality and safety issue. Thank you in advance for your prompt response. Best Regards, Jeremy Hyde 440-666-0014 samandjer@yahoo.com

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

VIN provided by customer in the email was the first 8. Name and number search does not bring a vehicle registered to this customer. Will have to get proper vehicle information when I call the customer for the special investigations information.

VIN: 2E [REDACTED]  
 Mileage: 120445  
 Servicing Dealer:  
 Title:  
 First Name: [REDACTED]

Last Name: [REDACTED]  
Address 1: [REDACTED]  
City: North Olmsted  
State: OH  
Zip: [REDACTED]  
Email: [REDACTED]  
Home: [REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed 440.666.0014.

Left voicemail for the customer informing I would like to speak with him as I need more information including current location of the vehicle.

\*\*\*\*\*END OF VOICEMAIL LEFT FOR CUSTOMER\*\*\*\*\*

1. Who is calling and what is their contact information? Jeremy Hyde (husband)

Preferred: [REDACTED] (cell best contact)

Alternate: [REDACTED] (work)

2. What happened? His wife Mrs. [REDACTED] was driving down the highway, the air bag light blinked twice and the third time it stayed on. His wife called him at 4:52 pm to see what she should do, before he could answer his phone the air bag deployed on her. With the air bag going off and all the dust from the air bag, she had to roll down the window to be able to see well enough to move off the road. She also had to remove her seatbelt to be able to roll the window down as the belt tightened up and wouldn't release. Samantha has a welt on left forearm and bruises on her right arm, internal bruises and tenderness on the collar bone area. Her husband showed up and took her to the hospital as soon as he got there. He went back later that night and had the vehicle towed back to their home.

3. What is the current location of the vehicle?

Address 1: [REDACTED]

City: North Olmsted

State: OH

Zip: [REDACTED]

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

3/27/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22041247 REQUEST EAA INSPECTION 03-27-2012 14:16

CAIR NUMBER 22041247 E-MAIL SENT TO EAA 03-27-2012 14:16

POSTMARK DATE: 032712; DATE RECEIVED: 032712

CCRG Open Date: 03/27/2012 09:30:19

Letter Sent: Acknowledgement 03/28/2012 11:13:57

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/03/12 AT 16:12:08 22041247

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/03/12 AT 16:46:12 22041247

---

From: [REDACTED]  
To: customerassistre@chrysler.com  
Date: Mon Mar 26 11:58:24 EDT 2012  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: Recall Information  
Brief Description:  
-----

URGENT - Spontaneous Airbag Deployment

Comments:  
-----

To Whom It May Concern:

On Thursday March 22nd, my pregnant wife was driving 65 mph on the highway during rush hour. Out of nowhere, for no reason, the driver side airbag deployed! Thank God she was able to pull over without causing an accident; however she was extremely stressed and suffered burns and bruises.

I met her at the car and rushed her to the ER and thank God our unborn child doesn't appear to have suffered physical trauma. Hopefully the extreme emotional stress will not cause any developmental issues.

I did some research and found this is a known problem with the vehicle and under investigation by Chrysler and the NHTSA. So now I have an injured, pregnant wife who is scared to drive in this vehicle ever again, an unsafe vehicle that is illegal to drive (no airbag and no seat belt), and an ER bill due to a SERIOUS design engineering flaw. Not to mention the time we took off work to assess our situation.

Please advise. I would prefer to work directly with you to fairly resolve this dangerous quality and safety issue.

Thank you in advance for your prompt response.

Best Regards,

[REDACTED]

Sender Information:  
-----

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

1J4GL48K32W

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 4-02

GAWR FRONT

1248 KG(2750 LB)

WITH TIRES

P215/75SR16

RIMS AT

16X7

GWR

2541 KG(05600 LB)

COLD

227 KPA(33 PSI)

GAWR REAR

1429 KG(3150 LB)

WITH TIRES

P215/75SR16

RIMS AT

16X7

COLD

227 KPA(33 PSI)

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

VIN: 1J4GL48K32W [REDACTED]

TYPE:

MPV

SINGLE V. [REDACTED]



MDH:

042300 779AA PNT:PS2

VEHICLE MADE IN U.S.A. TRM:M5L5 4648503







AIR BAG



door



AIR BAG



RPM x1000

BRAKE



MPH

door



1183

Jeep

Chrysler Jeep  
Of North Olmsted

Jeep

RAM

BTA





1183

STRONGSVILLE  
DODGE INC. DBA  
NORTH OLMASTED  
CHRYSLER JEEP  
DODGE RAM  
27500 LORAIN ROAD  
NORTH OLMASTED,  
OHIO 44070

North Olmsted  
CHRYSLER • JEEP • DODGE

STORE HOURS  
MONDAY 9:00 AM - 5:00 PM  
TUESDAY 9:00 AM - 5:00 PM  
WEDNESDAY 9:00 AM - 5:00 PM  
THURSDAY 9:00 AM - 5:00 PM  
FRIDAY 9:00 AM - 5:00 PM  
SATURDAY 9:00 AM - 5:00 PM  
SUNDAY 12:00 PM - 5:00 PM



