

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

After 10.4.11

-TRANSLATION-

**COMMONWEALTH OF PUERTO RICO  
FIRST INSTANCE COURT  
SAN JUAN SUPERIOR PART**

Ana Cintrón Lamela Plaintiff vs. Chrysler Group International Services LLC, Corp.; XYZ Insurance Companies; John Doe Defendants	Civil Num: KDP12-0229 (804)  Re:  Torts and Damages
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**COMPLAINT**

**TO THE HONORABLE COURT:**

COMES NOW, plaintiff, Ana Cintrón Lamela, through the undersigned attorney and very respectfully STATES, ALLEGES AND PRAYS:

**I. VENUE**

This Honorable Court, Superior of San Juan, has venue over this case under Rule 3.2 of Civil Procedure, given that address of the defendant is in San Juan, Puerto Rico.

**II. PARTIES**

1. The plaintiff Ana Cintrón Lamela is the injured in this case whose physical and mailing address are as follows: 301 Ramon Ramos, Urb Roosevelt, San Juan, PR 00918-2716.
2. The co-defendant Chrysler Group International Services, LLC, ("Chrysler") is a corporation duly incorporated in the State Department of Puerto Rico, with capacity to sue and be sued, authorized to do business in Puerto Rico and

whose physical and mailing address are as follows: # 1 Street Suite 2005 Metro Office Park, San Juan, Puerto Rico 00968; PO Box 191857, San Juan, Puerto Rico, 00919.

3. Each and every one of the co-defendants who have been included and identified in this complaint with a fictitious name as defendants unknown, for the purposes of this litigation, pursuant to the provisions of Rule 15.4 of Civil Procedure of Puerto Rico, is due that plaintiff, at this moment, does not know their correct names. However, the same shall be duly replaced according to law, as soon as the information in question are given to the plaintiff and / or the same will be provided to it by the defendants themselves, according to law.

### **III. ALLEGATIONS IN THE CAUSE OF ACTION**

4. On December 28, 2011, the plaintiff was driving her motor vehicle, a 2003 Jeep Liberty, in Avenue FD Roosevelt in Hato Rey, when she stopped at a red light.
5. While she was stopped and waited for the light change, suddenly and without need or justification, the bag system for protection against accidents ("airbags") detonated, causing lacerations on the face, hands and left arm of the plaintiff.
6. Fortunately for the plaintiff, at her left side was a state patrol officer who witnessed what happened and promptly went to her rescue.
7. Due to the injuries and the obvious state of apprehension in which the plaintiff since she was with sixty-nine (69) years old and she was alone at the time of detonation, they accompanied her to the police headquarters in Hato Rey to complete the corresponding complaint. (Complaint Num. 2011-01-382-13371).
8. A few days after, the plaintiff went to the dealer where she purchased the vehicle in dispute, Alberic Colon, Kennedy Avenue, but they claimed no

responsibility for what happened, given that, in their opinion, the failure of the vehicle was a matter of manufacturing and emphasized that the plaintiff had to communicate directly with Chrysler.

9. The plaintiff proceeded as instructed and to established communication with Mr. Roberto Delgado, representative of Chrysler, who went to pick up the vehicle in question and work the case.

10. This communication took place for the first week of January 2012, but unfortunately, at present, they have not communicated again with the plaintiff.

11. Note that defects of this nature were already known to the defendant Chrysler, who before and after the subject incident had received hundreds of claims for unjustified activation of "airbags" in vehicles and model year of the plaintiff.

12. To this end, it is requested that this Honorable Court deferentially take judicial notice of the news published by the Associated Press last January 30, 2012, and informed that the Federal Government decided to get involved in the investigations of these incidents, given that claims for detonation of the "air bags" were skyrocketing and Chrysler had failed to give concrete explanations to justify the default.

13. The National Highway Traffic Safety Administration understood that it was worthy to investigate the matter since the defendant has had before its consideration similar claims to this one since august 2011, and to the present it has not authorized a recall of this model.

14. The defendant has been unable of driving, besides the fact that she lives alone and that was her only transportation method, the idea of seating behind a wheel has provoke her a lot of anguish, fear and mistrust, at such level that she has been forced to seek for professional help to attend the episode.



15. The plaintiff tried on multiple occasions to settle this controversy extrajudicially, but the defendant has not returned any of the calls nor has referred the matter to ulterior consideration, as they had assured. Therefore, they provoke that the plaintiff needed to seek a lawyer's professional services to vindicate her rights.

