INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

After 10.4.11

Customer Assistance Inquiry Record (CAIR)# 21950859

VIN	1J4GL48K2	3W[redacted]	**Open Date**	03/03/2012	**Built Date**	09/21/2002
Model Year	2003	**Body**	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/11/2002	**Mileage**	109,000	**Dealer Zone**	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	66662	TOM AHL CHRYSLER DODGE, INC			
Dealer Address	617 KING AVENUE				
Dealer City	LIMA	**Dealer State**	OH	**Dealer Zip**	45805

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	LIMA OH [redacted]	**Country**	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Drivers side air bag deployed - no accident.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Front driver airbag deployed
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer calling stating that their airbag had deployed when they were driving randomly. Customer states they had heard of the incdent is common with 03 jeeps and is concerned as their wife is pregnant. Customer states they would liek to contact someone in Chrysler as they feel unsafe to drive the vehicle.
Briefly summarize what the customer is expecting: Customer expecting to speak with someone from Chrysler.
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 is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Leslee and I am your case manager.
Here is some information that will be helpful for you to have:
Your Case number: 21950859
Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66244
Work hours: 9 am-3:00 pm Eastern Standard Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Customer is 2nd owner of this vehicle - purchased 02.27.2007 at 88937 miles, no household vehicles - no service contract - oow on December 11, 2005
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer stated that the drivers side air bag deloyed and he was not seriously injured but he is very concerned. Customer stated that is researched on the internet and found that others are experiencing this problem. Next promised contact 03.06.2012.
****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 reviewed next step with team mentor RB1180. Writer assigned to Special Investigations.
Writer contacted customer at [redacted]. Writer advised that case was being sent to another department to review the airbag deloying that he would be contacted in 2-5 business days. Writer verified that customer was not injured beyond impact to his fingers and contact with air bag gas. No property damage or injury to other passengers occurred.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was 18819.
****
03.05.12
VEHICLE LOCATED AT:
TOM AHL CHRYSLER, DODGE, JEEP 419-227-0202
617 KING AVENUE
LIMA OH 45805
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
THANKS, MG17
Yes, after inspection please have the ORC returned to me for further analysis / Paul Plantinga
CAIR NUMBER 21950859 REQUEST EAA INSPECTION 03-05-2012 15:35
CAIR NUMBER 21950859 E-MAIL SENT TO EAA 03-05-2012 15:35
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/07/12 AT 18:07:44 21950859
****
03.12.12
Reviewed EAA report and photos
Called Steve in dealer - auth d repairs, towing, diagnostic, rental, and sent email with info to ship back ORC to Paul Plantinga in VSO.
Writer referred customer to case manager - Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F)
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 18819.

Customer called and I updated him on repairs.
****
03.19.12
I have been contacted by the customer stated do npt repair the vehicle.
His lawyer said he was sending some one to inspect the vehicle. Please advise
Steve,
If he has an Attorney - we need to stop repairs at this time.
Until Attorney contacts me with a letter of demand - we can no longer speak to customer.
Lawyer Christina requesting an address for MG17. Writer explained there is only a contact phone number, gave information per line 73-74, Answer Connect # 18819
****
04.02.12
Returned Attorneys call
Matthew Huffman 419-227-3423 X270
Left a VMM - need a letter of representation faxed in with what they are looking for.
POSTMARK DATE: 042312; DATE RECEIVED: 042312

Customer Assistance Inquiry Record (CAIR)# *22103218*

VIN	1J4GL48K2	3W[redacted]	***Open Date***	04/10/2012	***Built Date***	09/21/2002
Model Year	2003	***Body***	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/11/2002	***Mileage***	109,000	***Dealer Zone***	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Dealer	66662	TOM AHL CHRYSLER DODGE, INC			
Dealer Address	617 KING AVENUE				
Dealer City	LIMA	***Dealer State***	OH	***Dealer Zip***	45805

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LIMA OH [redacted]	***Country***	UNITED STATES

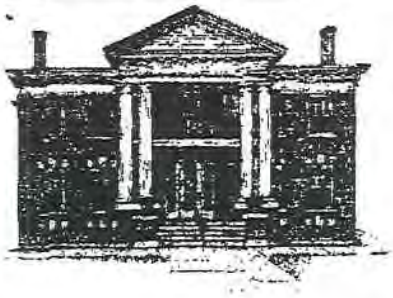
Product - Unknown - Unknown - Accident - Default	Drivers side air bag deployed - no accident.
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Front driver airbag deployed
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 041012; DATE RECEIVED: 041012
****
04.12.12
Attorney Matthew C Huffman 419-227-3423

Attorney: Matthew C Huffman 419-227-3423
See Prev 21950859
seeking a new vehicle and now has injuries
Per OGC Matrix, reassigned to 82T. MG17
emailed LK50
4/13/12 FORWARD TO PRODUCT LIABILITY. PAG
****
04.19.12
Attorney: Matthew C Huffman 419-227-3423
Seeking to discuss with legal
Per OGC Matrix, reassigned to 82T. MG17
4/20/12/ FORWARD TO PRODUCT LIABILITY. PAG
****
04.30.12
Attorney: Matthew C Huffman 419-227-3423
Seeking to discuss with legal
Per OGC Matrix, reassigned to 82T. MG17
5/1/12 UPDATED CASE MANAGER.
5/1/12 FORWARD TO PRODUCT LIABILITY. PAG
****
05.03.12
Attorney Call Back Seeking update on 82T -
Gave CCRG phone number

#1229869

HKB&G HUFFMAN, KELLEY, BROCK & GOTTSCHALK, LLC



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LAWRENCE A. HUFFMAN
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JOHN C. HUFFMAN
T. BLAIN BROCK II
CRAIG A. GOTTSCHALK
N. SHANNON BARTELS
*AARON L. BENSINGER
*Also licensed to practice in the State of CA

RECEIVED
APR 10 2012
2012

April 2, 2012

Chrysler Group LLC
Office of the General Counsel
APR 09 2012
By Mail/Reg. Agent/
Sec. of State/Proc. Server

Chrysler Group, LLC
Attn: Maggie
800 Chrysler Dr.
Auburn Hills, MI 48326

RE: [redacted]
Case No.: 21950859

Dear Maggie:

The undersigned represents [redacted] As you know on March 2, 2012, Mr. [redacted] was traveling in his 2003 Chrysler Jeep Liberty Spirit when the airbag deployed inexplicably. Mr. [redacted] did receive some injuries from the airbag and is currently being treated by his family physician. More acutely, he now has a vehicle that obviously has problems and he would like to have it replaced. Retail value of the vehicle is approximately $8,000.00. I would appreciate it if you could contact the undersigned so that we could go out the business of resolving both the property damage and the personal injury portion of this matter. I look forward to hearing from you as soon as possible.