Jeep  
4x4

3.7L  
Cherokee



Jeep  
4x4



3.7L  
Chrysler





WRANGLER

Jeep

M+S P216/76R16 100R

100R



WRANGLER ST  
GOODYEAR  
P488/RR18C 2018  
MADE IN U.S.A.  
100% COTTON







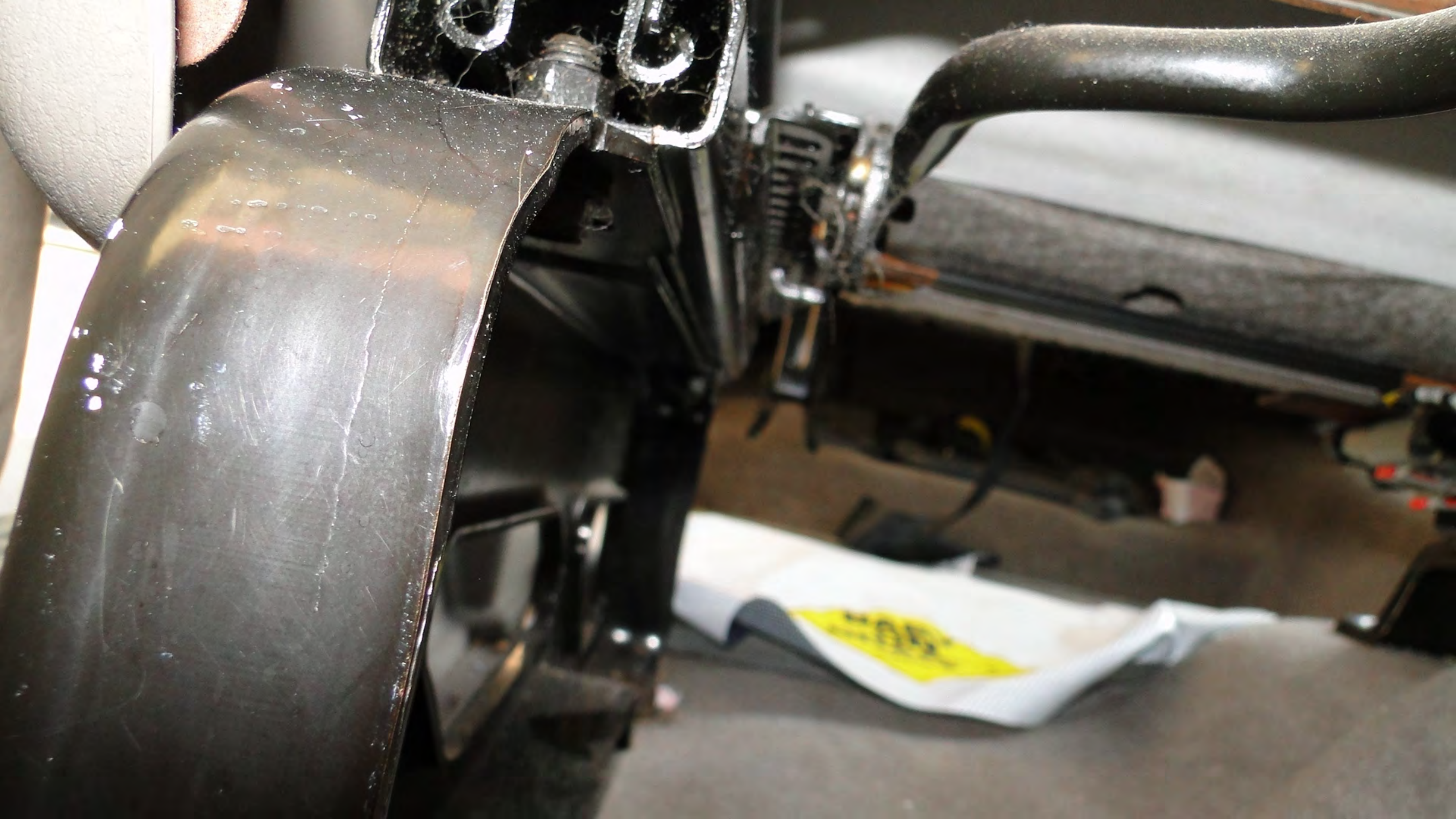




















MADE IN USA  
**JOHNSON**  
**MAGNETIC**  
ANGLE  
*Locator*

NO. 700

DEGREES

DEGREES

cm 11 10 9 8 7 6 5 4 3 2 1

4 1/8th







SRS AIRBAG

Jeep

9:38

AM FM  
SEEK  
SET  
DISC 1 2 3 4 5  
TIME  
MODE

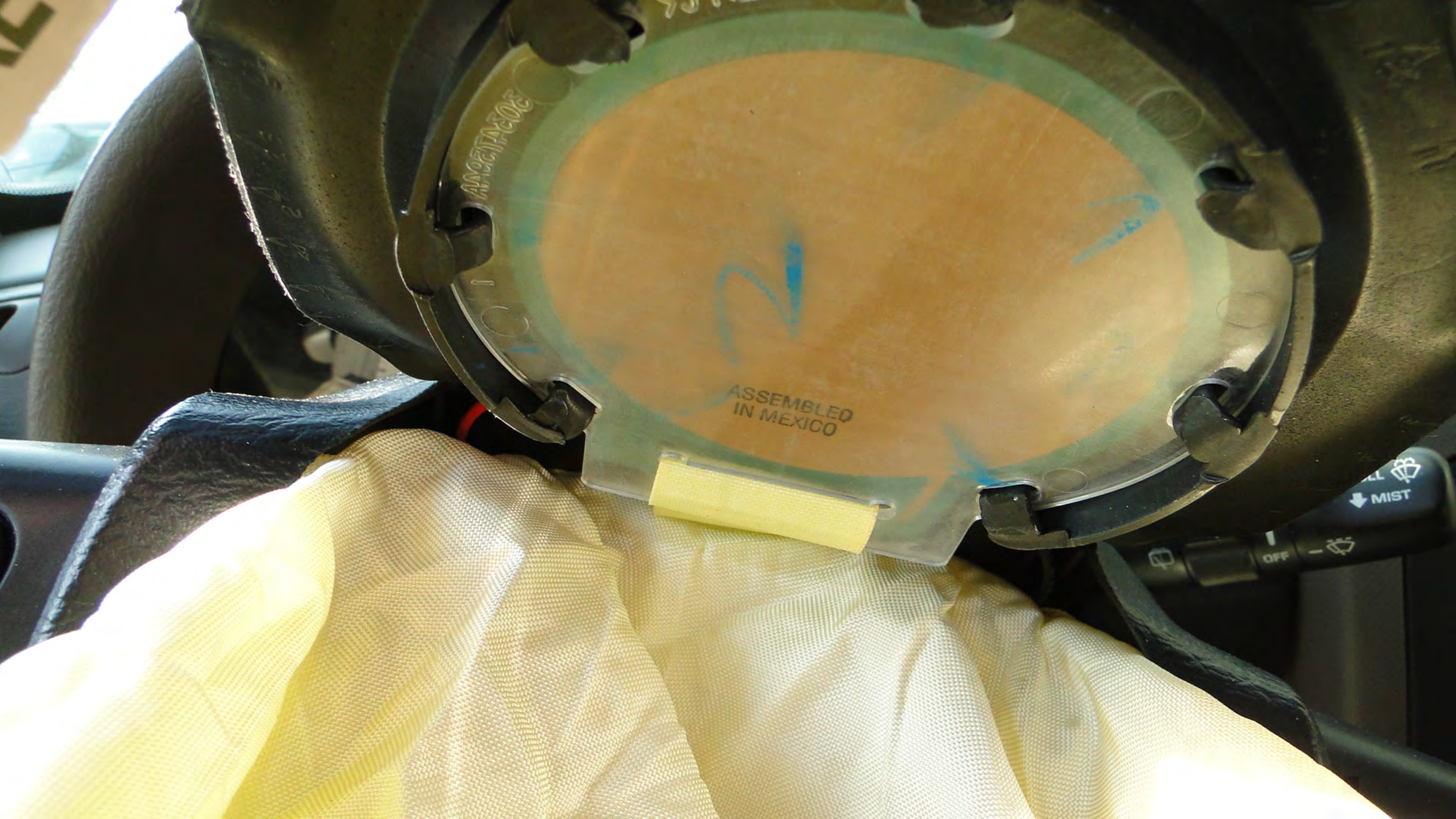
1 2 3 4  
5 6 7 8 9 10  
11 12











ASSEMBLED  
IN MEXICO

ANGEL  
1

MIST

OFF

**TRW**

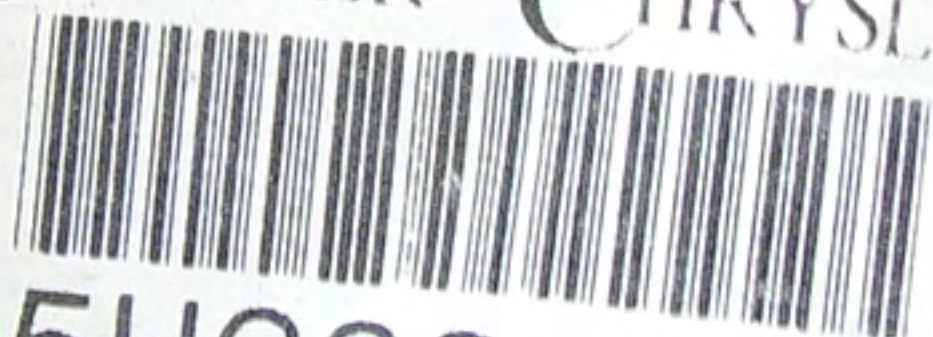
H01-.07

153021R

MEETS FMVSS 209

ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



P5HG331L8AF



TR1100229252











TD081

TRIV 33014254-D 20

TRIV 33014254-D (20)













H01 - 06

152023R

MEETS FMVSS 209

MADE IN MEXICO

DAIMLER CHRYSLER



P5HG341L8AE



TR2100227745







TD081

TRW 33014254-D (18)

TRW 33014254-D (18)











**WARNING: HIGHER ROLLOVER**



**AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.**

**ALWAYS BUCKLE UP.**

**SEE OWNER'S MANUAL FOR FURTHER INFORMATION.**

**AWA**



**WARNING**

**FOR SERIOUS INJURY OR SERIOUS DAMAGE CAN OCCUR**

UNDER CAN BE KILLED BY THE AIR BAG.  
REAR-FACING CHILD SEAT IN THE FRONT.  
REAR-FACING CHILD SEAT IN THE FRONT.  
BACK AS POSSIBLE FROM THE AIR BAG.  
USE SEAT BELTS AND CHILD RESTRAINTS.

Commercial Card Solutions

**FIFTH THIRD BANK**  
 Superior Customer Service  
 Tel: 440 908 0980  
 Fax: 440 908 0209  
 www.fifth3.com

Get in the

**WARNING: HIGHER ROLLOVER RISK**



AVOID ABRUPT MANEUVERS  
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL  
FOR FURTHER INFORMATION.

**!AW**



**WARNING**

**FOR SERIOUS  
INJURY OR DEATH  
CAN OCCUR**

CHILDREN CAN BE KILLED BY THE AIR BAG.  
REAR-FACING CHILD SEAT IS THE SAFEST PLACE FOR CHILDREN.  
A REAR-FACING CHILD SEAT IN THE FRONT,  
IF BACK AS POSSIBLE FROM THE AIR BAG,  
USE SEAT BELTS AND CHILD RESTRAINTS.



FIFTH THIRD BANK  
COMMERCIAL CARD SERVICES

Toll-free 1-800-888-0888  
Fax 404-888-1000  
www.fifththird.com



**! 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.



1183

Of North Olmsted

BTA



































DRB III

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

64.1

DRB III

DRB III CDRB Application

Chrysler Corp.

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RELEASE 64.1 01

Released: 15:51:24 10/11/2007

Bios Version: 4.02

Database: 8:18:38 7/19/2007

Cable in use: J4962 (CH7000A)



64.1



DRS III

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

64.1

1998 - 2007 DIAGNOSTICS

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

F1  
HELP

F2  
SYS

F3  
MAIN

64.1

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

64.1

DRB III

# SELECT RESTRAINT SYSTEM

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

Page 1 of 1

HELP

SYS

MAIN

64.1

DAB III

AIRBAG DIAGNOSTICS

Determining Controller  
Type

Please Wait....

F1  
HELP

F2  
SYS

64.1

F3  
FIN

D38 III

AIRBAG DIAGNOSTICS

Determining Controller  
Type

Please Wait...

F4  
HELP

F2  
SYS

F3  
MAIN

64.1

DRB III

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

F1  
HELP

F2  
SYS

64.1

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

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



RESTRAINT

# SELECT RESTRAINT SYSTEM

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

HELP

F2  
SYS

F3  
MAIN

64.1

Unable to ID Module for  
ORC

press any key to continue





CHRYSLER PA 950119204IG  
WARNING: REFER TO SERVICE MANUAL FOR PROPER SERVICE AND REPAIR PROCEDURES  
FALURE AND POSSIBLE DAMAGE TO OTHER VEHICLE PARTS  
CHRYSLER SN 75312512520158

AC leak detector  
& repair tools



CHRYSLER P/N P56010501AG



WARNING. REFER TO SERVICE MANUAL BEFORE SERVICING.

IMPROPER SERVICING CAN CAUSE TRANSMISSION SYSTEM

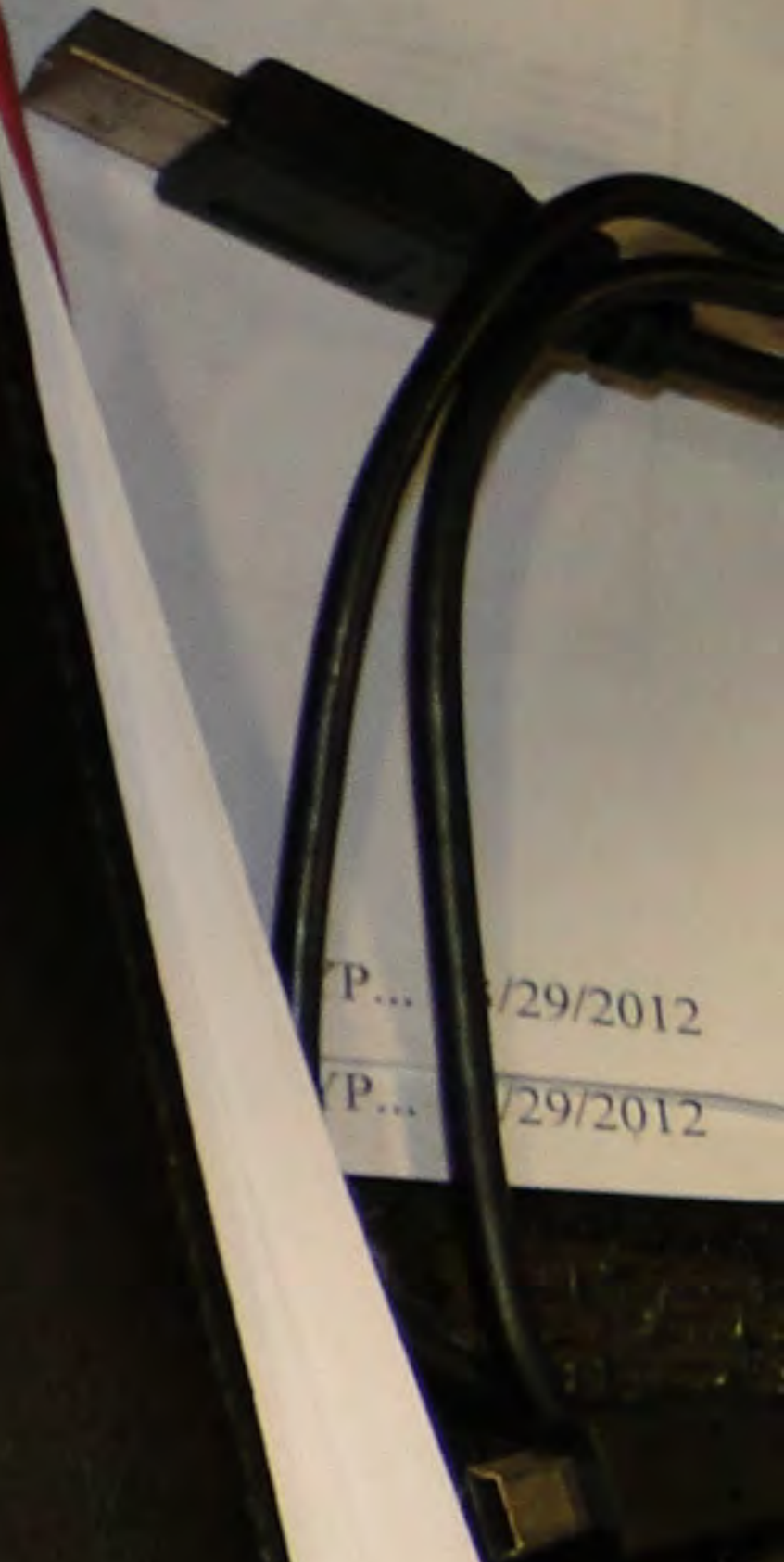
FAILURE AND POSSIBLE DEATH OR PASSENGER INJURY.