16. The defendant is responsible to the plaintiff for the physical and emotional damages that motivate the present claim, which is reasonably estimated in \$85,000.00.

WHEREFORE, the plaintiff respectfully request from this Honorable Court to grant the present cause of action and order the defendant to pay the amount of \$85,000.00 for damages, injuries and mental anguishes that its liability over the subject vehicle provoked in the plaintiff, as well as the payment of cost, expenses and a reasonable amount of attorney's fees, that could have been avoided, as well as all the others pronouncements that proceed by law.

In San Juan, PR this February 21, 2012.

**RESPECTFULLY SUBMITTED**

**DESPACHO LEGAL ARROYO-AGUILAR**

Po Box 194477

San Juan, PR 00919-4477

787-237-6473

[hector@arroyoaguilarlaw.com](mailto:hector@arroyoaguilarlaw.com)

Signed

Héctor R. Arroyo-Aguilar Esq.

RUA: 18,300/ Col. No. 19,180

EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11

**Customer Assistance Inquiry Record (CAIR)# 22081242**

<b>Vin</b>	1J4GL48K8 2W [REDACTED]	<b>Open Date</b>	04/04/2012	<b>Built Date</b>	06/26/2002
<b>Model Year</b>	2002	<b>Body</b>	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	07/23/2002	<b>Mileage</b>	130,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBQ	STEEL BLUE PEARL COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	49989	EDENTON MOTORS INC			
<b>Dealer Address</b>	P O BOX 2174				
<b>Dealer City</b>	BALTIMORE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21203
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	SOUTHGATE MI [REDACTED]	<b>Country</b>	UNITED STATES		

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

Briefly summarize why the customer is contacting Chrysler: Customer states his wife was driving when both air bags deployed. Customer states she received burns on hands and face.

1. Who is calling and what is their contact information? [REDACTED]  
 his wife was driving  
 Preferred [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Customer was driving when two air bags deployed.  
 3. What is the current location of the vehicle?  
 Motor city  
 12923 Dix Toledo rd  
 Southgate, MI  
 48195  
 (734) 283-3340  
 Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

\*\*\*\*\*  
 04.05.12  
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
 VEHICLE LOCATED AT:  
 Motorcity Auto Care  
 12923 Dix Toledo Road  
 Southgate, MI 48195  
 (734) 283-3340  
 Per OGC Matrix, reassigned to 82T. MG17  
 4/5/12 ASSIGNED TO LSE6. PAG  
 CAIR NUMBER 22081242 REQUEST EAA INSPECTION 04-05-2012 15:32  
 CAIR NUMBER 22081242 E-MAIL SENT TO EAA 04-05-2012 15:33  
 CCRG Open Date: 04/05/2012 15:25:53  
 Letter Sent: Acknowledgement 04/09/2012 10:26:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/12/12 AT 15:01:56 22081242

---

MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFG  
6-82

GWR  
2541 KG (5600 LB)

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

RIMS AT  
16X7  
CULJ  
227 KPA (33

GAW REAR WITH TIRES  
1429 KG (3150 LB) P215/75SR16

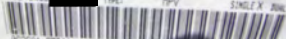
RIMS AT  
16X7  
CULJ  
227 KPA (33

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

VIN: 1J4GL48K82

TYPE: MPV

SINGLE X-DUAL



WMI: 62561 775AA INT/PBB

VEHICLE MADE IN U.S.A. 1982-1983

12

TV4GL48K82W





























Auto  
734-283

12441  
SOUTHVA  
L8007 87















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



64.1



APPLY  
PLATE

D

N

©

2

1



CHEVROLET  
**DRB III™**

**SuperCard**  
FOR THE **2**

CHEVROLET

**SFC OTC**

↑ This will up ↑

















SAFETY  
FOR INFORMATION ONLY

SAFETY  
FOR INFORMATION ONLY



**▲ DANGER - POISON**  
SAFETY  
FOR INFORMATION ONLY

FOR INFORMATION ONLY

FOR INFORMATION ONLY





































EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11

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

**11723261**

<b>Vin</b>	1J4GK48K8 2W [REDACTED]	<b>Open Date</b>	10/09/2003	<b>Built Date</b>	10/17/2001
<b>Model Year</b>	2002	<b>Body</b>	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	10/31/2001	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	52151	GOODWIN BROS AUTO CO INC			
<b>Dealer Address</b>	250 BROAD ST				
<b>Dealer City</b>	NEW CASTLE	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	47362
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	LAKE MARY FL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Tire - Default