With kindest regards

HUFFMAN, KELLEY
BROCK & GOTTSCHALK, LLC

Matthew C. Huffman

MCH/cdc
cc: Mr. [redacted]

HKB&G HUFFMAN, KELLEY, BROCK & GOTTSCHALK, LLC
ATTORNEYS AT LAW
540 West Market Street
Lima, Ohio 45801

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.45⁰
0003051800 APR 02 2012
MAILED FROM ZIP CODE 45801

13-62

Chrysler Group, LLC
Attn: Maggie
800 Chrysler Dr.
Auburn Hills, MI 48326

48326$2781

```
SSZ1500T                    Customer Assistance System      04/12/12   A01T4E7E
Cmd: _________              Primary CAIR Detail Screen      15:00:09
                                                            Password:
AC: _ CAIR: 22103218 82  2/ 2 Typ: C Alrt: S Trk: _ Stat: O CurRes: 82T      82
Link: L CAIR Ctgy: C CAIR Manager:
VIN: 1J4GL48K23W[redacted] YR/Model: 03 JEEP LIBERTY SPORT 4 Ltr: X   Pho:
Sls BC/Sls/Svc/Dlr: 42 9 9 23331 RICART CHRYSLER JEEP In Srv Date: 12/11/02
Svc BC/Sls/Svc/Dlr: 42 X K 66662 TOM AHL CHRYSLER, DO   Curr MI/KM: M   109000
Company: ____________________________________________________ Tmp Address: _
Cust:[redacted]  N                                                  ____
AD1: [redacted]                          Ph: [redacted] _____ H
AD2: ____________________________________ Ph: ___ ___ ____ ____ _____ _
Cty/St/ZIP: LIMA                          OH [redacted]   Cntry: USA Lang: E
        More Names On Secondary Detail Screen          CNA Address Change: _
Open Dt: 041012 Cntc Typ: L Orig: L Mail Ctgry: L Ltr dt: 041012 Exec: ________
Resp Ltr: ___ Resp Ltr Dt: ______   of   Dt Ltr Recvd: 041012 Close Dt:
Resp Typ: _ Followup Date: ______          Lst Upd: 041212 0905A MG17      82
* RSN Code   1  of  3 * 041212 0855A MG17     82            Narr Line Ct:    8
AC: _ RSN: Product in Accident                                       EMOT: 3
Drivers side air bag deployed - no accident.
================================================================================
F13=InfoLkp  F14=CAIRHist F15=SeCond   F16=Vin/CAIR F17=GenNarr  F18=AltFkeys
F19=Check    F20=VehOwn   F21=CNA      F22=InBasket F23=ReAssign F24=Print
Inquire successful
```

```
SSZ1510T                    Customer Assistance System        04/12/12   A01T4E7E
Cmd: _________             Secondary CAIR Detail Screen       15:00:15
                                                              Password:
================================================================================
AC: _ CAIR: 22103218 82        Typ: C Alrt: S Trk: _ Stat: O Curres: 82T      82
LINK: L VIN: 1J4GL48K23W[redacted]YR/Model: 03 JEEP LIBERTY SPORT 4 Ltr: X Pho:
Company: ____________________________________________________ Tmp Address: _
Cust:[redacted]          N                                                ____
AD1: [redacted]                                  Ph: [redacted]___ _________ H
AD2: ____________________________________________ Ph: ____ ____ _________ _
Cty/St/ZIP: LIMA                                OH [redacted]   Cntry: USA Lang: E
Co-own: ___________ _______________ _______________ ____________________ ____
Email-Add: ____________________________ Ticket: 000000000  Subcatgy:
Company: HUFFMAN, KELLEY, BROCK & GOTTSCHALK
Rep: MR          MATTHEW          _______________ HUFFMAN                ____
Ad1: 540 WEST MARKET ST                          Ph: 419 227 3423 ____ _________ B
Ad2: ____________________________________________ Ph: ___ ___ ____ ____ _________ _
Cty/St/ZIP: LIMA                                OH 45801        Cntry: USA Lang: _
Ck Amt:          Ck Stat:   F/I/P: 00/00/N Lst Upd: 041212 0905A MG17      82
Opnd by: CM200     82 Rent amt: ________  Dys: ___ Pmt: _ Closed by:
================================================================================
F13=InfoLkp  F14=PriMary  F15=         F16=VIN/CAIR F17=GenNarr  F18=AltFkeys
F19=Check    F20=VehOwn   F21=         F22=         F23=ReAssign F24=Print
Inquire successful
```

```
SSZ1520T                    Customer Assistance System        04/12/12   A01T4E7E
Cmd: _________              General Narrative Screen          15:00:18
                                                              Password:
================================================================================
AC/   CAIR: 22103218 82 CUST: [redacted]                      LINE 001 OF 008

001 POSTMARK DATE: 041012; DATE RECEIVED: 041012
002 ***************************************************************************
003      04.12.12
004 Attorney:  Matthew C Huffman   419-227-3423
005 See Prev 21950859
006 seeking a new vehicle and now has injuries
007 Per OGC Matrix, reassigned to 82T.   MG17
008 emailed LK50
    ___________________________________________________________________________
    ___________________________________________________________________________
    ___________________________________________________________________________
    ___________________________________________________________________________
    ___________________________________________________________________________
    ___________________________________________________________________________
================================================================================
F13=InfoLkp  F14=PriMary  F15=SeCond   F16=ReasNarr F17=         F18=AltFkeys
F19=Check    F20=VehOwn   F21=         F22=         F23=         F24=
Database at end -- no further data available
```

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

After 10.4.11

Customer Assistance Inquiry Record (CAIR)# 21450746

Vin	1J4GK48K2	3W[redacted]	**Open Date**	10/12/2011	**Built Date**	02/22/2003
Model Year	2003	**Body**	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	08/06/2003	**Mileage**	117,900	**Dealer Zone**	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE		
Dealer Address	8250 SOUTH WEST 8TH STREET				
Dealer City	MIAMI	**Dealer State**	FL	**Dealer Zip**	33144

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	MIAMI FL[redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	air bags deployed while driving
Corporate - Repurchase - Default - Default - Default	air bags deployed while driving
Dealer - By-Pass - Default - Default - Default	air bags deployed while driving
Product - Unknown - Unknown - Accident - Default	air bags deployed while driving
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Both	customer's air bags deployed suddenly
Corporate - Property Damage - Default - Default - Default	

Has customer had previous history with current issue? n
Customer has a history of diagnosis for an intermittent problem? n
Has had repair history at Chrysler dealership(s)? y
Was this vehicle purchased new by this customer?
Customer has a history of purchasing Chrysler vehicles? n
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? y
Has a mechanical Chrysler Group Service Contract? n
Warranty coverage code? 770
Ownership status? 3rd
Basic Warranty component n
Powertrain warranty component? n
Service contract or Mopar warranty component? n
Within 3 years or 36,000 miles? n
Within 2 years or 24,000 miles? n
Within 1 year or 12,000 miles? y
Customer was advised that due to the nature of their contact 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
Who has possession of the vehicle? dealer
Has the vehicle been diagnosed by a CDJ dealer?
If a CDJ dealer has diagnosed, what is the dealer name or code? 68064
Reassigned to SI
Briefly summarize why the customer is contacting Chrysler: Customer called for Spanish interpreter id3997. Customer reports that air bags