CHRYSLER S/N TSFME1052E0198

SUPPLIER CODE



39754C

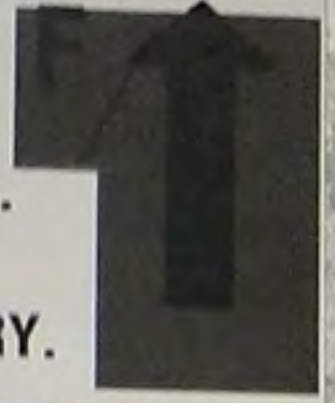
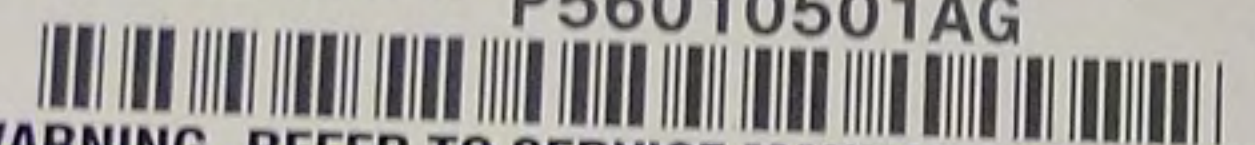


P... /29/2012

P... /29/2012

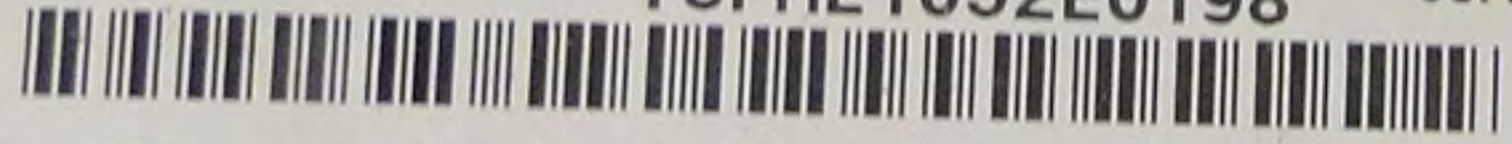
leak det  
pair tools

CHRYSLER P/N P56010501AG



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

CHRYSLER S/N TSFME1052E0198



SUPPLIER CODE

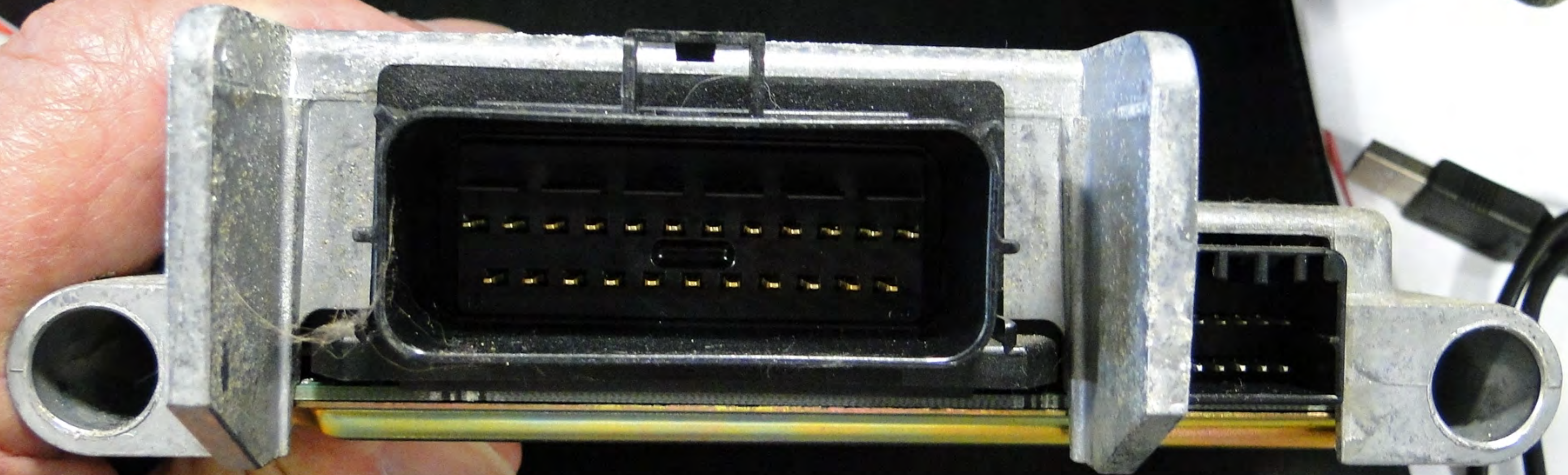
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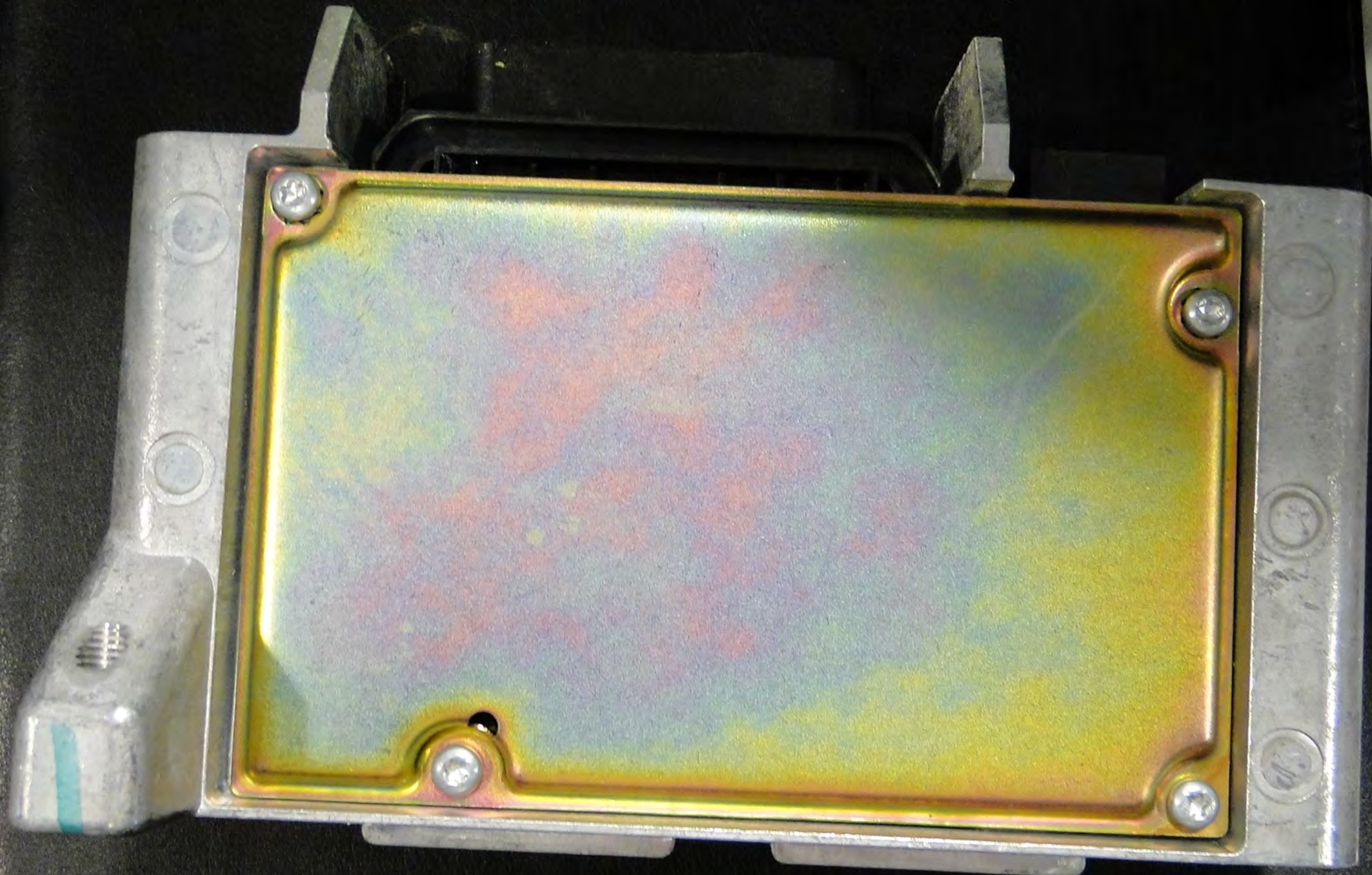
P... /29/20

Tools, Auto Tools,  
Page 4



P... /29/20  
P... /29/20

C leak det  
repair tool



P...  
/2  
P...  
/2





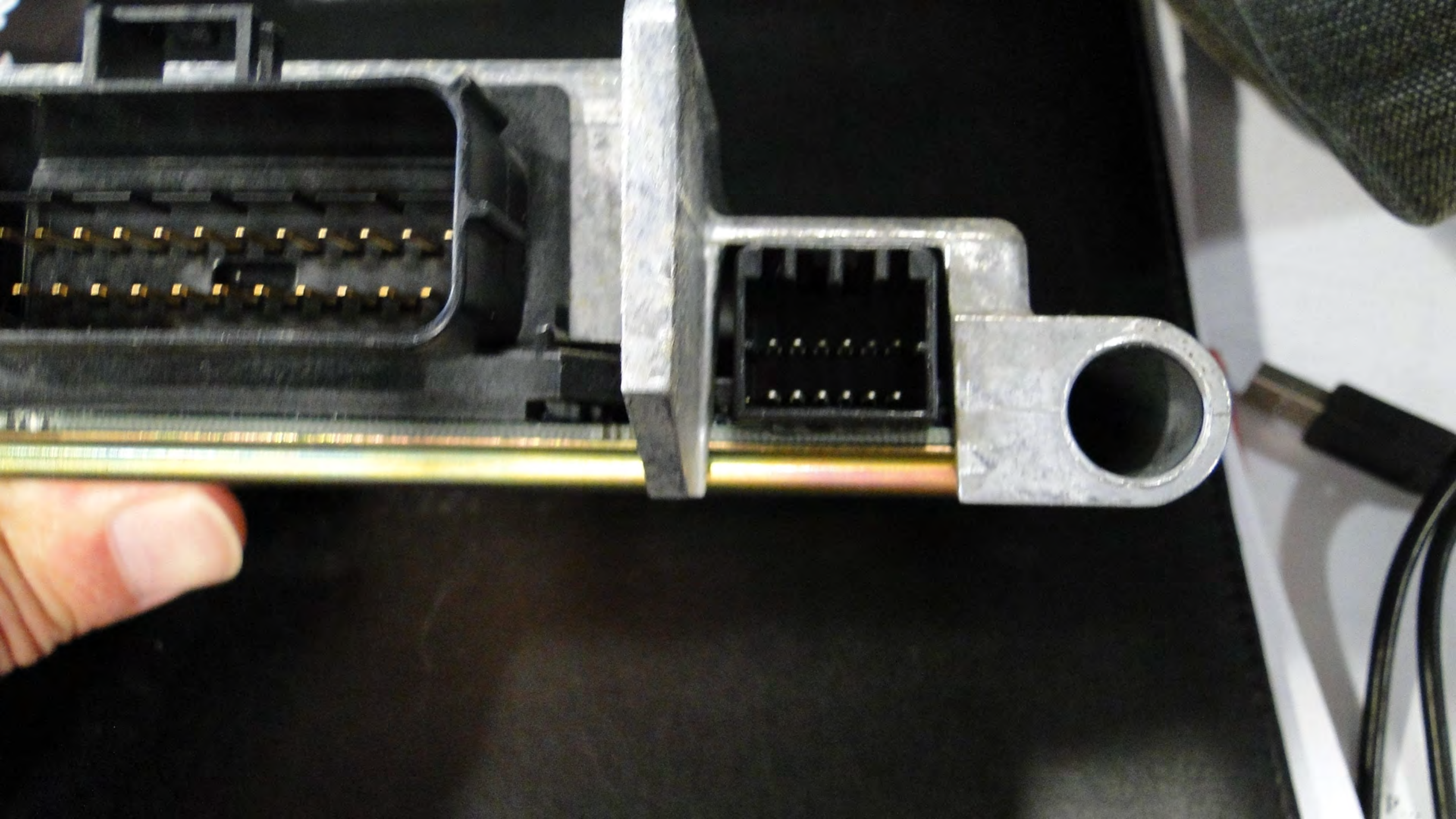
UNITED STATES  
DEPARTMENT OF THE ARMY  
HEADQUARTERS  
WASHINGTON, D.C. 20315  
FORM NO. 10  
MAY 1962 EDITION  
GSA FPMR (41 CFR) 101-11.6