Roadside Assistance Contacted - DATE : 2003-10-06  
 Road Side File Created 10-09-03 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 OFF PINE TREE  
 LAKE MARY  
 FL USA  
 YCALLER\_COMMENTS YTOW\_COMMENTS YVENDOR\_COMMENTS  
 DEALER CODE : 52151 GOODWIN BROS AUTO CO INC

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

**21427979**

<b>Vin</b>	1J4GK48K8 2W [REDACTED]	<b>Open Date</b>	10/06/2011	<b>Built Date</b>	10/17/2001
<b>Model Year</b>	2002	<b>Body</b>	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	10/31/2001	<b>Mileage</b>	118,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	52151	GOODWIN BROS AUTO CO INC			
<b>Dealer Address</b>	250 BROAD ST				
<b>Dealer City</b>	NEW CASTLE	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	47362
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SAINT CLOUD FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	Air bag deployed with out any impact
Dealer - By-Pass - Default - Default - Default	injury, no accident
Product - Unknown - Unknown - Accident - Default	injury, no accident
Corporate - Property Damage - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states both air bags deployed all of sudden injuring her wrist.  
 Briefly summarize what the customer is expecting:  
 Customer wants Chrysler to fix her vehicle as her insurance declined the repairs.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 1. Who is calling and what is their contact information?  
 Preferred [REDACTED]  
 Alternate: same as above  
 2. What happened? Both air bags deployed all of a sudden while driving with out any impact  
 3. What is the current location of the vehicle? Owner s residence  
 Agent assigning CAIR to 88S for further handling.  
 Customer stated that they have the vehicle.

[REDACTED]  
 SAINT CLOUD , FL- [REDACTED]  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 10/6/11 ASSIGNED TO LSE6. PAG45

CAIR NUMBER 21427979 REQUEST EAA INSPECTION 10-06-2011 14:27  
CAIR NUMBER 21427979 E-MAIL SENT TO EAA 10-06-2011 14:27  
CCRG Open Date: 10/06/2011 11:33:55  
Letter Sent: Acknowledgement 10/07/2011 10:01:21  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/14/11 AT 18:07:14 21427979

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EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11

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

**22078939**

<b>Vin</b>	1J4GL58K2 3W [REDACTED]	<b>Open Date</b>	04/03/2012	<b>Built Date</b>	09/11/2002
<b>Model Year</b>	2003	<b>Body</b>	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	10/02/2002	<b>Mileage</b>	170,185	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	W	TOLEDO NORTH ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRV	DK. GARNET RED PEARL COAT			
<b>Engine</b>	EKG	ENGINE - 3.7L POWER TECH V6			
<b>Transmission</b>	DG4	TRANSMISSION-MULTI-SPEED AUTO, 45RFE			
<b>Dealer</b>	67512	PARKWAY CHRYSLER INC			
<b>Dealer Address</b>	FIFTH & OLIVE				
<b>Dealer City</b>	BENTON	<b>Dealer State</b>	KY	<b>Dealer Zip</b>	42025
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ELKVILLE IL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Both front air bags deployed while customer driving vehicle
Corporate - Company Information Contact - Default - Default - Default	Customer wants Chrysler to investigate and pay for repairs
Product - Unknown - Unknown - Accident - Default	injury from inadvertent airbag deployment
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that he was driving down the road (back road) and the air bag light came on. Customer stated he was just about to pull over and both the front air bags deployed. Customer stated he received a burn on his stomach from the heat of the air bag. Customer stated that he had to cut air bag from the vehicle so he could steer the car. Customer stated that he was very shaken and want Chrysler to repair his vehicle. Briefly summarize what the customer is expecting: To notify Chrysler of the unexpected deployment of the front air bags in vehicle.

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

Preferred [REDACTED]  
Alternate: [REDACTED]

2. What happened?

Customer called in to say that he was driving down the road (back road) and the air bag light came on. Customer stated he was just about to pull over and both the front air bags deployed. Customer stated he received a burn on his stomach from the heat of the air bag. Customer stated that he had to cut air bag from the vehicle so he could steer the car. Customer stated that he was very shaken and want Chrysler to repair his vehicle.

Briefly summarize what the customer is expecting: To notify Chrysler of the unexpected deployment of the front air bags in vehicle.

3. What is the current location of the vehicle? Vehicle is at the owners residence.

[REDACTED]

Elkville, Illinois

Customer advised a call back is required and will take place within two to five business days.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number [REDACTED]

Customer email address for case updates:

Who has possession of the vehicle? Owner has the vehicle

Has the vehicle been diagnosed by a CDJ dealer?