deployed while being driven; vehicle was not in an accident. Passenger
went to the hospital with pain in chest but no injury was detected.
Briefly summarize what the customer is expecting: Customer reports that
air bag light has never come on and the dealer has the vehicle and is
waiting for a case number before repairing.
Agent expressed sympathy that this happened and advised customer that the
dealership should not touch the vehicle until it is inspected. Special
Investigations will call within one business day. Agent provided case
number.
****
Daaler code listed on line 24 is invalid. Please provide vehicle location
info.
The customer called in, agent verified that the vehicle is at the
customer s house. The customer is requesting a call back.
Customer called wanting to know why the adjustor did not show to inspect
his vehicle.
Agent advised customer that there was no phone number to be in contact
with him.
Customer provided [redacted]
Customer is upset that no one has contacted him.
Agent advised customer that with now having the proper contact
information that Chrysler will be in contact with him.
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer called to speak to CM. Agent transferred customer to CM
1-800-763-8422
Customer was upset that he has not been contacted as was promised.
Writer advised of Case Manager information Jay - JSS15 - 248-944-7149
(7:30 am - 4:15 ET, M-F) per Answer ID 18819 Writer reassigned to
Mc1157 per BR343 for location
The customer s home address is as follows (per COIN):
[redacted]
Miami, FL [redacted]
Olga Pozo niece of the customer calls to speak with their Case Manager
for case update. Agent advised that the case has been reassigned to
Special Investigation and that she needs to have patience. Agent advised
that it could take 2-5 business days for contact from SI.
Customer states that there was a 19 year old who was injured.
Location of vehicle is at the address on line 60-61.
****
VEHICLE IS LOCATED AT:
The customer s home address
[redacted]
Miami, FL [redacted]
****
Per OGC Matrix, reassigned to 82T.
10/17/11 ASSIGNED TO LSE6.PAG45
CAIR NUMBER 21450746 REQUEST EAA INSPECTION 10-17-2011 11:36
CAIR NUMBER 21450746 E-MAIL SENT TO EAA 10-17-2011 11:36
CCRG Open Date: 10/17/2011 09:23:36
Letter Sent: Acknowledgement 10/18/2011 09:20:47
POSTMARK DATE: 101911; DATE RECEIVED: 101911
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/24/11 AT 04:18:14 21450746
Customer called in requesting an update on this case. Agent advised
customer that the case manager has recently collected/received
photographic images in regards to the case and the case is on going.
Agent advised customer that they would be contacted as soon as an update
is available for them.
Customer called seeking information on Case update. Agent advised
customer there were currently no updates on case and he would be
contacted as soon an update was available.
Customer called in requesting a call back about the case status. Agent
advised that the request would be added to the file.
The customer called because she was suppose to get called back today.
Customer wanted to speak with case manager.
Customer called in very anxious for a return phone call, regarding status
on the CASE. Vehicle still isn t drivable as it has not been repaired

still. Dealer is still waiting for contact from Case Management.
11/16/11 SEND BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.
This was already sent over to CCRG on Cair 21560823. They are aware of
customer s inquiry. No further action needed at this time.
****
12.21.11
This is a vehicle that CCRG has tried to repair for the customer with littl
e luck. Now, Vehicle Safety wants it bought back and returned to CTC for r
oot cause. Jay had been putting in buyback templates for other like vehicl
es for Safety recently, but there is nothing in the system for this one yet
. Is this something you can help Ron Leach and/or Paul Plantinga (Veh. Saf
ety) with in Jay s absence? I was going to ask Rajya for assistance since
CCRG has been involved and she can create BB templates, but she is also out
until after the first of the year.
Vehicle Safety is in a big hurry for these 2003 Liberties, so any help you
can provide is greatly appreciated. I will be out of the office on Tuesday
As soon as there is a template submitted and approved, I can place a hold o
n the unit for Engineering.
****
12.21.11 HOT ONE
Please contact customer and arrange for a vehicle buy-back
Vehicle needs to be shipped to:
QEC / Mike Royak
2021 Executive Hills Dr
Auburn Hills, MI 48326
VSo is requesting asap
Maggie,
Please keep us informed during the process. We very much need this vehicle
so please inform ISG to keep all options open when dealing with the owner
.
Paul Plantinga
Chrysler Group LLC
Product Investigator
Vehicle Safety Office
Phone 248-512-5895
12/27/11: Kicking off this case. cwm
12/30/11 CN146: Spoke with the customer. She does want the vehicle bought
back. Requested she fax the front and back of the title, as she does own
the vehicle, a current registration, and a buyer s order. She will fax.
****
01.10.12
Called Chris McSorley @ ISG for an update on status - Vehicle Safety is
requesting this vehicle ASAP - Left a VMM
01/09/12 CN146: Called the customer and requested, again, that she fax a
copy of the front and back of the title. She paid cash for the vehicle at
purchase. Returned Chrysler call from Maggie and and left a voice mail
message advising.
01.10.12 - Called Paul and updated him on status. - I will follow-up on fil
e on Thurs.
01/16/12 CN146: Per the customer the vehicle was purchased used from a
used car lot and there is no record of vehicle purchase and she can t get a
copy of a buyer s order. Performed a conference call with the financial
institution. They agree to fax the original loan document. 3
01/17/12 CN146: Submitted check packet for approval.
1/17/12 Check package approved. CM
01/18/12 CN146: Customer accepts final figures.
01/18/12 CN146: Called and left a voice mail message for Carlos Rodriguez
at Potamkin requesting a call back regarding assistance wth vehicle
surrender.
01/19/12 CN146: Called Carlos at Potamkin s Planet Dodge and left a voice
mail message requesting a return call regarding assistance with this
repurchase completion. Called for a sales manager at Dadeland Dodge and
left a message requesting a return call regarding same.
01/20/12 CN146: Called Allain at Dadeland Dodge and left a voice mail
message requesting a return call regarding assistance with this process.
01/23/12 CN146: Carlos at Potamkins will assist with vehicle surrender.
Called both the customer and Carlos and advised that the surrender
documents will be going out as soon the check is received.

****

02.02.12
Vehicle needs to be shipped to:
QEC / Mike Royak
2021 Executive Hills Dr
Auburn Hills, MI 48326
02/02/12 CN146: Called Carlos at Potamkin s yesterday and advised that surrender documents are headed his way. Called the customer this morning and advised that her via voice mail that the check and surrender documents should be arriving at Potamkin s today. Left her Carlos contact number.
02/07/12 Unit is going to Engineering. Emailed pick up request to Tim Bauer. mls
02/17/12 RW584 Awaiting update.
03/02/12 RW584 Awaiting update.
03/09/12 RW584 Awaiting update.

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 2-03

GVWR 2427 KG(05350 LB)

GAWR FRONT	WITH TIRES	RIMS AT	COLD
1248 KG(2750 LB)	P215/75R16	16X7	227 KPA(33 PSI)
GAWR REAR	WITH TIRES	RIMS AT	COLD
1429 KG(3150 LB)	R215/75R16	16X7	227 KPA(33 PSI)

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

VIN: 1J4GK48K23W[redacted] TYPE: MPV SINGLE X DUAL

MDH: 022202 978AA PNT:PJC VEHICLE MADE IN U.S.A. TRM:MSL5 4648503

10
180
110
200
MPH km/h
12
TYPE 35
117226

4783
Jeep

LIBERTY

WRANGLER
GOODYEAR

Ed Hardy

974AC
Load ID 64767 Rack ID 57
5095980
646609

GLOBE

GOODYEAR
3.7L

55

Technician Terminal

TK | uTil | eXit

T4783 LL:
03 LIBRTY KHAKI
CUST: POZO,OLGA

Remarks

ES

LC	Description
A	CUST STATES AIR BAG IN

Command Window

F1-Help | F3-Save/Exit | Command List

DRB III Emulator

File Help

Display

-- ORC DTCs 1 of 1 --

INTERNAL 1

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

Service/PAG331 - Technician Terminal - 207.186.45.162 - ADP Drive

Alerts | Service/PAG331

File Desktops Favorites Help

Technician Terminal

TK | uTil | eXit

T4783 LL:
03 LIBRTY KHAKI
CUST: POZO,OLGA

Remarks

ES

LC	Description
A	CUST STATES AIR BAG IN

Command Window

DRB III Emulator

File Help

Display

-- ORC DTCs 1 of 2 --

INTERNAL 1

MINUTES: 180 IGN CNTS: 0

--- DTC 2 of 2 ---

STORED ENERGY
FIRING 1
MINUTES: 34 IGN CNTS: 24

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

F1-Help F3-Save/Exit Command List

Done

Technician Terminal

uTil eXit

LIBERTY KHAKI

ST: POZO,OLGA

Description

CUST STATES AIR BAG IN

ound Window

DRB III Emulator

File Help

Display

AIRBAG Module Information
2002 Body Style: KJ
Part #: 56010501AI
S/W Version: 05.05
TRW GeN V
Front Dr and Pass/PCI Bus SAB
and Lamp Dr w/On/Off Sw or AOSIM