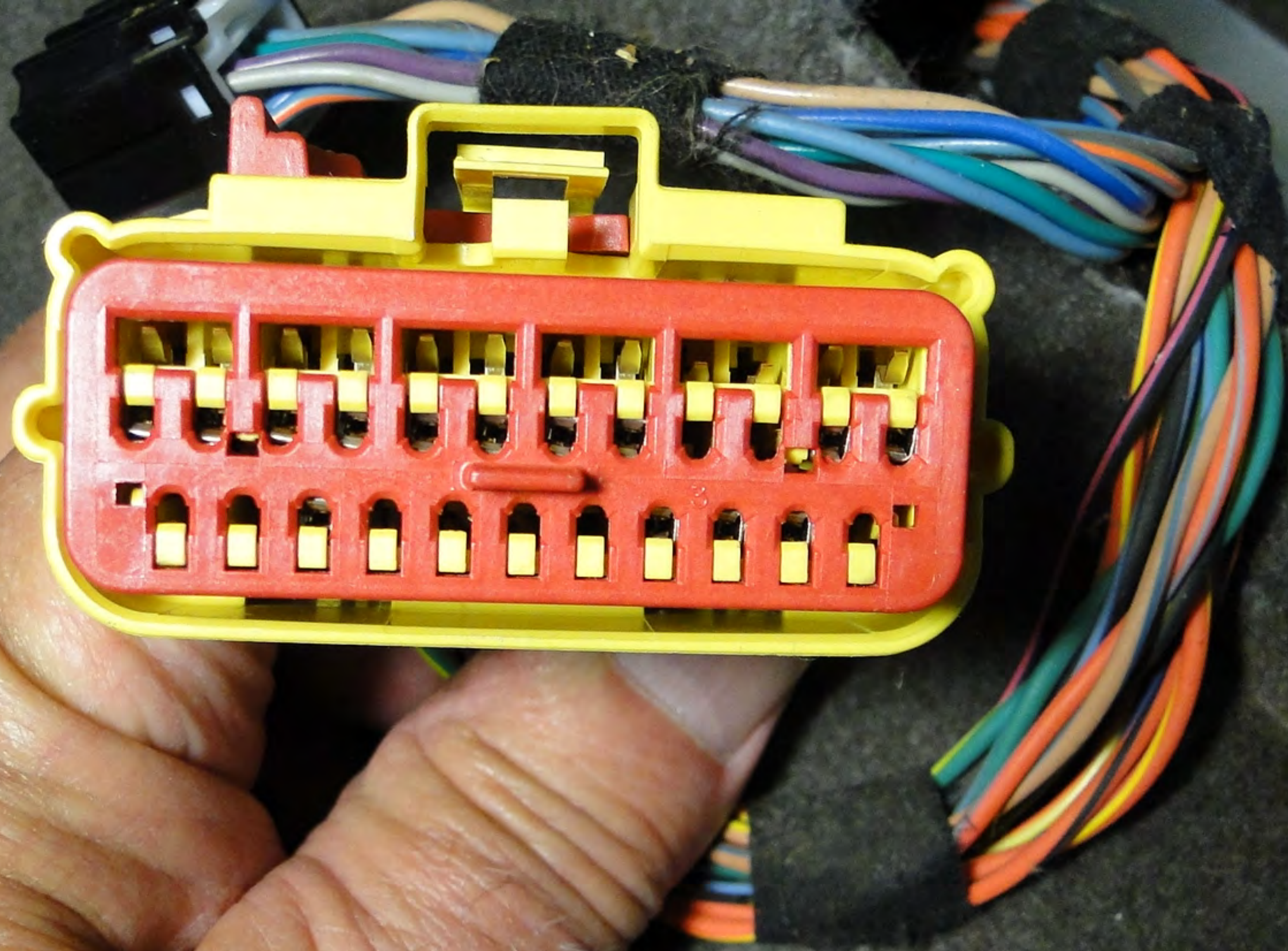
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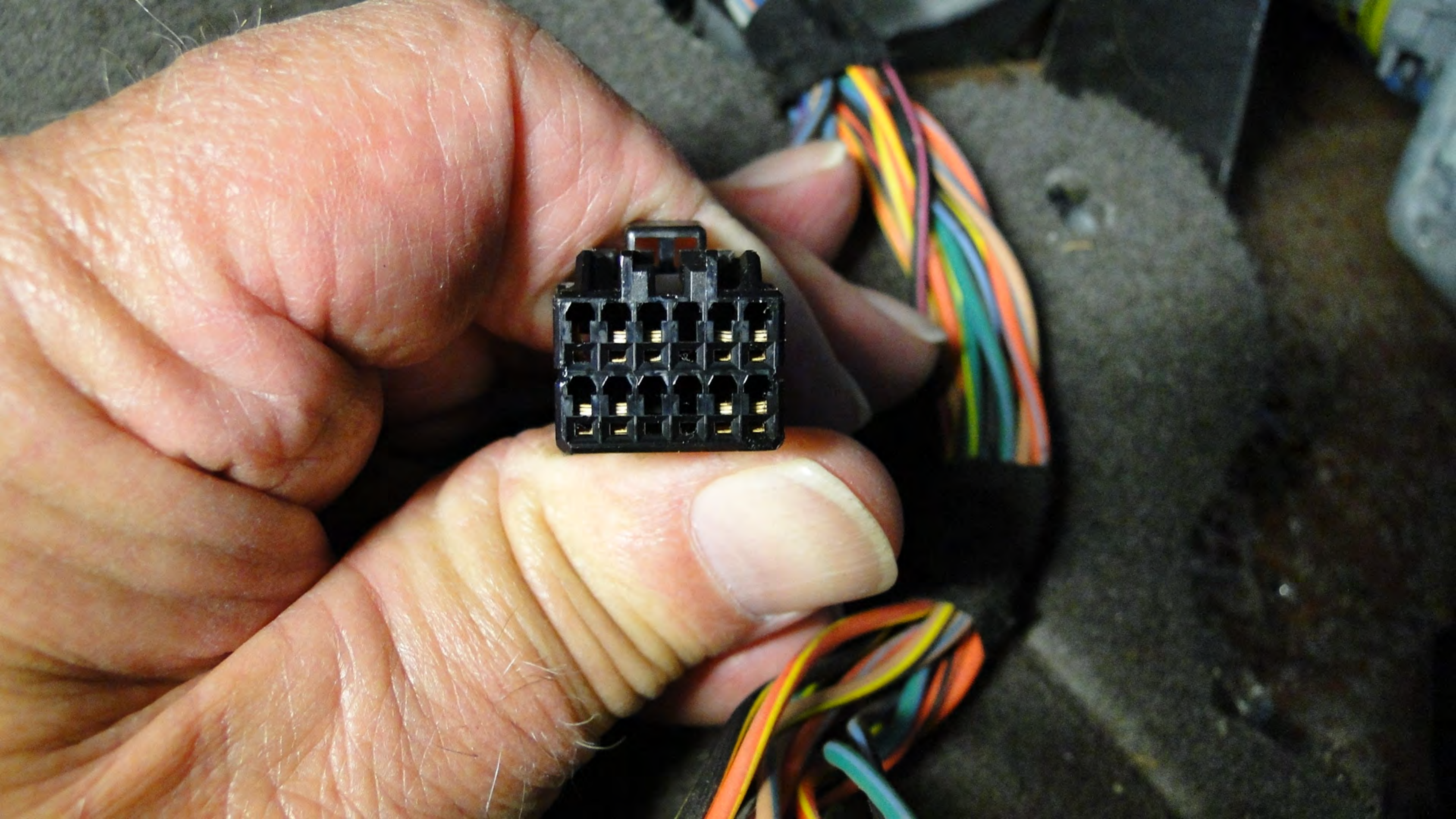