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

Reassigned to 88S (96S)

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

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

4/5/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22078939 REQUEST EAA INSPECTION 04-05-2012 15:24

CAIR NUMBER 22078939 E-MAIL SENT TO EAA 04-05-2012 15:24

CCRG Open Date: 04/05/2012 14:10:44

Letter Sent: Acknowledgement 04/09/2012 10:30:04

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/12/12 AT 11:36:36 22078939

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MFD BY DAIMLERCHRYSLER CORPORATION  
DATE OF MFR 9-02  
GVWR 2541 KG(05600 LB)

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

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

VIN: 1J4GL58K23W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 091122 776AB PNT:PRV VEHICLE MADE IN U.S.A. TRM:XJL5 4648503





TYPE 35  
170368







































PRESS





























EAGLES  
2569

F. O. E.







# **WARNING**



## **DEATH OR SERIOUS INJURY CAN OCCUR**

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

# **WARNING**



SEE  
FOR F



# **WARNING**



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Service



CHIP BANKS

Jeep  
4x4

Jeep  
LIBERTY

[Redacted license plate]





EAGLES  
2569

F.O.E.

LIBERTY









Jeep



















# 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

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



DR33

SELECT RESTRAINT SYSTEM

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

Page 1 of 1

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



AIRBAG DIAGNOSTICS

Determining Controller  
Type

Please Wait...

F1  
HELP

F2  
SOS

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

F3  
MAIN

64.1



DRB III

NO RESPONSE from ORC

Please make certain of the following items:

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

F1  
HELP

F2  
SYS

64.1

F3  
MAIN



Unable to ID Module for  
ORC

press any key to continue



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

DCH

F1  
HELP

F2  
SYS

F3  
MAIN

64.1



DTC TYPE

- 1. Active
- 2. Stored





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.



EA12-001  
CHRYSLER  
ENCLOSURE 4  
LEGAL  
KJ  
After 10.4.11



MFD BY DAIMLERCHRYSLER  
CORPORATION

DATE OF MFR  
6-02

GWR  
2427 KG(05350 LB)

GWR FRONT WITH TIRES  
1248 KG(2750 LB) 235/70R16

RIMS AT COLD  
16X7 227 KPA(33 PSI)

GWR REAR WITH TIRES  
1429 KG(3150 LB) 235/70R16

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: 1J8GK38K42W [REDACTED] TYPE: MPV SINGLE X DUAL



MDH: 062223 779AA PNT:PS2 VEHICLE MADE IN U.S.A. TRM:L5L5 4648503









Jeep





LIBERTY 4x4





LIBERTY **RENEGADE**





Frankie's  
Memphis, TN  
Jeep







Frankie's  
Memphis, TN  
Jeep

3.7L

WRANGLER

GOODYEAR SR-A





3.7L

RANGER  
SRA













SOUTHWEST  
TENNESSEE COMMUNITY COLLEGE  
S-59983





H01 01

234021R

MEETS FMVSS 209

ASSEMBLED IN MEXICO









TD096















TRW 33014254-D (17)











1D095













DEGREES

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

NO. 700

DEGREES

cm

10

8

6

4

2

1/8th



**TRW**

H01-06

216029R

MEETS FMVSS 20  
ASSEMBLED IN MEXI





MADE IN USA  
**JOHNSON**  
**MAGNETIC**  
*Locata*  
NO. 700

DEGREES



















# **! 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**.





Jeep  
100  
50  
150  
180  
200  
240  
280  
300  
3.0L  
V6  
16V  
4x4

0 10 20 30 40 50 60 70 80 90 100 110 120  
MPH

0 1 2 3 4 5 6 7  
1000

ON • OFF  
CRUISE  
SET

RES • ACCEL  
CANCEL  
COAST

PULL  
MIST

P R N D





REQUIRED PHOTO  
 STEERING WHEEL  
 (MESSAGES)  
 WHEEL BLOCKERS  
ALL POSSIBLE U  
OF CONTACT  
AECM INFORMA  
SOFTWARE YES

SERIAL NUMBER  
NA  
PART NUMBER

DOES AIRBAG  
LIGHT CYCLE  
YES   
AIR WARN  
PRESPT I  
YES   
RECORD  
NUMBER  
NON  
COMPL

JOB#	DESCRIPTION
1	C 08CH CUST SAYS CHRYSLER
2	C 40CH22 HOLLEYS WRE













80  
90  
100  
110  
120

S  
SIGNAL

1-800-2













SRS AIR

Jeep











































Click row or select tool and press "Next". List refreshes automatically as tools are added or removed.