Exit

Keypad

F1 F2 F3 F4

Enter UP Enter

Left Right

Down

DYOM Yes Page FWD

Read Hold No Page Back

1 2 3

4 5 6

7 8 9

Shift 0 More

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

After 10.4.11

Customer Assistance Inquiry Record (CAIR)# 22126356

VIN	1J4GL58K8 3W[redacted]	**Open Date**	04/16/2012	**Built Date**	08/27/2002
Model Year	2003	**Body**	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY	
In Service Dt	12/12/2002	**Mileage**	1	**Dealer Zone**	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U US
Color	PRV	DK. GARNET RED PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DGB				

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	MARGATE FL [redacted]	**Country**	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	
Product - Unknown - Unknown - Accident - Default	

POSTMARK DATE: 041612; DATE RECEIVED: 041612
Attorney claiming injuries, no info as to what incident involves. Dictated letter requesting more info. _
POSTMARK DATE: 041612; DATE RECEIVED: 041612
Customer called in stating the dealer directed him to CAC.
Agent advised customer we received letter from his attorney and Chrysler replied to the attorney the same day. Agent suggested customer work with his attorney to communicate with Chrysler as the attorney has the information requested from Chrysler.
LETTER MAILED.
Brian, service advisor at dealer 60444, stated that the customer told him that the air bags discharged and that dealership has had the vehicle since 4/9/2012. Dealer asked what needs to be done from this point. As per EG704, writer advised dealer that this case is now being handled by the legal department and that a letter has been sent to customer. Writer advised dealer to call either JSS15 at [redacted] or call his business center.
POSTMARK DATE: 042512; DATE RECEIVED: 042512
****
Attorney responds. Inadvertent airbag deployment. VEHICLE IS LOCATED AT:
CHRYSLER JEEP DODGE OF NORTH CJDT
909 S. FEDERAL HWY POMPANO BEACH FL 33062 954-943-6700
Contact Attorney Ilene Brooks @ 954-972-1800 as Attorney Rep. presence required. Attorney also demands all evidence be retained. _
****
Per OGC Matrix, reassigned to 82T.
4/25/12 FORWARD TO PRODUCT LIABILITY. PAG
POSTMARK DATE: 042712; DATE RECEIVED: 042712

another copy of same letter, attached to file.
****
Attorney Ilene Brooks calling. 954-972-1800
Per OGC Matrix, reassigned to 82T.
POSTMARK DATE: 050112; DATE RECEIVED: 050112
5/1/12 UPDATED CASE MANAGER. PAG
5/1/12 FORWARD TO PRODUCT LIABILITY. PAG
Received another fax from Attorney.
Per OGC Matrix, reassigned to 82T.
5/2/12 UPDATED CASE MANAGER. PAG
POSTMARK DATE: 050412; DATE RECEIVED: 050412
Another copy of same letter attached to file.

Customer Assistance Inquiry Record (CAIR)# 22131279

VIN	1J4GL58K8	3W[redacted]	**Open Date**	04/17/2012	**Built Date**	08/27/2002
Model Year	2003	**Body**	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY		
In Service Dt	12/12/2002	**Mileage**	80,000	**Dealer Zone**	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	**Market**	U	US	
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGB					

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MARGATE FL [redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	inquiry about what is going on with case

Briefly summarize why the customer is contacting Chrysler: Customer calling in to find out when the engineer is coming down to see his vehicle. Agent advised the customer that he had no case, so the dealership must have got in touch with the area manager and is working on a case that way and he would need to contact the dealership to find out what is exactly going on with the case. Agent did advised the customer of the information that was listed which states the is more information that is required from customer.
Briefly summarize what the customer is expecting: Customer inquiry about case.
****
Advised Brian, since owner is represented by an attorney he should sit tight until he hears from our legal department We are still waiting for response from customers attorney. See prior cair.

LAW OFFICES OF

DAVID L. RICH, P.A.

DAVID L. RICH
ILENE A. BROOKS
TAMARA L. KLOPENSTEIN

513 NORTH STATE ROAD 7
MARGATE, FLORIDA 33063
BROWARD (954) 972-1800
BOCA RATON 954-972-1800
NORTH BROWARD 954-972-1800
SOUTH BROWARD 954-949-1781
DADE (954) 949-1781
FAX (954) 972-2547

April 12, 2012

Chrysler Group LLC
Office of the General Counsel
APR 25 2012
By: Agent/
Sec. of State/Proc. Server

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Tel. 1-800-247-9753

ATTN: Claims

RE: Our Client: [redacted]
V.I.N. # 1J4GL58K83W[redacted] – 2003 Jeep Liberty
D/A: 4/7/12

Dear Sir/Madam:

Please be advised that this firm has been retained to represent [redacted] for personal injuries sustained in the motor vehicle accident which occurred on April 7, 2012.

Pursuant to Florida Statute §627.4137(1), please provide, within thirty (30) days of this written request, a statement under oath, of a corporate officer setting forth the following information with regard to each known policy of insurance, including excess or umbrella insurance, relating to the above claim:

1. The name of the insurer.
2. The name of each insured.
3. The limits of the liability coverage.
4. A statement of any policy or coverage defense which such insurer reasonably believes is available to such insurer at the time of filing such statement.
5. A copy of the policy.

Be advised that Florida Statute §627.4137(2) requires that the statement given pursuant to Florida Statute §627.4137(1) be amended immediately upon discovery of such facts calling for an amendment to such statement.

Your attention to this matter is appreciated. If you have any questions regarding the above, please feel free to contact me.

Very truly yours,

Ilene A. Brooks

IAB/jz

LAW OFFICES OF

DAVID L. RICH, P.A.

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ILENE A. BROOKS
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NORTH BROWARD 954-972-1800
SOUTH BROWARD 954-949-1781
DADE (954) 949-1781
FAX (954) 972-2547

April 12, 2012

RECEIVED
APR 16 2012
SPECIAL INVESTIGATIONS

Chrysler Group LLC
Office of the General Counsel
APR 25 2012
By: Authorized Agent/
Sec. of State/Proc. Server

Chrysler Group LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Tel. 1-800-247-9753

ATTN: Claims

RE: Our Client: [redacted]
V.I.N. # 1J4GL58K83W[redacted] – 2003 Jeep Liberty
D/A: 4/7/12

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Very truly yours

Ilene A. Brooks

IAB/jz

EA12-001

CHRYSLER

ENCLOSURE 4

LEGAL

KJ

After 10.4.11

Customer Assistance Inquiry Record (CAIR)# 22195357

Vin	1J4GK58K7	3W[redacted]	**Open Date**	05/03/2012	**Built Date**	01/13/2003
Model Year	2003	**Body**	KJTP74	JEEP LIBERTY LTD EDITION 4X2 SPORT UTILITY 4-DR		
In Service Dt	03/29/2003	**Mileage**	95,000	**Dealer Zone**	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	23962	DADE JEEP CHRYSLER			
Dealer Address	15895 S DIXIE HWY				
Dealer City	MIAMI	**Dealer State**	FL	**Dealer Zip**	33157