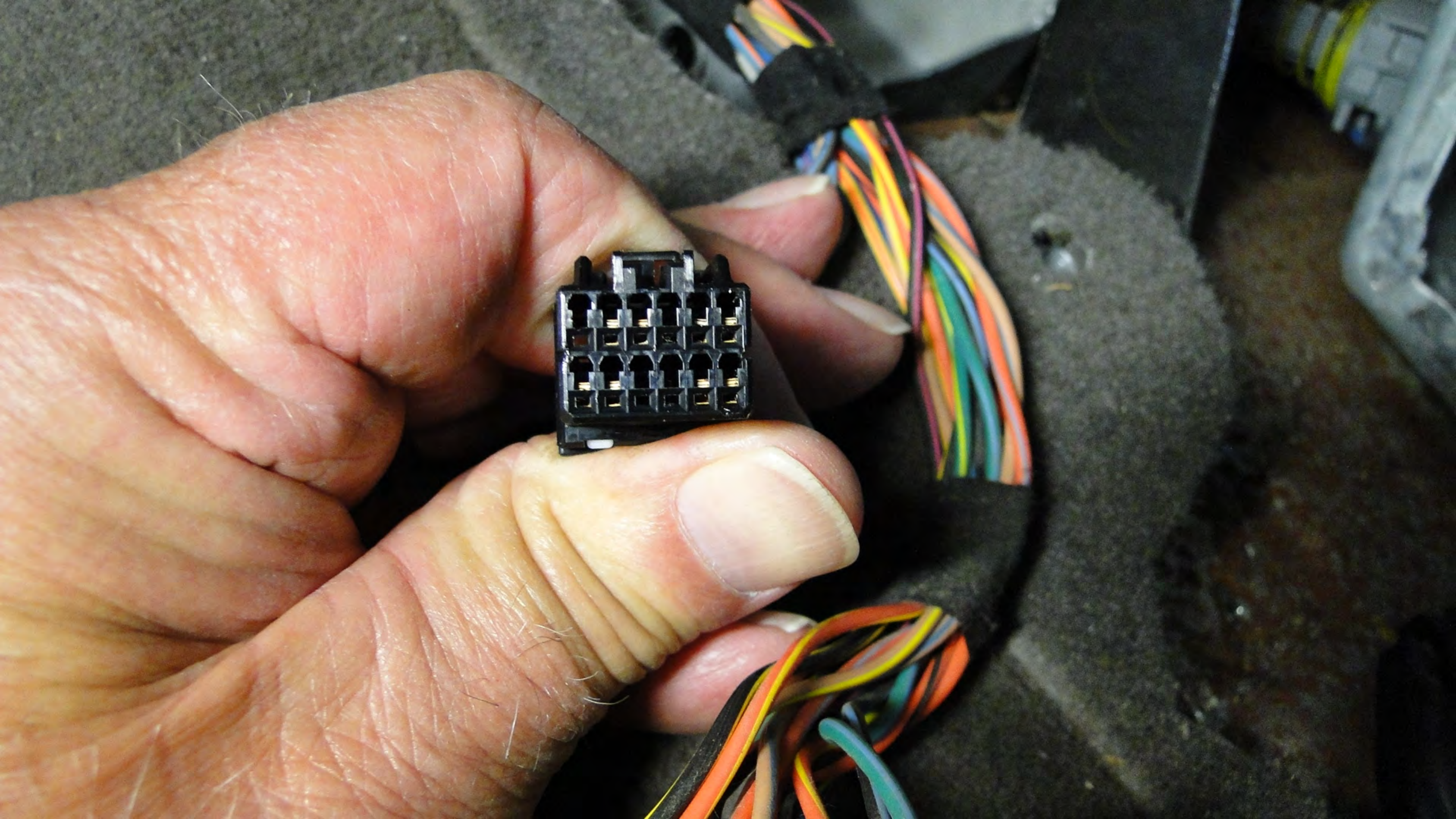






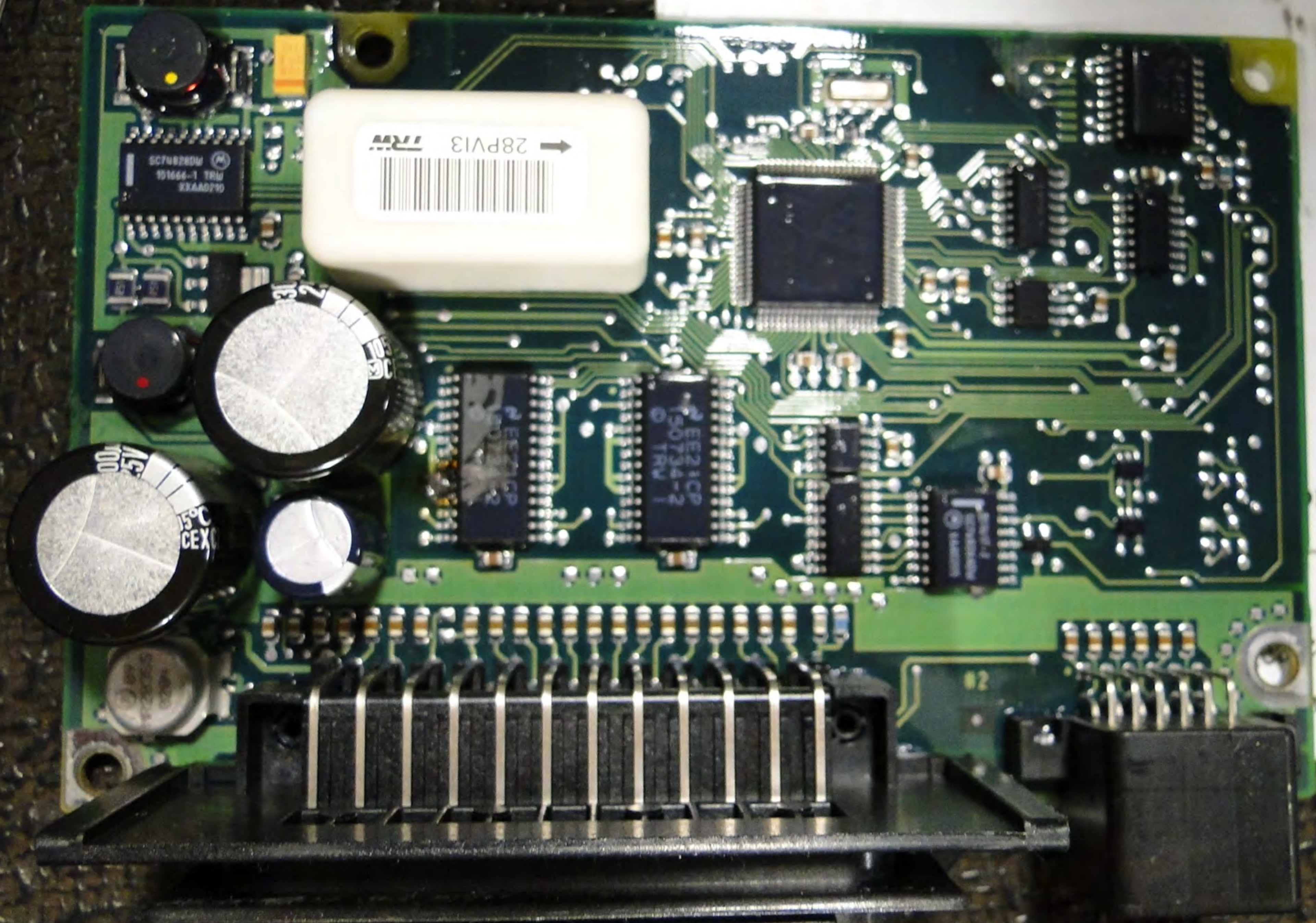












0120VEX  
MPT 1-99910  
MOR887CS

28PVI3 →  
TRW

95E21CP  
50 TRM

95E21CP  
50 TRM

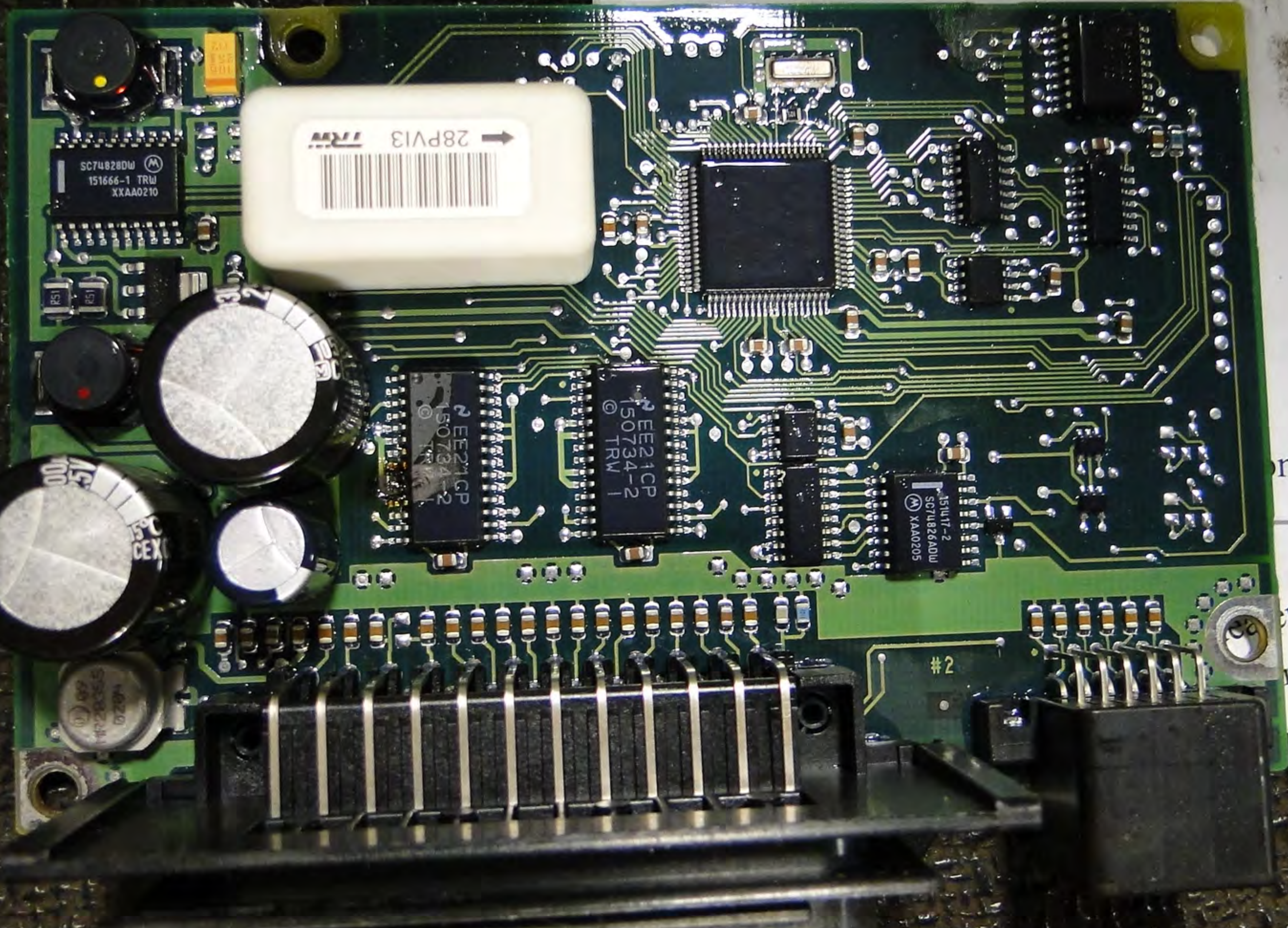
TRW

15°C  
CEX

m/service/mds200

reconnect.chrysler.c

nect.chrysler.co



28PV13  
TRW

SC74828DU  
151666-1 TRW  
XAA0210

EE21CP  
150734-2

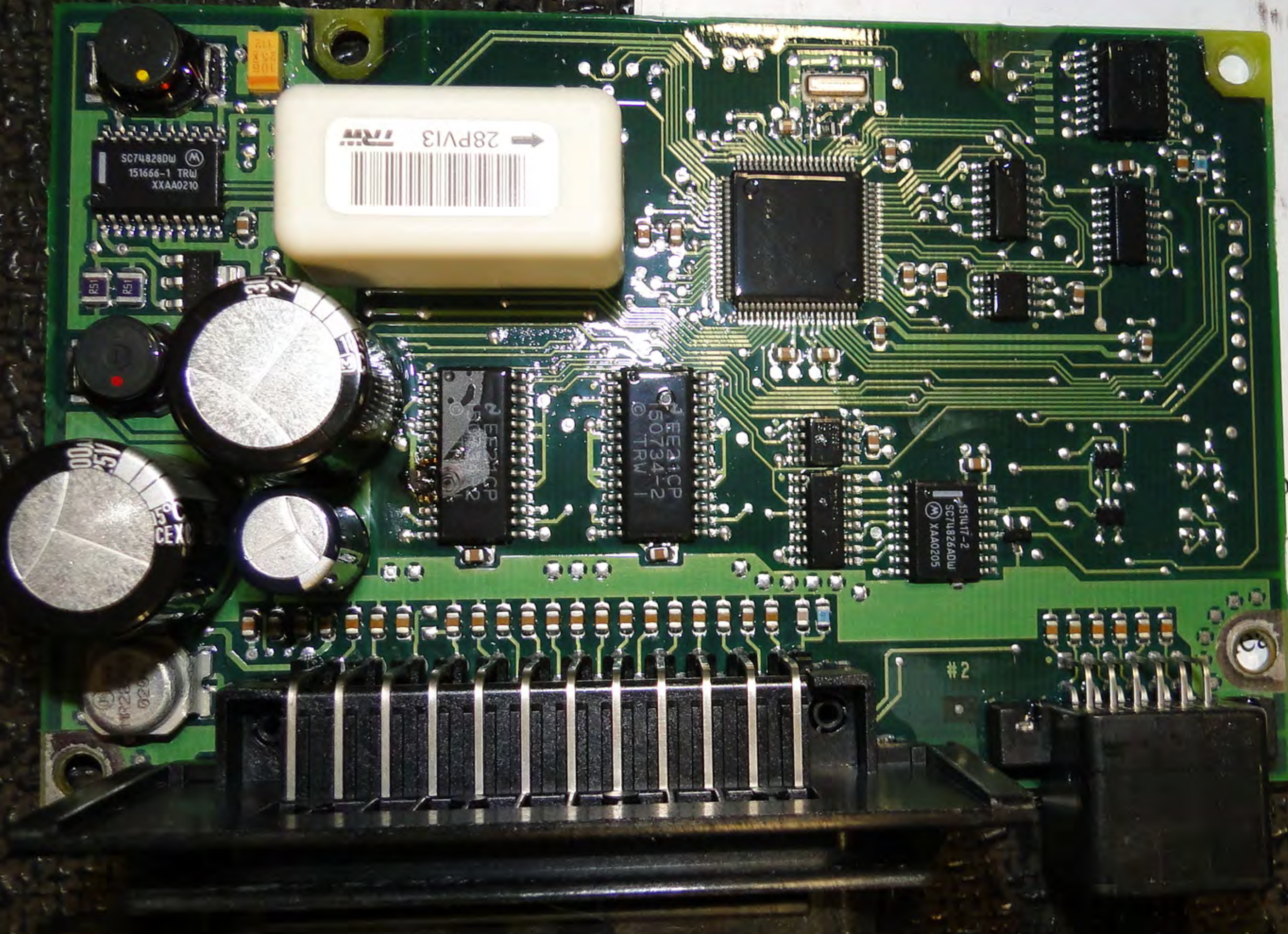
EE21CP  
150734-2  
TRW

151417-2  
SG74826ADU  
XAA0205

150  
150  
CEX

#2

m/service/mds2002/c  