Hide Unresponsive Devices

### 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.

F1  
HELP

F2  
SYS

F3  
MAIN

Exit

Keypad

F1

F2

F3

Enter

UP

Left

Down

DVOM

Yes

Read Hold

No

1

2

4

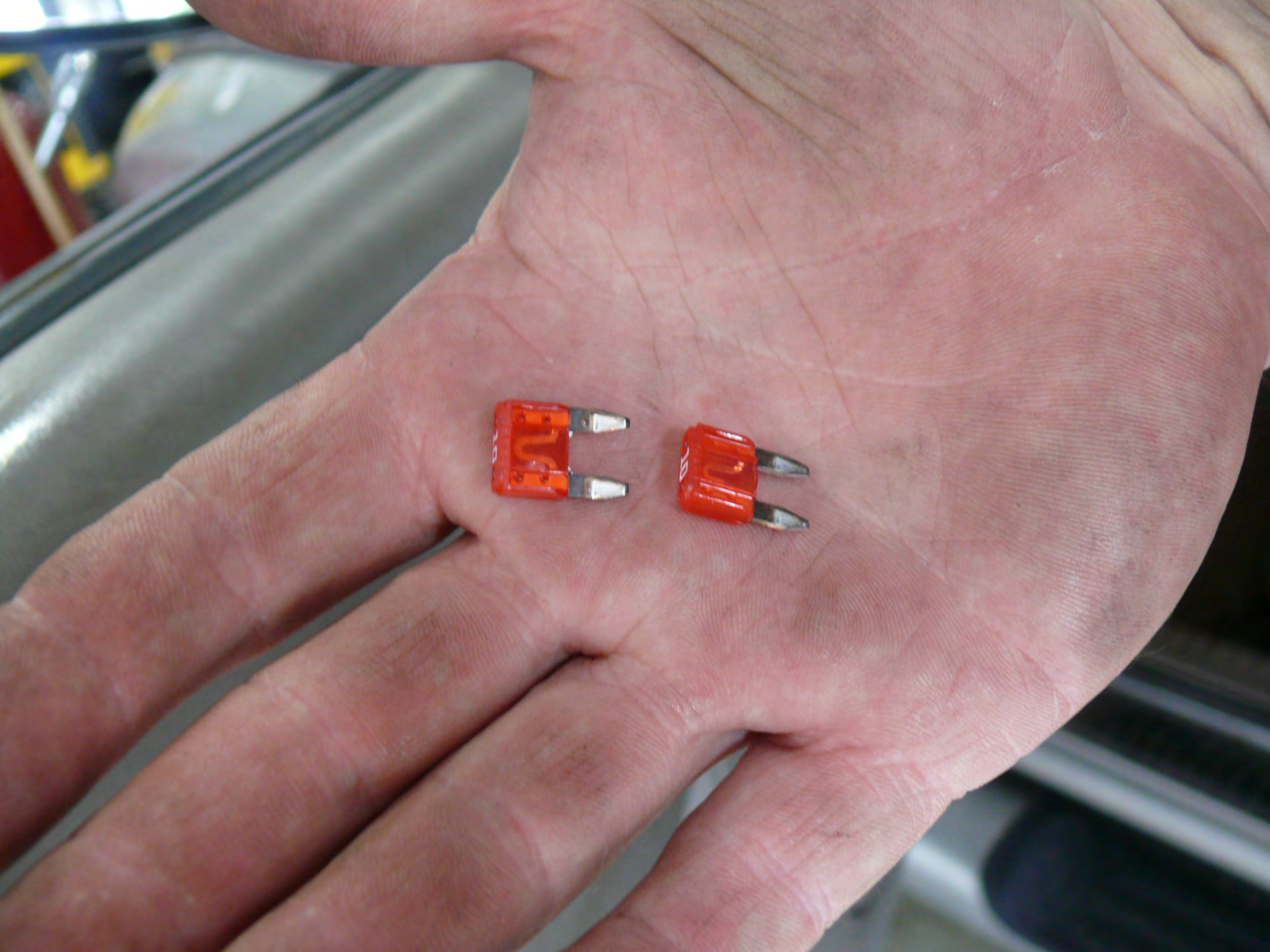
5

7

8

Shift







Select tool and press "Next". List refreshes automatically as tools are added or removed.