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MIAMI FL [redacted]	**Country**	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Both air bags deployed
Product - Body / Trim / Paint Finish - Air Bag - Activation - Both	Both air bags deployed
Product - Unknown - Unknown - Accident - Default	Both air bags deployed
Corporate - Property Damage - Default - Default - Default	

Who is calling and what is their Contact Information? [redacted]
is calling regarding issue, owner of vehicle.
What Happened? Driving vehicle, stopped at light, few cars in front of vehicle waiting for light to turn. Then the air bags deployed. Driver and passenger in front seat. Driver has bruise and some burns on the right arm, passenger experiencing some bumps to skin.
What is the Current location of the vehicle? Vehicle is at home now, [redacted] Miami, Florida [redacted] Cellular no. [redacted]
Assigned to 88S
****
Per OGC Matrix, reassigned to 82T.
5/3/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER 22195357 REQUEST EAA INSPECTION 05-03-2012 14:02
CAIR NUMBER 22195357 E-MAIL SENT TO EAA 05-03-2012 14:02
CCRG Open Date: 05/03/2012 11:26:01
Letter Sent: Acknowledgement 05/07/2012 09:58:12
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/16/12 AT 18:49:51 22195357
Customer calls to speak with their Case Manager.
Jeannette called from State Farm insurance company.
They want to know what is going on with the vehicle as the customer is in a rental that they are paying for.
Transferred to JSS15
Customer calls to speak with their Case Manager.They want to know what is going on with the vehicle as the customer is in a rental that they are paying for.Cellular no. [redacted]
5/21/12 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.
****
Per OGC Matrix, reassigned to 82T.
5/22/12 UPDATED CCRG FILE & CASE MANAGER. PAG _

****
05.24.12
Jeanette From State Farm looking to discuss rental charges
Claim# 590Z07833
Phone# 800-879-2435 X8-8298
Per OGC Matrix, reassigned to 82T. MG17
5/25/12 UPDATED CCRG FILE & CASE MANAGER. PAG _
Customer called to speak with someone about her case. Agent transferred customer to MG17 as per Answer ID 18819.
****
07.05.12
Customer Call Back Seeking update on 82T - and rental expenses
Phone#[redacted]
Per OGC Matrix, reassigned to 82T. MG17
7/5/12 UPDATED CCRG FILE & CASE MANAGER. PAG

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 1-03

GVWR 2427 KG(05350 LB)

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

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

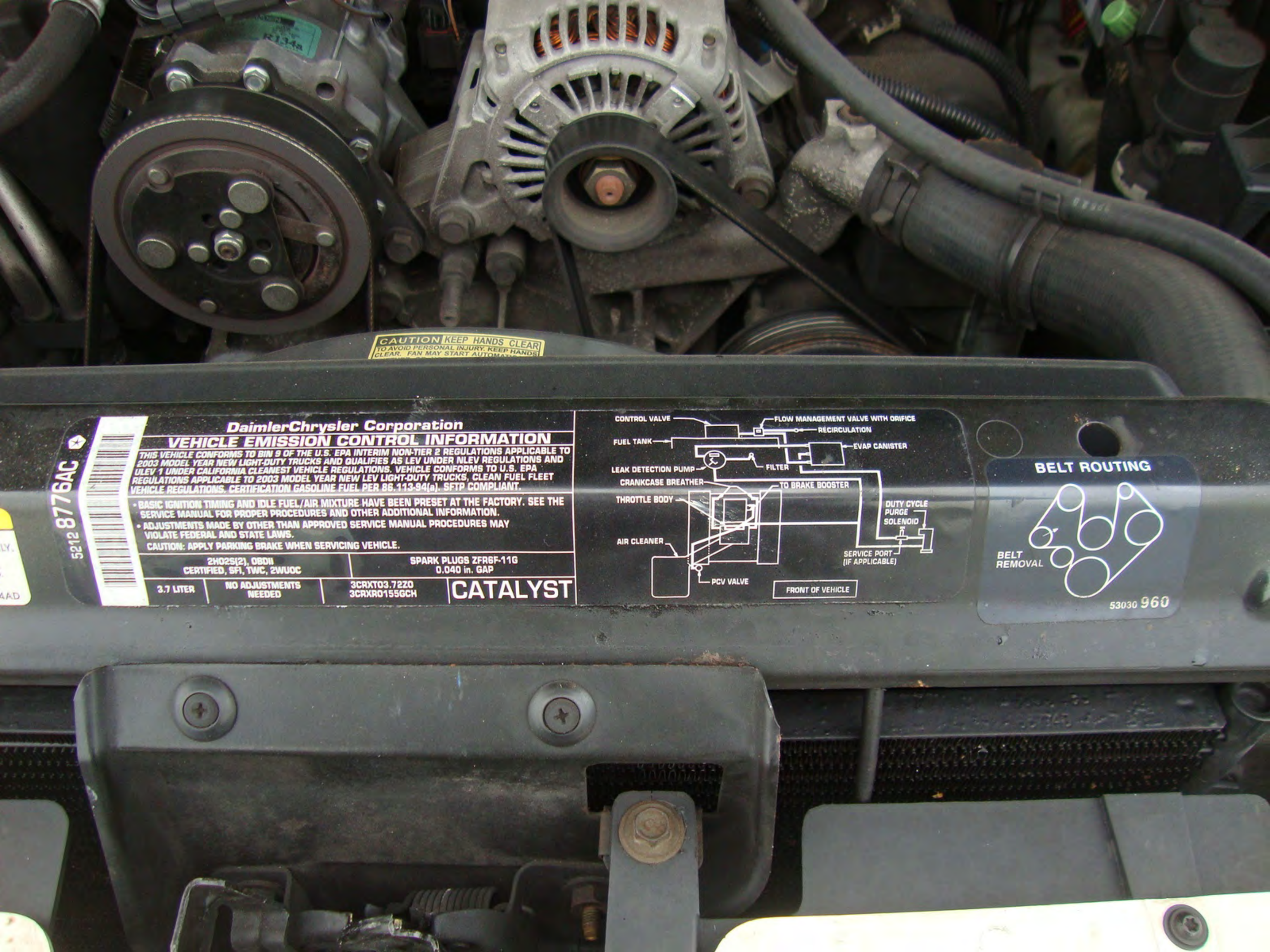
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GK58K73W[redacted] TYPE: MPV SINGLE X DUAL

MDH: 011307 776AC PNT:PW1 VEHICLE MADE IN U.S.A. TRM:DLL2 4648503

AIR BAG
RPM x1000
MPH km/h
134.5
TRIP
E
F
C
H

20
180
110
200
MPH km/h
120
TYPE 35
041132


CAUTION KEEP HANDS CLEAR
TO AVOID PERSONAL INJURY, KEEP HANDS CLEAR. FAN MAY START AUTOMA
DaimlerChrysler Corporation
VEHICLE EMISSION CONTROL INFORMATION
THIS VEHICLE CONFORMS TO BIN 9 OF THE U.S. EPA INTERIM NON-TIER 2 REGULATIONS APPLICABLE TO 2003 MODEL YEAR NEW LIGHT-DUTY TRUCKS AND QUALIFIES AS LEV UNDER NLEV REGULATIONS AND ULEV 1 UNDER CALIFORNIA CLEANEST VEHICLE REGULATIONS. VEHICLE CONFORMS TO U.S. EPA REGULATIONS APPLICABLE TO 2003 MODEL YEAR NEW LEV LIGHT-DUTY TRUCKS, CLEAN FUEL FLEET VEHICLE REGULATIONS. CERTIFICATION GASOLINE FUEL PER 86.113-94(a). 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.
2H02S(2), OBDII CERTIFIED, SFI, TWC, 2WUOC
SPARK PLUGS ZFR6F-11G 0.040 in. GAP
3.7 LITER
NO ADJUSTMENTS NEEDED
3CRXT03.72ZO 3CRXR0155GCH
CATALYST
5212 8776AC
CONTROL VALVE
FLOW MANAGEMENT VALVE WITH ORIFICE
RECIRCULATION
FUEL TANK
EVAP CANISTER
LEAK DETECTION PUMP
FILTER
CRANKCASE BREATHER
TO BRAKE BOOSTER
THROTTLE BODY
DUTY CYCLE PURGE SOLENOID
AIR CLEANER
SERVICE PORT (IF APPLICABLE)
PCV VALVE
FRONT OF VEHICLE
BELT ROUTING
BELT REMOVAL
53030 960