erconnect.chrysler.com  
mect.chrysler.com



28PV13

SC74828DW  
151666-1 TRW  
XXAA0210

EE21CP  
150734-2  
© TRW 1

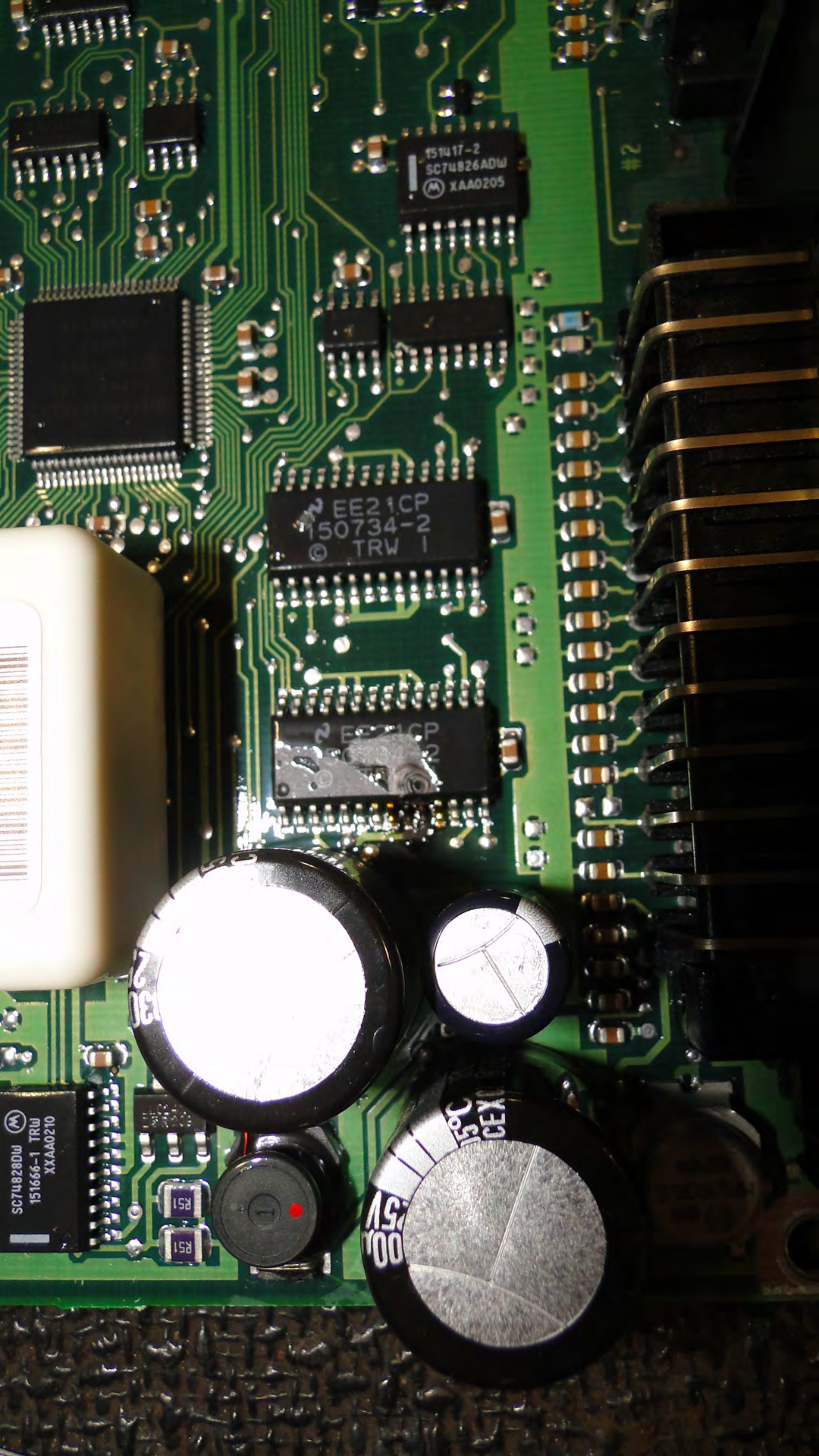
EE21CP  
150734-2  
© TRW 1

4514UT-2  
SC74826ADW  
XXAA0205

1500  
1500  
CEX

m/service/mds2002/commo  
erconnect.chrysler.com/ser  
mect.chrysler.com





151417-2  
SC74826ADW  
XAA0205

EE21CP  
150734-2  
TRW 1

EE21CP  
150734-2  
TRW 2

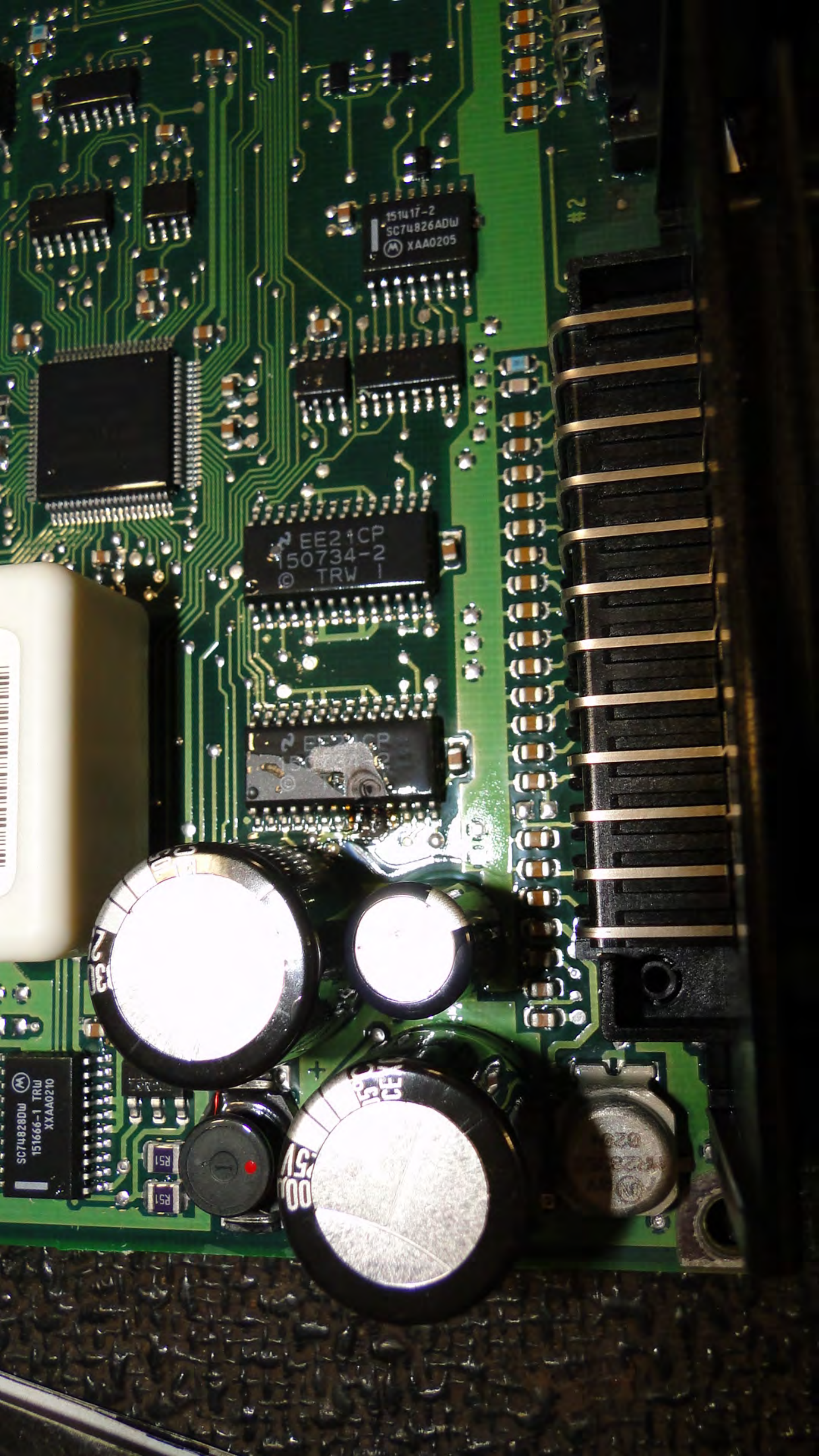
SC74828DW  
151666-1 TRW  
XAA0210

150C  
50V  