Devices

DRB III Emulator

File Help

Display

```
Modules Present on the BUS
PCM
EATX
ABS
BCM/FCM
Left Side AirBag
Right Side AirBag
MIC
EVIC
Radio
Page 1 of 2
F1 HELP      F2 SYS      F3 MAIN
```

Keypad

F1

F2

Enter

Left

DVOM

Read Hold

1

4

Exit











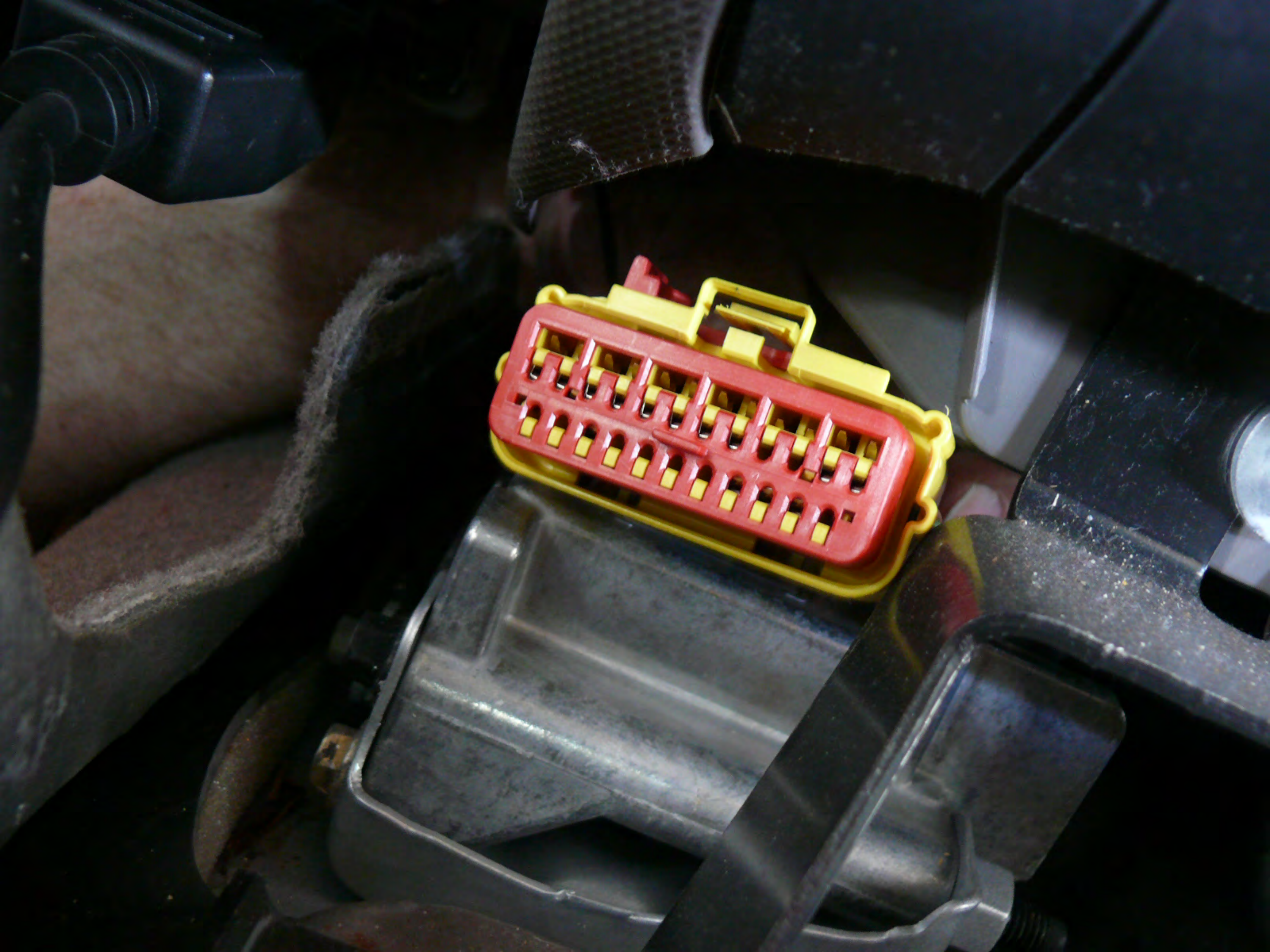


1 2 R N D

























ATTENTION  
HIGH PRESSURE  
SERVICED BY





POWER TECH  
3.7L V6

CAUTION  
FUEL  
CAUTION  
FLUID

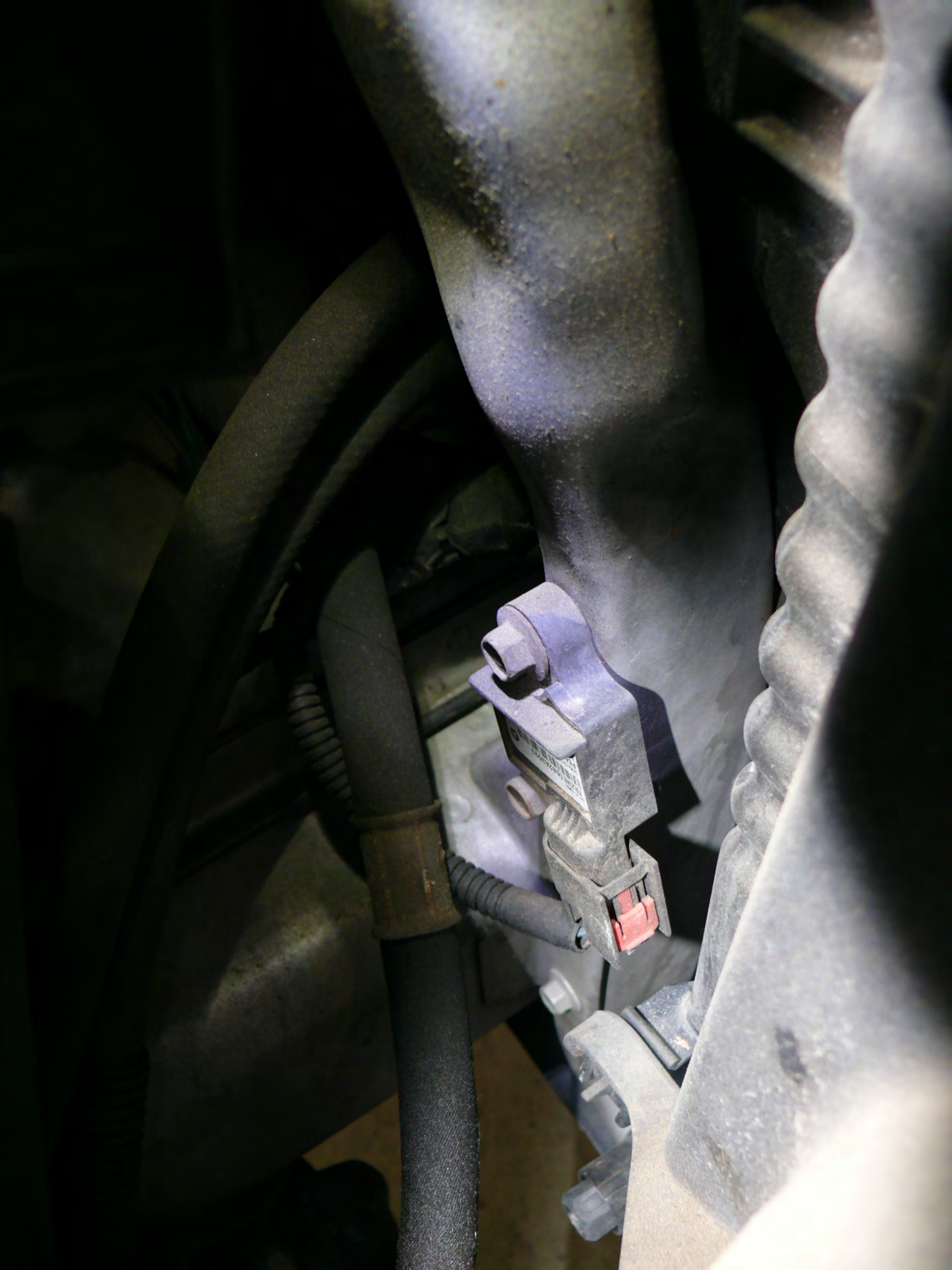
32079703A  
KEEP DRY

52079875AA  
42392Z

BELT ROUTING  
209













































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

**22205911**

<b>Vin</b>	1J8GK38K4 2W [REDACTED]	<b>Open Date</b>	05/07/2012	<b>Built Date</b>	06/22/2002
<b>Model Year</b>	2002	<b>Body</b>	KJTM74	JEEP LIBERTY RENEGADE 4X2 SPORT UTILITY 4-DR	
<b>In Service Dt</b>	07/08/2002	<b>Mileage</b>	79,399	<b>Dealer Zone</b>	63 DALLAS
<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>	67879	WOLFCHASE CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	8170 U S HIGHWAY 64				
<b>Dealer City</b>	BARTLETT	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	38133
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BRIGHTON TN [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Unknown - Defective - Default	Customer states the air bag deployed without warning.
Product - Unknown - Unknown - Accident - Default	Injury no accident
Corporate - Property Damage - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	