RPM ×1000
BRAKE
TRANS
TEMP
MPH km/h
091132
E
F
C
H

Kendall®

GT-1 SYNTHETIC BLEND

GT-1 HIGH MILEAGE

GT-1 FULL SYNTHETIC

NEXT SERVICE DUE

OR MILEAGE

Jeep
DaimlerChrysler Corporation
VEHICLE EMISSION CONTROL INFORMATION
CATALYST
BELT ROUTING
BELT REMOVAL
SILVER
DANGER / POISON

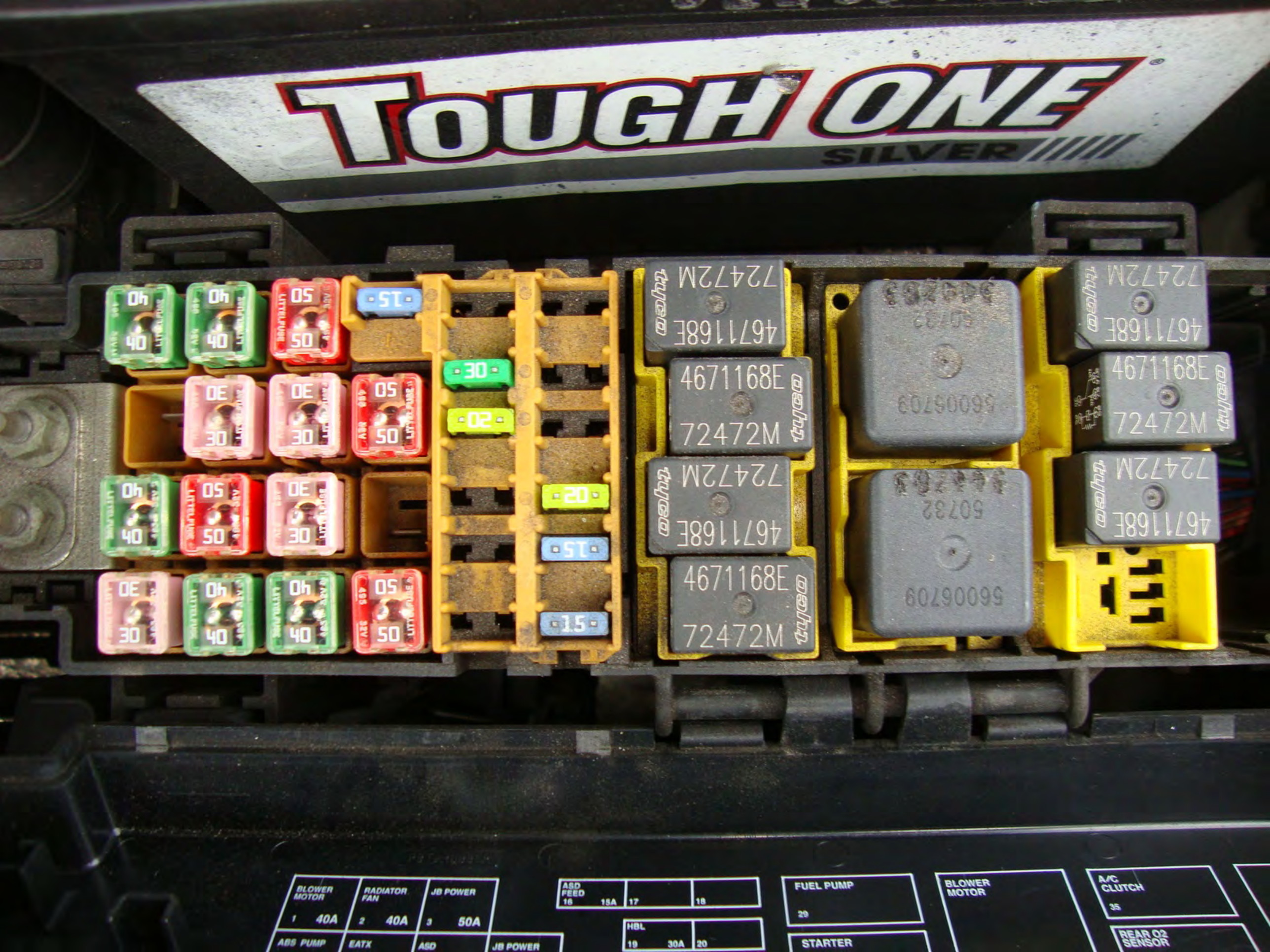
POWERTECH
3.7L V6
Jeep
FUEL
CAUTION
CAUTION KEEP HANDS CLEAR
BELT ROUTING

P/N P5804413 2AE
S/N TP5TM0073SY6LE
06:31:05

P/N P56044192AE
56044192AE
S/N TRSTH0073SY6LE
06:31:05

jeep
POWERTECH
4.7L V8
DANGER / POISON
SILVER
AUTOCRAFT
6/10
RELEASE LATCH
FOR ACCESS TO
FUSES AND RELAYS
OR USE AS A HAMMER

POWER-TECH
3.7L V6
Jeep


TOUGH ONE
SILVER
BLOWER MOTOR 1 40A
RADIATOR FAN 2 40A
JB POWER 3 50A
ABS PUMP
EATX
ASD
JB POWER
ASD FEED 16 15A 17 18
HBL 19 30A 20
FUEL PUMP 29
STARTER
BLOWER MOTOR
A/C CLUTCH 35
REAR O2 SENSOR

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
39
40

Serial Number
TRZME3532A0838
DaimlerChrysler Part Number
P56010319AB
Supplier Code
39754C

Serial Number
TRZME3532A0838
DaimlerChrysler Part Number
P56010319AB
Supplier Code
39754C

LF air bag sensor missing lower attachment bolt
Serial Number
TRZME3532A3185
DaimlerChrysler Part Number
P5601031 9AB
Supplier Code
39754C

Serial Number
TRZME3532A3185
DaimlerChrysler Part Number
P56010319AB
Supplier Code
39754C

Jeep
LIBERTY

Jeep

LIBERTY
Jeep

R237
DADE JEEP
3.7L

R237
DADE JEEP
MIAMI, FLORIDA
Jeep
3.7L

R237
Jeep
DADE

Jeep

LOGITECH
M-U0032

CHRYSLER
P5HG341L8AF
TR2353267898

TRW

H01-06

513023R

MEETS FMVSS 209

ASSEMBLED IN MEXICO

TRW 33014254-D 20

TD159

TRW

H01-07

514021R

MEETS FMVSS 209

ASSEMBLED IN MEXICO

5FG33-L8AH
TR135327631

TRW 33014254-D 21

TD159

015032

⚠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: HIGHER ROLLOVER RISK

AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.