CEX

150C  
50V  
CEX

R51  
R51

#2



151417-2  
SC74826ADW  
XAA0205

EE21CP  
150734-2  
TRW 1

EE21CP  
150734-2  
TRW 1

250

150

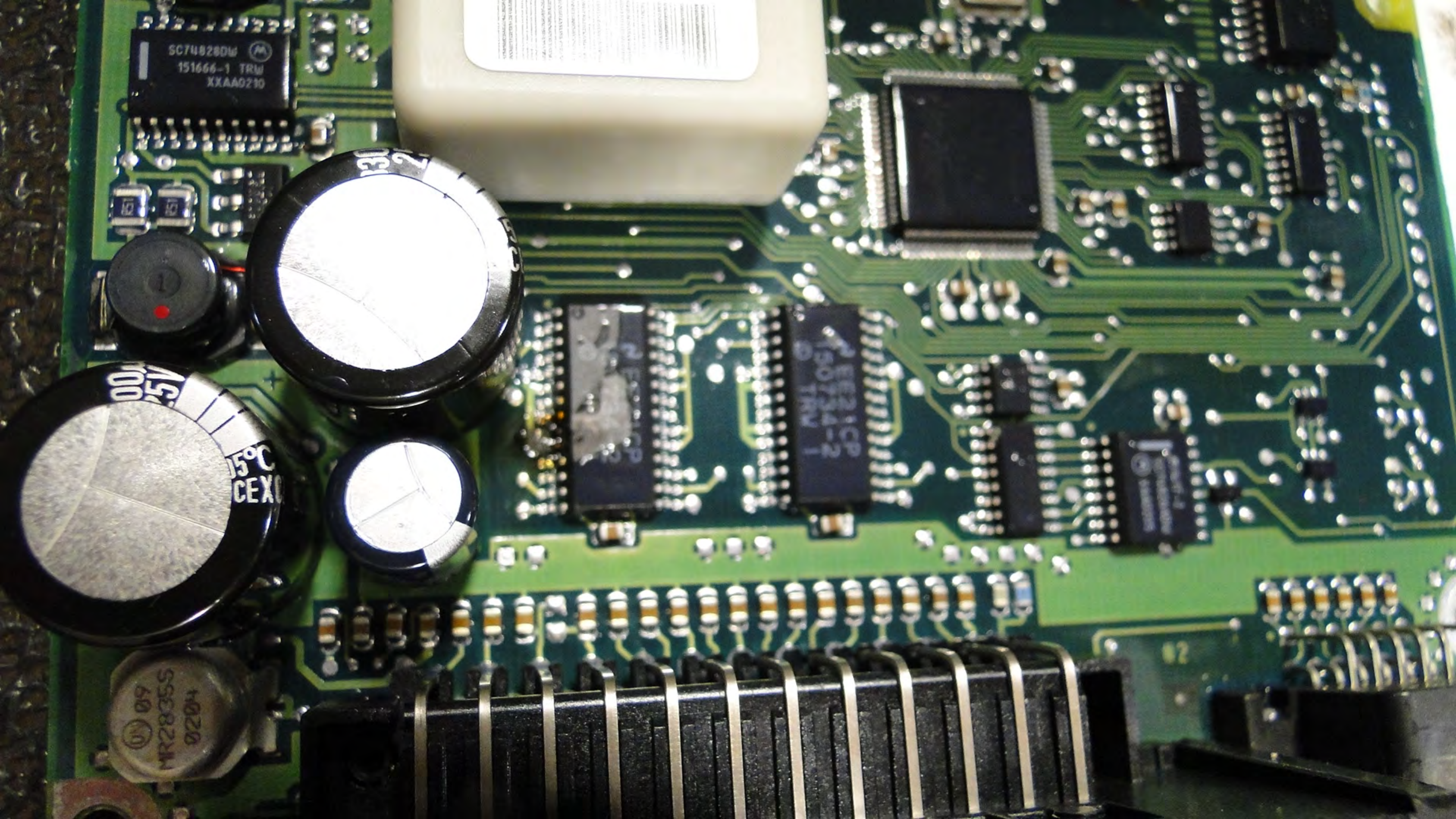
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XAA0210

R51

R51



SC74828DW  
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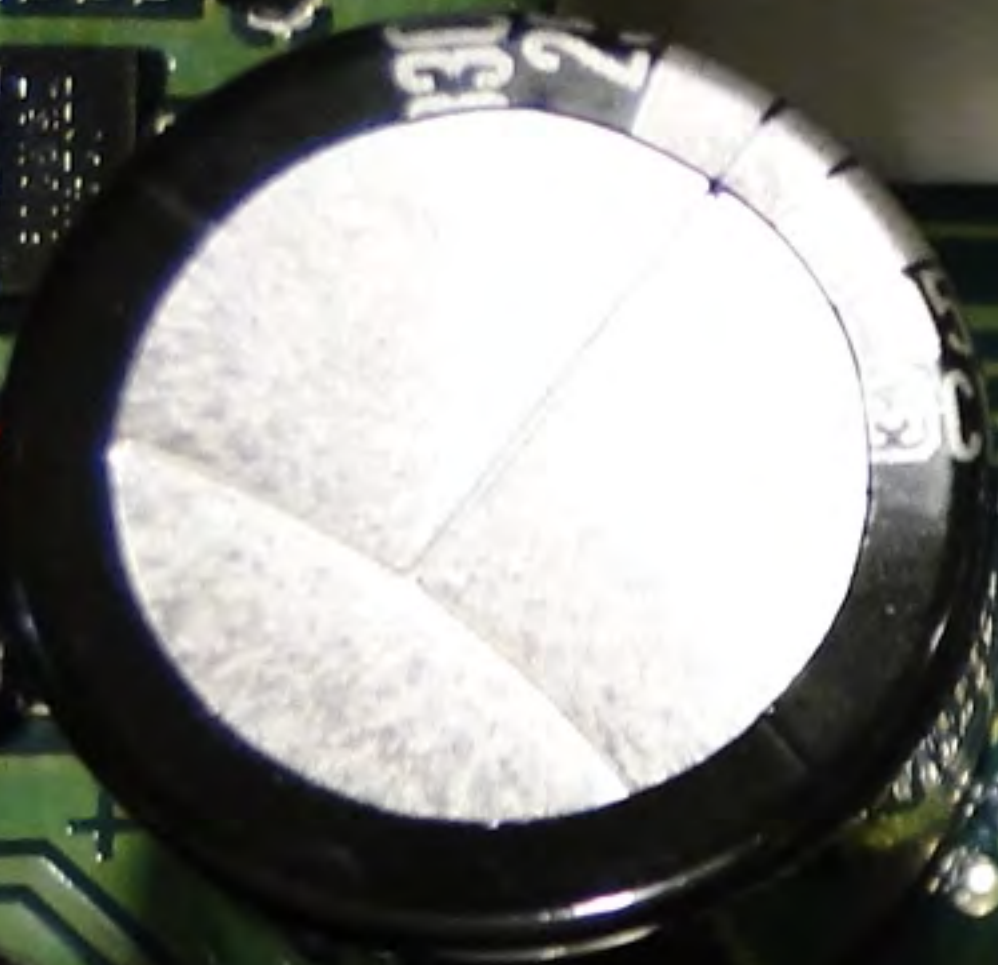
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R51 R51

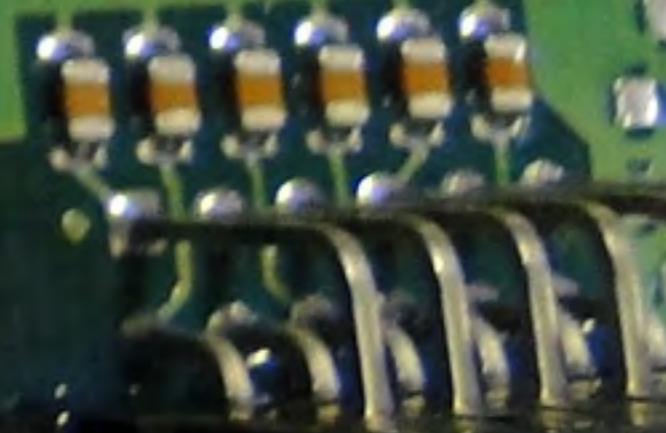
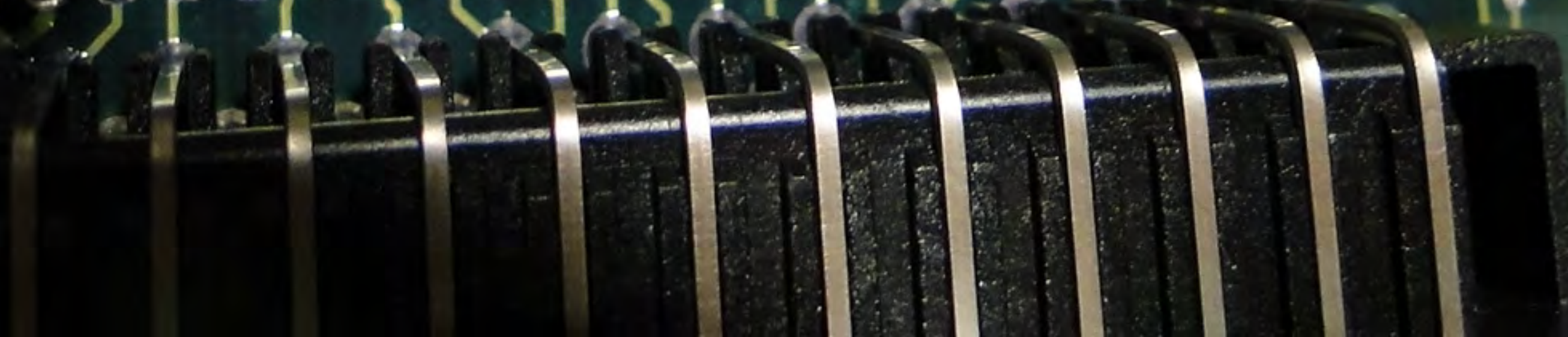