Briefly summarize why the customer is contacting Chrysler: Customer [REDACTED] calling on behalf her ex-husband states this vehicle was given to her daughter who was driving the vehicle yesterday when the air bag deployed without warning. Customer states her daughter is bruised and looks like she was beat with a bat. Customer states she was going to take the vehicle to a Chrysler dealership to have the vehicle fixed and the dealership advised to contact Chrysler first. Customer Scarlett contacted Owner [REDACTED] while on the phone with agent to get verification information.

Briefly summarize what the customer is expecting: Customer expecting to see what can be done about the air bag deploying without warning. 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]  
 Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owners daughter  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 67879  
 Reassigned to 88F

Customer called in to speak with CM. Agent advised that a CM has not been assigned yet to this case and it takes one business day for a callback.

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

OOW- Yes

SC- No



3rd owner  
2 purchased (both used)  
1 in household.

Status update provided via email to the following email address:

Dear Customer:

My name is David and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number:22205911

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66339

My work hours: 930am to 6pm ET Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Sincerely,

David

End of Status Update

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

Customer stated her daughter was driving down the road and the air bag light came on and then both airbags deployed. Customer stated the vehicle was towed to dealer 67879. Customer stated that she wants the vehicle fixed by Chrysler since she feels it is a defect that caused the air bags to malfunction. Writer advised would contact the dealer to go over the issue but no guarantees can be made at this time.

Agent attempted to contact dealer Service Manager (SM), Spoke to SM David and advised case is being sent to special investigations.

Writer called customer and advised case will be sent to other department for special handling.

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer re assigning to 88S

Briefly summarize why the customer is contacting Chrysler:Customer states his vehicle and no one is contacting him.

Briefly summarize what the customer is expecting:Customer wants to know why he has not been contacted.

Customer seeks information. Customer states his number is

Caller requesting to speak with Case Manager. He said the dealer had picked up the vehicle and had taken it to a shop and now have taken it to another shop. He wanted to know where it went. Writer referred him to the dealer for that information.

Customer called in to speak to her CM. The agent advised the customer that the case has been reassigned to special investigations and that once they had researched the case they would be contacting her, probably within 2-5 business days.

Mr. Neafus called to find out where his vehicle is. The agent advised the customer that the case had been reassigned to special investigations and once they researched the case they would be contacting him on

Customer requested a supervisor call back. Agent advised the customer that the supervisor would be calling him back within one business day.

\*\*\*\*\*

05.09.12

Called - left VMM for Chad Johnson - is vehicle there?

Customer called to speak with CM. Agent reviewed case and advised that it is in the hands of Special Investigations. Agent checked resources and advised customer of phone number Agent transferred customer to this line to speak with Maggie, or leave VM is she is unavailable. AC 17067

\*\*\*\*\*

05.11.12

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

VEHICLE LOCATED AT:

WOLFCHASE CHRYSLER DODGE JEEP

8170 U S HIGHWAY 64

BARTLETT TN 38133

901-373-3030



(VMM left for customer regarding questionnaire)

Per OGC Matrix, reassigned to 82T. MG17

>> Customer needs rental - I called dlr - left a VMM to assist with 5 days of rental while its investigated / Called and spoke to David, SM

NOTE - sent survey to Paul

Customer called in wanting to speak with CM. Writer transferred to contact number in AC 17067.

5/11/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22205911 REQUEST EAA INSPECTION 05-11-2012 15:09

CAIR NUMBER 22205911 E-MAIL SENT TO EAA 05-11-2012 15:09

CCRG Open Date: 05/11/2012 08:51:57

Letter Sent: Acknowledgement 05/14/2012 10:21:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/16/12 AT 12:39:10 22205911

Customer called in wanting to speak with CM. Writer transferred to contact number in AC 17067 (Maggie MG17 - 248 944-7084)

Customer called in seeking update of case. Writer advised of line 105.

Customer looking for update.

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Per OGC Matrix, reassigned to 82T.

5/18/12 UPDATED CCRG FILE & CASE MANAGER. PAG \_

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