Jeep
SRS
ON • OFF
CRUISE
SET
RPM x1000
MPH
ACCEL

Jeep

Jeep
SRS
AIRBAG
ON • OFF
ACCEL

OFF
ON

Jeep
SRS
AIRBAG
RES • ACCEL
CANCEL
COAST

Jeep
ON • OFF
CRUISE
SET
RPM x1000
MPH

SEEK
BASS
TREB

BUCKLE UP FLORIDA

BUCKLE UP FLORIDA

SRS AIR
Jeep
FF
TUNE
RW
EJT CD
EJT
TAPE
PTY
SCAN
TIME
SET

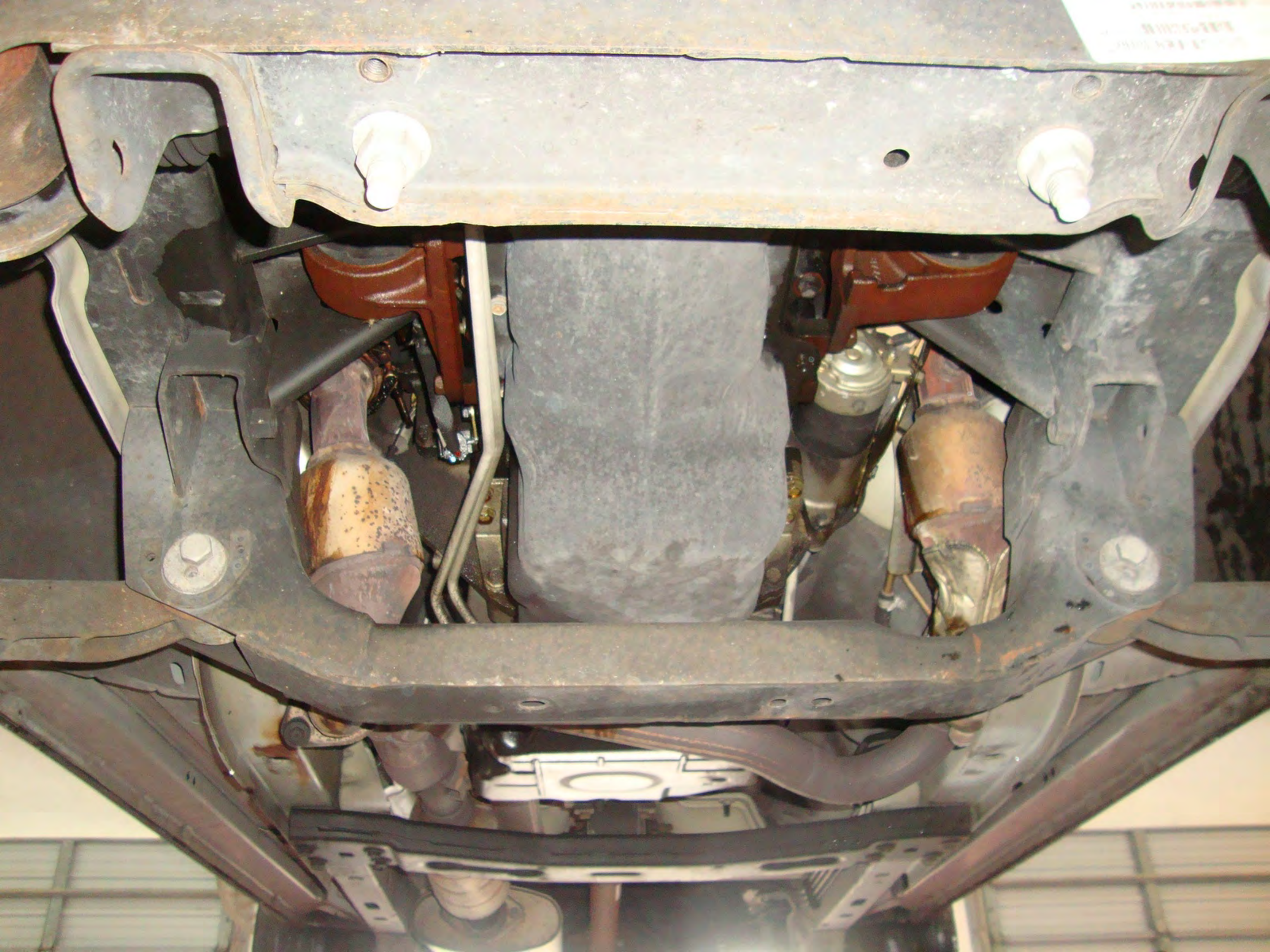
TCOPT007372327
P5531502DAJ
*HERSTELLUNGSJAHR: 2003

TCOPT007372327
P5531502DAJ
*HERSTELLUNGSJAHR: 2003
Airbag -
Druckgasspeicher
MP-PS-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:
1. Do not take apart, crush
or puncture.
2. Carefully follow instructions
in the DaimlerChrysler Corp.
Service Manual when performing
any type of service or when
disposing of this module.