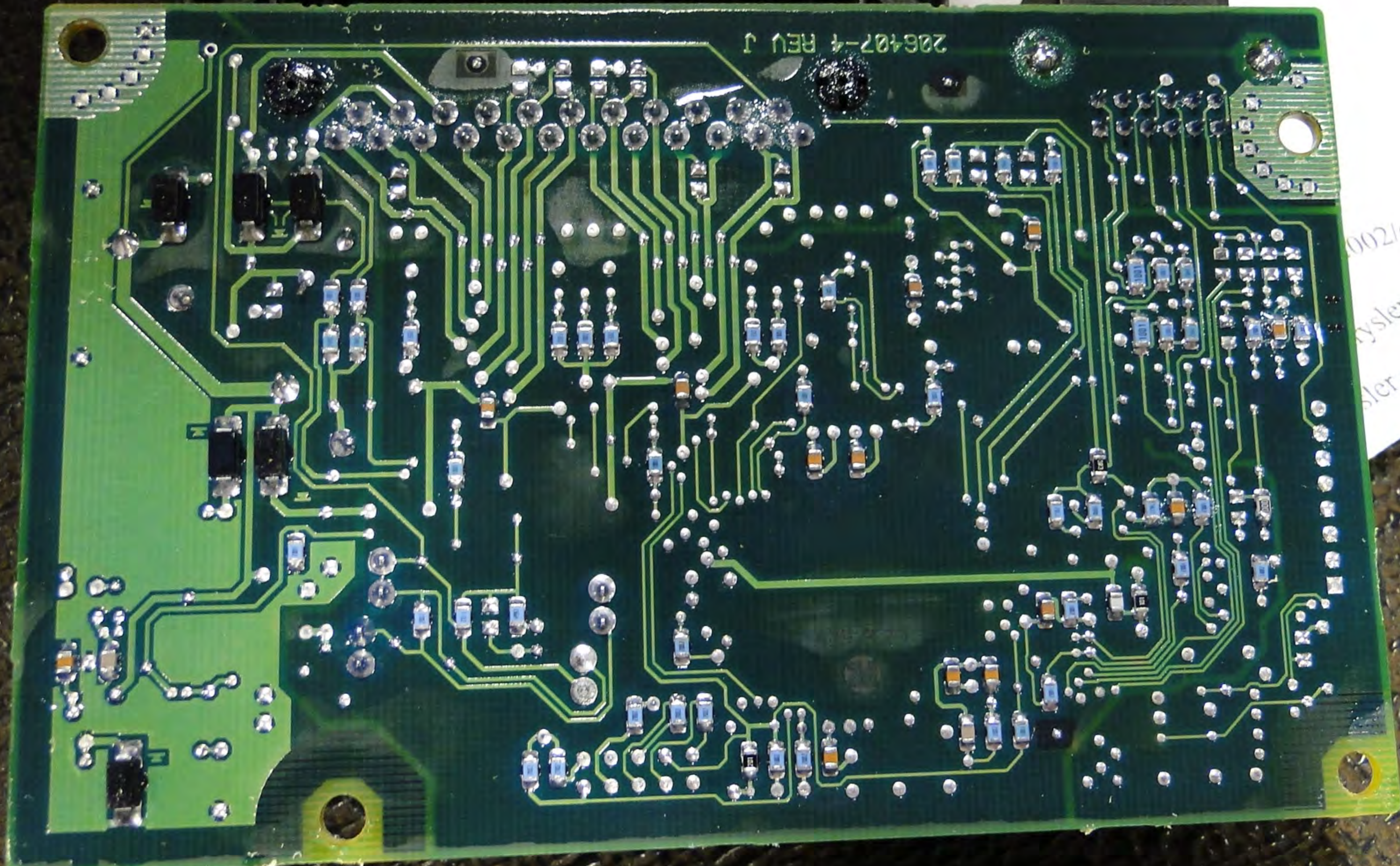
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TRW 1

EE21CP  
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EE21-2  
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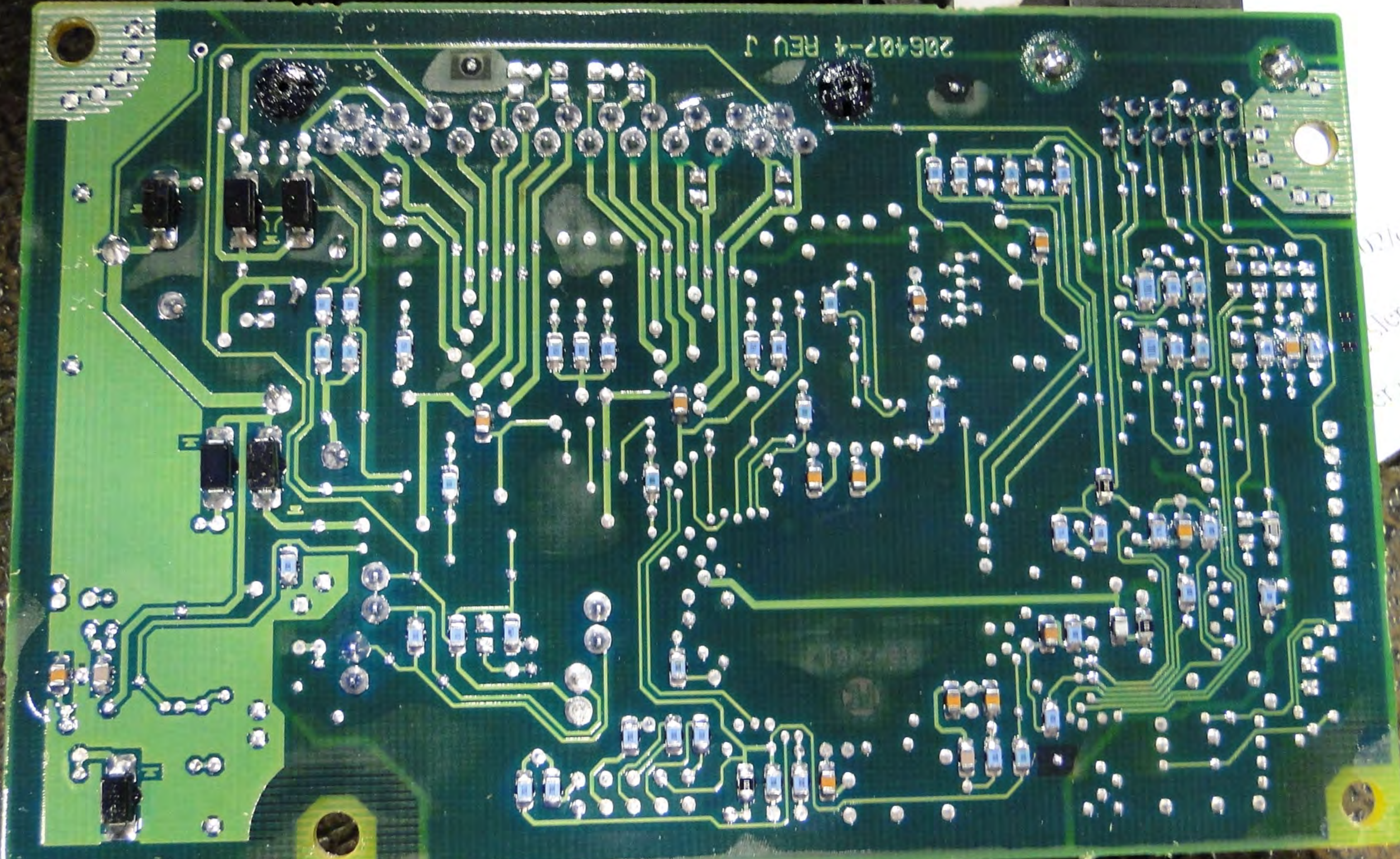


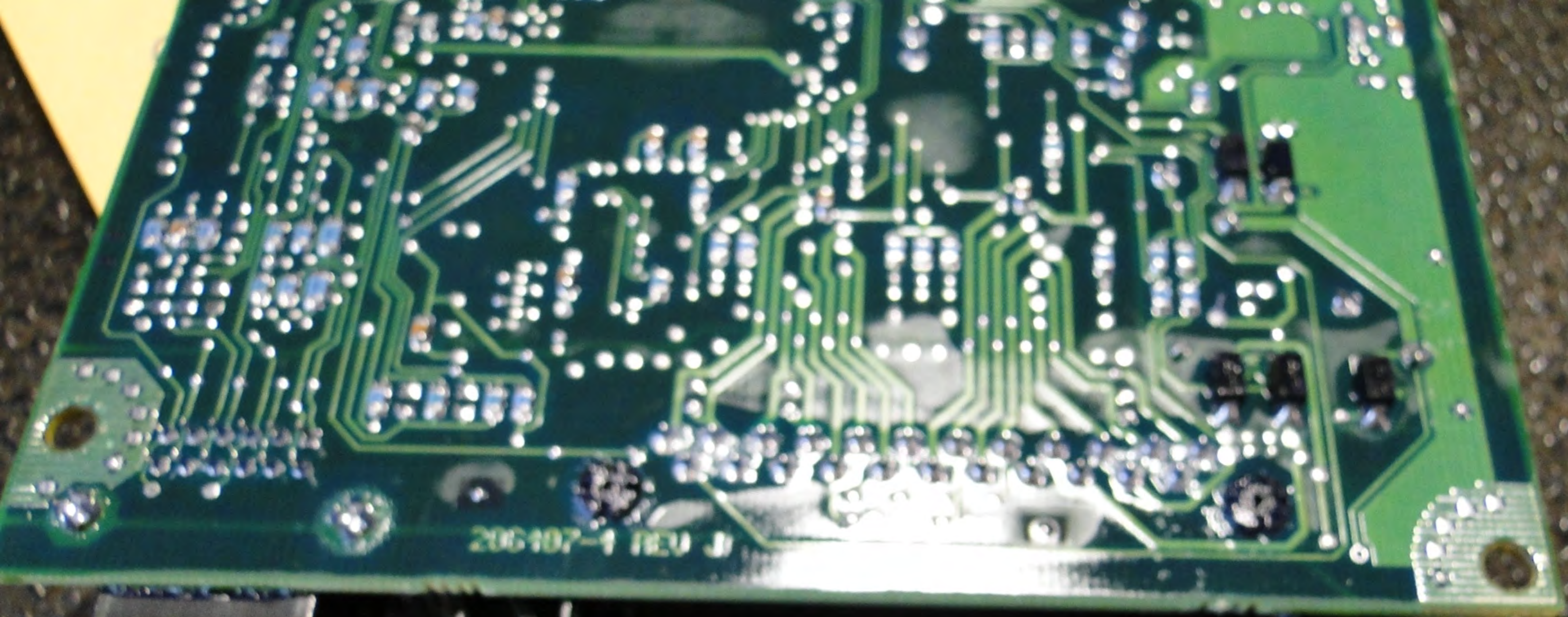


206407-4 REV J

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206407-4 REV J





206407-1 REV J

TCFME1052E0193

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S/N T5FME1052E0198

CHRYSLER P/N P56010501AG



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

CHRYSLER S/N TSFME1052E0198

SUPPLIER CODE



39754C