BUCKLE UP FLORIDA

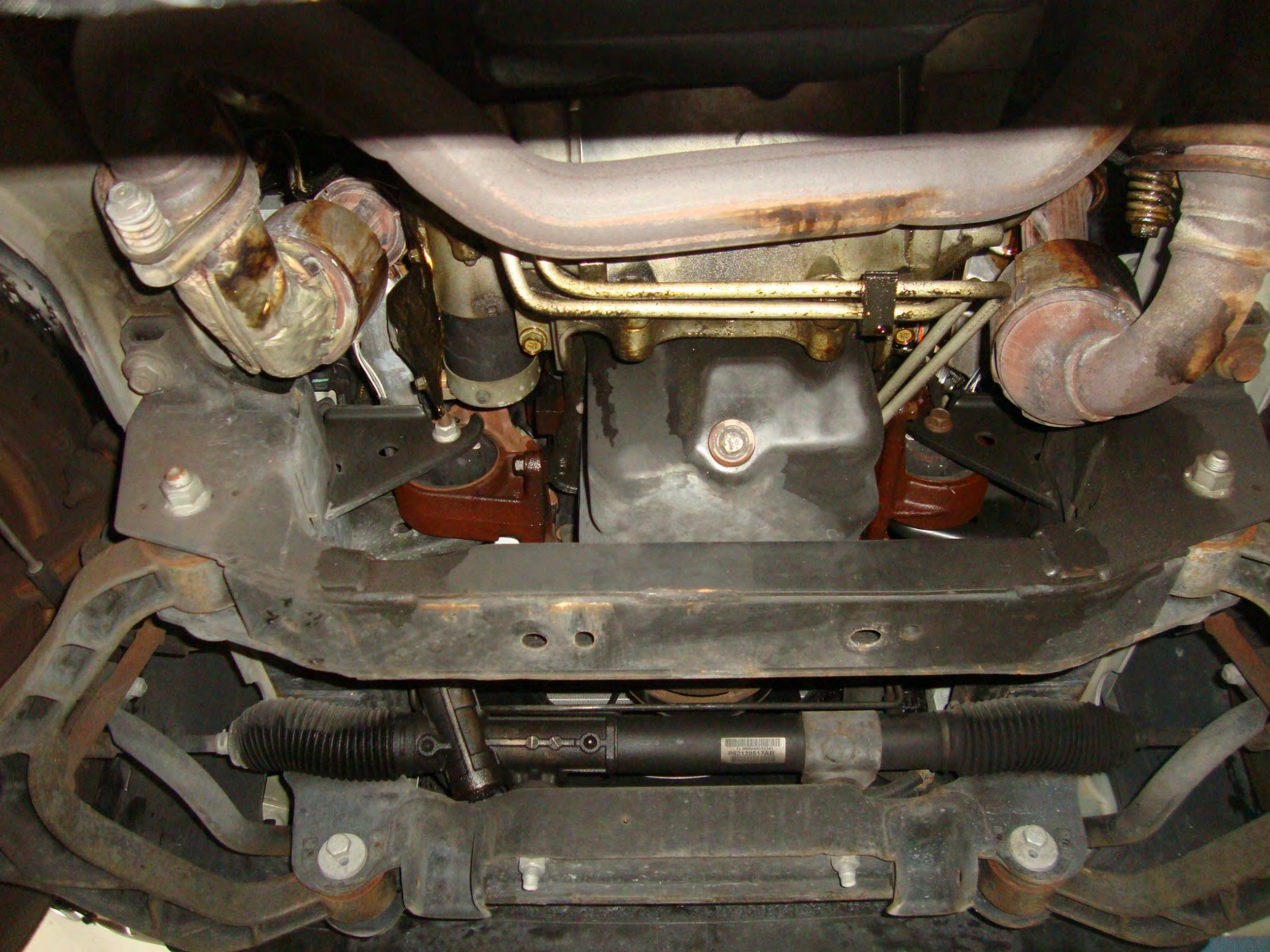
XSF
ECOPIA

COOPER



P235/70R16 104T

P235/70R16 104T
52114030 AI


P521285117AB

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

F1 HELP

Keypad

F1

Enter

Left

DVOM

Read Hold

1

Display

DRB III CDRB Application
Chrysler Corp.
Copyright © 1993-2011
All Rights Reserved
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)

F1 HELP

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

F1 HELP

F9 MAIN

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

Page 1 of 1

F1 HELP F2 SYS F0 MAIN

Display

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

File Help

Display

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 F9 MAIN

DRB III Emulator

File Help

Display

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

Determining Controller Type

Please Wait...

HELP F1 SYS F2 MAIN F9

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

File Help

Display

Unable to ID Module for
ORC

press any key to continue

File Help

Display

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 F0 MAIN

Keypad

F1

Enter

DVOM

Read H

1

Display

Unable to ID Module for
OCM

press any key to continue

Display

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

Page 1 of 2

PCM

F1 HELP F2 STS F0 MAIN

Keypad

F1

Enter

DVOM

Read Ho

1

Display

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

PCM

Page 1 of 1

F1 HELP F2 SYS F3 MAIN

File Help

Display

-- PCM DTCs --

NO DTCs DETECTED

Starts Since Clear : 2

Page back to exit

Keypad

F1

Enter

Le

DVOM

Read Hold

1

4

File Help

Display

-- SECONDARY INDICATORS --

None Detected

Page Back to Exit

Keypad

F1

Ente

DV

Read

File Help

Display

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

PCM

Page 1 of 1

HELP F2 SYS F9 MAIN

File Help

Display

FREEZE FRAME

No Freeze Frame#1 Data Stored.

No Freeze Frame#2 Data Stored.

Press Page Back to Exit

F1 HELP F2 SYS F3 MAN

File Help

Display

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

PCM

Page 1 of 1

F1 HELP F2 SYS F0 MAIN

DRB III Emulator

File Help

Display

ONE TRIP FAILURES

None Detected

Page Back to Exit

HELP F2 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

Page 1 of 1

PCM

F1 HELP F2 SYS F0 MAIN

File Help

Display

Distance Since MIL DTC Set

0.00 Miles

Page back to exit

HELP F2 SYS F9 MAIN

DRB III Emulator

File Help

Display

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

Page 1 of 2

PCM

F1 HELP F2 SYS F0 MAIN

Keypad

F1

Enter

DVOM

Read Hold

1

File Help

Display

Powertrain Control Module Info
2003 KJ 3.7L V6 SFI
Module: Cal 17.0, JUN 03
Natural Asp, Unleaded Fuel
Low Emission Vehicle (NBV)
Automatic Trans, RW Drive
Jeep Truck Engine, JTEC+
Single Fan, Variable Speed
PCM Part#: 56044195AF
Homologation ID: FBKADD
CARB OBD II Vehicle

DRB III Emulator

File Help

Display

```
-- VEHICLE LEARNED CONFIG --
A/C Status                : Non Equipped
S/C Status                : Non Equipped
Power Steering Sw         : Equipped
Sentry Key (SKIM)         : Equipped
PWM O2 Heater             : Equipped

Press ENTER to Continue
```

File Help

Display

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

Page 1 of 2

PCM

F1 HELP F2 F3 F4 MAIN

File Help

Display

--- SENSORS ---

OVERALL KNK RETARD	:	0 °
MAP VACUUM	:	19.7 inVAC
MAP VOLTS	:	1.23 VOLTS
BAROMETRIC PRESSURE	:	29.7 inHg
CALC ENGINE LOAD	:	3 %
TPS VOLTS	:	0.61 VOLTS
CALC TPS VOLTS	:	0.61 VOLTS
MINIMUM TPS	:	0.61 VOLTS
TPS PERCENT	:	0 %

PCM

Item 1 of 54

F1 HELP F2 SYS F0 MAIN

DRB III Emulator

File Help

Display

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 SYS F9 MAIN

Keypad

F1

Enter

DVOM

Read Hol

1

4

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

PCM

F1 HELP F2 SYS F9 MAIN

File Help

Display

--- Transmission DIAGNOSTICS ---

Determining Controller Type

Please Wait...

F1 HELP F2 SYS F9 MAIN

Keypa

F1

En

DV

Reac

File Help

Display

Transmission Module Information

Version: 24
EATX IIIB - 42RLE
Perm Non-Autostick
Vehicle Model Year: 2003
Controller Model Year: 2003

TCM PART# 56044192AE
VIN: 1J4GK58K73W[redacted]

F1 HELP F2 SYS F3 MAIN

DRB III Emulator

File Help

Display

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 F9 MAIN

Keypad

F1

Enter

Left

DVOM

Read Hold

1

4

DRB III Emulator
File Help
Display
-------- ABS DIAGNOSTICS -------
Determining Controller Type
Please Wait...
F1 HELP
F2 SYS
F0 MAIN
Keypad
F1
Enter
DVOM
Read Hold
1

DRB III Emulator

File Help

Display

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 F1 SYS F2 MAIN F3

Keypad

F1

Enter

DVOM

Read Hol

1

File Help

Display

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 SYS F9 MAIN

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

F1 HELP F2 SYS F0 MAIN

DRB III Emulator

File Help

Display

---------- BODY DIAGNOSTICS ----------

Determining Controller Type

Please Wait...

HELP F2 MAIN F0

DRB III Emulator

File Help

Display

BCM Module Information

PART NUM: 56010420AH
2003 KJ Premium BCM

Country: United States
VIN 3W[redacted]

HELP F2 MAIN F9

DRB III Emulator

File Help

Display

-- BCM DTCs --

NO DTCs DETECTED

Page back to exit

DRB III Emulator

File Help

Display

Transmission Module Information

Version: 24
EATX IIIB - 42RLE
Perm Non-Autostick
Vehicle Model Year: 2003
Controller Model Year: 2003

TCM PART# 56044192AE
VIN: 1J4GK58K73W[redacted]

HELP F1 SYS F2 MAIN F9

DRB III Emulator

File Help

Display

-- TCM DTCs --

NO DTCs DETECTED

Page back to exit

Keypad

F1

Enter

DVOM

Read Ho

1

DRB III Emulator

File Help

Display

ONE TRIP FAILURES

None Detected

Page Back to Exit

HELP F1 SYS F2 MAIN F9

Keypad

F1

Enter

Left

DVOM

Read Hold

1

4